

## First Steps Provider & Service Coordinator Feedback from

### Early Intervention Team (EIT) Level 5 Training: Support-Based Home Visits - 2013

#### Background

The First Steps program has been implementing a primary service provider approach to service delivery called Early Intervention Teams (EIT) since 2009. Many strategies for implementation were put into place to ensure a gradual transition into the EIT model. One strategy for implementing EIT is statewide training for service coordinators and early intervention providers who participate on teams. Each level of EIT trainings contained specific objectives, including an overview of the model, the essential components of EIT, information on Dr. Robin McWilliam's Routines Based Interview (RBI)<sup>®</sup> and targeted quality home visiting practices.

In 2013, a fifth level of training was added for *Support-Based Home Visiting*. The content of the training was developed from the results of a prior EIT provider survey, which suggested providers needed more information about referral and IFSP processes, support-based home visits, joint home visits and EIT meetings. For a copy of the survey results go to: <http://dese.mo.gov/se/fs/EITEAM.htm>.

#### Methodology

At the close of each EIT level five training all participants were asked two questions:

- (1) What was one thing you found valuable from today's discussions?
- (2) What additional training topics would be beneficial for your EIT?

The responses were collected and compiled by the Area Directors.

#### Objective

The two closing questions served the following purposes; a post-assessment of prior survey results to give an opportunity for providers to reflect on their knowledge of EIT and determine what they found most useful in the current training; and a pre-assessment of the lingering topics to be addressed in future training and technical assistance activities.

#### Sample

All First Steps providers and service coordinators were invited to attend the EIT level five training which was held at different locations across the state. There were 808 individuals who participated in the statewide trainings. The following chart breaks down the number of participants:

Attendees	Number	Percentage
EIT Providers	651	81%
Service Coordinators and SPOE Personnel	157	19%
Total	808	100%

## Response Rate & Summary

### Question One - What was one thing you found valuable from today's discussions?

There were 456 responses to *Question One* from 808 participants (56% response rate).

Topic	Number of participants	Percentage
<b>Joint Visits</b> <ul style="list-style-type: none"> <li>Joint visit videos were helpful = 72</li> <li>Overall joint visit information = 33</li> <li>Planning for joint visits = 17</li> </ul>	122	27%
<b>Home Visiting</b> <ul style="list-style-type: none"> <li>Discussions from home visit scenarios = 56</li> <li>Vanderbilt home visit script = 41</li> <li>Rapport between the primary and family = 2</li> </ul>	99	22%
<b>EIT</b> <ul style="list-style-type: none"> <li>Strategizing vs. updating = 29</li> <li>Guidelines for EIT's = 22</li> <li>Use of the 2012 provider survey results = 9</li> <li>My EIT is doing a good job = 6</li> <li>Use of ancillary providers = 1</li> </ul>	67	15%
<b>Services</b> <ul style="list-style-type: none"> <li>Timely services = 31</li> <li>Michael &amp; Miguel handout = 8</li> </ul>	39	8%
<b>Primary Provider</b> <ul style="list-style-type: none"> <li>Incremental Decision making = 10</li> <li>Changing the primary = 8</li> <li>Role of the primary provider = 8</li> <li>Assignment of the primary provider = 5</li> </ul>	31	7%
<b>Miscellaneous</b> <ul style="list-style-type: none"> <li>Engaging families = 17</li> <li>Great training = 11</li> <li>Update on the DAYC2 = 2</li> </ul>	30	7%
<b>Progress Notes</b> <ul style="list-style-type: none"> <li>Progress note content = 24</li> <li>WebSPOE &amp; progress notes = 4</li> </ul>	28	6%
<b>Authorizations</b> <ul style="list-style-type: none"> <li>Joint vs. direct service = 6</li> <li>RBI = 5</li> <li>Initiation date = 4</li> <li>Assistive technology = 1</li> </ul>	16	3%
<b>Ancillary Providers</b> <ul style="list-style-type: none"> <li>Consultation authorizations = 8</li> <li>EIT meetings = 3</li> </ul>	11	2%
<b>Billing</b> <ul style="list-style-type: none"> <li>Medicaid and insurance = 7</li> <li>Billing documentation = 2</li> </ul>	9	2%
<b>RBI</b> <ul style="list-style-type: none"> <li>Provider participation = 3</li> <li>RBI authorization = 2</li> </ul>	5	1%

