

## **Cluster G Provider Issues Committee Meeting Agenda January 5, 2024**

**Objective 2: Ensure the First Steps program is responsive to the needs of children and families.**

- Review and analyze data related to IFSP timelines, service delivery timelines, and natural environments and work with the SPOE to identify strategies for improvement as necessary.
- Review and analyze data related to provider recruitment and availability and work with the SPOE to identify recommendations for improvement.

- 1) Introductions (if needed)**
- 2) Approval of Minutes**
- 3) Provider Recruitment/Retention**
- 4) Cluster Waitlist/Update**
- 5) SPOE Updates**
- 6) Announcements/Close**

**CENTRAL INDIANA FIRST STEPS  
LOCAL PLANNING & COORDINATING COUNCIL  
Provider Issues Committee Meeting Minutes  
January 5, 2024**

**Present:** Debbi Davis-SPOE, Katarina Groves-LPCC, Angela Touseull-LPCC, Stacy Williams-LPCC, Rachel Eastman-SPOE, David Sterne-VIPS, Leanne Faust-Easterseals Crossroads, Crystal Scott-TTLC, Cynthia Holtz-PSA, Jill King-Sycamore Services, Missy Myers-Collab for Kids, Kelsey Johnson-Kids Count, Jason Berty-CTC, Colleen Waseman-Feeding Friends, Shelly King-Family First, Deb Miller-Accord, Polly Hines-SPOE, Victoria Kincaid-ESC, Caitlin Stacy-St. Joseph, Molly Cleek-Noble/KOI, Judy Chowdry-Advanced Children’s Therapy, Kristin Kouka-Family First, Michelle Coleman-CDHHE.

Agenda Items	Discussion	Action Items
<b>Welcome &amp; Introductions</b>	<ul style="list-style-type: none"> <li>Katarina welcomed everyone and called the meeting to order. Introductions were made.</li> </ul>	
<b>Approval of Minutes</b>	<ul style="list-style-type: none"> <li>Katarina asked the group to review the minutes from the last Provider Issues Committee meeting. Molly made a motion to approve the minutes. Missy seconded the motion. The motion carried, and the minutes were approved.</li> </ul>	
<b>Provider Recruitment/Retention</b>	<ul style="list-style-type: none"> <li>Katarina recapped activities from the Provider Workgroup subcommittee. She did a presentation at UIndy for PT Doctoral students. There were 12 in attendance and all expressed interest in early intervention employment after graduation. She shared our agency list with students and is hopeful some will reach out to our cluster for more information. In addition, Angela and Katarina did a career fair at Noblesville High School which was very nice. The workgroup plans to develop a flyer which would be appropriate for high school students. The next workgroup meeting will be on February 20<sup>th</sup> at 9 am via Zoom. Providers interested in participating should reach out to Katarina.</li> <li>Katarina reminded the group about the feeding competency seminar which was discussed at the last Provider Issues meeting as a result of the increase in children needing this expertise. Colleen said she has</li> </ul>	<ul style="list-style-type: none"> <li>Providers interested in joining the Provider Workgroup should contact Katarina for more information.</li> </ul>

	<p>scheduled a training in conjunction with Jennifer Milton, that will be held at Noble on February 2<sup>nd</sup> and 3<sup>rd</sup>. The flyer is going out today. In addition, another one is set for April in southern Indiana at Crossroads Rehabilitation Center. One will be planned in the fall for northern Indiana. It is expected there will be 50 spots for each training. Leann has a therapist with feeding expertise serving Hamilton County and wondered the best way to get high need children on her caseload. Rachel responded there is more need for this in Marion County and suggested the therapist expand her service area to reach these children.</p> <ul style="list-style-type: none"> <li>• Katarina asked the group if anyone participated in the UIndy job fair in December. Elaine replied that PediPlay was there as were several other agencies but unfortunately attendance was low.</li> </ul>	
<p><b>Cluster Waitlist/Update</b></p>	<ul style="list-style-type: none"> <li>• Katarina thanked the group for their tremendous efforts in reducing the number of children waiting for services. Numbers have gone down significantly from 520 in August to 216 in December. In addition, the number of children waiting the longest for services has been reduced by over 300. The number of children being put on the list is decreasing, which is a great sign.</li> <li>• Service Coordinators have been contacting families on their caseloads to determine if needs have changed. Details are being documented on the list to streamline efforts.</li> <li>• In January, the waitlist will be emailed to all agencies as opposed to being sent to individual agencies. This is an opportunity for all to see the needs geographically as well as by discipline in an effort for agencies to work together to better serve families in a timely manner. There will be communication before a child is moved from one agency to another. Jason asked about the process of moving children between agencies. Rachel</li> </ul>	

