

PROVIDER CONNECTIONS

A Newsletter for First Steps Service Providers • Spring 2013

EIT provider survey results are in!

In October of 2012, the Department of Elementary and Secondary Education, Office of Special Education sent out a survey on the Early Intervention Team (EIT) model to 1,162 enrolled First Steps providers. Providers were asked to respond to approximately 30 questions regarding their experiences and knowledge of EIT. There were 533 providers who participated in the survey (a 46% response rate). Results from the EIT provider survey are now available on the web at: <http://dese.mo.gov/se/sicc/documents/se-fs-sicc-providersurvey2012resultsummaryfinal.pdf>.

Thank you to the First Steps providers who participated in the survey!

Transition out of First Steps: What is the provider's role?

The period of time a child spends in First Steps is relatively short; therefore, it is important to plan for transition from the time a child enters First Steps. Every First Steps child will have a transition plan meeting to discuss specific steps to prepare the child and family for services after age three. When parents request a referral to Early Childhood Special Education (ECSE), the Service Coordinator begins the process of facilitating the referral and scheduling a transition conference with ECSE, which may be combined with the transition plan meeting. The transition plan meeting and transition conference with ECSE must be completed before the child turns 2 years 9 months. When invited, providers should participate in the transition plan meeting and/or conference with ECSE in order to share details about the child's progress and experience in First Steps. Transition out of First Steps may be a stressful time for families; therefore, transition should be a collaborative process among families, First Steps providers, school districts and other participants such as community programs. Providers can assist with a smooth transition when progress notes and evaluation/assessment reports are current and available to the Service Coordinator to share with ECSE, with parental consent.

For more information on writing progress notes, go to:

<http://dese.mo.gov/se/fs/documents/Spring10ProviderConnectionsWeb.pdf>

Timely Services – How is Missouri First Steps doing?

In the 2011-12 Annual Performance Report (APR) submitted to the U.S. Department of Education, First Steps reported a slippage from 91.5% to 81.6% in services provided to families in a timely manner. Thus, Missouri did not meet the target of 100%. Timely services means all infants and toddlers must begin each new early intervention service within 30 days of the IFSP meeting in which the parental consent was obtained. For more information on what providers can do to help with timely services, go to: <http://dese.mo.gov/se/fs/documents/Spring10ProviderConnectionsWeb.pdf>

To review the APR in its entirety, click on Part C APR 2011/2012 at:

<http://dese.mo.gov/se/SPPpage.html>



Tips for Navigating the WebSPOE

Missouri's web-based data system, referred to as WebSPOE, contains all elements of referral, evaluation, eligibility determination, Individualized Family Service Plan (IFSP), service authorizations and provider payment information. Below are a few tips to assist providers in navigating WebSPOE:

Tip 1: How to enter a required monthly progress note when a child was not seen in a particular month.

- Go to WebSPOE at: <https://www.mofirststeps.com/>
- Log into WebSPOE by entering your username and password
- Once logged in, click on *My EI Kids*
- Click on a child's record for which you want to enter a progress note
- Once in the child's record, click on the *Services* tab on the right-hand side
- Click on *Progress Notes*
- Select *Add Monthly*
- Enter the *Date of Service* as the last day of the month if the child was not seen that month
- Enter the details for a monthly progress note, including: date(s) visit was cancelled, why visit was cancelled, who initiated the cancellation, all attempts or difficulties reaching the family to schedule visits and the plan to reschedule a visit if applicable.

For further information on how to enter a monthly progress note when a child's record is closed, log into WebSPOE and go to *Provider Communication Messages* to review messages about timelines for entering progress notes.

Tip 2: How to check the number of units available on a service authorization.

- Go to WebSPOE at: <https://www.mofirststeps.com/>
- Log into WebSPOE by entering your username and password
- Place cursor over the *Provider Account Management* tab until the drop-down list appears
- Click on *Authorization Search* in the drop-down list
- Search for the service authorization by entering child's name, ID number or the authorization number
- Once the authorization number is selected, scroll down the page to see the *Authorization Line* section to view the *Total Units* authorized, number of units *Used*, and *Units Remaining*

It is important that providers do **not** deliver services when there are no units available. Providers are to contact the child's Service Coordinator immediately if a shortage of units is found.

Tip 3: How to review past state messages to stay updated on the First Steps program.

- Go to WebSPOE at: <https://www.mofirststeps.com/>
- Log into WebSPOE by entering your username and password
- Place cursor over the *Provider Account Management* tab until the drop-down list appears
- Click on *Provider Communication Messages* in the drop-down list
- A list of state messages will appear by topic and date
- Double click on a message line to read the message



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