## Response Rate & Summary

### Question Two - What additional training topics would be beneficial for your EIT?

There were 369 responses to *Question Two* from 808 participants (46% response rate).

Topic	Number of participants	Percentage
<b>Miscellaneous</b> <ul style="list-style-type: none"> <li>No additional training needed = 35</li> <li>Community resources = 26</li> <li>Ongoing EIT training for service coordinators and new providers = 17</li> <li>Trainings on feeding issues = 12</li> <li>Applied Behavior Analysis training = 7</li> <li>Educating the community on EIT = 6</li> <li>Visual impairment information = 3</li> <li>Eligibility criteria training = 2</li> <li>Transition = 2</li> <li>Guidance on use of assistants = 2</li> <li>Family satisfaction = 1, Child progress = 1</li> </ul>	114	31%
<b>EIT</b> <ul style="list-style-type: none"> <li>Team building = 27</li> <li>Effective collaboration = 14</li> <li>EIT training materials = 11</li> <li>Use of ancillary providers = 8</li> <li>Time management = 6</li> <li>Educating families on EIT = 4</li> </ul>	70	19%
<b>Home Visiting</b> <ul style="list-style-type: none"> <li>Engaging families = 23</li> <li>Home visiting safety = 14</li> <li>Use of technology = 4</li> <li>Play based therapy = 3</li> <li>Coaching families = 3</li> <li>Children in foster care = 1</li> </ul>	48	13%
<b>Joint Visits</b> <ul style="list-style-type: none"> <li>Joint visit ideas = 18</li> <li>Scheduling = 16</li> <li>How to decrease the intensity of joint visits = 3</li> <li>Video for families = 3</li> <li>Interpreters at joint visits = 1</li> </ul>	41	11%
<b>Progress Notes</b> <ul style="list-style-type: none"> <li>How to write a progress note = 31</li> <li>Writing DAYC summaries = 4</li> </ul>	35	9%
<b>Authorizations</b> <ul style="list-style-type: none"> <li>Claims and documentation requirements = 16</li> <li>WebSPOE training = 9</li> <li>Joint visit authorizations = 6</li> </ul>	31	8%
<b>Services</b> <ul style="list-style-type: none"> <li>Assistive Technology = 8</li> <li>Changing services = 4</li> <li>The use of the toy bag = 4</li> <li>Translators = 2</li> <li>Settings for services = 1</li> <li>Strengths-based intervention = 1</li> <li>Services First Steps offers = 1</li> <li>First Steps assessments = 1</li> </ul>	22	6%
<b>Routines Based Interview</b> <ul style="list-style-type: none"> <li>More training on the RBI = 6</li> </ul>	6	2%
<b>Primary Provider</b> <ul style="list-style-type: none"> <li>More consistency from SPOE to SPOE = 2</li> </ul>	2	1%

**Conclusions**

Overall, when respondents shared feedback from the information presented at the EIT level five training, almost one-half of the responses indicated the information on joint visits (27%) and home visiting (22%) was beneficial. Many responses for what was most valuable centered on home visiting practices in relationship to the EIT model.

However, when asked about future trainings and technical assistance the responses were more varied with almost one-third of the responses indicated miscellaneous topics related to teams. Responses ranged from child specific issues to team building activities to billing practices/progress notes. Consideration will be given to the responses collected in feedback from EIT level five in the development of future trainings and targeted technical assistance for service coordinators and early intervention providers.