

**Family Outreach and Quality Assurance Committee
Meeting Agenda
August 15, 2023**

Objective 2: Ensure that the First Steps program is responsive to the needs of children and families.

Objective 4: Increase and improve communication and collaboration among all early intervention stakeholders in the Cluster.

LPCC project activities:

- 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 Event

4) Parent Relations

5) Announcements/Close

**CENTRAL INDIANA FIRST STEPS
LOCAL PLANNING & COORDINATING COUNCIL
Family Outreach & Quality Assurance Committee Meeting Minutes
August 15, 2023**

Present: Stacy Williams(LPCC), Katarina Groves(LPCC), Angela Touseull(LPCC), Melissa Meyers(Collab for Kids), Jamie Le Sesne Spears(Childcare Answers), Leann Faust(ESC), Lizzy Laskowski(Embracing Abilities).

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"> • Angela reminded the group that they would need to review the minutes from the November and February meetings and take a vote. • Leann made a motion to approve the November '22 minutes as written; Melissa seconded; the motion carried and the minutes were approved as written. • Jamie made a motion to approve the February '23 minutes as written; Leann seconded; the motion carried and the minutes were approved as written. 	
First Steps to Reading Fun Event	<ul style="list-style-type: none"> • Angela shared that the <i>First Steps to Reading Fun</i> event will be held on 9/9/23 from 10am-noon at Crossroads in their garden area as in years past. The committee is partnering with the Crossroads Guild once again. Angela shared that the event is a carnival atmosphere with games, crafts, book giveaways and light snacks provided. This year's theme will be <i>Animals</i> and Silly Safaris will be on hand from 10:30-11:30am. The animal support dog, Naomi, will also be making a return for the event. • Postcards are out to print right now and a list of addresses for First Steps families has been requested from the state office. The plan is to have RSVP's cut off by 9/7. • Volunteers should arrive by 9am to help with set up. Barbara Sanders with the state office has promised 7-9 Ivy Tech students as volunteers. Missy felt that she and her daughter would be available that day to help as well. • Leann reported that the Guild had 500 books already which should be more than enough for the event. • The group agreed that the Guild should continue to provide a story time for the kids and that it should occur after Silly Safaris. • Angela said that the council would take a look at 	<ul style="list-style-type: none"> • Postcards to be mailed out asap. • Council staff to reach out to more organizations about booth space. • Council staff to look over available games for the event. • Jamie to check to see the availability of giveaways from her organization. • Lizzy to check on coloring pages and a potential craft for the event.

	<p>their games to ensure they are still in good shape. Jamie said she could bring an inflatable pool with rubber duckies that kids can fish out and receive a prize.</p> <ul style="list-style-type: none"> • Childcare Answers and Infancy Onward are requesting booth space so far. GiGi’s Playhouse, Family to Family, and InSource were contacted about attending the event. It was suggested to also reach out to Firefly and the Riley Safety Store. Crossroads Respite Program is planning to have booth space as well. Jamie said that Early Learning Indiana in partnership with Infancy Onward have special giveaways for families that include a book, doll and a ball. She will check her quantities to determine how many she can bring to hand out to families. • It was suggested to have balloons to mark the entrance to the event. Angela noted that if there is rain, the event will be held on the 5th floor at Crossroads. Stacy shared a map of the outdoor space to determine the best layout for the event. • Lizzy shared that she could check on coloring pages with an animal theme for the event. She would also check with her mom who is an art teacher to see about a craft idea as well. 	
<p>Parent Relations</p>	<ul style="list-style-type: none"> • Angela shared that she has been sending out a parent survey via Survey Monkey for the last several months. She provided a power point to show the outcome of the survey so far. • She has reached out to 700 families so far with 111 responding which is a 16% return. She has been sending one reminder as well. The survey consists of 17 questions regarding services. • She shared that the average age of the children in the program is 20.6 months. The average age at start of services is 14 months. • She has received good representation on race/ethnicity from each county which reflects the demographics of our cluster. • Marion, Hamilton and Hendricks Counties have had the biggest return rates in the cluster. • Families’ sentiments towards virtual therapy is less favorable as a whole. • Families are generally positive about services and the amount of services they are receiving. They are happy with their SC’s, feel like their cultures are respected, pleased with their child’s progress and would recommend service to others. Some added 	<ul style="list-style-type: none"> • Angela to share new welcome packets with the committee. • Angela will bring a flyer about the survey to hand out at the upcoming reading event.

	<p>comments related to waiting on services which is expected.</p> <ul style="list-style-type: none"> • Things families noted they wished they had known prior to starting First Steps included: knowing about program sooner, how complicated and time consuming the process is to get services started, that they could self- refer, and what services were available. Angela noted that the state has developed a new welcome packet for families. It is available in several languages and serves as a great guide for families as they begin their First Steps journey. Angela promised to share with the committee. • Billing issues was another sore spot for families. • Many families provided their emails so that they could be contacted in the future. • The group agreed that it would be great to have a flyer at the upcoming reading event that asks families to take the survey. • Angela shared that council staff is also reaching out to physicians on a monthly basis to keep the line of communication open and let them know the programmatic needs. Eskenazi has traditionally been a challenge for SPOE staff in terms of receiving paperwork in a timely manner. Council staff has been able to meet with someone there who is working hard to improve their internal system so that First Steps can have better and quicker access to physicians etc. • Jamie recommended that council staff reach out to the free clinics in the community. They traditionally work with a lot of foreign families and are in need of resources and translated materials. Trinity in Hamilton County is one that she had in mind and needs education on the program. 	
<p>Announcements/Close</p>	<ul style="list-style-type: none"> • Jamie shared that Childcare Answers is a Find Help Navigator. They can provide home based resources for families through www.findhelp.org. and https://brighterfuturesindiana.org/resource-navigator. • No other announcements were made and the meeting was adjourned. 	<ul style="list-style-type: none"> • <u>Next Meeting:</u> November 21, 2023 @ 6:30pm via Zoom.

Respectfully submitted,
Katarina Groves