Outcome: Cluster A will complete all 6 month reviews in a timely manner

<table>
<thead>
<tr>
<th>Explanation of Data:</th>
<th>Strategies (Who is responsible/timeline/evaluation):</th>
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<tbody>
<tr>
<td>Quarterly Data 94.1% (32/34)</td>
<td>If we hypothesize that the six month review meetings are late because families are not contacting the service coordinator, then we need to improve our communication.</td>
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- There were two late six month reviews from the data, which put us out of compliance.
- LPCC Coordinator spoke with both service coordinators who had late meetings.
- In the first instance, the meeting was late because the family moved and never contacted the coordinator. The coordinator sent a 10 day close letter. By the time the family received the letter and the meeting was scheduled, which then required a ten day notice, the meeting was late. The meeting was completed 3 days after the authorization expired.
- In the second instance, the 6 month review was scheduled at the 1st quarter visit. The service coordinator called the family the day before the visit to confirm, but they did not answer and the voicemail was not activated, so she could not leave a message. The service coordinator attempted to complete the home visit, but no one was home. The service coordinator again called the family, but they did not answer and she still could not leave a voicemail. Service coordinator sent a 10 day close letter. The family contacted the service coordinator and the visit was rescheduled for the next week. The next week the service coordinator attempted the home visit, but again, no one was home. The service coordinator called the family, but there was no answer and the voicemail was still not activated. Service coordinator sent a second 10 day close letter. The family called the service coordinator after they received the letter and rescheduled the meeting. The meeting was completed 5 days after the authorization expired. The service coordinator also reported this family is not consistent with weekly therapy.

So that: all services are being monitored efficiently and the needs of the child are being met.

Evaluation: During monthly supervision meetings between supervisor and service coordinators, the supervisor reviews caseload with service coordinator. During these meetings, supervisor will ensure that all monthly meetings are scheduled for the current month and the next month.

- Service coordinators will utilize caseload list that tracks when monthly meetings are due to ensure they are scheduled on time.
List barriers to accomplishing strategies and how to address them:

- In both instances the meetings were late because of the families. Both coordinators have stated these particular families are hard to get in contact with. If we know a family is hard to get in contact with, then we need to try and keep in contact with them monthly.

Resources needed:

|☐| State Clarification | ☐| IIDC | ☐| Training | ☒| Mentoring | ☐| Other: __________________________________|

Explain:

Supervisor will meet with coordinators to review due dates and monitoring of families who are known to be difficult to meet with.

Stakeholder Collaboration:

Spoke with service coordinators