

Minutes
First Steps – South East
May 20, 2011
9:30 a.m. to 11:30 a.m.
Aging and Community Services
1531 13th Street
Columbus, IN 47201

Present	Affiliation	Present	Affiliation
TJ Allen*	SPOE Staff	Katie Herron*	LPCC Staff: Monroe
Kim Amberger Fledderman	EI Provider	Shirley Huntsman*	SPOE Staff
Barb Andrews	Head Start	F. I.	Parent
Denise Arland	LPCC Staff	Cyndi Johnson	Parent
Jeanne Baldwin	SPOE Staff	Frank Knez	EI Provider
Beth Barnes	Head Start	Angela Miller	Quality Review: State
Stacey Berkemeier*	SPOE Staff	Deb Miller	EI Provider
Barb Blain	EI Provider	Nancy Moore	EI Provider
Kay Boas	EI Provider	Jerri Orosz*	SPOE Staff
Jenn Broughton*	LPCC Staff: Southern Region	Jacqueline Overpeck	EI Provider
Anne Dolan*	SPOE Staff	Shannon Palmer	Healthcare
Lynne Eckerle*	Staff: Administrative	Carrie Scherschel	LPCC Staff: Brown
Kim Gaffney*	LPCC Staff: Jackson County	Sandy Smith	Bartholomew Co. DFC
Sian Goldsmid*	Staff: Administrative/Supervision	Heidi Stewart	Social services
Lisa Griner*	LPCC Staff: Southern	Stacy Stillinger	Parent
Judy Hancock	EI Provider	Debbie Toth	EI Provider
Lori Hart	Parent	Lisa Wagers	EI Provider
Becky Haymond*	Staff: Administrative/Supervision	Michelle Weidenhammer	EI Provider
Barb Hefty-Jones	Head Start	Jeremy Wells	Head Start
Connie Hempstead	Education	Jennie Wilking	Parent
Janice Hensley	EI Provider	Penny Zellers	Child Care

*.Staff (not a voting member)

Call to Order - Mark Lindenlaub, new Executive Director for Aging and Community Services, introduced himself to the group prior to the start of the meeting. After attendees introduced themselves, Cyndi Johnson called the meeting to order. Kim Amberber-Fledderman shared her inspirational story. Jackie O. will tell the story next meeting.

Consent Agenda Items - A motion was made by Kay Boas to accept the consent agenda items. Beth Barnes seconded. Motion carried. Consent agenda items included

- Item One: Minutes from February Meeting
- Report One: SPOE Quarterly Report
- Report Two: Program Director's Report
- Report Three: ED (Eligibility Determination) Teams Quarterly Report
- Report Four: Public Awareness and Outreach Quarterly Report

Financial Report - Lynne presented the report through month 13 of the 15 month period. With 13% of year left, report shows what we have left by category (see attached). She highlighted financial challenges of running the ED team. There is no budget line item since it is paid by service, but hiring was done based on an estimated budget. ED team staffing had to be readjusted due to the funding issues, so some adjustment will be made for salaries not yet taken out of this financial report. Funds will be shifted to cover EDT expenses that are over. We have submitted a budget for the next 12 months based on what the state presented in the new contract, but it is subject to change at the state level. Kim AF made a motion to pass the financial report; Jeremy seconded. Motion carried.

Cluster Oversight and Systems Updates

Staff - Becky provided a new staff list to the group and explained staff changes, Becky is now the Program Director, Sian Goldsmid is SPOE Supervisor. Sian will retire in June and her responsibilities will be absorbed into other roles. Jeanne Baldwin will be the Eligibility and Systems Supervisor, taking on

responsibility for ED Teams, system issues, and SPOE policy/procedure as of June 6. Becky will be responsible for overall program implementation and service coordination. Denise Arland will lead LPCC coordinator. Service coordinators will pick up a little bit of LPCC activity in counties they serve to support the lead coordinators in each county.

ED Team update—Jeanne discussed staffing challenges with ED Teams due to unanticipated budget issues. Contributing factors are size of our cluster area and distance between families in the most rural areas. Gina has been doing administrative support for ED teams to help ease the load. Some ED team members are helping with scheduling. Sam Wilder is working hourly for add-on OT evaluations in southern Indiana. Billing for evaluation time was supposed to cover cost of bringing ED teams in house but it has not worked out that way. We employed versus contracting with ED team providers to overcome the challenges with contracting. After that decision was made, new limits in eval time were imposed as well as required add-ons for discipline specific evals, impacting ED team costs. With much effort, we have not missed the 45 day timeline since the change. Some challenges are created with ED team members working different days, so schedules don't always mesh to get the preferred disciplines to each home. There is discussion at the state to look at challenges with new requirements. The group requested to document when people are waiting for add-on evals so we can let the state know how many and how long the add-ons are waiting. We have to balance the cost of sending individual therapists out long distances versus the needs of an individual child.

