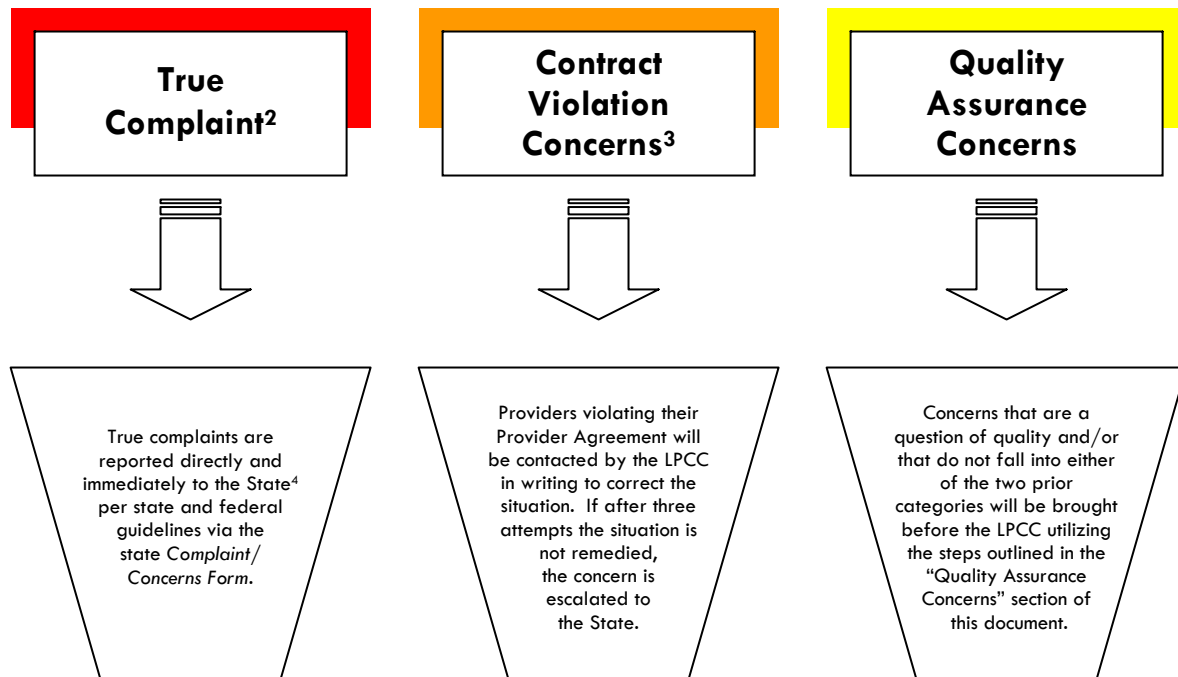


Central Indiana First Steps Local Planning and Coordinating Council (LPCC) Compliant/Concerns Procedure

Our ability to render quality service is largely dependent upon good communication between families, providers, and the Council¹. If you have a concern that you feel impedes children and families from receiving exceptional service or hinders the progress of First Steps initiatives, please use the following guidelines to have the issue addressed:

The Central Indiana LPCC has divided complaints and concerns into three categories. See the diagram below outlining the course of action for each complaint or concern.



All complaints and concerns are communicated to the State on a monthly basis utilizing the Complaint/Concerns Form and Log.

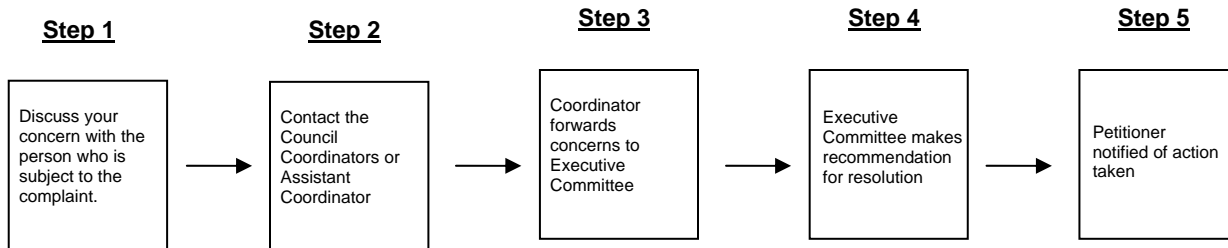
¹ Council-in this document refers exclusively to the Central Indiana Local Planning and Coordinating Council or LPCC.

