

**Full LPCC Meeting Agenda
October 11, 2024**

- 1) Introductions**
- 2) Approval of Minutes**
- 3) Fiscal Update**
- 4) SPOE Updates**
- 5) LPCC Committee Activity**
- 6) Complaints/Concerns**
- 7) Announcement/Close**

**CENTRAL INDIANA FIRST STEPS
LOCAL PLANNING & COORDINATING COUNCIL
Cluster G Full LPCC Meeting Minutes
October 11, 2024**

Present: Terri Holmes-Parent, Alyssa Christy-DOE, Nora Bentivoglian-Westfield Washington Schools, Mariana Barquet-Hear Indiana, Caitlin Stacy-St. Jo’s, Iman Abdulraheem-HIS, Victoria Kincaid-ESC, Katherine Hargreaves-IU, Lesa Paddock-InSource, Donna Olsen-Parent, Willaine St. Pierre Sandy-Parent, Emily Jarboe-Childcare Answers, Libby Dunbar-Speedway Schools, Molly Cleek-Kids Only, Alexandra Hall-Parent, Jill King-Sycamore Services, Brenda Day-IPS, DeJuan Foster-DOE, Heather Birk-IU, Sydney LaPlante-SPOE, Elaine Studdard-PediPlay, Kathey Morgan-PediPlay, Leann Faust-ESC, Debbi Davis-SPOE, Rachel Eastman-SPOE, Angie Dick-SPOE, Polly Hines-ED Team, Stacy Williams-Council, Angela Touseull-Council, Katarina Groves-Council

Agenda Items	Discussion	Action Items
Introductions	<ul style="list-style-type: none"> • Stacy opened the meeting with introductions. 	
Approval of Minutes	<ul style="list-style-type: none"> • Stacy asked the group to review the minutes from the last Full Council meeting and to note any changes needing to be made. There were no changes noted. Mariana motioned to approve the minutes as written; Donna seconded the motion. The minutes were approved unanimously by the council. 	
Fiscal Update	<ul style="list-style-type: none"> • Stacy directed the council’s attention to the budget summary. She noted that the LPCC budget is as expected. Postage costs have increased, which makes mailings to families expensive. Unfortunately, there is no electronic list that can be used to email families instead. • Debbi noted that the SPOE budget is about 25% spent for the first quarter. • Donna wondered if it was possible to include stipends for parents when they attend council meetings in current or future budgets. Stacy shared that the cluster used to offer childcare and a stipend through Family to Family which is not available anymore. It was agreed that some form of compensation for parents should be investigated and discussed. 	<ul style="list-style-type: none"> • Providing stipends to parents to be discussed at the Family Outreach and Quality Assurance committee meeting.
SPOE Updates	<ul style="list-style-type: none"> • Debbi shared that the SPOE hired 6 additional Service Coordinators in September. They are currently going through training. No additional hiring is anticipated at this time. • There has been a 25% increase in staffing since last year. Turnover is at 3%, down from 25% 	

	<p>year over year which can be attributed to an increase in pay.</p> <ul style="list-style-type: none"> • The SPOE will be adding an additional team and manager to help manage an increase in referrals. • The case management system-EIHub continues to make things challenging. Managers are working on returning some data entry tasks to administrative assistants to alleviate the SC workload and minimize errors. This is challenging, however, because data entry tasks in EI Hub take considerably longer than they did in the old system. SPOE staff are currently testing different items to determine where workload shifts are most feasible. Caseloads remain at the high end at 75 on average. The goal remains at 60. • We are in year two of a two-year contract and expect more information on how the State plans to proceed after the first of the year. The contract does allow two extensions without re-bidding. • Debbi reminded the group that the cluster has been under a corrective action plan (CAP) due to non-compliance with two indicators in 2021 and 2022. She was happy to report that based on the 2023 review by the state, the cluster is at 95% for timely IFSPs, which can be attributed to increased capacity and staffing. The timely start of services has been more challenging, but as of 2023 it is at 81%, up from 59%. The federal indicator requires 100% compliance with these standards. The quality review contractor will do up to two subsequent file pulls to see if 100% compliance can be met. • The cluster continues to track families waiting for services. There were 73 families waiting for a service in September, down from 520 families in August of 2023. 	
<p>LPCC Committee Activity</p>	<ul style="list-style-type: none"> • Stacy shared an update from the various committees: <ul style="list-style-type: none"> ➤ Executive Committee- Stacy shared an overview of membership on the committee. The group is responsible for the planning of the Annual Awards Luncheon that has been held at the Valle Vista Golf Course in recent years. This event is a nice way to mark the end of the fiscal year and to acknowledge parents, providers, SPOE staff and other community partners. They 	