(Editor's note: After the meeting, Jeanne Baldwin contacted other ED team members responsible for scheduling and as of May 26, there were no children waiting on add-on evaluations except for one in Dearborn County for OT who has been contacted already.)

Provider Network coverage—Becky distributed a map of the provider networks. We currently have nine networks, with none pending for our cluster. Each week networks send availability to the SPOE so service coordinators know who will have spots open. That is working well. We will hold quarterly network administrator meetings following the LPCC meeting to keep communication open. Networks may be recruiting and enrolling but all previous providers working with the networks are enrolled. June 30 is last day for independent provider authorizations. Networks were asked to develop a standardized matrix sheet for their agency that includes contact information and their websites. Service Coordinators show families the matrix pages when they choose their provider. Once family chooses a network, the Service Coordinator tells them who has availability for their discipline. There was discussion about family choice and what happens if a family is not happy with a provider network. The state has given guidelines for process for families to change networks. Families can change annually unless there is a specific complaint or situation that warrants change, which can be looked at individually. Families can't just change to follow a provider who changes networks. Individual problems can be worked through with consultation between the Service Coordinator and the network. All services must be delivered from the same network. Former families are "grandfathered" to stay with providers they've had but all new families use one network.

Website update—Becky reported that the Southeast SPOE website unexpectedly was compromised in some way and lots of information was missing or out of date. Anne Dolan is currently working on getting things back up to date and posted.

Data review—Becky presented a review of referral data to the group (see attachment). Data was examined from four significant dates

- Year end 2003 reflecting pre-clustering data
- Year end 2005 reflecting a full year following the initial recluster
- Year end 2007 reflecting the first full year following the next recluster, moving service coordination to the SPOE, and more restrictive eligibility
- Year end March 2011, reflecting current recluster

The data review reflects an overall slight increase in referrals. Most counties show level or increasing referrals, while a few counties show some dips or inconsistencies. There was discussion about what else the group would like to see, and Lynne fielded questions about the data. Future data the LPCC would like to see includes:

- Physician referrals the quarter prior to the recent changes and the quarter after recent changes
- Change in service levels after this reclustered
- 12 month picture of referral trends with referral source (2009, 2010, 2011 snapshot comparisons)
- Referrals moving to intake and to IFSP
- How many kids continue services after 3rd birthday

Officer nominations—Denise Arland presented the slate of officer nominations. Nomination recommended were

- President--Cyndi Johnson
- Vice President Kim Amberger-Fledderman
- Secretary Stacy Stillinger.

No further nominations were made from the floor. Barb Hefty-Jones made a motion to accept the officer nominations; Kay Boas seconded; motion carried.

New Business

Bylaws review—Denise presented recommended updates to the bylaws. Changes recommended include :

- Deleting the requirement for a maximum of two members per county, to accommodate including network representatives
- Deleting travel reimbursement for council members, due to budget constraints
- Changing references to Executive Committee because we do not maintain one at this time.
- Changes Attachment A to reflect change in mileage stipend

There was discussion around provider networks and voting. It was agreed that provider networks can have as many participants as they would like to send but each network will have one vote. Networks will be asked to designate their voting member and an alternate, but may also use the proxy process already in place in the bylaws if the voting member or alternate cannot attend.

Goal identification for 2011-2012—the group was asked to identify goals for the next fiscal year. After discussion three goals were determined

- Data review--review and discuss the data outlined during the data discussion.
- Parent surveys—review and revise last survey, send survey families
- Parent participation--Increase parent participation, targeting children under age 3. Explore setting up regional opportunities or conference calls for parents to participate

Announcements and Updates--Becky handed out a copy of the new legislation. Co-pay changes were discussed, and questions about poverty levels were addressed. Questions came up about how many people in our county are subject to co-pay but we do not have access to that info at the SPOE. Cyndi shared statewide statistics she got from a past ICC meeting.

With no further business, Judy Hancock made a motion to adjourn, Barb Andrews seconded, motion carried.