² Complaint refers to the violation of Procedural Safeguards of families, as well as items such as illegal activity and fraud.

³ Contract violations are items that are not "True Complaints" and that are violations of the CRO Provider Agreement specifically stating (Section F, Number 21) an agreement to "Maintain business e-mail, and dedicated phone and fax lines," of Rider A of the Service Provider Agreement (Section B, Number 11) an agreement to "Maintain business e-mail, and dedicated phone and fax lines," and of Rider A of the Service Provider Agreement (Section B, Number 7) an agreement to "Provide written progress notes, at least quarterly, regarding eligible children and their services to the individual child's Service Coordinator."

⁴ State- Refers directly to the Division of Disability and Rehabilitative Services (DDRS) Bureau of Child Development Services (BCDS), which is a subsidiary of the Family and Social Services Administration (FSSA) of the State of Indiana. This body holds the authority to oversee the successful implementation and administration of the First Steps program throughout Indiana.

Quality Assurance Concerns



Step 1 – When a concern involves another person, discuss the situation directly with that individual. Perhaps, there was an extraordinary circumstance for the behavior that you observed or that person was unaware that his/her action was inappropriate. This discussion is an opportunity for *both* parties to share points of view and explore ways that sub-standard performances can be avoided in the future. If you feel uncomfortable approaching the individual directly, or think it is inappropriate for you to do so, let a Council Coordinator know when filing the concern and we will help facilitate constructive discourse on the matter.

If the concern is not or can not be resolved in a satisfactory manner between you and the party subject to the concern in a mutually agreed upon period of time, proceed by contacting your LPCC Coordinator(s) as outlined in Step 2.

Step 2 – All concerns submitted to the LPCC must be captured in writing with the signature of the petitioner prior to being accepted and forwarded for review by the Executive Committee. You may contact the Council Coordinators or Assistant Coordinator to communicate your concerns via telephone, mail, or email. (Please note that if you contact Coordinators via telephone, they will document your concern on a "LPCC Concerns Form" and mail it to you to obtain your signature, which may slightly delay a response). Coordinators may be contacted at the following:

Stacy Holmes
CILPCC Program Director
2511 East 46th Street, Suite E-1
Indianapolis, IN 46205
317-472-6103
council@cibaby.org

Angela Touseull
Central Indiana Council Coordinator
942 N. 10th Street
Noblesville, IN 46060
317-776-1313
steps29@ori.net

Katarina Skogstrom
Central Indiana Council Coordinator
2511 East 46th Street, Suite E-1
Indianapolis, IN 46205
317-472-6109
kskogstrom@cibaby.org

Katrina Armstead
Central Indiana Assistant Coordinator
2511 East 46th Street, Suite E-1
Indianapolis, IN 46205
317-472-6104
karmstead@cibaby.org

Once you have initiated contact with a Coordinator, she will follow-up with a telephone call within three (3) business days after receiving the concern.

- Step 3** – The Coordinators will submit the concern to the Executive Committee for virtual review, however, in some cases the committee may choose to conduct an in-person review as appropriate.
- Step 4** – The Executive Committee will respond to the complaint by making recommendations for resolution within ten (10) calendar days. Please be advised that any violation of State regulations will be turned over to the State immediately for review. Otherwise, the Coordinators will compile the comments and recommendations of the Executive Committee and forward them to the appropriate authority to enforce resolution (e.g. the State, Agencies, etc.).
- Step 5** – Once the concern and recommendations have been forwarded to appropriate authority, the Coordinators will contact the petitioner to inform him/her of the Council's response to their concern as well as provide the petitioner with additional contact information for future follow-up on their concern with the appropriate authority.