

<p><b>Outcome:</b>                  100% of the infants and toddlers with IFSPs will receive the early intervention services on their IFSPs in a timely manner</p>	<p><b>So that:</b>                  Interventions may begin timely as needed and appropriate per child, family and overall team.</p>
<p><b>Explanation of Data:</b>                  Quarterly Data (48/54,88.9 %):</p> <ul style="list-style-type: none"> <li>- One file (Annual) had a late 30 day start because the intake coordinator did annual meeting and accidentally wrote new speech services on the IFSP with a starts date of 6/24 which resulted in the 8/6 start date to be late. A service change page should have been completed in this situation.</li> <li>- One file (Initial) had a late 30 day start as a result of the family. IFSP was written on 8/18/14, OSC received notification from the ST and DT in September that they were unable to contact the family. Continued attempts from OSC, ST and DT but were all unsuccessful. The OSC mailed a letter in October and received a phone call from mom a week later stating that the child had been in Indianapolis (out of SPOE coverage area) and moms busy schedule. Mom requested services to stop until December when the child would return from Indianapolis and back with mom.</li> <li>- One file (Initial) had a late 30 day start of service because DT went out within 30 days when ST is written on the plan.</li> <li>- Two files (siblings-Initial) had a later 30 day start due to family reasons. Provider attempted to contact family three times, scheduled and the day before mom called to cancel due to medical appointment at Riley. Mom did not have any additional availability that week and provider attempted to schedule family again four more times and finally heard back and scheduled outside of timeline.</li> <li>- One file (Initial) had a late 30 day start due to provider did not see the email in regards to child's services.</li> </ul>	<p><b>Strategies(Who is responsible/timeline/evaluation):</b></p> <p><u><b>New Strategies</b></u></p> <ul style="list-style-type: none"> <li>- Effective February 1st, upon receipt of the Initial IFSP from the Intake Coordinators, Ongoing Service Coordinators will be responsible for sending an introductory email to the providers explaining they are the Ongoing Service Coordinator as well as an additional prompt of their 30 day start date.</li> <li>- Effective February 1<sup>st</sup>, Ongoing Service Coordinators will contact families within two weeks of the IFSP to complete the initial contact and reiterate the timeline of service implementation.</li> <li>- Intake Coordinators provide families with a reference sheet with their team contact information at the Initial IFSP meeting. Effective February 1<sup>st</sup>, Coordinators will also include and circle/highlight the 30 day start date on the team form to serve as an additional reminder of when services are expected to begin to ensure timely services.</li> <li>- Upon routing paperwork, Intake Coordinator will scan the Initial IFSP to the Ongoing Service Coordinator so the coordinator can be better prepared to prep their file and initiate the introductory email to the team.</li> </ul>

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**List barriers to accomplishing strategies and how to address them:**

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**Resources needed:**

- State Clarification   
  IIDC   
  Training   
  Mentoring   
  Other: \_\_\_\_\_

**Explain:**

Resources needed would include additional training to the coordinators and the provider agencies.

**Stakeholder Collaboration:**

Agency Providers, Intake and Ongoing Service Coordinators, SPOE Director/Supervisor

- SPOE Director met with Agency Directors on January 15, 2015 and informed them of the changes to inform providers.
- SPOE Director met with Intake and Ongoing Service Coordinators on January 28<sup>th</sup> and informed of the changes.
- On January 28<sup>th</sup>, SPOE Director followed up the coordinator meeting and emailed the coordinators and agency providers the draft email to send to the team and reminder of the changes.