

First Steps South East First Steps South East

LPCC Quarterly Meeting – Cluster H

Wednesday, February 1, 2023

Call to Order

Meeting called to order by Debbie Collins at 9:02am.

Introductions and Inspirational Story

Becky Haymond shared a story that a parent recently called the First Steps office wanting to speak to the Program Director regarding her Service Coordinator. The parent had called not because she was having a problem, but because she wanted to share how much she appreciates her Service Coordinator. She wanted Becky to know that her Service Coordinator really listens to her.

Consent Agenda

Motion to approve minutes and consent agenda was given by Julianne Jarrell and Sarah Haisley seconded the motion. Minutes and Consent Agenda were approved.

Financial Report

Becky Haymond reviewed the distributed SPOE budget report. The budget report is for the current grant year from July 1, 2022 through June 30, 2023. The target numbers do not reflect a recent increase in the SPOE allocation granted by the State that occurred January 1, 2023 through the remainder of the grant year. Julianne Jarrell asked for a review of what expenses are grouped into Direct versus Indirect. Becky explained that an example of direct is mileage reimbursement and an example of indirect is IT services. Becky can send out a summary of what is included in each category.

Other Business

- **Cluster Oversight and System Updates**
 - **Provider Networks Update –**
 - Julianne Jarrell of Hopewell Center reported that they have welcomed 2 new DTs since reporting last quarter. There are no longer kids waiting for services. They have also welcomed back a PT. The State issued reimbursement rate increases starting January 1, 2023 and that has helped with recruitment.
 - Tammy Miller of NCA Therapy said her agency has welcomed 2 new OTs, 1 PT, and 3 ST providers, plus there are maybe 2 more providers coming on board.
 - **Training Opportunities –** Training opportunities shared by the group:
 - Indiana’s Early Intervention Conference 2023 – Early bird registration is open to anyone working in the field and to families. The conference will be held June 8-9 in Bloomington, IN. There is also a virtual live-stream attendance option for a smaller fee of just \$25. The virtual option is for Friday only and includes the keynote speakers and 3 sessions happening in the main room. See Conference Handout for more details.
 - **Statistical Reports –**
 - Statistical report handouts were reviewed which include Referrals, Evaluations, and Initial IFSPs for 2023. Sarah Haisley asked how many of the evaluations were virtual versus in person. Becky had those numbers available and shared the break-down with nearly all being virtual. Becky also shared how many were initial evaluations versus annual evaluations with most being initial evaluations. Over 2022, the evaluation schedulers also kept track of the number of no-shows and cancellations occurred. The no-show and cancellation rate is

normal. Becky described the schedulers as amazing for completing reminders through text and phone calls, sending out Zoom links and education about using Zoom, and rescheduling the evaluators at short notice when needed. The operation is very fluid. Robyn Duffy mentioned that she has observed some evaluators (evaluating kids in another county) who missed some motor delays using a virtual evaluation. Becky said First Steps can always take another look if there are lingering concerns expressed by the parent. Becky has a sense that the seasoned evaluators working in our counties are unlikely to overlook any elements of the AEPS evaluation criteria during a virtual evaluation due to their experience.

- **Staffing Update –**

- Becky Haymond from the SPOE reported that Ali Rogers has been hired and has started training as a Service Coordinator in Delaware County. An offer has been extended to another person for an additional Service Coordinator in Madison County.

- **EI Hub –**

- Case Management Area- All SPOE Service Coordinators are using the Case Management Area of EI Hub. Service Coordinators complete intake with cost participation, complete provider changes, and complete exits. The SPOE Data Entry staff does IFSP data entry with some quality checking.
- New State Data Manager – Our SPOE was excited to have some visits from the new First Steps State Data Manager so that we can demonstrate using the system by the SPOE. She has been learning quickly and is a partner for addressing system bugs for PCG.
- Service Logging Area- The networks shared they both have basically the same report as November. Networks can see renewed annual IFSPs, but not always the assigned provider name. Networks also want parents to have access in EI Hub to the Service Logs. Connie Young from the State reports that families have access to billing reports and now that the new State Data Manager is at work hopefully progress will be made with PCG for the family access. NCA notices that with more users, the EI Hub system gets slower. Becky notices the same, as the system is very slow on Tuesdays when everyone around the state is doing billing. Scott Merkel states that the LEAs want access to progress notes in EI Hub and it would save SCs time. Becky is hoping that the SCs also get access to progress notes in EI Hub.

