**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.

**Strategy update from last quarter:**
In the First Quarter QIP on Child Outcomes, Cluster D hypothesized Coordinators were not emphasizing the importance of the surveys. Coordinators have been trained and reminded of the importance of meetings during team meetings. Coordinators have been guided to request families to complete the surveys and comprehend the surveys.

Coordinators have had trainings on procedural safeguards and explaining them during each meeting. Coordinators brainstormed together on how to explain rights to families and how it can relate to the surveys. A team meeting with coordinators was held and dedicated solely on Procedural Safeguards. Each procedural safeguard was explained thoroughly and coordinators each explained how they ensure families comprehend them as well as how it relates to their child, services, IFSP etc. Coordinators had the opportunity to discuss scenarios in which procedural may or may not have been violated.

Coordinators were informed to continue to make the effort of having families understand as well as complete the survey with the assistance of families. Coordinators have a better understanding of the survey and discuss the survey now months prior to transitioning out of First Steps. Coordinators have been trained to explain the survey as a form to evaluate how the program is doing as a whole and what areas we can improve on to better serve families.

Understanding is key component to completing the surveys. The SPOE will continue to monitor this indicator closely.

**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.

**Strategies(Who is responsible/timeline/evaluation):**
If Coordinators emphasize the importance of the surveys, 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.
When a child is approaching exiting the program, the Ongoing Service Coordinator will have a conversation with the family in regards to completing an exit interview. Depending on the timeline, coordinators will complete the exit interview with the family at their last scheduled meeting or discuss with the family and mail them a blank interview to complete. Coordinators either mail the forms to families to complete prior to exiting the program or complete with the family during a meeting to provide the additional support.

Intake and Ongoing Service Coordinators emphasize the importance of family rights and ensure they explain them accurately and in depth with the families during their meeting or over the phone.

Coordinators will be advised to complete the surveys with families as needed to provide additional support for the families. Coordinators will be able to answer questions families may have in regards to the questions being asked.

Coordinators may be unsure of the importance of completing exit interviews. If the coordinators are unsure of the importance and its impact, we will focus on training staff on the procedures to ensure completion of surveys.

SPOE will emphasize the importance to not just coordinators but the agency as well.

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.

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<thead>
<tr>
<th>List barriers to accomplishing strategies and how to address them:</th>
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<td>- Collaboration with providers is difficult as they are not employees of the SPOE.</td>
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<th>Resources needed:</th>
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<tr>
<td>☐ State Clarification ☐ IIDC ✗ Training ✗ Mentoring ☐ Other: ____________________________</td>
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Stakeholder Collaboration:

SPOE Staff at upcoming team meeting in May 2014
Discuss with Assessment Team at their meeting April 29th meeting