



Child & Family Services Professional Interest Section Meeting

October 14, 2021

- Welcome
- Upcoming Events
- Section Discussion - *Child & Family Services Co-Chair: Brittnee Smith, Bona Vista Programs, Inc.*

Professional Interest Section Meetings / Professional Development:

- October 28 - Business & Industry / Certified Ability Indiana Organizations (10 AM-Noon)
- November 2 - Community Supports (10 AM-Noon) / Employment Supports (12:30-2:30 PM)
- November 4 - Pieces to the Group Home Financial Puzzle Training
- November 11 - Financial Management (10 AM-Noon) / Human Resources (12:30-2:30 PM)

Upcoming Member Forum and Board of Directors Meetings:

- October 22 - Member Forum / Board of Directors Meeting - Hybrid - at Marriott East
- November 19 - Board of Directors Meeting only - Virtual
- December 17 - Member Forum / Board of Directors Meeting - Hybrid - location TBD

Registration for each meeting is available 3 weeks in advance. Recordings and materials will be available on the [INARF Member Portal](#) within 2-3 business days following each meeting.

Alicia M. Boyd, CPA
Professional Corporation





First Steps Discussion

INARF Child & Family Services
Meeting

October 14, 2021

First Steps Topics

- EI Hub
 - Unpaid Claims Report
 - Paid claims now coming up as denied?
 - Deadlock errors
 - Phone outages
 - Experience with Help Desk
- Combining PHS and Service Page Form
 - 10 day notice
- FGRBI



Concerns shared with State in Quality Review Meetings

- Daily notes not being visible in parent portal
- Lack of the functions in EI Hub
 - Agencies had to increase cost for support staff (additional hires and additional hours)
- Unable to complete progress reports in EI Hub
- Agencies have to pay for an additional cost for outside systems to complete mandated documentation
- Agencies and providers are using 4 to 5 different systems in order to communicate and complete paperwork that state requires
- Thursdays EIHub maintenance is too early. Some of our providers are still working and are not able to complete daily notes – **THIS HAS BEEN CHANGED**



**THANK
YOU**

Please send any
additional questions,
comments and
concerns to
bsmith@bonavista.org.



Thank you!

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