	<p>have begun planning for next year’s event. The group has also been focusing on advocacy and awareness efforts with legislators and others and will continue those efforts.</p> <ul style="list-style-type: none"> ➤ Transition Committee- Stacy shared that this committee’s focus has been on the transition process between Part C and Part B services. The committee consists of school representatives, parents, and Head Start representatives. This group hosted the <i>Next Steps: Life After First Steps</i> event for First Steps families in Brownsburg on March 7th. Families were able to tour the school, view a school bus and ask questions about the case conference process. The committee has begun planning next year’s event and it will be held at the Early Childhood Center in Danville. The committee has also updated the Transition MOA between First Steps and school districts. Council staff have been getting signatures from all the districts in the cluster. Lesa shared an update on what InSource is working on around transition. They are developing video resources for families that can be shared on websites. The plan will be to have more information in the First Steps welcome packet for families around the topic of transition. ➤ Public Awareness/Child Find Committee- This committee’s focus is on locating children who need services and how best to reach families. Physicians remain the highest referral source, and Angela has been mailing outreach materials to them monthly. Stacy continues to conduct in-services for residents of IU, St. Vincents and Community hospitals. Residents do observations with First Steps assessment members as well. Access to data remains an issue for the program. Stacy has been able to get a snapshot of referral data by pulling this information from the local website and the online referral portal. The local First Steps brochure has been updated to mirror the look of state materials. Angela continues to coordinate with DCS 	
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	<p>providing ASQ screenings for children who have been identified for services. The committee is also working on collecting more family stories about the impact of the program on their child. The hope will be to use these stories with legislators, on the website, and through social media going forward.</p> <ul style="list-style-type: none"> ➤ Family Outreach Committee- This committee continues to plan a reading event for First Steps families in partnership with the Crossroads Guild. The last event was held at Crossroads in their garden area on 9/21 from 10am-noon. It was a carnival atmosphere with free books, crafts and games. Crossroads was able to invite Hedgehog Hannah to do an animal presentation, and Balloongenuity made a return appearance. We had plenty of volunteers this year and Ivy Tech students joined us as well, which was very helpful. Angela has been conducting family satisfaction surveys for the past year which have produced good information for the cluster. Surveys are sent out monthly and allow families to respond anonymously. She has had an 18% return rate and 80 plus percent of respondents are pleased with the program overall. 93% would recommend the program to others. ➤ Provider Issues Committee- The focus of the group is SPOE/Provider relations, and the committee consists of agency representatives and SPOE staff. The committee continues to work on provider recruitment and retention and has a work group that is working on developing a speaker's bureau for presentations to university programs in the cluster. They have also developed an educational requirements document aimed at high school students who would like more information on what is required to become a therapist. 	
Complaints/Concerns	<ul style="list-style-type: none"> • Stacy shared there has been a change in the process for submitting and tracking complaints. There are now formal vs. informal complaints to come in-line with Federal policy, and anyone 	

	<p>can file a complaint directly with the state if they feel their Part C rights have been violated. Families can also choose to address the complaint locally at the cluster level.</p> <ul style="list-style-type: none"> • There was one complaint since the last meeting: <ul style="list-style-type: none"> ➤ A family wanted to escalate a complaint to the state. There is a concern that a provider was using thickened liquids on their child which the family did not agree with. The provider reported the family to DCS. The state office will now do an investigation. • Donna felt that it is important to make sure that families are aware of the process of filing a complaint. She surmised that having no complaints is unusual so parents may not be fully aware of the process. Lesa added that many families can be afraid to report a violation for fear of backlash of some sort. It is important to empower families with their rights under Part C. 	
<p>Announcements/Close</p>	<ul style="list-style-type: none"> • Cindy shared there will be a Parent Advisor training in January for those who are interested in working with the deaf and hard of hearing community. She will pass along the flyer to Katarina to share via email with the group. • Lesa shared that InSource has been working on translating their resource materials into 20 different languages. There is a link on their website to get digital copies, but anyone can reach out to her to get hard copies. • Alyssa shared that the Department of Education’s Early Childhood Special Education Collaborative has a mailing list if people are interested in being included. The Office of Special Education is seeking feedback from the community. • Angela shared that the First Steps state office will be hosting another round of Townhall meetings on 10/24 @ 1pm/6:30pm. You can sign up on the state’s website. • No further announcements were made, and the meeting was adjourned. 	<p>Next Meeting: January 10, 2025 @ 11:30am via Teams</p>

Respectfully submitted,
Katarina Groves