

FFY14

Indiana First Steps Quality Improvement Plan  
First Quarter QIP

Cluster: B

Quarter Date: 1/1/15-3/31/15  
revised 1/27/2015

Indicator: 4a/4b

<p><b>Outcome:</b> At least 99% of the families exiting First Steps will say they know their rights</p> <p>At least 97% of the families exiting First Steps will be able to effectively communicate their child's needs.</p>	<p><b>So that:</b> They continue to be strong advocates for the children during their academic years.</p> <p>Their children's educational and social emotional needs are met as they transition into other settings.</p>
<p><b>Explanation of Data:</b> 4a Quarterly Data 95.7%</p> <p>This is a slight slippage from last quarter.</p> <p>Since June 2014 we have 7 new Service Coordinators; that is one third of our Service Coordinators. Of the 7 new coordinators 5 are recent college graduates and this is their first job out of college.</p> <p>During their first six months of their employment much of their time is learning all of the paper work, timelines, what is acceptable documentation for cost participation, understanding insurance plans and procedural safeguards. They understand how to explain the family's rights as written in the brochure. The explanation of service options; knowing what an OT does versus a PT as well as the different services within each discipline; sensory, and atypical development may prove to be more challenging to discuss with families.</p> <p>At the December all staff meeting we had an Occupational therapist present what the typical OT works on with a young child. Most of the new staff commented on how beneficial it was to hear the difference between the OT and PT in a way they can now explain to families.</p>	<p><b>Strategies(Who is responsible/timeline/evaluation):</b></p> <p>If we hypothesize that our families need to understand different services, service options and types of services available to their child to know their rights and advocate effectively for the child, then we need to educate our Service Coordinators about these services and how to explain them to families.</p> <p>The Service Coordinator Supervisor will:</p> <ol style="list-style-type: none"><li>1) By January 31, 2015 have each Service Coordinator complete a Self-Assessment on their knowledge base as related to their role as the Service Coordinator. The self- assessment is from the state of Florida. The results will be tallied to identify key areas they feel they need more training on. The Monthly All Staff meeting Training calendar will be modified as areas are identified.</li></ol> <p>The SPOE director will:</p> <ol style="list-style-type: none"><li>1) By January 31,2015 ask IIDC if data is available by questions used to arrive at the score for Families Know their rights so we can verify we have targeted one of the areas we need to do additional training.</li></ol> <p><b>Evaluation:</b> If we provide additional training on services and service options the Service Coordinators will be able to communicate effectively</p>

<p><b>Explanation of data:</b>                  4b Quarterly Data 93.3%</p> <p>This is a slippage from the past quarter</p> <p>In addition to the above explanation it is extremely challenging for Service Coordinators to write quality outcomes and engage the family as a full partner in their IFSP meetings which typically have the parent and service coordinator, as the participants and reports from the provider(s) or evaluation from the Assessment Team.</p>	<p>this information to families and for this area within Family knows their rights we should see improvement.</p> <p>If we hypothesize families need to be a full participant at the IFSP meetings and need to communicate the need for services they feel are important then we need our Service Coordinators to be writing high quality functional outcomes                  The Service Coordinator Supervisor will:</p> <ol style="list-style-type: none"> <li>1) At the January Service Coordinator team meeting will train staff using the ECTA Center IFSP Outcome training activity on writing high quality functional outcomes.</li> </ol> <p><b>Evaluation:</b>                  At the March staff meeting the Service Coordinators will complete file reviews of initial and annual IFSPs. Included with the review will be a rating of the first Outcome in the IFSP using the six criteria.</p> <p>Our goal is the Service Coordinators will make the outcome <i>reflect a real life contextual setting</i>, which will enable to the family to communicate not just what they want their child to do but how it will help them as a family go through their daily routines and activities.</p>
<p><b>List barriers to accomplishing strategies and how to address them:</b></p> <p>The Service Coordinators may not feel comfortable scoring any items as needing more information. The Supervisor will explain that we will be using this information to bring in the speakers or training material to address the areas they want more training, and signing their name will be optional.</p>	

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**Resources needed:**

State Clarification     IIDC    Training     Mentoring    Other:

**Explain:**

Check with Michael Conn Powers to see if the data from the exit survey can be broken down by the questions related within Families know their rights to see if we have identified one of the areas our families are scores as impacting our slippage.

**Stakeholder Collaboration:**

In January the SPOE director met with the Supervisors to review the ECTA Center training activity for enhancing recognition of high quality, functional IFSP Outcomes. All the Service Coordinators will participate in the Training at their January meeting. The goal of the training is to know the six key criteria that define IFSP Outcomes as high quality and participation-based. They will participate in small groups to rate 22 IFSP Outcomes using the six criteria. The teams will identify high quality and substandard statements. They will take the substandard and rewrite to a high quality. Follow up activities throughout the year as Service Coordinators identify additional supports they need to help them identify the Outcome they have written for a family as being of high quality and participation based.

New data information was received from IIDC on January 25<sup>th</sup> for the July 1<sup>st</sup> through September 30<sup>th</sup> quarter. This data shows that 98.3% of our families indicate they Know Their Rights. This is a 2.6% increase and would not have required a QIP.