

Cluster G Provider Issues Committee Meeting Agenda October 11, 2024

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

- Send referral information to provider agencies and conduct follow up in a timely manner to help ensure that services are delivered within the required timeline (30 calendar days from parent signature on initial IFSP or change page; 30 days from IFSP date for annual IFSP's).
- Ensure that all infants and toddlers with an IFSP primarily receive EI services in home or community-based settings. In the event that EI services are not provided in a natural environment, the identification of the appropriate setting for services must be an individualized decision made by the IFSP Team (including the family) that is based on that child's unique needs, family routines, and developmental outcomes. Ensure that, in the event that EI services are not provided in a natural environment, justification is provided in the IFSP.
- 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.

Objective 4: Increase and improve communication and collaboration among all early intervention stakeholders in the Cluster.

- Develop policies and procedures for working with provider agencies, including but not limited to how providers are offered to families and internal protocol for SPOE processes when an agency doesn't have a provider available.

- 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
October 11, 2024**

Present: Debbi Davis-SPOE, Katarina Groves-LPCC, Angela Touseull-LPCC, Stacy Williams-LPCC, Molly Cleek-KOI, Colleen Wasemann-Feeding Friends, David Sterne-VIPS, Rachel Eastman-SPOE, Leanne Faust-ESC, Melissa Myers-Collab for Kids, Polly Hines-SPOE, Kathey Morgan-PediPlay, Elaine Studdard-PediPlay, Jason Berty-CTC, Debra Miller-Accord, Crystal Scott-TTLC, Cynthia Holtz-PSA, Jill King-Sycamore Services, Michelle Dills-Family First, Caitlin Stacy-St. Joseph, Victoria Kincaid-ESC, Judy Chowdry-Advanced Children’s Therapy, Michelle Coleman-CDHHE, Chrissy Plotts-Embracing Abilities, Jennifer Kendrick-Feeding Friends, Sydney LaPlante-SPOE

Agenda Items	Discussion	Action Items
Welcome & Introductions	<ul style="list-style-type: none"> Katarina welcomed everyone and called the meeting to order. Introductions were made. 	
Approval of Minutes	<ul style="list-style-type: none"> Katarina asked the group to review the minutes from the last Provider Issues Committee meeting. Colleen made a motion to approve the minutes as written; Missy seconded the motion. The motion carried, and the minutes were approved as written. 	
Provider Recruitment/Retention	<ul style="list-style-type: none"> Katarina reviewed recent activities by the committee and LPCC staff surrounding recruitment. David and Katarina went to Ivy Tech on September 24th for a presentation to encourage students to consider a career as a DT. Katarina and Colleen are working on recruitment efforts at UIndy and have a presentation scheduled with OT students in November. Katarina will also be back there in the spring for a presentation to PT students. Missy and Katarina will be participating in the Career Fair for high school students at Greenwood in the coming weeks. Katarina reminded the group about the <i>Educational Requirements for Providers</i> handout which was recently developed by the Provider Workgroup. This was developed out of a need to help students at the high school level understand basic requirements needed to become a therapist in the early 	<ul style="list-style-type: none"> Katarina will send an email to providers regarding interest in being a part of re-recruitment activities in the c

	<p>intervention arena. The state is currently reviewing the document but authorized us to utilize our current version at the Noblesville High School Career Fair.</p> <ul style="list-style-type: none"> • Katarina thanked providers who have accompanied LPCC staff at recruitment events and stated it enriches the interactions for students to be able to hear from an actual therapist in the field. To that end, Katarina is planning to develop a list of providers by discipline who would be willing to attend recruitment events. Credentialing points would be available. Look for an email to be sent soon soliciting volunteers who want to be included on the list. Crystal added that many high schools have internship opportunities for students and most allow them to travel within 25-30 miles of the school. This is a great way for students to get a firsthand look at what therapists do. • Katarina shared that we have two new optometrists joining Cluster G. Katarina and Rachel will be meeting with them soon and will probably plan to have them attend an all staff meeting at the SPOE. She offered to loop David in as well. • Katarina reminded everyone of the UIndy Job Fair on December 5th from 4-6 pm. She highly recommends this event to anyone interested in recruiting new staff for their organization. It is on a first come, first serve basis for booth space. 	
<p>Cluster Waitlist Update</p>	<ul style="list-style-type: none"> • Katarina reported that we had 73 waiting for services as of last September. This is down from 520 children in August '23. We have come a long way! She thanked the group for their efforts and asked everyone to continue to make this a priority. The zip codes with the largest number of kids in need are 46224 and 46158. Katarina asked for feedback on how it was going. Crystal reported they had a new provider join her agency who had 3 out of 5 no-shows in one day in 	

