

# CENTRAL INDIANA FIRST STEPS

Provider Issues Committee Meeting

11/10/14 Date

Name	Agency	Changes to current contact info
1. Debbie Davis	SPDC	-
2. Angela Dick	SPDC	-
3. Kate Herron	IU	
4. Janet Ballard	IU	
5. Michelle Colena	CDHHE	mclorens@csd.h.in.gov
6. W. Newlin	Pod/Play	
7. Ashley Anderson	Crossroads	
8. Britt Helmer	Sycamore Services	
9. Frank Krug	Colls For Kids	
10. Katarina Slavov	UPCC	
11. Carrie Tamminga	SJHSC/SPDHH	
12. Crystal Scott	Talking Time	
13. Ken Berry	GT	
14. Judy Gravelly	ACT	
15. Jean Smith	SPDE	

# CENTRAL INDIANA FIRST STEPS

Provider Issues Committee Meeting

11/10/14 Date

Name	Agency	Changes to current contact info
1. Donna Keating	PSA	
2. Colleen Wasmann	Feeding Friends	
3. Kwanisha Dixon	Faster Seals Crossroads	
4. Ruth Miller	Acord	
5. CJ Gregory	Cornerstone	by phone
6. Stephanie	LPC	
7.		
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**Cluster G Provider Issues Committee Meeting Agenda  
January 10, 2014**

**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) Data
- 5) Planning for Teamwork PM training
- 6) Updates from the QR Team
- 7) General Updates
- 8) Announcement/Close

**CENTRAL INDIANA FIRST STEPS  
LOCAL PLANNING & COORDINATING COUNCIL  
Provider Issues Committee Meeting Minutes  
January 10, 2014**

**Present:** Debbi Davis-SPOE, Jason Berty-Children’s Therapy Connection, Deb Miller-Accord Therapy, Angela Dick-SPOE, Patti Sebanc-Sycamore Services, Donna Holtz-PSA, Judy Chowdry-Advanced Children’s Therapy, CJ Gregory-Cornerstone(By phone), Carrie Tamminga-St Joseph’s, Colleen Wasemann-Feeding Friends, Michelle Coleman-Outreach Services, Katie Herron-IU, Janet Ballard-IU, Natalie Newlin-PediPlay, Holly Andria-Crossroads, Frank Knez-Collab for Kids, Crystal Scott-Talking Time, Jordan Lanthier-SPOE, Kquanisha Dixon-Crossroads, Stacy Holmes-Council, Katarina Groves-Council

Agenda Items	Discussion	Action Items
<b>Welcome &amp; Introductions</b>	Stacy called the meeting to order and introductions were made.	
<b>Approval of Minutes</b>	<ul style="list-style-type: none"> <li>• Stacy informed the group that this would be a new agenda item. She asked everyone to review the minutes from the last meeting. Carrie T. made a motion to approve the minutes as written, and Patti seconded the motion. The motion carried, and the minutes were approved.</li> </ul>	
<b>Action Item Update</b>	<ul style="list-style-type: none"> <li>• There was only one action item from the last meeting regarding substituting DT’s and DTA’s and authorizations. Debbi sent an email to Katie Potter on October 4<sup>th</sup>, 2013 asking for a clarification from the state. There has been no response from the state.</li> </ul>	
<b>Data</b>	<ul style="list-style-type: none"> <li>• Debbi pointed out to the group that she has found inconsistencies in the reports that she had previously emailed out to the group prior to the meeting. She is working with the state and Covansys to find out what the problem is with the data. Debbi plans to do some testing of the data herself to see what she can determine.</li> <li>• Debbi directed everyone to look at the IFSP data. She noted nothing remarkable with the data, only that services 1x week have increased.</li> <li>• She next directed everyone to look at the profile reports. She noted that cost per child is up 1% since the last quarter. There have been no concerns from the state.</li> <li>• Child/Family outcomes- this has decreased across the board. She opened up to the group for discussion on how to remedy</li> </ul>	<ul style="list-style-type: none"> <li>• Debbi will do some testing of the data to try to determine what the issues are.</li> <li>• Debbi will investigate the timeliness of paperwork being sent to agencies that are affecting the 30 day start period.</li> </ul>

this and get providers on board. Deb M. asked if the agencies could see the survey so that they could better discuss its importance with their staff. Debbi said that it comes from the exit scores from the AEPS. Judy C. asked what % are scored by the Assessment Team vs. ongoing therapists. Debbi stated that, anecdotally, she believes that most are completed by the Assessment Team with some input from ongoing providers, but mostly by the AT member themselves. Patti shared that her providers are participating in a pilot in Cluster F and her providers are required to do the scoring. Unfortunately, they do not feel adequately trained to do so. Judy C. felt that there is a duplication of efforts going on if both are doing the scoring. CJ felt that providers should not be required to do the scoring without the appropriate training. Judy C. recommended that comparing the data from scoring by Assessment Teams vs. ongoing might be a good thing to determine consistencies as well as discrepancies.

