

<p><b>Outcome: Eligible children will have an IFSP written within 45 days of referral</b></p>	<p><b>So that: children and their family will benefit from early intervention services and receive them in a timely manner.</b></p>
<p><b>Explanation of Data:</b></p> <p>Quarterly Data: (222/238) 93.3%</p> <p>Cluster C did not meet the target for this indicator. Families cancel/"no show" evaluations on one or several occasions. When the evaluation would finally be completed, it was already past the 45 day timeline. When families cancel evaluations more than once, it is difficult to get them rescheduled before the 45<sup>th</sup> day.</p>	<p><b>Strategies(Who is responsible/timeline/evaluation):</b></p> <ul style="list-style-type: none"> <li>• November 2014 - SPOE Director started contacting families the day before the evaluation as a reminder. We have seen a decrease in 'no shows' and cancellations from the family.</li> <li>• November 6, 2014 – During November Staff Meeting we discussed Coordinators emphasizing to families the importance of keeping the original date and time of the scheduled evaluation.</li> <li>• January 2015 – The Coordinators were given a 'Pathway to Services' form that lists, in order, the steps that need to take place before services start (or continue at Annual IFSP). Coordinators will be going over the forms with the families.</li> </ul>
<p><b>List barriers to accomplishing strategies and how to address them:</b></p> <ul style="list-style-type: none"> <li>• Families cancelling or are not at home during scheduled evaluation.</li> <li>• Families not responding to attempts to contact at initial referral. Intake Coordinator sends a 10 day close letter and family calls on 9<sup>th</sup> or 10<sup>th</sup> day to schedule appointment.</li> </ul>	
<p><b>Resources needed:</b></p> <p><input type="checkbox"/> State Clarification    <input type="checkbox"/> IIDC    <input type="checkbox"/> Training    <input type="checkbox"/> Mentoring    <input checked="" type="checkbox"/> Other: <u>Internal Training</u></p> <p><b>Explain:</b>                  Intake Coordinators can benefit from ongoing training and mentoring.</p>	

FFY13

Indiana First Steps Quality Improvement Plan  
45 Day Timeline – Initial IFSP  
First Quarter QIP

Cluster: C

Quarter Date: 10/1/14-12/31/14

Indicator: 7

**Stakeholder Collaboration:**

Team Meeting: February 19<sup>th</sup>, 2015 – Training with Intake Coordinators on timelines and what to do with non-responsive families.

Intake Coordinators, LPCC Coordinator, SPOE Director, and Coordinator Supervisor.