

# CENTRAL INDIANA FIRST STEPS

Provider Issues Committee Meeting

6/28/13 Date

Name	Agency	Changes to current contact info
1. Jkson Barry	CRZ	
2. Michelle Coleman	AA S RUDH W	
3. Debbie Davis	SPACE	
4. Crystal Scott	FTLC	
5. Natalie Newlin	Pedi Play	
6. Beulah Blacoin	Pedi Play	
7. Sharrive/ Heidi	Toddler's Choice	
8. Fatti Sebanic	Sycamore SVCS	
9. Tami Waurminger	Noble	
10. Beth Pietras	Noble	
11. Angela Dick	SPACE	
12. Stacy Hines	LPCC	
13. Karolyina Stevenson	LPCC	
14. Ruth Anne Thompson	Kids Only	
15. Denise Holts	PSA	

# CENTRAL INDIANA FIRST STEPS

\_\_\_\_\_ Meeting

\_\_\_\_\_ Date

Name	Agency	Changes to current contact info
1. <i>Kawakoj</i>	ITLC	—
2. <i>Ali Nelson</i>	First Steps	
3. <i>Joa Harris</i>	Collab	
4. <i>Maely Arnold</i>	Crossroads	
5. <i>Debra Miller</i>	Accord	
6. <i>Quincy Conway</i>	ACT	
7. _____		
8. _____		
9. _____		
10. _____		
11. _____		
12. _____		
13. _____		
14. _____		
15. _____		

**Cluster G Provider Issues Committee Meeting Agenda  
June 28, 2013**

**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) Data
- 3) SPOE Updates
- 4) SPOE Staff/Provider Interaction
- 5) General Updates
- 6) Announcement/Close

**CENTRAL INDIANA FIRST STEPS  
LOCAL PLANNING & COORDINATING COUNCIL  
Provider Issues Committee Meeting Minutes  
June 28, 2013**

**Present:** Debbi Davis-SPOE, Lisa Harris-Collab. For Kids, Crystal Scott-Talking Time, Natalie Newlin-PediPlay, Barb Blain-PediPlay, Jason Berty-Children’s Therapy Connection, Deb Miller-Accord Therapy, Holly Andria-Easter Seals Crossroads, Beth Pietras-Noble, Tami Wanninger-Noble, Angela Dick-SPOE, Beth Anne Thompson-Kids Only, Shatrice Cooper-Toddlers Choice, Judy Chowdy-Advanced Children’s Therapy, Michelle Coleman-SRNDHH, Patti Sebanc-Sycamore Services, Donna Holtz-PSA, Laura Ray-Talking Time, Stacy Holmes-Council, Katarina Groves-Council, Ali Nelson-SPOE

Agenda Items	Discussion	Action Items
<b>Welcome &amp; Introductions</b>	Katarina opened the meeting with introductions.	
<b>Data</b>	<ul style="list-style-type: none"> <li>• Debbi D. reviewed the data with committee members. She highlighted that initial IFSPs were down 12%. We will continue to monitor this.</li> <li>• Debbi D. asked whether data regarding service area was useful as it is labor intensive to create. The group agreed that this information was not necessary on a month to month basis. However, in the future, it might be good to look at a specific time period upon request.</li> <li>• In viewing state profile reports, it was noted that the cost per child seems to be at a reasonable level having decreased significantly and is now within the \$1514-\$1615 range given by the state. Three other clusters now have cost per child averages that are higher than Cluster G</li> <li>• The group reviewed data regarding child and family outcomes for the last federal fiscal year and the most recent data for Cluster G. The committee also compared the local data to state data. Debbi shared information about family outcomes from the Early Intervention Colorado Program and thought this might be good information for families to understand. The idea was also suggested that materials be created like the Colorado information specific to Cluster G. Some in attendance felt that providers have not been made aware of this information and wondered if including it in the <i>Training Times</i> might be a good idea. It was also suggested that the</li> </ul>	