	<p>replied it is imperative that everyone see the “hot spots” in the cluster for where the most kids are waiting on services. In addition, some families have very specific needs which could be met by another agency. She added our top priority is connecting children with the needed services as outlined on their IFSP. Communication is key. Rachel is attending all team meetings in January to ensure everyone gets the same message for the process. Service Coordinators will contact the agency listed with the child to make sure that the current agency is unable to provide the services before another agency jumps in. Debbi added that other clusters have been managing their waitlists in this way for several months with great success. Not only does it enable everyone to see where needs are occurring, but it also helps agencies make better hiring decisions based on the “hot spots”. Judy agreed it sounded like a good idea but requested agencies get 24 hours to respond. Cynthia asked if a project could be created on Teamwork for the waitlist to eliminate extra emails. Crystal commented about the importance of ensuring the waitlist is current and correct. Rachel replied that administrative staff is already stretched thin and working on a backlog of system entries due to the EIHub conversion.</p> <ul style="list-style-type: none"><li>• Katarina reminded everyone that Service Coordinators are working to include more specific documentation with the waitlist. She asked the group for suggestions of what to include. Cynthia said she likes to review the evaluation. Colleen would like specifics on whether the service is needs based or discipline based. Debbi noted this is a good question and we are legally obligated to follow the IFSP. Rachel said more training is planned with Service Coordinators on amending the IFSP.</li></ul>	
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	<ul style="list-style-type: none"> <li>• Katarina will group the waitlist by agency but encouraged agencies to sort the information as they see fit.</li> </ul>	
<p><b>SPOE Updates</b></p>	<ul style="list-style-type: none"> <li>• Debbi gave an update for the Corrective Action Plan (CAP). Technically the last update was sent on 12/30/23, and next steps have not been communicated with the SPOE. The 45 Day metric has been met, but the 30 Day metric is still not in compliance. Data determinations are from 2022 files. The standard for the 30 Day metric is 100% compliance. We are at 70% currently, which is typical for other SPOE's across the state.</li> <li>• Rachel reported we are tweaking the referral process in hopes it will decrease the number of emails. She explained the first email sent to the top three choices will have the heading "New Referral, 1<sup>st</sup> Call". The top three agencies chosen will have 48 hours to respond to the email. If the 1<sup>st</sup> choice passes, it goes to the second choice, then to the third. If no one can fill the service, another email will be sent to the remaining agencies with the heading "New Referral, All Call". This will be a first come, first serve situation. If no agencies can accommodate the referral, it goes back to the first-choice agency to fill. Service Coordinators will receive additional training for coaching families on being flexible. Rachel will send the PDF process to agencies. She is hoping communication can start quickly between providers and families to work out specific times for therapies, etc. In addition, this should help build a strong relationship between the family and the provider. Missy requested the IFSP date as well as the daycare information and changes in</li> </ul>	

	contact information be added to the sidebar. Rachel would like to check in quarterly with agencies and thanked everyone for their time.	
<b>Announcements/Close</b>	<ul style="list-style-type: none"> <li>• Katarina reminded everyone of the First Steps conference June 13<sup>th</sup> and 14<sup>th</sup>. There is a need for sponsors and exhibitors.</li> </ul>	<ul style="list-style-type: none"> <li>• Next meeting, April 5, 2024 at 9:30 am via Zoom.</li> </ul>

Respectfully submitted,  
Angela Touseull