

## **Cluster G Provider Issues Committee Meeting Agenda April 4, 2025**

**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) SPOE Updates**
- 4) Provider Recruitment/Retention**
- 5) Announcements/Close**

**CENTRAL INDIANA FIRST STEPS  
LOCAL PLANNING & COORDINATING COUNCIL  
Provider Issues Committee Meeting Minutes  
April 4, 2024**

**Present:** Debbi Davis-SPOE, Katarina Groves-LPCC, Angela Touseull-LPCC, Stacy Williams-LPCC, Molly Cleek-KOI, David Sterne-VIPS, Rachel Easton-SPOE, Leanne Faust-ESC, Melissa Myers-Collab for Kids, Polly Hines-SPOE, Ashley Alexander-CTC, Debra Miller-Accord, Cynthia Holtz-PSA, Jill King-Sycamore Services, Michelle Dills-Family First, Judy Chowdry-Advanced Children’s Therapy, Jennifer Kendrick-Feeding Friends, Sydney LaPlante-SPOE, Erin Sears-SPOE, Sarah Lambert-SPOE, Megan Packer-SPOE, Alicia Cardoza-SPOE, Kelsey Johnson-Kids Count, Elaine Studdard-PediPlay, Michelle Coleman-CDHHE

<b>Agenda Items</b>	<b>Discussion</b>	<b>Action Items</b>
<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. David made a motion to approve the minutes as written; Missy seconded the motion. The motion carried, and the minutes were approved as written.</li> </ul>	
<b>SPOE Updates</b>	<ul style="list-style-type: none"> <li>• Rachel shared that authorizations for COTA and OT will be on the same authorization. The same will be true for DT supervision authorizations. This should make it easier to access things in EIHub. Missy asked when the authorization is entered into the system by the SPOE and if it is tied to the provider who bills. Rachel replied there is no distinction made by the SPOE and it is based on the provider in the drop-down box.</li> <li>• Rachel asked for input when services are decreased but make up sessions were authorized but not completed yet. Missy wondered about the need for make-ups if services were being decreased anyway but also asked if the decrease could be delayed until after make-up sessions were completed. It was suggested that a statement be added where make-up sessions are forfeited when a decrease in services is agreed upon. Rachel agreed to trouble shoot this situation on a case-by-case basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Rachel will work on gathering data.</li> </ul>

	<ul style="list-style-type: none"><li>• For the 30-day start, Service Coordinators are unable to see the reasoning from providers when the start date is late. Rachel asked that providers notify Service Coordinators in Teamwork with the reason for the delay so it can be documented. When the start of service is on time, Service Coordinators can see the date of start in EIHub.</li><li>• Rachel shared that data entry for IFSP's is backed up in TeamWork because EIHub is extremely slow. Additional staff have been added to help with entering IFSP's but there is a significant backlog. Please contact Team Managers if there is a specific item that needs attention.</li><li>• Rachel told the group we are waiting on a new form to be approved by the state which would allow the 10-day waiting period to start services to be waived. Debbi added that federal regulations allow for it to be waived, but we are waiting on the approval of the form from the state. Comments were made about confusion among families regarding timelines. Rachel said most parents understand the process when it is explained to them, but additional directives and coaching for staff will be provided. Cynthia asked if there could be a consistent message for start dates on TeamWork to avoid confusion for providers. Rachel agreed this would be helpful as it has been done in other areas. It will be discussed at the team meetings in April. Providers will be notified via email whether the form is approved or not. Cynthia asked when Service Coordinators obtain signatures and cost participation information from parents. Rachel replied these are priorities for staff and additional training is done if issues are identified.</li><li>• Ashley asked if the waitlist data sent monthly to providers could be timelier. Katarina replied it is a moving target, so it is difficult to make it totally accurate. Rachel added it is a difficult</li></ul>	
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	<p>task due to our large staff, but it is helpful the list is much smaller than before.</p> <ul style="list-style-type: none"> <li>• Ashley commented they are getting fewer referrals. She asked whether additional agencies are being added. Leann said they have lost some providers due to lower caseloads. Debbi replied that the number of agencies is not driven at the local level. She added that zip codes in need of providers are reported to the state quarterly and asked if agencies would want to communicate their experiences with over-saturated areas to us to be included in that report. Specifically, it may be useful to include the number of providers who have left due to not being able to fill a caseload. Leann felt regular snapshots would be beneficial. Ashley said they track data internally and could share that information. Debbi said she would be happy to share any information on behalf of providers with the state. Cynthia stated that her understanding is new agencies can't be prevented from entering the market, but it is in everyone's best interest to know which areas are saturated and which are in need of additional providers. Katarina asked if providers are willing to go into underserved areas? Leann replied they are willing to accommodate needs that arise but recently her providers who have taken this step have experienced more no-shows. Katarina asked providers to share their tracking tools so that she, Debbi, and Rachel could determine how the SPOE could help. Ashley asked for historical referral data from 2024. Rachel will work on pulling this together for the group.</li> </ul>	
<p><b>Provider Recruitment/Retention</b></p>	<ul style="list-style-type: none"> <li>• Katarina said we are continuing to work on provider recruitment and retention. We are reaching out to high schools to capture the interest of students as early as possible. A helpful handout explaining educational requirements to become a provider with First Steps has been a helpful tool at</li> </ul>	<ul style="list-style-type: none"> <li>• Contact Katarina if you connections at area high schools or want to help with student outreach.</li> </ul>

	<p>these fairs. Missy went to a career fair at Avon High School and said she had very good engagement. She plans to go to Center Grove High School in the coming weeks. She also will do a presentation for a child development class in Brownsburg. Deb Miller is doing a career fair in Franklin. Katarina thanked Missy and Deb for their help and stated it was great to have a provider on hand to be able to field questions. Katarina reminded everyone to contact her if they have connections with local high schools we could contact.</p>	
<p><b>Announcements/Close</b></p>	<ul style="list-style-type: none"> <li>• Katarina reminded everyone about the Annual Meeting. Invitations will be emailed soon. No other announcements were made.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Next meeting:</b>  <b>Annual Meeting</b> <b>May 16<sup>th</sup>, 11:00 am-1:00 pm</b> <b>Valle Vista Conference Center</b></li> </ul>

Respectfully submitted,  
Angela Touseull