

**Cluster G Family Outreach and Quality Assurance Committee
Meeting Agenda
November 19, 2024**

Objective 4: Increase and improve communication and collaboration among all early intervention stakeholders in the cluster(s).

- Identify community resources and engage in ongoing communication and collaboration with families, early intervention service providers, SPOE staff, LPCC members, transition committee members, referral sources, and community partners.
- Develop procedures for informing families about the LPCC and inviting families to attend meetings.
- Participate in ICC workgroups and other committees/groups relevant to early intervention and the broader early childhood system.

- 1) Introductions (if needed)**
- 2) Approval of Minutes**
- 3) First Steps to Reading Fun Recap**
- 4) Parent Involvement**
- 5) Quality Assurance**
- 6) Announcements/Close**

**CENTRAL INDIANA FIRST STEPS
LOCAL PLANNING & COORDINATING COUNCIL
Family Outreach & Quality Assurance Committee Meeting Minutes
November 19, 2024**

Present: Stacy Williams(LPCC), Katarina Groves(LPCC), Angela Touseull(LPCC), Mariana Barquet(EHDI Program), DeAnna Woodruff(Parent), Sarah Ellis(Parent).

Agenda Items	Discussion	Action Items
Introductions/Welcome	<ul style="list-style-type: none"> Angela opened the meeting with introductions. 	
Approval of Minutes	<ul style="list-style-type: none"> Mariana made a motion to approve the minutes from the last meeting; Sarah seconded; the motion carried, and the minutes were approved as written. 	
First Steps to Reading Fun Recap	<ul style="list-style-type: none"> Angela provided an overview of the reading event for First Steps families. It is held each fall at Easterseals Crossroads in their garden area. The Crossroads Guild is instrumental in providing free books to our families, as well as funding some activities that day. This year the event was held on 9/21, and the theme was all things animals. We had HedgeHog Hannah there to show families various animals, as well as Balloongenuity that provided some fun balloon designs for the kids. There were several information booths this year, including InSource, Childcare Answers, Infancy Onward, and Uniquely You Magazine. In addition, information about the Medicaid Waiver, joining the LPCC, and the transition process was shared. About 5,000 postcards were mailed to First Steps families in our cluster. We had 218 people attend the event. It was a great day, and we received many positive comments from families who enjoyed all the activities. Barbara Sanders was able to secure several volunteers from her classes at Ivy Tech, which was very helpful. Leann Faust with Easterseals Crossroads is the point person for the event and has stated that she is willing to continue in this capacity for next year. Planning will start in earnest at the next meeting in February. Please think of ideas for next year's event. 	<ul style="list-style-type: none"> Be thinking of ideas for next year's event that will be discussed in February.

Parent Involvement	<ul style="list-style-type: none"> • Angela shared that council staff have developed a document that outlines procedures to conduct awareness of the LPCC and how parents can attend meetings. This is part of our contract requirements. • The <i>Lend a Hand</i> flyer has been updated to include a QR code that takes families to the local First Steps page where they can learn more about the council, fill out a council participation form and view a meeting schedule. This flyer was most recently distributed at the reading event. Mariana has been a great support in sharing this flyer with parents. • Angela has been actively posting on Facebook to garner more visibility. • Parent involvement is often discussed at staff meetings to get assistance from service coordinators in recruiting parents to the council. • Parents are recognized each year at the Annual Awards Luncheon for their participation in the council. Next year's luncheon will be held on May 16th. • Parent participation will be a standing agenda item so that we stay focused on strategizing how to get more involvement. DeAnna inquired what is expected of parents as they commit to serve on the council. Stacy shared that the commitment time is small, but the key is participation on the various committees of the council. Parent feedback is vital for the success of the program. There are also volunteer opportunities at events such as the reading event and the transition event called <i>Next Steps: Life After First Steps</i>. While planning any new events or opportunities for families, it is also nice to have parent input. • Angela shared past outreach efforts for families: <ul style="list-style-type: none"> ➤ A Connections Book Club has been held in the past with a great amount of success. Books dealt with subjects around the needs of families who have a child with special needs. There were about 8-10 meetings and parents were able to make connections with other parents as well. 	<ul style="list-style-type: none"> • Council staff will develop a procedure for parent stipends for review at the next meeting in February.
---------------------------	--	--

	<ul style="list-style-type: none"> ➤ Parent Focus Groups- Service Coordinators nominated parents who they felt would be interested in sharing their experiences and opinions with council staff. There were set questions, and some good information was gleaned from these groups. Parents were also given an opportunity to join the council, and several took advantage of it. ➤ Social media posts about the council ➤ Outreach events-sharing of information about the council. We receive consistently positive feedback when we attend outreach events from parents about the program and have even gotten some family stories that can be used in marketing materials for the program. <ul style="list-style-type: none"> • Angela shared that Donna Olsen had recently inquired about the possibility of First Steps parents receiving a stipend to attend meetings/events. Most people on the council are paid through their work to attend meetings, and parents' time is also valuable. Mariana, Sarah and DeAnna all have had experiences with receiving stipends for volunteer time. They stated that stipend amounts vary depending on the amount of time required but the consensus was that a \$25 gift card was common. This might entice families to participate more. The plan will be for council staff to develop a procedure for parent stipends which will be sent to the ProKids Executive Director for review and approval. Most likely, the process will include a form that parents will have to fill out to receive the stipend. An update will be provided at the next meeting in February. 	
Quality Assurance	<ul style="list-style-type: none"> • Angela shared a PowerPoint with the group showing a comparison between survey results of parents from 2023/2024. The state requires clusters to conduct self-assessments, and the survey helps to get valuable feedback from families about their services. Surveys are sent using Survey Monkey and go to both current families and families who have recently left the program. Feedback has been consistent 	

	<p>over the years. Families are given both open-ended and closed questions.</p> <ul style="list-style-type: none"> ➤ Emailed- 1091 families (2023), 818 families (2024) ➤ Respondents- 188 (2023), 133 (2024) ➤ Return Rate- 17% (2023), 16% (2024) ➤ Race data- Shows a response rate that is consistent with the demographics of the cluster. ➤ All counties are represented, and the data mirrors the percentage that each county has to the cluster. ➤ 90% of families for both 2023 and 2024 feel they are receiving an adequate number of services. ➤ Timely start of services (within 30 days)- 82% True (2023), 86% True (2024), 18% False (2023), 14% False (2024) This is a target that the cluster is working on with agencies to help improve wait times overall. The cluster is tracking families needing services. ➤ Virtual Therapy- In general, families are not fond of virtual therapies except in the case of illness or bad weather Sarah shared that she started services during COVID, and she had virtual services. She liked it since it required her to learn and work with her son more. ➤ Service Coordination Communication - 87% strongly agreed or agreed that their Service Coordinator communicated well with them. ➤ Pleased with their child's overall progress while in First Steps-89% (2023), 83% (2024). ➤ Would recommend First Steps to others- 93% (2023), 91% (2024) ➤ Comments shared with the committee overwhelmingly showed that parents wished they had known about the program sooner- • Overall, the responses from parents were extremely positive. Angela reaches out to families who indicate in the survey that they would like to be contacted to invite them to join the LPCC. 	
--	--	--

Announcements/Close	<ul style="list-style-type: none"> • Annual Meeting-May 16th from 11-1pm at Valle Vista Golf Course in Greenwood. More information to come! • No other announcements were made, and the meeting was adjourned. 	<ul style="list-style-type: none"> • <u>Next Meeting:</u> February 18, 2025 @ 7:30pm.
----------------------------	---	--

Respectfully submitted,
Katarina Groves