

Provider Issues Committee Meeting

January 9, 2015 Date

Name	Agency	Changes to current contact info
1. Heidi Miller	Toddlers Choice	
2. Debbie Davis	SPOE	
3. Natalie Lewlin	Ped Play	
4. Angela Dick	SPOE	
5. Karina Leavelle	CPCC	
6. Deb Miller	Accord	
7. C. Green	Cornerstone / Eye	
8. Teri Williams	collab	
9. E Decker	P S A	
10. Molly Cleek	KOF	
11. JASON BERRY	CFC	
12. Natarin Case	Feeding Friends	
13. Polly Hines	SPOE	
14. Mi Chell Colera	CDHHE	
15. Mary Roth	AUTISM Soc of IN	
16. Carrie Jammingo	SSISE / CDHHE Network	
17. Judy Chowdry	ACT	
18. Tamoka Edwards	Toddlers Choice	↘

Wally Andrus

ESC

Stacy Holmes

LPCC

**Cluster G Provider Issues Committee Meeting Agenda
January 9, 2015**

Outcome Statement: Families are presented with adequate information to make an informed choice regarding the selection of provider Agencies and location of services.

Performance Standards:

1. Families in all areas of the cluster will have available providers for needed services.

Performance Measures: Profile reports and First Steps data system reports will be utilized in the measurement of this performance standard.

- 1) Introductions (if needed)
- 2) Approval of minutes
- 3) Action Item Updates
- 4) Interpreter Guidelines – Nancy Lynch
- 5) SPOE Updates
- 6) Announcement/Close

**CENTRAL INDIANA FIRST STEPS
LOCAL PLANNING & COORDINATING COUNCIL
Provider Issues Committee Meeting Minutes
January 9, 2015**

Present: Debbi Davis-SPOE, Heidi Miller-Toddlers Choice, Michelle Coleman-CDHHE, Judy Chowdry-ACT, Mary Roth-Autism Society of IN, Tameka Edwards-Toddlers Choice, E. Decker-PSA, Carrie Tamminga-SJIISC/SRNDHH, Jason Berty-Children’s Therapy Connection, Nancy Lynch-SPOE, CJ Gregory-Cornerstone/Sycamore, Deb Miller-Accord Therapy, Angela Dick-SPOE, Molly Cleek-KOI, Natalie Case-Feeding Friends, Natalie Newlin-PediPlay, Holly Andria-Crossroads, Teri Williams-Collab for Kids, Stacy Holmes-Council, Polly Hines-SPOE, Katarina Groves-Council

Agenda Items	Discussion	Action Items
Welcome & Introductions	Katarina called the meeting to order and introductions were made.	
Approval of Minutes	<ul style="list-style-type: none"> • The group reviewed minutes from the previous meeting. Jason made a motion to approve the minutes as written. Carrie seconded the motion. The motion carried, and the minutes were approved. 	
Action Item Updates	<ul style="list-style-type: none"> • No items require follow-up at this time. 	
Interpreter Guidelines	<ul style="list-style-type: none"> • Nancy Lynch, Service Coordinator, shared the efforts of an internal SPOE workgroup that assists with issues concerning families that do not speak English. Specifically, Nancy discussed what interpreters can do and how best to utilize them to help serve families. The SPOE workgroup created some general guidelines for using interpreters. A handout was provided. Nancy explained that Spanish speaking ICs and SCs are willing to help agencies as much as possible. However, agencies should utilize interpreters for routine communication with families, scheduling visits, etc.. It is suggested that interpreters engage with the families at least once per month during the quarter for which they are being paid. One time during the quarter should also be a face to face visit. Nancy pointed out that it is imperative that interpreters be fluent in the language they plan to interpret. Many of them are not. Nancy extended the offer to help agencies determine whether an interpreter working with their agency is fluent. Jason asked whether it was appropriate to put an 	

	<p>interpreter on the plan when there is a fluent provider on the plan. Nancy recommended that an interpreter not be placed on the plan initially in this instance to see if communication with the family can be handled among the team. She did note that a provider may be dually enrolled as a therapist and an interpreter; however, they cannot be listed for both rolls on the same plan. Nancy also cautioned against therapists using software programs to translate reports. Typically this does not yield a good result. Nancy also asked everyone to email her with any questions regarding resources for Spanish speaking families. Debbi said that she would email the guidelines out to the group.</p>	
<p>SPOE Updates</p>	<ul style="list-style-type: none"> • Debbi noted that much of the data she typically shares cannot be obtained from the ISPOE system by SPOEs directly. She said that SPOEs continue to work with the state regarding data access and accuracy concerns. She did provide copies of the most recent state profile reports. She highlighted the Cost per Child data and noted that it has been very stable over several quarters for Cluster G. SPOEs have been asked to propose a cost reduction or maintenance of the Cost per Child. Debbi submitted that Cluster G would stay within 5% of our current status, essentially keeping Cost per Child status quo by continuing to implement current practices. • Some additional Teamwork instructions will be provided to ICs and SCs regarding when to add/ remove providers. Also ICs have received some general clarifications about communication with providers (who have recently been added to the system) within Teamwork. Debbi will send electronic copies of these clarifications to agencies also. • Debbi mentioned that there has been very little feedback from providers since they were added to Teamwork. General consensus was that things are going well. However, it was noted that providers sometimes do not understand what it means when a coordinator marks off a 	

	<p>task. Angie mentioned that SCs use the tasks as a checklist. Things assigned to providers are the items for which providers are responsible. As SCs receive information, they mark off tasks so that the team knows when items are completed. These items appear as tasks that have been stricken through. Jason wondered whether the wording of stricken through tasks is causing confusion. Debbi is unsure as to whether the wording can be changed, but she will check. Angie also urged providers to review the task tab on the dashboard when there is a question about whether something is complete. This will allow providers to view the status of all tasks.</p> <ul style="list-style-type: none"> • Debbi also clarified that if providers attach a document when responding to an email sent from Teamwork, the attached document will be blocked and will not appear in Teamwork. Therefore, documents sent to SCs from providers must be emailed outside of the Teamwork system. • There was a question about whether “Little Seven” providers have been added to Teamwork. They have not been added yet. • Polly Hines was introduced as the new Assessment Team Manager, and she shared her background. She noted that one of her big goals is to foster better communication among ongoing providers and the AT. 	
<p>Announcements/Close</p>	<ul style="list-style-type: none"> • Holly asked if there was any new information about enrolling providers. No one has any additional information regarding this topic. • An ICC meeting will take place next week. 	<p>Next Meeting:</p> <p>Annual Meeting and Retreat - TBD</p>

Respectfully submitted,
Stacy Holmes