

<p><b>Outcome:</b> Cluster D will meet the target</p>	<p><b>So that:</b> Families know their rights and are able to positively advocate for their child beyond First Steps.</p>
<p><b>Explanation of Data:</b> Quarterly Data</p> <ul style="list-style-type: none"> <li>A. Know their rights: 93.2/99%</li> <li>B. Effectively communicate their children’s needs: 91.1/99%</li> <li>C. Help their children develop and learn: 95/99%</li> </ul> <p>Improved on all areas from last year Based on the data presented, Cluster D has not met the target for Family Outcomes. Cluster D has improved from the previous year but not met the standard.</p> <p>We hypothesize that families are not aware of the importance of the forms and questions on the surveys which is causing inaccuracy with the completion of the surveys by families. If families do not understand the purpose or the questions being asked, the likelihood that they would complete the survey accurately decreases.</p> <p>Cluster D has not met the target for Family outcomes. We hypothesize that families are unsure on how to complete the forms and may cause them to inaccurately complete the survey. Coordinators may be mailing the forms to families to complete prior to exiting the program rather than completing with the family during a meeting to provide the additional support.</p>	<p><b>Strategies(Who is responsible/timeline/evaluation):</b></p> <p>If we hypothesize that families are not aware of the importance or the purpose behind the survey, Coordinators must be trained to emphasize the importance and explain to parents the reason the survey is being completed.</p> <p><b>Continued Strategies:</b> Ongoing Service Coordinators have been provided with the training for families to complete the surveys and understand the purpose. SPOE Director can reiterate the importance of the survey.</p> <p>Coordinators have continued to review family rights from the Intake meeting to their exit meeting.</p> <p><b>New Strategy:</b> Effective February 1<sup>st</sup>, rights will be reviewed and discussed at a minimum of once a quarter during the team/staff meeting. It is imperative that families know why coordinators are offering the survey and how it impacts our Cluster and system as a whole.</p> <p>Effective February 1<sup>st</sup>, when coordinators mail out a survey to be completed and mailed back, coordinators will follow up with a phone call to further explain once it has been received.</p> <p>Both will be evaluated quarterly through reviewing the exit surveys.</p>

<p><b>List barriers to accomplishing strategies and how to address them:</b>                  A barrier to accomplishing strategies may include the family comprehension but will be addressed by further discussing the survey with the family/guardian. If the survey is mailed out, the coordinator will follow up with a phone call to address potential questions.</p>	
<p><b>Resources needed:</b>  <input type="checkbox"/> State Clarification    <input type="checkbox"/> IIDC    <input checked="" type="checkbox"/> Training    <input checked="" type="checkbox"/> Mentoring    <input type="checkbox"/> Other: _____</p> <p><b>Explain:</b>                  Continued training and mentoring to new employees from seasoned staff and supervisor on procedural safeguards and importance of advocating for their children to SPOE staff.                  The coordinators will discuss the survey and questions during supervision</p>	
<p><b>Stakeholder Collaboration:</b>                  Will discuss with SPOE Staff at February team meeting                  Will discuss with Assessment Team on February 10<sup>th</sup>                  Discussed QIP and strategies with Data Review Team on January 21<sup>st</sup>.</p>	