

POE Pulse

This newsletter will now be sent quarterly. Please share with your staff. We welcome ideas for topics to be featured in the newsletter. Contact Donna Deal at donnak.deal@ky.gov with any suggestions. *

**Please note Donna's name change and updated email address.*

POE Spotlight

Our POE Spotlight for this edition features the Barren River Point of Entry. KEIS services in Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, and Warren counties are provided through this POE. The Barren River POE is located in Bowling Green and managed by Hope Rice.

How would you describe your team? The Barren River POE Team is a resilient, reliable, caring, and hardworking group of ladies. They are truly passionate about early intervention and dedicated to providing high-quality services to the infants, toddlers, and their families in our district. The Barren River POE team is comprised of eight service coordinators, one district child evaluation specialist, one clinical support technician, and a POE Manager. There are many years of experience in the field of early childhood, special education, and early intervention among these team members. One of the best things about our team is that we truly love, support, and care about one another. We are definitely FAMILY! In addition to our POE staff, we have to include our wonderful service providers. We could not do what we do without them. Teamwork truly does make the dream work!

What have been your POE's biggest accomplishments? Over the past four years, we have worked very hard to raise federal compliance percentages and meet those state targets. Over the past two years, we have scored in the Meets Requirements on our District Determinations.

What have been your POE's biggest challenges? Our biggest challenge has been trying to retain our service providers. Over the past two years, we've lost many service providers for a variety of reasons including the COVID-19 pandemic and participating in CEITMP. With our referral numbers rising, it is becoming harder to find providers who are available for in-person referrals.

What would you like to tell people about your POE that they may not know? (i.e., what makes it special/unique?) The Barren River POE office is located in Warren County. Warren County is the fifth largest county in Kentucky. We are home to Western Kentucky University

(GO TOPS!) We are also considered a “melting pot” and home to the Bowling Green International Center. There are currently at least 35 different countries represented in Bowling Green with over 49 languages spoken. Our POE receives many referrals every year for families who speak other languages besides English such as Spanish, Burmese, Zomi, Swahili, Karenni, Karen, Chinese, etc.

Revised Forms

The following forms have been recently updated: FS-45, FS-13, FS-7, FS-8, FS-9, FS-18, FS-26, FS-29, and FS-30. The biggest changes are to the FS-13 and the FS-45. These changes were based on questions we received from you in the field. We hope the updated forms add clarity for staff and families.

The remaining forms were updated to make the statement at the bottom more accurate. The previous notice indicated that parents could file a formal complaint if they felt their rights were violated. They are actually able to request mediation or a due process hearing as well. The new forms clarify those options.

The revised forms are available in both English and Spanish on the Doc/Forms tab on TOTS.

1099 Reminder Prior to Tax Season

All KEIS providers need to verify that their address information is correct in Kentucky’s online [Vendor Self Service System](#) so their 1099 will be sent to the correct location. Also, please remember that the SLA is unable to access information about providers’ 1099s. For questions about a 1099, contact the Kentucky Department of Revenue at 502-564-8639.

Provider Matrix Updates

The State Lead Agency encourages all Point of Entry staff to strictly use the provider matrix to make new referrals. Please ensure that all information in your TOTS profile is accurate and current, including methods of service delivery and whether you are providing tele-intervention only, in-person services only, or a hybrid approach. For guidance on updating this information, please review the attached Quick Reference Guide-Provider Matrix document.

New Family Survey Process

The SLA has been working with Yahasoft to change our family survey distribution procedures and after over a year, we are finally ready to start. We will now begin surveying families at exit to encourage them to provide input on the quality of the early intervention services that they received. There was a bit of overlap with our old survey method and this new process, and we had to wait until the FFY 2021 Family Survey was closed before beginning. Since we are already

into the first quarter of fiscal year 2022, the first distribution of surveys will be for the first quarter of the year. After this initial mailing, we will start surveying exiting families monthly.

Here is what you need to know:

- The first distribution will be for families who have an email listed in TOTS and exited July-October 2022.
 - Emails will be sent on a weekly basis throughout the month of November.
 - The email list can be regenerated throughout the month as cases are closed so additional families who exited in October will not be missed.
 - If a family responds, they will not receive another survey email unless they had more than one child exit the program that month.
- At the end of November, paper surveys will be mailed to families without an email in TOTS.
 - We may also mail paper surveys to targeted groups to try to increase more diverse responses.
- We will have the ability to notify POEs of who did not respond to the survey at the end of the month.
 - We will also be able to sort the list by SCs, which should help to identify which families on an SC's caseload should be receiving/received a survey.
- The memo that is going to families by email and mail states that they have 30 days to respond (strictly to try to encourage timely responses). Families will be able to respond within the fiscal year. Please don't advertise this, but if you speak with a family who has not responded after 30 days, they still can respond, and their data will be collected.
- On December 1, the monthly family survey process will begin. All families who have an email listed in TOTS and exited the program during the month of November will be sent an electronic survey and weekly reminders.
 - Families who were on the previous distribution list (sent in November) will not continue to receive email reminders.
- At the end of December, the SLA will mail paper surveys to families without email and may also mail to targeted groups as mentioned above.
- This process will continue each month.

