

First Steps South East First Steps South East

LPCC Quarterly Meeting – Cluster H

February 5, 2020

Call to Order

Meeting called to order at 9:03.

Introductions and Inspirational Story

For introductions, attendees included Tiffany Delk who is a new staff as service coordinator, and Lorrie Caskey who is a new staff as Quality Assurance and assisting with LPCC and some service coordination as needed.

For the inspirational story, Julianne Jerrell is pleased that feedback regarding rate increase and make-up policy has given good opportunity to share feedback with legislative representatives.

Consent Agenda

SPOE supervisor report added. Robin Cully motioned to approve, Debbie Collins seconds, motion approved.

Financial Report

Financial report is LPCC and SPOE combined. Becky gave overview. State allows moving money between line items as needed. Cluster H and Cluster J is a combined budget.

Other Business

- **Cluster Oversight and System Updates**
 - Provider Networks Update - NCA unable to be here today. Julianne Jarrell from Hopewell is happy to report three new providers: 2 speech and 1 PT. Hopewell is also welcoming a new OT and DT. Hopewell will take OT even part-time whatever they can get. Referrals are up and Hopewell is trying to meet the need. Hopewell keeps track of children that are NPA (No Provider Available) or on waiting list. It is a small list. Becky Haymond says there are just more kids needing services than available therapists. The state is trying to help with recruitment.
 - Quality Assurance State Concern Log – There was one service coordinator concern that has been resolved. There are no concerns for December and January. Concern log is submitted twice per month to the state. If it is a complaint, those are more formal violations of law.
 - Cost Participation Suspensions - One family is on the cost participation log. The log is submitted to the state weekly. No families on suspension list for non-payment of cost participation. Becky McGuire had a related comment that she has been given info from CRO that it takes 4 days to post a payment, however families get immediate “Thank you for your payment.”

- Training Opportunities - Folder has copies of several items. If attendees want a copy sent after the meeting, sign name on specific fliers. Julianne Jerrell spoke that First Steps Webinars have been good and are applicable to work beyond First Steps as well. Becky McGuire shared that a few Service Coordinators went to a luncheon hosted by the Indiana Youth Institute about Implicit Bias. McGuire states the training was good. IYI has webinars and does luncheons every month. The trainings are free. IYI has a website with trainings. IYI will do research for you for free. Debbie Collins has talked to IYI staff Alison about the free research. IYI publishes Kids Count Data and also posts a lot of mini-grants for things like the cost of attending conferences. Julianne Jerrell talked about an upcoming training through Hands in Autism Next Steps Training which is free.
- Statistical Reports - Minimal reports are being presented today due to distribution of Quality Assurance data being presented today. Talked about most recent profile report distributed. Over 1600 kids served, with 1417 having IFSP. One day count is 771. Under Exits, 50% moved to preschool special education. Compared to state data, we are a little higher moving kids into special education. Becky Haymond has thought that this is due to our counties' demographics. This could also be credited to the Early Detection Hub. There are county specific profile reports available also.
- **Old Business**
 - Quality Review – Cluster H had their annual on-site review in October and the Cluster H report is now available. Becky walked through the handout of the report about Quality Indicators.
 - Cost Participation: There has been a big improvement in calculating income correctly.
 - High Quality Outcomes: Percent of sessions completed calculated by progress reports. Did really great with percent of attendance by LEAs.
 - 30 day start: For the ones that didn't start in 30 days it was because there was no provider available.
 - Age targets: Meeting targets for percentage of kids served at earliest ages. Schools and Head Start in the area are also over state targets. It has to do with nature of regional population needs.
 - 45 day timeline: 202 out of 210. When over 45 days, sometimes due to family issues, and sometimes difficult staff capacity to get assessments in.
 - 30m notice to LEA was 100%.
 - A few late with timing of transition meeting.
 - Outcome Data 3. Reliant on provider completing exit survey data. Not a perfect system. Robin Culley asked are we using a valid assessment tool with AEPS. Robin reports that Head Start tried AEPS and found it was wonky. AEPS bothers Robin a lot. Becky Haymond says there is no discussion at this time about changing assessment tool. Robin has already talked to Christina Commons (First Steps State Director) about her thoughts.
 - Outcome Data 4. Family data. All were below target. Robin noted those are really high targets. The SPOE and the State are trying to help Service Coordinators and Providers engage families in services by pushing training on family engagement models. Becky Haymond has info from ICC that she can

forward about models under consideration at the state level. The indicator data is from families reporting their feelings. Incomplete surveys do not bring scores down.

