

CENTRAL INDIANA FIRST STEPS

Family Outreach Comm. Meeting

3/12/13 Date

Name	Agency	Changes to current contact info
1. Stacy Holmes	LPCC	
2. Karen Berty	Childrens Therapy Connection	
3. Katarina Devoez	LPCC	
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**Family Outreach and Quality Assurance Committee Meeting Agenda
March 12, 2013**

Outcome Statement: First Steps will be responsive to the priorities of families and providers through ongoing communication that will provide input into the system to include timely access to early intervention services.

Performance Standards:

1. Ensure services are provided in the natural environment to the most extent possible and are also monitored to ensure that IFSP teams make individualized decisions regarding the settings in which infants and toddlers receive EI services*.
2. All issues and concerns will be adequately addressed within 60 days of receipt of concern, utilizing procedures as set forth by the Lead Agency. Formal complaints must be forwarded to the State within two business days*.

Performance Measures: Profile reports, First Steps data system reports, and family surveys will be utilized in the measurement of this performance standard. Complete and accurate monthly concern/complaint logs are required to meet this standard.

- 1) Introductions (if needed)**
- 2) Data**
- 3) SPOE Waiver In-service Update**
- 4) Family Folder Supply Update**
- 5) Announcements/Close**
- 6) Family Folder Assembly**

**CENTRAL INDIANA FIRST STEPS
LOCAL PLANNING & COORDINATING COUNCIL
Family Outreach & Quality Assurance Committee Meeting Minutes
March 12, 2013**

Present: Stacy Holmes, Karen Berty and Katarina Groves.

Agenda Items	Discussion	Action Items
Introductions/Welcome	<ul style="list-style-type: none"> • No introductions were needed 	
Data	<ul style="list-style-type: none"> • Stacy briefly summarized the state profile and Cluster G's profile reports. We are at 100% compliance for the natural environment indicator, and 99% is the state average. The cost per child in the cluster is down and we are doing well. • Complaints/concerns- Stacy reviewed the log since the last meeting. In February there was one concern where an agency had difficulty meeting the needs of a child due to one of their providers leaving. The issue was quickly resolved. In January a family disagreed with the ED Team's findings, and there was a question of whether the family had been given 10 day prior written notice for service changes. Stacy indicated that common practice is to give 10 day prior written notice for the meeting . Another family wanted follow up from our SPOE after having transferred from another county and SPOE. In December there was one concern regarding a late services start date after the required 30 days. In November there was a possible actual complaint where a therapist was contacting a family after they had already discharged their child from services. There was another late services start date concern and a concern from a family who was still receiving cost participation statements after their child had been disenrolled from the program. 	
SPOE Waiver Update	<ul style="list-style-type: none"> • Stacy stated that the committee had decided it would not currently sponsor Waiver Party events, and because of this, the committee had agreed that it would be wise to make sure that service coordinators have all the facts about how to sign up for the waivers. The LPCC had Willaine, from the ARC, come in and do an in-service for SPOE staff on the waiver program and the many recent changes to the programs. 	

Handbook Update	<ul style="list-style-type: none"> Stacy reported that handbook supplies are running low. She most recently ordered more folders. She stated that we should be ok with supplies until the end of the grant year in June. 	
Announcements/Close	<ul style="list-style-type: none"> Stacy stated that the next meeting will be the Annual Retreat to be held on April 26th, from 11am-2pm at the latest. More information will be emailed out. No other announcements, the meeting was adjourned. Handbook assembly immediately followed the meeting. 	<ul style="list-style-type: none"> Next Meeting: Annual Retreat April 26, 2013 11am-2pm Washington Township Education Center

Respectfully submitted,
Katarina Groves