- Debbi pointed out that the child outcomes will become very important going forward by the feds and as we report data on our QIPs.
- Judy C. recommended that SPOE staff could do a training at agency staff meetings.
- Holly inquired as to the timeline for discharge reports. Angie D. noted that timing is crucial when it comes to billing. If the reports are received after the child turns three, the Assessment team cannot bill for their time. By then it is too late and scores needed to be input already. Exit scores may need to be submitted at the last quarterly before the child is discharged. Jason noted that this is difficult when a provider will continue to see a child for a few more weeks and then their score improves.
- A question was raised as to how a 10 day notice is given to a family when their evaluation and IFSP are scheduled so closely together. Angie D. explained that the IFSP and evaluation are scheduled the same day and the family has the notice

	<p>way in advance.</p> <ul style="list-style-type: none"> <li>• Next, Debbi directed everyone to the 30 day start data. She noted that the cluster is still above 95%. Jason noted that sometimes his providers are not getting the paperwork in a timely manner which delays contact with the family. Agencies wait to contact families to schedule until they receive the plan and it often takes more than 5 days to receive it. It was suggested that it may be the coordinators who work from home who are not getting it in as timely. Debbi said that she would investigate the issue. Judy C. gave an overall kudos to the SPOE staff and felt that as a whole they are very dedicated and prompt. Angie reiterated that agencies should contact team managers if there is an issue with a service coordinator. They cannot fix it if they are not aware of the situation. Judy C. noted that there is some fear of retribution if they tell on a coordinator. Angie reassured the group that the new teamwork process has made things very transparent, allowing it to be easy to point out an issue to a coordinator without calling out a particular agency.</li> </ul>	
<p><b>Planning for Teamwork PM Training</b></p>	<ul style="list-style-type: none"> <li>• Originally the meeting had been slated to do a training for agencies on the teamwork software. Due to the weather and the need for Assessment team to do some catch-up, Brain Funk and Alicia K. are out doing evaluations and could not do the training. Therefore, the training will be delayed until February. There will be a couple of options of days: February 12<sup>th</sup> or 14<sup>th</sup>, from 10-noon or 1:30pm-3:30pm. The SPOE plans to launch the new system on March 3<sup>rd</sup>. Debbi will send out an email to the agencies for sign up on the two days. Debbi thanked the agencies who have already tested the program.</li> <li>• Debbi told the group that the Assessment team is really struggling right now to catch up. They are down an SLP and with the weather lately, they are very far behind. She wants to ask the state for an exception to the rule that local therapists cannot be on the assessment team if they provide ongoing services. She asked the agencies to please submit the names of therapists</li> </ul>	<ul style="list-style-type: none"> <li>• Debbi will send out an email to agencies to get them to sign up for the teamwork tutorial.</li> <li>• Agencies will submit the names of therapists who might be available to fill in on Assessment teams. Debbi will take the list to the state for potential approval.</li> </ul>

	<p>who might be interested and available to do assessments if the state approves of the plan. She prefers evaluation experience, but it is not 100% necessary. ProKids would pay the agency directly for their provider's services on evaluations.</p>	
<p><b>Updates from the QR Team</b></p>	<ul style="list-style-type: none"> <li>• Janet and Katie introduced themselves and explained that IU had been awarded the grant to provide QR services. They indicated that billing and credentialing was already reviewed in the fall.</li> <li>• They are currently working on the APR report for the state that will be due very soon in February. They are holding off on meeting with individual agencies until after the report is in.</li> <li>• There are 40 agencies in the state and they plan on dividing and conquering. They do plan on visiting each agency and will talk to the administrator as well as some staff. They intend to go to staff meetings.</li> <li>• They are working on a questionnaire that they can use for agencies. It would cover how agencies do certain things procedurally, so they can get a feel for each agency.</li> <li>• Colleen asked what they plan to do with all of this information. They reassured everyone that it was to get an idea of how things work from their end. They already know the SPOE side, now they want to become familiar with the other side.</li> <li>• Janet felt that if an agency is struggling, they would be better able to provide support and offer suggestions if they have the big picture.</li> <li>• Holly asked if at some point in time they will do a chart review. No plans right now. Simply to get an understanding of how things work.</li> <li>• Janet indicated that the state is doing very well overall, so this is a good opportunity to look at quality and process, more than trouble shooting issues.</li> </ul>	

<p><b>General Updates</b></p>	<ul style="list-style-type: none"> <li>• Stacy asked the group to send in any changes to their agency sheets by the end of the month. She will then post it on the website. After this month, updating will be allowed every 6 month, unless there has been a significant change such as address and phone number.</li> <li>• Stacy pointed out that the public Awareness committee has been working on the local site and is now working on a mobile site. It will be a scaled down version for phone access.</li> <li>• Stacy invited the group to the upcoming Next Steps Transition event to be held on March 13<sup>th</sup> at 6pm at the Brownsburg school district. She will send out flyers to the group.</li> </ul>	<ul style="list-style-type: none"> <li>• Agencies will submit any updated agency sheets by the end of this month.</li> </ul>
<p><b>Announcements/Close</b></p>	<ul style="list-style-type: none"> <li>• Michelle C. shared that the CDHHE has hired Michelle Escobar, audiologist. They have another one on maternity leave and when she returns, there will be two of them!</li> <li>• With no further business to discuss, the meeting was adjourned.</li> </ul>	<p><b>Next Meeting:</b></p> <p>TBD- Annual Meeting in April sometime.</p>

Respectfully submitted,  
Katarina Groves