**Outcome:**
Upon exiting the First Steps program, 99% of families will know their rights, 99% will be able to effectively communicate their children’s needs and 97% of families will understand how to help their children develop and learn.

**So that:**
Parents and caregivers are maximizing their ability to understand and advocate for their child’s needs while receiving the tools they need to educate their child and build upon the foundation early intervention services has provided.

**Explanation of Data:**
Quarterly Data:
A. Know their rights, 92.6%
B. Effectively communicate their children’s needs, 92.6%
C. Help their children develop and learn, 81.5%

Cluster knows this information and training is given to families but needs to evaluate the quality of those discussions with families. In addition, the Management Team has determined that Cluster F Service Coordinators commonly hand the Exit Summary to families to fill out on their own, with little discussion of questions asked on the form. This could influence scores if families are not always understanding what is asked of them, yet not asking for help.

**Strategies (Who is responsible/timeline/evaluation):**
If this information is shared with families but not in a quality, meaningful way, then further training with all parties who work with families needs to occur.
1) In April, SPOE will provide copies of Exit Summary to Agencies so they know what is asked of families at exit. Further discussion on the form and provider’s roles in engaging families in a meaningful way will occur at the Cluster Agency Meeting scheduled in May. SPOE will request Agencies provide additional training to their providers so they understand their role in successfully achieving this Indicator. A universal evaluation form will be developed and used to collect feedback from providers on the effectiveness of the training.
   - Kim Fledderman will conduct DSI’s training for providers in August.
   - Kim will give DSI providers the Exit Summary as reference material for her training. She will conduct a training evaluation to collect feedback.
   - Frank Knez or Lisa Harris, DT-C, will conduct CFK’s training for providers in September. They will give CFK providers the Exit Summary as reference material for the training. They will also conduct a training evaluation to collect feedback.
   - Patty Sebanc will conduct SS’s training for providers in September. Patty will give SS providers the Exit Summary as reference material for her training. She will conduct a training evaluation to collect feedback.
2) At the Cluster Agency Meeting in May, the Management Team will share Cluster I’s strategies for Agency involvement on this Indicator, including review of face-to-face sheets for documentation of family engagement and family training.
3) SPOE will invite IIDC Quality Review staff to an IC/SC staff meeting in August or September to provide training to Service Coordinators on the importance of the Exit Summary and how the data collected is
**List barriers to accomplishing strategies and how to address them:**

<table>
<thead>
<tr>
<th>Strategy 1)</th>
<th>Although 1 Agency has agreed to provide training to their providers the others may not. Cluster would ask DSI to help in this discussion.</th>
</tr>
</thead>
</table>

**Resources needed:**

- [ ] State Clarification
- [X] IIDC
- [X] Training
- [X] Mentoring
- [ ] Other: ____________________________

**Explain:**

<table>
<thead>
<tr>
<th>Strategy 3)</th>
<th>Cluster will invite IIDC to a staff meeting to explain importance of Exit Summary on data collection for Outcomes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategy 4)</td>
<td>Explore mentoring - what type of training do other Clusters provide to SCs on this topic?</td>
</tr>
</tbody>
</table>

**Stakeholder Collaboration:**

This topic was briefly discussed at the Cluster Agency meeting on 2-11-14. All parties agreed that further training is needed at all levels. This topic will again be a point of discussion for collaboration with Agencies at the next Cluster Agency Meeting in May. Additional strategies may be developed at that time for inclusion in the 2nd Quarter QIP. The Fiscal Agent Management Team met on 4-9-14 to review and incorporate QR team feedback. QR team feedback was shared with Agencies and their input was solicited as well. Kim Fledderman, DSI, and Director discussed via phone on 4-14-14. Frank Knez, CFK, and Director discussed via phone on 4-16-14. Director discussed with Patty Sebanc, Sycamore Services, on 4-16-14. The LPCC Transition Subcommittee met on 4-14-14 and discussed each Indicator. That group had no feedback for further strategy development.