

<p>Outcome: Cluster I will improve to 100% of infants and toddlers receiving the EI services on their IFSP in a timely manner (within 30 days).</p>	<p>So that: children can begin receiving services in a timely manner and the family will have the tools to assist their child in achieving the outcomes written on their IFSP.</p>
<p>Explanation of Data: Quarterly Data (55/70, 78.6 %): SPOE Supervisor pulled the files reviewed to determine why we did not meet this indicator.</p> <p>8/70 the family cancelled the initial session or the family did not have a working phone number.</p> <p>5/70 the Agency assigned the provider close or after the 30th day due to limited provider availability</p> <p>2/70 The provider miscalculated the 30th day.</p> <p>The Confirmation of Start document was not always readily available in the files or did not clearly/accurately contain the information needed to determine if services started within 30 days.</p> <p>Some service areas have limited provider availability which leads to providers not being assigned in a timely manner or the providers are not available to begin services within the 30 days.</p>	<p>Strategies(Who is responsible/timeline/evaluation):</p> <p><u>If the problem is documentation then we will:</u></p> <p>IC/SC staff will follow Cluster policy.</p> <p><i>Policy: All EI files will contain documentation of services starting within 30 days of parent signature on the IFSP, Quarterly Review, or Service Change Page.</i></p> <p>IC/SC will be reminded of this policy and to document all attempts in obtaining the confirmation of start and completing the form to its entirety at the next Regional Staff Meeting, February 5, 2015</p> <p>If IC/SC does not have confirmation of start by the 20th day, IC/SC will contact the Agency Representative for the initial start date.</p> <p>IC/SC will submit confirmation of start documents to the manager once completed.</p> <p>SPOE will file confirmation of start documents weekly.</p> <p><u>If the problem is lack of providers, we will:</u></p> <p>SPOE will remind AT and Agencies by March 2015 about the potential for consultative services and less traditional scheduling options (eg., 2x/month) when it is appropriate and can meet the needs of the child and family.</p>

	<p>SPOE will educate IC/SC on using consultation and modification of frequency and duration at the March 5th staff meeting.</p> <p>Evaluation: Managers will match 30 day starts with Summary of IFSPs to determine how long from IFSP is it taking IC/SC to get the start date and complete the documentation. Services that do not start within 30 days will continue to be documented on the complaint and concern log.</p>
<p>List barriers to accomplishing strategies and how to address them:</p> <p>1) Cluster I East currently has one Agency-addition of another Agency in this area may need to be discussed if provider availability continues to be reported as a reason for delay in the start of services.</p> <p>2) The time it will take IC/SC to document all attempts to obtain start dates and turning in the documentation in a timely manner</p>	
<p>Resources needed:</p> <p><input type="checkbox"/> State Clarification <input type="checkbox"/> IIDC <input type="checkbox"/> Training <input type="checkbox"/> Mentoring <input type="checkbox"/> Other: _____</p>	
<p>Explain:</p> <p>Stakeholder Collaboration:</p> <p>SPOE Supervisor and Agency Representatives discussed this QIP at the December 11, 2014 Agency Meeting. While the “official” QIP report was not yet available, the SPOE Supervisor brought this subject up as it is an ongoing issue that is reported on the Complaint and Concern log. SPOE and Agencies also discussed the States approval of provider sharing as a possible solution when provider availability is the issue. We also discussed possible strategies that may assist IC/SC is getting the confirmation of start from Agency/Provider as well as the issues that may be causing the delay of this notification. SPOE introduced a possible document used by other Agencies/Clusters that providers would complete and return to the IC/SC once all services have started. We also discussed Agency/Provider emailing or faxing the initial face to face sheet to the IC/SC. Explained the State is revising the current confirmation of start and IC/SC will be required to document the actual start date for each provider and SPOE needs full cooperation of the Agency/Providers in documenting this information. The Agencies requested IC/SC contact the Agency Representative if the provider does not contact them with the start date, SPOE agreed but other options will be revisited if 30 day start continue to be an issue. SPOE Supervisor emailed Agencies for additional feedback once QIP identified. Management Team reviewed 01-29-15.</p>	