Hopefully this new process will increase our response rates!

Billing Reminders

Per regulation, the State Lead Agency has 30 days to process claims for payment. To help with timely processing, please do not send duplicate EOBs. Sending duplicates increases processing time. Ensure that EOBs sent are clearly legible. Please remember that when sending EOBs to

Gen Log, multiple EOBs for several children must be labeled “Group EOBs.” No more than 20 pages of scanned documents can be uploaded at a time. It is also helpful submit claims timely. The State Lead Agency currently has only three staff members handling billing for around 1,000 providers, so claims submitted at the end of the pay cycle may not be immediately processed, and the entire billing process is running more slowly than usual. The 2022 pay cycle calendar is located on the [KEIS website](#) under the “Provider Payment Information” section. We appreciate everyone’s patience and understanding as we work to fill these vacancies. If you have questions, please email chfsfirststepsbilling@ky.gov. To avoid confusion, please use this general mailbox and do not send billing questions to individual SLA staff members.

Clarification for Notifications Sent to SLA

Notifications about documentation errors should be sent to chfsfirststepsbilling@ky.gov.

Documentation errors include incorrect information in a service log including the wrong date, location, setting, start time, end time, method, intensity, and/or missing/invalid codes and modifiers. When notifying the SLA, include the provider’s name, child’s TOTS ID, date, service log ID, and an explanation of the error. Providers must also immediately enter a note in the correction/addendum box of the corresponding service log. Do not bill for the service on the account payable page. The SLA will provide guidance on how to correct the documentation error(s).

Documentation errors that involve a potential breach in confidentiality must be reported immediately to the SLA at chfs.firststeps@ky.gov. Possible breaches in confidentiality may include any information entered in the incorrect child’s record on TOTS or KEDS, reports mailed to the family with incorrect child information, billing for services for the incorrect child, sending child’s PII in an unencrypted email, and stolen/lost hard copy files or property that contain confidential information. When reporting a potential breach, include the provider’s name, child’s TOTS ID, date, service log ID (if applicable), and an explanation (information disclosed, other TOTS IDs involved, if applicable), and whether the service has already been billed and/or payment has already been received. Complete the correction/addendum box if the incorrect entry was in a service log or communication log. Do not bill for the service on the account payable page or send a breach notification letter to anyone unless directed to by the SLA.



Introducing Christina Miller

We welcome Christina as our newest Compliance Analyst. She will be working with Casey and Colleen on general compliance and supervision. She previously worked with the Cabinet for Health and Family Services in the Division of Protection and Permanency as a social worker for four years. Although Social Work was demanding, Christina enjoyed working with families and providers to help ensure the safety of children. She is excited about her new role in KEIS ensuring vulnerable children are receiving appropriate services to help them have the best outcomes and ultimately live their best lives. Christina is a mother and stepmother to two beautiful girls.

OT and OTA License Renewal

Most OT and OTA licenses are due for renewal prior to 12/31/22. Providers are highly encouraged to begin the renewal process with the KY Department of Professional Licensing early to avoid possible delays. Please be sure to submit a copy of your renewed license as a PDF attachment via email to KathyL@ky.gov.

December 1 Child Count

Please mark your calendar and be sure to complete all discharge summaries and progress reports by November 30. All IFSPs will be locked on this date. Child count provides a picture of the number of children enrolled in First Steps as of December 1 and is given to the Office of Special Education Programs each year as part of federal reporting. Child count is also tied to KEIS funding.

Recognition for KEIS Service Coordinators

Since November provides a reminder to practice thankfulness, the SLA would like to provide a huge shout out to our service coordinators for supporting families and EI providers. Service Coordinators play an integral role in early intervention services by conducting family assessments, leading IFSP teams, assisting with the development of family-centered functional outcomes, advocating for families, supporting EI providers, completing federally required documentation, honoring, and explaining parental rights, and providing fiscal oversight, emotional support, and community resources. KEIS SCs are the glue that keeps EI services

running smoothly. If you get the opportunity, please be sure to thank your service coordinators for all that they do.

