### Outcome:
All families will receive a minimum of 10 days notice for all IFSP activities

### So that:
Family procedural safeguards are upheld and acknowledging that families know their children the best allowing them to be full participants in all IFSP activities to make sure the services received are right for them.

### Explanation of Data:
Quarterly Data (116 / 121, 95.9%):

1 of 5 identified late prior written notices in last review was due to SCs leaving position and new SCs being assigned to family. In some instances, the timeline allows for minimum sharing of information from exiting SC to interim SC.

2 of 5 due to SCs not having required documentation in file. SC are giving notice but failing to provide the required form. It was noted in clinical notes but not followed up with the required form in EI file.

2 of 5 due to WPN being sent outside the timeline. SC’s are not tracking timelines accurately resulting in late notices for meetings. SC must not wait on assessment team scheduling or assessment completion before sending WPN for IFSP meetings.

### Strategies (Who is responsible/timeline/evaluation):

If we hypothesize that SCs made error due to lack of smooth transition, then we need to have an increased transition process when SCs leave employment:
- SC supervisor will review all exiting SCs case loads within 3 days of resignation notice being received.
- All SCs will submit all files to SPOE office within 5 days of their resignation notice being sent
- SPOE will evaluate and review case distribution for potential gaps throughout the service area monthly.

If we hypothesize that SCs did not submit complete IFSP meeting packets including 10 day notice, then an increased QA audit for all quarterly timelines will be put in place:
- Develop an internal Initial IFSP Packet Checklist to accompany all IFSP binders by June 1, 2014.
- QA will spot check 10% of each SC’s quarterly IFSP packets each quarter for 10 day written notices.

If we hypothesize that SC’s may be scheduling the initial IFSP too late, then requiring all SC’s to schedule IFSP at intake meeting will assure a minimum of 10 day notice will be given:
- We will explore a shared SC calendar so supervisors can do a review of potential meeting dates. CMS system will be explored beginning May 1, 2014.
- QA will increase monitoring of referral terminations

### Evaluation:
All case files will be reviewed by Quality Assurance Specialist prior to
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| being distributed to new SC’s to evaluate case status and identify needs.  
Monitor 45 day quarterly reports for SC trends in scheduling late meetings.  
Compare in-house chart reviews of EI records completed prior to internal IFSP checklist to those completed after implementation of checklist on June 1, 2014. |
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**List barriers to accomplishing strategies and how to address them:**
Distribution of existing cases to other SC’s requires more time to review for potential issues.

**Resources needed:**
- State Clarification  
- IIDC Training  
- Mentoring  
- Other: ________________________________

**Explain:**

**Stakeholder Collaboration:**
SPOE Director and Quality Assurance Specialist met on 3/16/14 for discussion on possible options for review of WPN during intake procedures but prior to IFSP meeting.