

First Steps-South East
February 13, 2009
9:30-11:30am
Aging and Community Services Board Room
United Way Center
1531 13th Street Suite G900
Columbus, IN 47201

In Attendance:

Lynne Eckerle	Becky Haymond	Jennie Wilking	Amber Morris	Funmi Ige-Wright
Connie Hempstead	Michele Robb	Lori Hart	Magda Corpus	Angie Meyer
Annie Gambill	Sian Goldsmid	Barb Andrews	Joanna Shinn	Lorien Konetzka-Henderson
Debbie Henry	Stacey Stillinger	Carrie Scherschel	Richard Fleck	Heidi Stewart
Katie Herron	Angie Miller	Susan Cicenas	Betsy Lease	Kristi Conner
Lisa Griner	Bill Bryden	Deborah Kellar	Melissa Battin	Barb Hefty-Jones
Kim Gaffney				

Meeting called to order at 9:30am

Introductions and inspirational story given by Sian Goldsmid. Next story to be provided by Jennie Wilking.

Review of minutes- changes noted and amended.

1st motion to approve by Deborah Keller

2nd motion to approve by Joanna Shinn

All approved.

FINANCIAL REPORT (LYNNE) AND DISCUSSION

Discussion:

Q: Why are indirect costs at 100%.

A: State allowed fiscal agent to draw full amount (5% fiscal agent fee) at the beginning of fiscal year.

Q: Assuming we are awarded holdback and then come in under budget, what happens to the money?

A: Remainder would go back to state- however, there is no belief that this will happen. We can fully utilize any holdback, as noted in minutes from 11/09/07 related to budget development and to minutes from 02/08/08 related to the approved budget. With holdback in mind, the budget was approved to allow for increased expenditures at the end of the year after the release of holdback funds. The plan included delaying several direct and material and supply expenses. (See minutes from those meetings

Q: Is there a possibility of bonuses for staff?

A: Distributed 2009-2010 PROPOSED budget and noted that the basic PROPOSED allocation (without holdback) for SPOE is equal to our full budget for this year. This can keep us close to current staffing levels next year yet might be tight because expenses in almost every category have increased. A performance metric that is added to next year's proposed allocation and budget could allow us to offer performance awards at the end of the year. We suspect that this portion of the funding will be distributed much like holdbacks are distributed for the current year and will be awarded if we meet certain outcomes. If it is approved, the funding for SPOE budget takes us beyond our current full budget by 5%. However, this is the current PROPOSAL. Also

noted that the PROPOSED basic LPCC budget was reduced by approximately \$12,000, and even with the additional performance metric, it is almost \$5,000 less than the most recent years. This will also affect how we staff and whether or not increases or bonuses can be awarded.

Q: Has the state mileage allowance changed?

A: No, it is still at .44 per mile. We are hoping that our budget projection for travel is accurate.

Q: Insurance costs have been increasing, how do we account for this?

A: Currently, few staff members utilize the insurance. The increase will affect the budget for next year, but not for this year. This increase was not known when the budget was developed and proposed, which means that this expense will reduce the funds available in another budget category. We cannot foresee whether or not additional current staff members or new staff members will elect to enroll in the insurance program. Increases in employees opting for this benefit would require budget revisions and a reduction of expenses in other categories.

Additional discussion of budget explored methods to reduce costs (less copying and materials). Suggestions included finding a volunteer to look at office processes and recommending ways to streamline processes to reduce costs. Noted that recently Sian implemented scanning of documents when possible, and the next step would be to utilize this method when sending reports to providers. This would have an impact on copying, paper, and mailing costs.

CLUSTER OVERSIGHT AND QUALITY REPORTS (STAFF) AND DISCUSSION

LPCC outcomes (Lynne)

Would like to continue focus on identifying children birth through 12 months. Ideas have been explored with staff at staff meetings, EDT members at their recent gathering, and with providers and community partners at our local and regional meetings. As a result, LPCC has renewed efforts to increase child find activities directed towards physicians, birthing centers, and groups such as WIC that serve families with infants. In the Jefferson, Jennings, Switzerland area, a First Steps PT will offer a presentation that focuses on tone and gross motor issues during infancy that could benefit from intervention to staff members in physician's offices. As evidenced in the data presented in the report, this is the only area that requires additional efforts at this time.