Upcoming Parent Cafés

Parent cafés are tentatively scheduled for the months of January, March, and May of 2023, and in August and October of 2024. Kristen Martin and Karen McCracken from the SLA will be leading this endeavor. The cafés will be an opportunity to engage with families in a different way while supporting their needs as parents first. When we say “parent,” we mean anyone who cares for a young child - parents, grandparents, caregivers, and family members. Five POEs have been selected to work in conjunction with Early Childhood Mental Health programs in their regions to provide parent cafés:

New Vista
KIPDA
Four Rivers
NorthKey
Mountain Comp

Cafés can be held in person or virtually. More information will be distributed about each café once dates are set.

Family Share Reminder

For a faster response, please send questions regarding Family Share directly to Savannah Propst at SavannahL.propst@ky.gov rather than using the general or billing mailboxes.

Upcoming Holiday Closures for SLA

State offices will be closed:

Wednesday, November 24 and Thursday, November 25 (Thanksgiving)

Friday, December 23 and Monday, December 26 (Christmas)

Friday, December 30 and Monday, January 2 (New Year)

State offices will reopen on Tuesday, January 3, 2023.

Keep in mind that SLA staff will not be available to provide assistance on state holidays. Please plan your work and billing accordingly.

Mark Your Calendar for Upcoming POE Manager Meetings

November 18, 2022

February 24, 2023

All meetings are 12:30-2:30 ET/11:30-1:30 CT.

Self-Care Corner

Below are a few websites that can help with reducing stress, especially during this upcoming busy time of year.

[Three Tips to Help Avoid Burnout During the Upcoming Holiday Season](#)

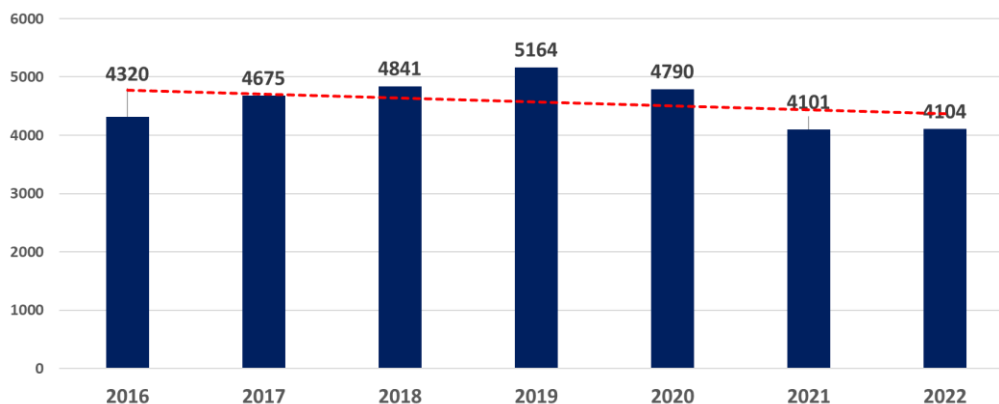
[Watch for These Key Warning Signs of Compassion Fatigue](#)

[How to Prep Now if Winter Tends to Make You Depressed](#)

[Why It's Okay to Rest \(Backed by Science\)](#)

KEIS Statistics

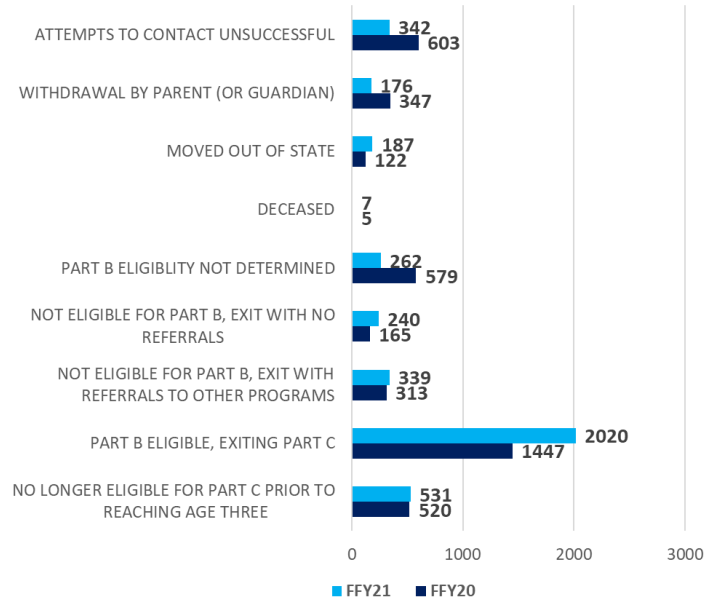
FFY21 Exit Data (source: TOTS Exit Data Ad Hoc Report)



