**Outcome:**
Cluster D will meet the target of families knowing their rights

**So that:**
Families are able to positively advocate for their child beyond First Steps.

**Explanation of Data:**
Quarterly Data
- A. Know their rights: 92.7/99%
- B. Effectively communicate their children’s needs: 87.8/99%
- C. Help their children develop and learn: 92.7/99%

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.

**Strategies (Who is responsible/timeline/evaluation):**
If Intake and Ongoing Service Coordinators continue to emphasize the importance of family rights and ensuring they explain them accurately and in depth with the families, families may feel more confident with knowing their rights in the program. When families are more confident with their rights and advocate for their children, they are more likely to feel they are a part of the process of helping their child learn and develop. It is key that families know the importance they have throughout the process during Early Intervention Services.

Coordinators will continue to provide families with their rights at every meeting and with documentation they mail to families. Rights will be reviewed as part of team meetings and upcoming trainings. Trainings will be focused on helping families advocate for their children. Coordinators will be advised to complete the surveys with families as needed to provide additional support for the families.

Direct Service Providers will work side by side with families to ensure that they know they are a critical part of their child’s progress to help them continue to learn. Both will be evaluated quarterly through reviewing the exit surveys.

**List barriers to accomplishing strategies and how to address them:**
### First Quarter QIP

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<tr>
<th>Resources needed:</th>
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<tr>
<td>☐ State Clarification</td>
<td>☐ IIDC</td>
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**Explain:**
Continued training and mentoring on procedural safeguards and importance of advocating for their children to SPOE staff.

### Stakeholder Collaboration:
- SPOE Staff
- Assessment Team
- Data Review Team