Yellow handout is corrective action plans prepared by SPOE for all areas the state identified as needing improvement. "QIP" Quality Improvement Plan distributed.

- Indicator 1 Over 30 days - SPOE is planning on developing an NPA tracking tool. Anne wants input for spreadsheet development. Julianne Jarrell will be in touch.
- Indicator 3 Outcome Improvements – Multi-level approach including staff training and will possibly consider tool.
- Indicator 4 Family Engagement – Strategy is to get parent feedback as well as offer family trainings in a variety of modalities. Trainings for staff and parents regarding family goals and mapping. Tie strategy into Lifecourse framework.

Trend Data handout provided on indicators compliance for Cluster H 2017, 2018, 2019. Talked about NPA procedures currently and historically. The reason there is a downward trend in meeting 45 day timeline is thought to be that there are more referrals.

Robin asked about state recommended case load vs what we do. Local is 60-65 caseload per service coordinator. Caseload depends somewhat on location. This is average – numbers go up and down. Becky Haymond mentioned SPOE efforts to manage.

- PT Outreach at U Indy – Anne Dolan reported it was nice opportunity.
- Make-up Therapy Sessions Policy - Julianne Jerrell thinks it is a good thing overall. Julianne and providers don't like the word "must" in the policy. Hopewell serves 200 children per month, and there is a lot of tracking involved for documenting make-up sessions offered. Julianne is frustrated that policy was implemented before updating billing system, however knows that the policy has good intent.
- First Steps Conference – Coming up June 11 and 12th. There is info on the state website. Two very good keynote speakers. Both keynotes are on Friday. Currently registration open for First Steps providers. Earlybird registration rate open until March 15, then goes up \$20. SPOE offers to reimburse staff for registration fees. Not sure date open to outside First Steps. Becky Haymond suggested e-mailing Katie Herron for info about open registration date for everyone.
- **New Business**
 - By-Laws discussion – Julianne is chair, Deb Wiggerly was secretary. People thing Debbie is vice-chair. Executive committee will discuss and eventually formalize at meeting.
 - Transition MOA update – History is we did a one year extension last year and up for renewal this year. We will be contacting all again this spring and meet in person face to face. Head Start and CCRR is also invited. Review local transition processes. No state policy changes in process for this year.
 - Doctor referrals – Robin seeing trend in Muncie are of doctors referring to outpatient services and skipping First Steps. Notion that this is Meridian Health Services. Child may have additional needs and missing transition options to school services. Robin thinks doctors don't understand scope of what First Steps does, especially during transition. Becky H said a couple things we can do as a Cluster H council. At the time Cluster H was

absorbed, a physician guide was developed. Robin can get list of specific doctors names. Becky H said it wouldn't be the first time that inside network referrals. Doctors likely have directive to refer to same network specialists. Robin will pass info to Anne. Anne, Becky H., and Lorrie will come up with plan. Possible hospital newborn packets. Doctor office posters? CDC Milestone Moments book.

- HB – Details in Program Director's Report. Bill is very complex.
- Provider Auths for IFSP attendance. Some momentum for encouraging providers to attend IFSP meeting. This would not replace their session. There are specific rates and CPTS.
- PCG requirements sessions – With contractor for billing in Kansas changing to PCG, a new platform for billing and service documentation is under development. A variety of stakeholders have been attending sessions to give input about operations and needs. Premise is a shared online system for team communication and documentation. Providers, networks, service coordinators. This will also help with statewide consistency and working across cluster lines. Saves time with re-typing data. Session continue until the end of March. PCG has run the statewide IEP system for about 10 years. Steve said that they learned the first years, but are doing well now. PCG seemed surprised that they needed to plan for offline.

Announcements and Updates

- ACES – Debbie Collins shared a new ACES infographic and announcement about Huffer's plans for Year of Healing Training. Debbie states registration for training using Eventbrite is helpful to Huffer. For new ACEs info graphic, Anne Dolan can scan and send out to Cluster H Council. Huffer putting together October conference on ACES. Becky Haymond suggested Infancy Onward for speakers. Penny Culley reports Head Start and Child Care providers see behaviors and want to help vs. kicking out kids.
- Next LPCC Meeting – May 6th.

Adjournment

Meeting adjourned at 10:41.