

**First Steps – South East
February 12, 2010
9:30 a.m. to 11:30 a.m.
Large Meeting Room
City Hall
Columbus, IN 47201**

In Attendance:

Funmi Ige-Wright (Parent)	Jay Cherry (Education/Jackson)	Angela Miller (State QR)	Angi Meyer (EI Provider)	Richard Fleck (Fiscal Agent Board Rep)
Katie Herron (Staff)	Stacey Stillinger (Parent/F2F)	Lori Hart (Parent)	Annie Gambill (Parent)	Kim Amberger-Fledderman (EDT/ Frnkln/Drbrn/Rply/Ohio)
Lisa Griner (Staff)	Jenny Wilking (Parent)	Betsy Lease (Brown)	Bill Bryden (Parent/ Jackson)	Scott Evans (Cluster CH Staff)
Lynne Eckerle (Staff)	Mary Beth Moore (Brown)	Stacey Berkemeier (Cluster CH Staff)	Amy Titus (Cluster CH Staff)	Nancy Beaty (Health Care/ EI Provider/ Decatur/Shelby)
Catherine Stevenson (Staff)	Shirley Huntsman (Cluster CH Staff)	Michelle Halcomb (Parent-Jackson)	MarOk McKenzie (Guest-CH EDT)	Cyndi Johnson (Social Srvcs/ Parent/Monroe)
Angie Smith (SC)	T.J. Allen (Cluster CH Staff)			

Betsy L., in the absence of the Chair (on medical leave) and the vice-chair (at state required meeting for CCR&R) called the meeting to order.

Following Introductions, Angi M shared the inspirational story. (Inspirational story for next meeting: Michelle H)

Attendance note: CCR&R reps (3) and Head Start (4) reps were attending required state meetings and will submit votes following the meeting.

Minutes from the November 2009 meeting were approved. It was noted that two items discussed in the minutes—the slate of officers and the by-laws review—must be delayed as a result of unanticipated reclusterings. Lynne will solicit membership from the added counties and invite those individuals to provide input into officer selection and by-law updates.

Financial Report

Due to the fire, records were unavailable that would accurately portray the current standing for the fiscal year ending March 31. Lynne reported that First Steps staff records, considering that both holdbacks were released, indicate that we are on track. The fiscal agent at this point is unable to produce records to verify this, but should be equipped to do so in the next week. Lynne will communicate via email with members if there are inconsistencies between her figures and the Fiscal Agent’s figures. Letters from the state that verified our hold back awards were distributed.

Business

Fire Recovery

- 2006 through the current year's EI records were saved.
- While most of the First Steps space was untouched by fire, there was extensive water and smoke damage.
- Most of the furniture and supplies were lost. The loss includes our items for the equipment exchange and all of our county resources for families and providers. This collection will take time and effort to rebuild.
- Much of our electronic equipment has been restored, although we are not yet networked totally.
- We are told that we will be able to access our email history soon. This access to old emails will be most appreciated by staff as many of our records were stored in our email archives.
- Staff was relocated to residential offices and to temporary space at Doctors Park. Operations are currently in the process of relocating to the "UNITED WAY CENTER 2010, a loaned space within the Cummins Engine Plant.
- According to UW staff, the UWC will be stripped and remodeled and will be ready for occupancy by January 1, 2011.
- Members were invited to attend an Open House scheduled at the temporary UWC facility on Friday, February 19, 1:00pm.
- Staff expressed appreciation for the support of providers, EDTs, and LPCC members during the weeks following the fire. Other clusters donated equipment and supplies to help us out, and from what we know, there were no delays for families. There were very few data entry delays, primarily those that were entered on December 23, the day prior to the fire. Data entry for that day was not stored and had to be recreated.

RECLUSTERING

- A few days prior to the fire we learned that beginning April 1, 2010, we would be responsible for five additional counties—Fayette, Hancock, Rush, Shelby, and Union—which will bring us to a total of eighteen counties .
- An overview of the general comparative demographics and First Steps enrollment data was presented. A chart with these details was distributed and discussed.
- Lynne is contacting individuals who were active on the LPCC that covered those five counties to ask them to serve as a cluster transition planning team for this effort. They will review by-laws and make recommendations and nominate representatives from their area to serve on the LPCC and to act as officers.
- Within two weeks of the recluster, we will offer introductory meetings in the new counties and also solicit members and officer nominees at those event. Current members and providers from our current thirteen counties will be invited to participate.
- We will continue operating out of a central office with space available for all staff members. Staff members who serve counties outside of those adjacent to Bartholomew will generally work out of residential offices, which we will help support.
- We will continue with one central LPCC and with networking meetings quarterly throughout general regions.
- Every effort will be made to first consider current CH staff members who serve in the areas for which we will assume responsibility. Hiring decisions will be made two weeks prior to the recluster. Announcements in the affected communities will take place during the first week

of April. Experience from past reclusterings demonstrated that notifying partners and referral sources in advance of the change resulted in additional confusion. Letters, sent to arrive on or soon after April 1, will explain the changes to all physicians and community partners who serve in the five counties. Parents will receive a letter within the first few days of April, and they will also be informed if their Service Coordinator will change. We hope that SC changes are necessary in very few cases.