46224. They had 2 on the next day. It is difficult to retain providers facing issues such as this. Missy said they are adding no show data in the system at the request of the state and wondered if others are doing the same. Jason said they are also tracking it, and it seems to be geographical in nature. Missy added it can be especially costly if an interpreter has also been contracted for the visit. Missy stated they are putting families who are habitual no-show offenders on a cancellation list as opposed to dropping them altogether. If a family is dropped due to no-shows, agencies picking up the referral may be unaware of the family's attendance issues. This would allow them to fit the family in as they can thus not become an issue for other agencies. Jason said it is a difficult conversation. Missy added they are diligent about documentation of what was done to meet the family's needs. Katarina asked if offering a virtual option would be a solution. Leann stated most families do not want services virtually. Missy added those that cancel in person sessions will most likely also cancel a virtual session. Cindy wondered if it would be helpful for families to have support from a parent organization. Colleen said it is always a worry to be in compliance with the IFSP. Angela asked how other clusters are handling no-shows. Missy replied they serve three clusters, and no one seems to have a good answer. Debbi asked Rachel if we could give Service Coordinators more specific information for doing better documentation. Rachel said Service Coordinators are always worried about children receiving services and they are cognizant that the file in Teamwork is the child's file.

- Discussion ensued regarding co-treating. David stated co-treating is a great option for families, especially if they are struggling with fitting extra therapies in their schedule. Debbi agreed and said it is a great way to

	<p>achieve goals and support providers. The SPOE has not had a lot of questions about this topic. David said each cluster is different but providers in Cluster G do a great job of co-treating.</p> <ul style="list-style-type: none"> • Jason asked for feedback regarding how to collaborate on a consultation. Rachel said we have done this one time and asked if billing was an issue. Jason replied they don't do it often because it is difficult to fit a 90-minute consult into a schedule. He said that the terms consult, assessment, and evaluation are frequently used interdependently. Rachel said some providers request a consultation to see if there are additional strategies that can be employed. Rachel reminded the group that team managers are always open to help with clarifications if questions arise. • Crystal said some families are dropping services after they get their bill. Rachel said there are currently billing issues surrounding co-pays. There has been an uptick in insurance denials and some families seem to be struggling with this. Families are used to insurance paying claims, but insurance is considering First Steps as a "home bound" service resulting in denials. 	
<p>SPOE Updates</p>	<ul style="list-style-type: none"> • Rachel shared that we have added 6 new staff to our team. A sixth team will be added on January 1st. The new manager overseeing this team will be Megan Packer. Each team will now consist of 14 or 15 people. Some reorganization will happen to accommodate this change. A list will be sent out at the first of the year to communicate the changes. • Rachel stated it has been busy with referrals. We had 1058 in July, 920 in August, and 912 in September. • David and Missy noted they have providers who have not been invited to some IFSP meetings. Another cluster uses a form to invite providers. Missy mentioned that providers could provide a report even if they are unable to 	<ul style="list-style-type: none"> •

	attend. Rachel said it is a volume issue, and she will follow up with staff to reiterate the importance of providers being notified.	
Announcements/Close	<ul style="list-style-type: none"> • No announcements were made. 	<ul style="list-style-type: none"> • Next meeting: January 10, 2025 @ 9:30am via Teams

Respectfully submitted,
Angela Touseull