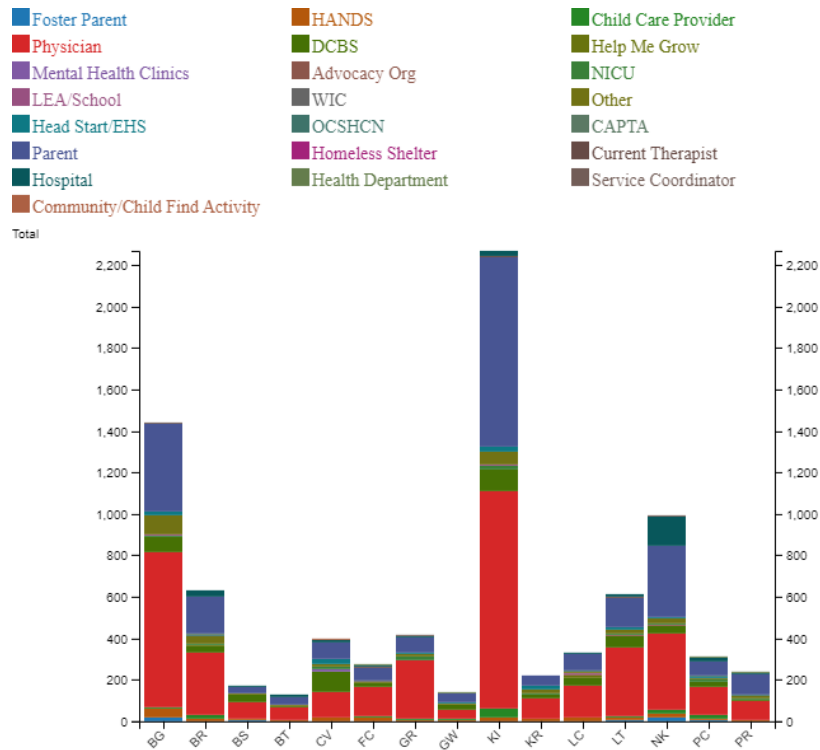
Notable Changes in Comparison to FFY20

- 28% increase in the number of children identified eligible for Part B services from the schools
- 31% increase in number of children who exited with no referrals to other programs
- 55% decrease in the number of children with no determination of eligibility for Part B services

- 49% decrease in the number of children who were withdrawn from the program by parents/guardians
- 43% decrease in unsuccessful attempts to contact families



Referral Number = 8572, Number of Children Referred to KEIS 3/1/22-11/9/22



Referral Source	BG	BR	BS	BT	CV	FC	GR	GW	KI	KR	LC	LT	NK	PC	PR	STATE
Foster Parent	20	0	5	0	3	2	2	2	3	2	2	5	16	8	3	73
HANDS	39	13	9	8	13	15	6	7	17	10	14	16	18	4	2	191
Child Care Provider	6	19	0	1	2	6	5	1	44	0	2	4	20	19	3	132
Physician	748	300	75	56	124	145	282	48	1047	100	154	329	369	135	93	4005
DCBS	76	31	39	7	95	18	2	19	101	19	37	59	38	27	5	573
Help Me Grow	1	2	0	0	3	2	0	0	3	0	14	0	1	0	0	26
Mental Health Clinics	0	0	0	0	12	0	0	0	0	0	0	0	0	0	0	12
Advocacy Org	0	1	0	0	0	1	0	1	1	0	1	5	4	0	0	14
NICU	8	7	2	0	9	4	14	1	16	2	4	7	3	7	4	88
LEA/School	2	0	0	0	4	0	0	0	7	1	5	1	0	0	0	20
WIC	3	0	0	0	0	2	0	0	0	0	0	0	0	0	0	5
Other	88	37	3	5	12	4	14	4	62	22	4	18	29	10	11	323
Head Start/EHS	18	3	0	5	23	0	8	7	23	13	4	11	5	6	4	130
OCSHCN	0	4	1	0	1	0	0	3	3	3	2	0	0	3	1	21
CAPTA	1	6	0	0	0	0	0	1	0	0	0	0	0	0	0	8
Parent	426	175	30	36	80	61	73	38	912	46	80	141	342	70	98	2608
Homeless Shelter	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Current Therapist	1	0	1	0	0	3	1	0	6	0	2	2	1	0	0	17
Hospital	0	32	7	10	13	7	6	4	22	1	6	14	142	18	9	291
Health Department	0	0	0	1	1	3	0	2	1	0	0	2	0	5	3	18
Service Coordinator	3	0	0	0	0	3	1	0	0	0	0	0	3	2	0	12
Community/Child Find Activity	1	0	0	0	1	0	0	0	0	0	0	0	1	0	1	4
Total:	1441	630	172	129	396	276	414	138	2268	219	332	614	992	314	237	8572