**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.

**Strategy update from last quarter:**
1) Exit summary was given to all Agencies. Discussion of form and upcoming trainings for providers occurred at the Agency Meeting on 5-13-14. Representatives from all 3 Cluster Agencies were present. Agencies are trying to align their trainings to be similar in content and will use the same evaluation form for consistency. Copies of completed forms will be sent to Director after trainings occur.
2) Cluster’s I plan for increasing the monitoring face-to-face sheets was shared with Agencies. They agreed to think about what that would look like for them and will discuss again next quarter. Sycamore Services mentioned possibility of adding questions target towards Family Outcomes into quality assurance calls they make to families. Discussion occurred around educating families on what to expect on the face-to-face summary sheet.
3) Cluster SPOE staff still planning agendas for August and September. Will be in touch with IIDC staff by 7-1-14.
4) Evaluation of Exit Summary discussions with staff will take place at Management Team meeting on 6-25-14.

**Explanation of Data:**
Quarterly Data (__/__, %):
n/a

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

**List barriers to accomplishing strategies and how to address them:**

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

**Explain:**

**Stakeholder Collaboration:**
Strategy updates were discussed with Agencies on 5-13-14. Director, SPOE Supervisor and Manager participated in discussion along with representatives from all 3 Agencies. A member of the IIDC Quality Review team was also present. One point (not listed above) brought up was that families who were unhappy with anything, such as scheduling, may rate program more poorly in all areas. The final First Quarter QIPs were given to the LPCC members present at the full Cluster LPCC meeting on 5-13-14. Draft of this 2nd quarter update was emailed to Agencies, Manager & SPOE Supervisor on 5-23-14 for review & input.