## Outcome:
Service Coordinator’s will work with families to develop outcomes that are important and meaningful to the family, enhance the family’s ability to learn, and support real life settings.

### So that:
- All outcomes start with parent’s priorities, consider the child/family’s challenges in everyday activities and routines, and allow all team members to know when the outcome has been successfully achieved.

## Explanation of Data:
Quarterly Data (5.7% Initial/19.2%/annuals):

- At 5.7% we are not obtaining quality outcomes to address the needs of families as they enter into the early intervention system. Internal review of outcomes indicates trends in using same language (want my child to talk) for many plans on individual SC caseload as well as repeated strategies.
- High quality outcomes must be functional for child/family’s life, reflect real-life settings, be discipline free, simple and clear to understand, and build on the positive strengths of the child/family. Prior training has not been as specific with these requirements resulting in “cookie cutter” outcomes. These general outcomes are not easily measureable which could result in services be allowed to continue when family need has been met.

### Strategies (Who is responsible/timeline/evaluation):
If poor quality outcomes are driving the IFSP, then services will not address the true needs or concerns of the child/family resulting in possibly higher cost per child and longer service duration in the program. Cost per child will be reviewed quarterly with LPCC and provider networks.

- SC’s needs to be better trained on identifying parents concerns and priorities. Staff meeting training to be conducted prior to July 1, 2014.
- SC’s need better understanding of child’s developmental skills and how these skills should look in everyday activities and routines. Staff meeting training to be conducted prior to July 1, 2014.
- Develop interviewing tool to be used during intake and IFSP development to guide SC in asking leading/probing questions. Individual tools will be explored beginning May 1, 2014.
- Sharing at each monthly staff meeting examples of high quality outcomes meeting the state’s criteria.

### List barriers to accomplishing strategies and how to address them:
- Parents sometimes have difficulties putting concerns in to words. SC increased interviewing techniques will assist families in getting their concerns in to words.
- SC’s have large caseloads and become too focused on timelines rather than quality. SPOE administrator will monitor caseload size monthly by review of individual SC’s trackers.
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**Explain:**

**Stakeholder Collaboration:**
SC survey of training needs