



ICC State Update

September 8, 2021

**Let's Celebrate
the Past 5
Years!**



2016

- Hired Director
- Completed Statewide Listening Sessions

2017

- Expanded State Team
 - Policy, Outreach, and Program Services Managers
- Launched Pilot of Family Assessment
- Expanded use of TANF Funding for First Steps
- Re-engaged Personnel in State led Professional Development
 - Hosted Home Visiting Series
 - Exit Skills Check List Training
- Began Cooperating and Collaborating with other Social Services Agencies
- Hosted Provider Agency Leadership Symposium
- Joined the Infant Toddler Coordinators Association (ITCA)
- Launched Online Credit Card Payments for Family Cost Participation
- Accepted into Cohort 4 of the IDEA Fiscal TA Intensive



2018

- Fully Governor Appointed ICC
- Executed Statewide Revenue Analysis – Including Rate/Time/Cost Study
- Received 21st Century Cures Funding
 - Zero to Three Trainings
 - Growing Brain Training
 - Project ECHO
- Hosted the 1st Annual Statewide First Steps Conference
- Expanded Collaboration with State Agencies
 - ISDH—Help Me Grow and Perinatal Substance Use Taskforce
 - IDOE—Transition Values
 - DCS—CAPTA MOU
- Revised Policy Manual
 - Simplified Enrollment and Credentialing Requirements
- Enhanced Communication with Stakeholders through New and Improved Newsletter
- Began Outreach to Higher Education to Expand Workforce Preparation and Recruitment
- Presented the Revenue Analysis Recommendations to the State Budget Committee
- Released RFP for Central Reimbursement Office



2019

- First Steps Budget Increased from \$6.2M to \$18M
- SPOE and Provider Rates Increased for First Time Since 2001
- Increased Medicaid Reimbursement for First Steps Services from 23%-46%
- Implemented Presumptive Income Verification Process
- Awarded Contract to PCG for Central Reimbursement Office
- Implemented Make-Up Session Policy
- First Steps Director is VP of Infant Toddler Coordinators Association
- Collaborated with OECOSL on the Preschool Development Grant
 - Received \$1.2M to Invest in EIHub Design, Development, and Implementation
 - Cross-Trained Service Coordinators in Motivational Interviewing with Nurse Family Partnership and Help Me Grow
- Began Exploration of Early Intervention Coaching Model
- Launched Community of Practice with Higher Education to Review Curriculum for Early Intervention and Early Childhood Special Education Students



2020

- Kicked off Design and Development Phase of EIHub
- First Steps Director President of Infant Toddler Coordinators Association
- Launched Robust Statewide COVID – 19 Response
 - Issued new policies, procedures, forms and guidance for First Steps
 - Implemented tele-intervention service delivery
 - Implemented professional development opportunities
 - Completed interviews of 100 families receiving tele-intervention Spring 2020
 - First Steps nationally recognized by the Early Childhood Technical Assistance Center for its COVID – 19 response
 - Collaborated with OECOSL to get information to childcare providers regarding First Steps being open and taking referrals
- Revealed New First Steps Logo and Branding
- Grew the First Steps Team to 6 adding an Assistant Director



2021 to Present

- Building Relationships with Insurance Carriers
- Went Live with EIHub March 8, 2021
- Transitioned out of iSPOE and PAM ending CSC Contract
- Hosted a Successful Virtual First Steps Conference
- Released NEW Referral Information Sheet with Milestones
 - Available at www.firststeps.in.gov in English, Spanish, and Burmese
- IDEA Part C Awarded American Rescue Plan Funds
 - Submitted ARP Budget to OSEP

What we can look forward to...

- Phase II of EIHub
- Family Portal
- FGRBI
- LifeCourse
- Child Find – Social Media Campaign and Referral Outreach
- Continued Investments in Families, Personnel, and Infrastructure





American Rescue Plan Funds

- Surveyed Parents, personnel, advocacy and trade organizations, and other early childhood partners
- 542 Responses
 - 25% parents/family
 - 50% agency/personnel
- Respondents were asked to rank priorities for use of funds
 - Investing in families
 - Investing in Personnel
 - Investing in Program Infrastructure
- Investments Reported in ARP Budget
 - EI Data System
 - Comprehensive System of Professional Development
 - Child Find and Public Awareness
 - State Systemic Improvement Plan Activities





Phase II – What’s Included

Case Management Module:

IFSP

Transition

Upgrades to FCP

Child Exit

Agency access

- Update/add ICD codes
- Assign providers to IFSPs
- Progress notes

Family Portal



NEW Family Portal

Families will be able to:

View their child's services

Review their Family Cost Participation (FCP) statements

Submit FCP payments



Current Key Known Issues

Service Logging – users reporting face to face summary notes are not displaying

Unpaid Claims Report – There is currently an issue with the system in which this report sits and therefore is not displaying data or accurate data

Claims Detail Report – This report is currently in internal testing and review

Address validation – Patches have been applied and we are hopeful this issue has been resolved. We continue to monitor.

Email Address Errors – This is currently in UAT and we are hopeful will be resolved by mid-September

Thank you!



**Division of Disability and
Rehabilitative Services**

Christina Commons

First Steps Director

Bureau of Child Development Services

Indiana Family &
Social Services Administration

Division of Disability & Rehabilitative Services

317-234-1142

Christina.Commons@fssa.in.gov