	<p>ad hoc Family Outreach committee could develop communications about family outcomes. Debbi asked that agencies help communicate with their therapists regarding the need to complete family outcomes information so that Cluster G data is more complete. She mentioned that it can be done at the time of the last report.</p>	
<p><b>SPOE/ED Team Updates</b></p>	<ul style="list-style-type: none"> <li>• Debbi commended everyone because Cluster G is at 99.3% for 30 Day starts as reported on the CPP. She also urged everyone to make sure documentation is thorough when there is a family issue. The service start date form will now include a “start by” date.</li> <li>• Jason pointed out that the state had inquired about how the agencies were tracking this. He said that when the form is in the packet, it serves as a trigger to complete the needed information. Debbi has also urged SCs to follow-up within 2 weeks if they do not have the date.</li> <li>• The ED Team schedule has gotten extremely tight. Some things that impact this are: changes to the ED Team manual, staff changes, and referral fluctuations generally. Several things are being done to address scheduling issues. The ED Team is working with TAP from Cluster D and trying to get some P.R.N. ED Team members. The SPOE is trying to decrease the time from referral to intake to increase the amount of time the ED team would have. Agencies agreed that it would be helpful to be given a “heads-up” when there are scheduling difficulties.</li> <li>• Jason asked if it would be helpful for providers to send addition requests that require an assessment prior to the quarterly report to give the ED team more time to complete before the quarterly meeting. Since Brian wasn’t present, Debbi agreed to ask him if that would be helpful.</li> <li>• Angie Dick has been promoted to Assistant SPOE Director, and Alicia Cardoza has been promoted to Team Manager. Angie will be handling a lot of “day to day” SPOE supervision tasks and</li> </ul>	

will also be the contact person for agency issues.

- Some general issues raised are as follows: Agencies noted that some files received from the SPOE are corrupted and cannot be viewed. It was also noted that occasionally when authorizations are changed, the old authorization remains in the system. Also, an agency reported getting some IFSPs without the doctor's signature. Debbi said she would check on these issues and encouraged agencies to notify SPOE management staff as issues occur.
- The Ed Team has been going to agencies' staff meetings to discuss ED Team processes and field questions and concerns. Debbi felt that this was going well and is using the information gleaned to make changes. She extended the offer to attend agencies' meetings to the group again.
- General SPOE/Provider interaction was discussed as it was noted that there is no mechanism for providers to become familiar with SPOE staff (and vice versa) as in times past. Katarina solicited ideas to help with this issue. Some ideas were as follows: Meet with SCs at a community location such as Panera during lunch, offer an early morning meet and greet (lunch is too difficult for providers), have Brown Bag sessions at agencies, have a picnic, combine agency meeting with meet and greet, inform agencies of new staff members, have meetings that give providers other reasons to attend such as providing additional resources, host a large meeting at the SPOE allowing geographically distant agencies to host something at their facility as well. The group will determine which option is most feasible.

<p><b>General Updates</b></p>	<ul style="list-style-type: none"> <li>• Katarina mentioned the Spanish class taking place for providers through UTS. The idea that Spanish speaking staff could go to agencies as ongoing support was mentioned.</li> <li>• The agency list was updated and sent around for review.</li> <li>• To answer to questions posed at a previous meeting, phone contact can be billed for interpreters and all little 7 providers must serve the entire service area.</li> <li>• There were changes in state staff. Dawn Downer has been promoted and Cathy Robinson has taken her position as BCDS Director.</li> </ul>	
<p><b>Announcements/Close</b></p>	<ul style="list-style-type: none"> <li>• Jason had a question about formal deadlines for billing submission to the CRO. Consensus was that the deadline is Tuesdays at 5pm. He has received conflicting information on this and asked anyone who had this information in writing to send it to him.</li> </ul>	<p><b>Next Meeting:</b> Friday, October 4, 2013 at 9:30am at the ProKids Office</p>

Respectfully submitted,  
Stacy Holmes