

Cluster G Provider Issues Committee Meeting Agenda January 10, 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) Cluster Waitlist Update**
- 6) Announcements/Close**

**CENTRAL INDIANA FIRST STEPS
LOCAL PLANNING & COORDINATING COUNCIL
Provider Issues Committee Meeting Minutes
January 10, 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 Easton-SPOE, Leanne Faust-ESC, Melissa Myers-Collab for Kids, Polly Hines-SPOE, Kathey Morgan-PediPlay, Jason Berty-CTC, Debra Miller-Accord, Crystal Scott-TTLC, Brad Holtz-PSA, Jill King-Sycamore Services, Michelle Dills-Family First, Caitlin Stacy-St. Joseph, Judy Chowdry-Advanced Children’s Therapy, Jennifer Kendrick-Feeding Friends, Sydney LaPlante-SPOE, Krista Knowles-SPOE, Erin Sears-SPOE, Heather Birk-Riley, Sarah Lambert-SPOE, Megan Packer-SPOE, Alicia Cardoza-SPOE, Cindy Lawrence-CDHHE, Kelsey Johnson-Kids Count, Lisa Tran-Yosi, Kelsey Keefer-PSA

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. Brad made a motion to approve the minutes as written; Leann seconded the motion. The motion carried, and the minutes were approved as written. 	
SPOE Updates	<ul style="list-style-type: none"> • Rachel said referrals are +4% over 2023. The referral count for 2024 was 11,221. Half of referrals typically go to IFSP. • On 1/1/25, the SPOE added a 6th team which is led by Megan Packer. Congratulations Megan! All the teams were redistricted a bit. A list of current team members was published yesterday. Katarina will send this out to providers. Currently we have 87 Service Coordinators on staff. • Rachel has been meeting with Cluster G agencies twice a year. She plans to continue to do this in 2025 and will be contacting agencies to set up meeting times. Team Managers will also attend the meetings. • Rachel asked if anyone had questions. Jason commented that it was said provider capacity was +9% at the ICC meeting. He wondered about the 	<ul style="list-style-type: none"> • Katarina will send out the revised team list. • Rachel will contact Cluster G agencies to schedule 1 on 1 meetings.

	<p>Cluster G numbers. Debbi said this hasn't been shared with us yet, but she will inquire. Missy said it seems referrals in Johnson Co are low. Molly agreed. Rachel said she will check with Kesha to see what data is available to share. EIHub has limited our ability to access data in many respects. Rachel mentioned that "all calls" usually are for 46221 and 46241. Debbi said we have manually counted referrals and the fluctuation by month has been inconsistent with 716 in our lowest month and 1162 in the highest month. Jason said having current and correct data helps them to be able to better serve areas where more providers are needed and conversely know where the oversaturated zip codes are located.</p> <ul style="list-style-type: none">• Jason asked about prior written notice. Rachel said a 10-day notice is required if anything changes on the IFSP. There have been questions about how a new service is handled. A family can waive written notice. Debbi stated we are waiting for clarification from the state. The form is being updated, and we were told to wait to change our practice until there is formal notice. Jason hoped the state was aware of the impact this has on providers. Debbi replied we have communicated this. The state is trying to make it easier to manage and reduce gaps in service. Jason asked if the waiver included adding new services. Debbi said that was her understanding. Rachel added they are stressing the importance of complete and specific log notes with Service Coordinators in the meantime.• Colleen wondered how the 90 minute per month allowance for interpretation services was set. Debbi said it is a written policy on the website. Colleen said it is typical to quickly use up this allotment, especially if the child is medically fragile or utilizes multiple services. The Haitian Creole population is increasing rapidly. Lisa reminded the group she has been doing interpretation for a year now and it has	
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	<p>been challenging. She requested that cancellations be communicated quickly. Sometimes interpreters are cancelled at the last minute when it is discovered a relative is home to help with translations. Missy replied it is difficult to schedule ahead of time in many cases.</p> <ul style="list-style-type: none"> • Jason asked if the SPOE has guidance about progress notes being put into EIHub. Debbi replied we have not received any information yet and Service Coordinators don't have access to that currently. Jason thought it was scheduled for the first release in January. There were questions about uploading notes and files to Teamwork. Debbi will check with Kesha about feasibilities. Additional costs could be incurred or associated with different levels of permissions. 	
<p>Provider Recruitment/Retention</p>	<ul style="list-style-type: none"> • Katarina said we are continuing to work on provider recruitment and retention. Katarina and David did a presentation at Ivy Tech. Katarina and Colleen spoke to the students at UIndy. Efforts will continue into spring. We are also reaching out to high schools to capture the interest of students as early as possible. Angela and Katarina attended a career fair at Noblesville High School which was wonderful. Katarina and Missy did a fair at Greenwood High School. Katarina thanked Missy for her help and stated it was great to have a provider on hand to be able to field questions. • Katarina reminded everyone we are developing a Speakers Bureau and currently have 17 providers on the list. She thanked everyone for their willingness to participate. • Katarina told the group we have new vision providers. She, David and Rachel have already had meetings with them. • The Provider Workgroup is working on recruitment activities. The next meeting is scheduled for 2/18/25. Please reach out to Katarina if you 	<ul style="list-style-type: none"> • Contact Katarina if you want to be included in the Provider Workgroup or Speakers Bureau.

	would like to be included in meeting notices.	
Cluster Waitlist Update	<ul style="list-style-type: none"> • Katarina thanked everyone for their efforts. The Corrective Action Plan for Cluster G has been resolved. We will continue to track numbers to ensure all children receive services in a timely manner. Zip codes with the highest needs are: 46113, 46158, and 46224. Crystal asked if it is counted when a parent asks for a specific therapy time. Debbi replied that Service Coordinators are documenting what therapy time options have been given to families in their notes and it usually is accepted as valid attempts. • Katarina will send the December list on Monday. 	•
Announcements/Close	<ul style="list-style-type: none"> • Caitlin said they have updated their name and logo. The new name is “St Joseph Hearing + Speech”. 	<ul style="list-style-type: none"> • Next meeting: April 4, 2025 via Teams

Respectfully submitted,
Angela Touseull