- **Old Business**

- **State Quality Review of Records –** Cluster H had Quality Review in early September. Becky has received the preliminary results which she shared verbally. Becky is still waiting on the finalized letter from the State. The Quality Review occurred using randomly selected records from July 2021 (yes 2021 not 2022) to measure compliance to state and federal standards particularly federal indicators for timely evaluation, timely service plans, timely services, timely transition activities and meetings for age three services, and appropriate advance notification of meeting times and family rights. In most areas, Cluster H met the quality indicators, however, a few did not. Most notably, the timely start of services (within 30 days) for services written on service plans was at 80% and the target is 100%. This is attributed to not having enough therapists available (NPA= No Provider Available). Robyn Duffy noted that the NPA issue is occurring in all Clusters around the state as there is a provider workforce shortage. Becky explained that NPA is listed on service plans when there is no provider available. Robyn likes seeing NPA recorded on the IFSP plans. Networks work really hard to address the need for more providers. Becky will send out the preliminary Quality Review results.
- **LPCC Officer Elections: Nominating Committee –** Anne Dolan gave an update that the nominating committee has met to identify candidates for Chairperson, Vice-Chairperson, and Secretary. Candidates will be contacted in advance of the May meeting to see if they would accept being nominated. Elections

will happen during our May LPCC meeting. Please strongly consider accepting if you are contacted about being nominated. Any LPCC member can also volunteer themselves to be nominated. If anyone has questions, feel free to contact Anne at any time.

- **New Business**

- **SPOE Allocation Increase** – The First Steps State office was able to issue an increase in the SPOE allocation granted by the State that occurred January 1, 2023 through the remainder of the grant year ending June 30, 2023. The additional dollars are being used by our SPOE to provide cost of living increases for staff wages and the addition of Service Coordinator positions to address high caseload sizes.
- **Provider Rate Increase** – The First Steps State office was able to issue a significant increase in pay rates for therapy and other direct service providers. A comparison chart was shared with the adjusted rates showing the significant increases for all types of providers. Julianne Jerrell of Hopewell Center shared how happy the providers are to get the pay increase. Directly related to the pay rate increase, Hopewell has had a PT provider return to First Steps, and an ST has stayed instead of taking another job. Robyn Duffy suggested it may be worthwhile to share the new rates with the Indiana Wesleyan OT department.
- **State Budget Bill** – The Indiana State legislature will be working to plan and adopt a two-year state budget during the current legislative session which includes the amount of future funding for the First Steps program. The ARC of Indiana promotes legislative advocacy education related to individuals with disabilities and actively issues updates about opportunities for legislative advocacy. A recent example video was shared to the group during the meeting today: <https://youtu.be/Byuq8Jyc-Kc>

Announcements and Updates

- **Medicaid Unwinding from Public Health Emergency** – Anne Dolan shared information about changes in April 2023 to the process for families to renew Medicaid coverage since the COVID-19 public health emergency has ended. A flyer for families was included in today's meeting handouts.
- **State Parent Engagement Manager** – Dr. Barbara Sanders introduced herself. Barbara is the new state First Steps Parent Engagement Manager. This is a newly created state position. Barbara is hoping to coordinate events for parents in the future.
- **FUSE** – The FUSE Inspiring Abilities Expo will be happening March 4th from 9am-1pm. An event flyer will be sent out.
- **Healthy Start Program** – The Healthy Start Program offers support to pregnant women and families with children up to 18 months old in several counties in the Indiana including Henry and Wayne. A CAN (Community Action Network) group meets monthly via Zoom to plan outreach and events related to Maternal and Child health promotion.
- **Delaware County PCA Diaper Drive** – The Delaware County PCA has an upcoming diaper drive on April 28th from 5-6:30pm. Families receive diapers for their children and every child receives a book. Future dates are also set for June 5th and September 26th.
- **Next LPCC Meeting** – May 3rd, 2023 at 9 am, will be virtual.

Adjournment

Meeting adjourned.

Attendance:

Aponte	Chastity	Conduct Curb Autism Behavior Center
Berrisford	Shannon	First Steps Cluster A, Visitor
Collins	Debbie	LPCC Chairperson; Infancy Onward Consultant
Dillingham	Bailie	Tangram
Dolan	Anne	First Steps South East, LPCC Coordinator
Duffy	Robyn	Head Start, Carey Services
Fox	Stacy	First Steps South East, Service Coordinator
Guistolisi	Laura	First Steps Cluster A, Visitor
Haisley	Sarah	LPCC Vice-Chairperson, Ivy Tech
Haymond	Becky	First Steps South East, Program Director
Henson	Carrie	First Steps South East, Service Coordinator
Jarrell	Julianne	Hopewell Center
Kupferer	Amy	First Steps South East, Service Coordinator
Leisure	Holly	TRC Headstart
Littman	Justin	Jay County Department of Child Services
Martin	Natalie	East Coast Migrant Head Start Project, Alexandria
McCashland	Sarah	Healthy Start Program, Centerstone
Merkell	Scott	Anderson Community Schools
Miller	Tammy	NCA Therapy
Modesitt	Missy	By5
Myron	Shalee	Blackford Schools
Rogers	Ali	First Steps South East, Service Coordinator
Sanders	Barbara	First Steps Family Engagement Manager, FSSA
Truxall	Shelly	TRC Headstart Anderson
Young	Connie	First Steps Indiana Outreach Manager, FSSA