

CENIKAL INDIANA FIRSI STEPS

Family Outreach Committee Meeting

8/11/15 Date

Name	Agency	Changes to current contact info
1. Mark Guarino	LPCC / Parent	NO
2. Heather Dane	Family Voices IN	
3. Stacy Hobbes	LPCC	
4. Katherine Deereux	LPCC	
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**Ad hoc Family Outreach Committee Meeting Agenda
August 10, 2015**

Outcome Statement: First Steps will be responsive to the priorities of families and providers through ongoing communication that will provide input into the system to include timely access to early intervention services.

Performance Standards:

1. Ensure services are provided in the natural environment to the most extent possible and are also monitored to ensure that IFSP teams make individualized decisions regarding the settings in which infants and toddlers receive EI services*.
2. All issues and concerns will be adequately addressed within 60 days of receipt of concern, utilizing procedures as set forth by the Lead Agency. Formal complaints must be forwarded to the State within two business days*.

Performance Measures: Profile reports, First Steps data system reports, and family surveys will be utilized in the measurement of this performance standard. Complete and accurate monthly concern/complaint logs are required to meet this standard.

- 1) Introductions (if needed)**
- 2) Approval of minutes**
- 3) Action Item Update**
- 4) Complaints and Concerns**
- 5) First Steps to Reading Fun Event**
- 6) Announcements/Close**

**CENTRAL INDIANA FIRST STEPS
LOCAL PLANNING & COORDINATING COUNCIL
Family Outreach & Quality Assurance Committee Meeting Minutes
August 11, 2015**

Present: Stacy Holmes(LPCC), Katarina Groves(LPCC), Mark Guarino(Parent), Heather Dane(Family Voices).

Agenda Items	Discussion	Action Items
Introductions/Welcome	<ul style="list-style-type: none"> • Introductions were made 	
Approval of Minutes	<ul style="list-style-type: none"> • Stacy asked everyone to review the past minutes. A motion was made by Mark to approve the minutes as written and Heather made a second motion. The motion carried, and the minutes were approved as written. 	
Action Items Update	<ul style="list-style-type: none"> • Stacy updated the committee on action items. • She shared that the Public Awareness committee will look into providing marketing materials at maternity wards. Willaine had mentioned that when her grandbaby was born, her daughter did not receive any materials about First Steps and felt this was a missed opportunity. • Heather shared that her group is able to assist with a Waiver party since a lot of other groups have cut back considerably. Fortunately her group has participated before in a past waiver party. She noted that the process has changed and now families are required to send the packet in once a doctor has provided a diagnosis. It was discussed that her group could do a presentation for interested and eligible families and then assist them to fill out the application and direct them to get the forms filled out by the doctor before submitting. It would be nice to have Service coordinators there to get information as well since things have changed with the process. Heather shared that they do have Spanish speaking advocates as well. It was discussed that families could be provided with an addressed envelope for them to use to mail the application in. Make the process easier for them. Stacy and Heather agreed to get some dates together to set a time. • Mark reported that Kristen is still checking into whether her school district has a class that would like to take on the Family handbook assembly. Stacy explained the purpose of the handbooks as well. • Stacy shared a couple of surveys that have been 	<ul style="list-style-type: none"> • Kristen will notify the council when she has spoken to her school district about handbook assembly. • Stacy will email the committee some options for potential surveys.

	<p>given to families in the past. Both are half pagers. She shared that typically there has been a 2% return where 6% is considered good. Generally the feedback from families has been good and positive. Stacy asked whether there was something in particular that the group wanted to find out. Mark thought it would be good for families to know they can voice their concerns. Stacy shared that service coordinators are very good in sharing with families their rights. There was discussion surrounding if it was better to leave surveys with families or to post on the website. Heather suggested doing a satisfaction survey. Was it easy to sign up for the program? How helpful was their service coordinator and therapist? Do you feel you are receiving appropriate services? What can be done better? It could be a half page and possible be done with the exit survey. Stacy agreed to email the group some options.</p>	
<p>Complaints/Concerns</p>	<ul style="list-style-type: none"> • Stacy updated the group on recent complaints. She shared that there had been a family who was upset with an agency and wanted to switch providers. The agency was having a shortage and would swap out therapists to meet demand. • She shared that Hendricks County has seen a provider shortage lately. The SPOE Director has assisted with this situation and the state has agreed that agencies may share providers from another agency in the service area. This requires setting up an agreement on how this will work. The shortage in Hendricks County has primarily been with speech therapy. Agencies state that the fluctuating numbers in the county makes it difficult to know how many providers to have as they do not want providers sitting idle. • She shared that there had been two complaints regarding therapists not turning in their skills inventories/exit interviews. Stacy shared that in this instance she sends out a letter to providers giving them 10 days to respond/comply. • Stacy submits a log to the state two times per month. 	
<p>First Steps to Reading Fun Event</p>	<ul style="list-style-type: none"> • Stacy shared the particulars of the event. It will be held on September 19th from 10-noon at Crossroads Easterseals in the garden. Stacy shared a map of the layout from past events. • She noted that there is booth space available for 	<ul style="list-style-type: none"> • Holly working on getting a horse for the event. • Stacy will work on getting rabbits.

	<p>agencies that are interested and that there would be a transition table for families to access school specific info. Heather said that Family Voices would like a booth this year.</p> <ul style="list-style-type: none"> • Set up will begin at 8:30am and the guild has 12 members volunteering so far. • There will be a hayride, each child will get an apple and children will be able to do some games and crafts. • Holly shared with Stacy that she is still working on having a horse at the event and may have something in the works. Stacy is contacting the guy who brings rabbits for the kids to pet. • Postcards haven been ordered and will be mailed out to families. • Crossroads will be purchasing hay bales for the event. • Kristen will bring cowboy dress attire to the event. • The Optic Nerds will asked to play at the event. • LPCC staff will prep cowboy vests for the event. 	<ul style="list-style-type: none"> • Kristen will bring cowboy dress up attire.
Announcements/Close	<ul style="list-style-type: none"> • There were no other announcements. • No other announcements were made and the meeting was adjourned. 	<p><u>Reading Event: 9/19/15, 10-noon, 8:30am set up. Crossroads. October 13th @ 5:30pm. ProKids Inc.</u></p>

Respectfully submitted,
Katarina Groves