SPOE and SC outcomes (Sian and Becky reported on the areas that the data indicates as requiring improvement)

EDT attendance at initial IFSP

This data was not tracked at initial IFSP until 8/07. At that time attendance rate was 68%. This has gradually increased to 77.5%. Goal is a minimum of 80%, and LPCC members and staff agreed that 100% is preferred. Sian clarified that this rate tracks whether at least one EDT member attends. Possible barriers to attendance include gas prices, parent preference for evening meetings, meetings scheduled on "off EDT" days in our more remote areas where EDT members might be busy providing direct services in their non-EDT counties on non-EDT days.

Noted that phone consult may help attendance. Noted concerns that EDT members may opt for the phone consult even when they could attend, which is not ideal for families. Suggestions included having SCs advise parents on the importance of the EDT member presence at the initial IFSP and to suggest that families factor that consideration in their scheduling preferences.

Sian noted that the state is in the process of developing guidelines for phone participation and that she suspects concerns would be addressed in that document.

Q: Is it possible to have evaluation and eligibility determination meeting with EDT members at one time and then later write the IFSP?

A: Noted concerns that this may overwhelm families and time is needed for families to process the information from the EDT assessment. The EDT does generally discuss their findings with the parent at the time of the eval, but a formal report is not developed until after the evaluation.

Timely data entry of entrance and exit interviews

Sian and Becky reported that this procedure has been streamlined with verification points to allow them to identify when information has not been data entered. Follow up procedures are in place. They also now identify any children about the leave First Steps and make sure SCs are reminded to enter information.

SC meets with family one time per quarter for a minimum of 30 minutes.

Consideration is that this time with families is occurring; however the time is not documented. Staff is looking at a uniform tracking sheet to better document time and to ensure documentation is complete. Suggestions included providing certain “talking points” for each of these meetings and presenting 1 or 2 additional resources for families. Suggested that SCs schedule visits when services are being provided to promote discussion of outcomes with families. Members agreed that fulfilling this requirement would lead to quality service to families.

Compliance Indicator to show 99% of families who participated in First Steps were helped to a) know their rights; b) effectively communicate their child’s needs; c) help their child develop and learn

LPCC members noted that questions asked of families may be difficult for parents to fully understand. Members questioned if this outcome at 99% is realistically achievable. Noted that the indicators measured depend on the “human factor” that may be a fluctuating variable. Consensus from LPCC is that SCs continue working with families to assist them in their growth toward helping their child. Noted that several LPCC initiated efforts provide supports to help SCs achieve these goals.

Service Coordination oversight and quality (Becky)

Audit- overall happy with files. Becky, Sian and Lynne complimented Catherine and Kelly for their hard work in preparing all files to be audited.

Office is currently fully staffed with highest caseload at approximately 62.

LPCC members noted that good leadership and hard work has led to the office environment to have the lowest turn over rate in the state. Council is pleased with staff for their efforts.

Referral oversight: referral data and analysis (Lynne)

Data showed an increase in referrals, even in the “concern” counties. Data presented tracked historically general referral patterns, patterns in referral sources, and patterns related to how referrals progress.

Transition quality and oversight

Transition roundtables are now completed with no local concerns noted. Our reviews indicate that SCs and transition partners are working together effectively.

Work Group updates

Provider recruitment

- Community Networking meeting are scheduled. These meetings were originally planned as an attempt to engage providers in the recruitment of colleagues and professional associates.
- Data was presented to examine specialty provider availability on matrix and to look at how outcomes were being addresses when a desired discipline might not be available.

General Quality

- Explored idea of placing provider survey on Survey Monkey. This has a low cost fee. Council agreed this is a good use of funds in the hopes to receive a better return of surveys.
- Outlined all concerns that were submitted this quarter. Noted that all concerns were resolved in the initial stages of the conflict resolution procedures and required no further intervention.

Family and Provider Communication and Support

- Stacey Stillinger is now the new Parent Liaison for the Family to Family Program.
- The new Family to Family publication was distributed.
- Members have volunteered to review family support materials for their respective counties
- Schedule of the regional community networking meetings was distributed. Members were encouraged to attend ad participate. These meetings examine quality on a local level, encourage partnerships and team building within the community, address transition in the community, and address provider recruitment issues.

New Business

Nominating committee presented the following slate for 2009-2010.

- Susan Cicenas- President
- Heidi Stewart- Vice-President
- Stacey Stillinger- Secretary

1st motion (Betsy Lease) to close nominations

2nd motion (Richard Fleck)

All approved

1st motion (Betsy Lease) to accept slate as presented

2nd motion (Connie Hempstead)

All approved.

Meeting adjourned at 11:30 a.m.

Next meeting: Friday, May 8, 2009, 9:30 to 11:30, United Way Center Agency & Community Services Board Room