RFF

- Revisions to the RFF were required as a result of the reclusterings and the increased budget. The state approved the new RFF and budget, but members are asked to review and vote.
- The documents were mailed to members for review prior to their meeting, and paper copies of the budget and the outcomes and requirements were distributed.
- It was noted that due to conflicting events, members who represented Child Care and who represented Head Start could not attend this meeting. They will be asked to submit votes electronically. (Note added later: Records were maintained that show the required votes of approval.)
- Cyndi J. questioned the limited dollars designated for training. It was noted that staff members complete one annual training through UTS at no cost and that low-cost or no-cost options were explored and encouraged. The majority of our staff training takes place at our monthly staff meetings, with generally one-half of the day directed to training topics. Most of our funding geared towards training is in our holdback dollars, which means that it is not until after the first six months of the fiscal year that we will know whether we have been awarded funding that will permit supporting additional trainings.

Nancy Beaty motioned to approve the budget and the outcomes. Cyndi Johnson seconded. All approved.

ED Teams

- All current EDTs are running smoothly and continue to be busy.
- Jeanne and Sian have been communicating with EDTs who serve in the five counties that we will soon serve. They are working out details of a plan for coverage in those counties.

Service Coordination and Staffing

- Jenn and Katie have completed training and are ready to serve.
- Angie Smith started immediately after the fire and is shadowing at this point.
- Plans for staffing after reclusterings were distributed and discussed.
- Typical caseload is around 60 per SC, although we find that a caseload closer to fifty allows for best services.
- Case load expectations for a region are predicted based on data from the SPOE database. Some of our lower-population counties do not lead to full case loads, and as a result, a SC or IC might need to serve in more than one county. We try to keep our staff within certain geographic regions of the cluster, but occasionally a SC with a lower case load might be called to serve outside of her "typical" counties.
- Two staff members are on leave currently, and Darlene Cooley, who retired last month, is working part time to help us through this period.
- Becky continues to carry a full case load while Angie prepares to provide ongoing services.

Cluster Oversight and Quality Reports and Discussion

Outcomes Review

- The quality review in December specified one indicator that requires improvement. It was noted that in 99.85% of the cases (652 out of 653 file reviews), the 10-day prior written notice was in place. In one case it was not. We must establish an improvement plan in order to meet the 100% requirement. Due to the fire, we do not have access to our complete records at this time and cannot identify the one case that was out of compliance.
- SCs have been asked to carefully review all their records to be sure that all the required elements are in place and demonstrate that meetings and services occurred within the expected timelines.

Referral Oversight and Analysis

- Reports detailing referral numbers and referral outcomes were distributed and discussed. It was noted that all counties continued to reach or surpass expectations regarding child count and that referrals are consistently higher than recorded for the last ten years. In spite of the fire, referrals increased 18% over a year ago for the most recent three months.
- Bill and Funmi will work with Lynne to examine in more detail referrals and referral outcomes for all of our counties, including the new counties. Lynne suggested that this will probably be addressed after our May meeting because of timing. We will wait until after we gain access to our new counties.
- Bill noted his concern that we are missing children who should be served. Updated population data should assist in determining whether we are under serving statistically.
- Mary Beth noted that some info may be affected by how it is entered, especially in respect to transition information. For example, when we look at transition to ECSE, do the statistics include those who discontinued service before age three?
- Lori H questioned whether decrease in school population signal changes for First Steps.
- Funmi questioned population figures. The current figures are outdated, and we look forward to reports from the census this year. We know that the Spanish-speaking population is not reflected adequately in current population data.

Transition Quality and Oversight

- Transitions continue run smoothly throughout the cluster. LEA staff, First Steps staff, parent representatives, and community partners are invited to our regional transition roundtables throughout the cluster. Due to the fire and the upcoming changes, however, the scheduled transition roundtables are on hold and will be rescheduled after April 1.
- We are in the process of planning a transition event for families served by BCSC Coop (Families in Bartholomew, Brown, Decatur, and Jackson Counties) for April 26.
- The group will be asked to review updates of transition resource information.

Quality Assurance

- In November we were cleared to send our family satisfaction survey that the council approved several months ago. Unfortunately, the returned surveys were destroyed in the fire.
- One concern submitted in the most recent quarter involved a mother who felt that the family was discouraged from pursuing a preschool eval. A review of the records and discussions with transition partners showed that the family discussed the possibility with the schools at the

transition conference and decided to forego the option. The family is now out of our program, but the preschool coordinator is contacting the family to schedule an eval.

- Staff performance reviews will take place after the results from surveys are available.

Workgroup Updates

Provider Recruitment and Support

- At our November meeting, LPCC members suggested improvements to our “provider recruitment and retention” plan> the plan was revised accordingly and was submitted by the December 15.
- Members noted that provider retention and recruitment is a statewide issue, especially in our more rural counties. The group suggested that state changes in provider reimbursements and benefits along with state-wide recruitment initiatives would be more effective overall than individual cluster efforts.
- We are working on a post-fire revised schedule of our events designed to improve provider retention (networking events) and will email the revised schedule to all members.

Family and Provider Communication and Support Updates

- Stacey has been notified that the f2f contract is signed and her services are continuing.
- F2F will help us as we rebuild our resources.
- The Barth resource guide update project is on hold right now due to the temporary relocation of many of the agencies.

Public Awareness and Child Find

- We are questioning what we are permitted to produce for public awareness activities. There are currently limits in place set by the state.
- Most of our materials did not include the names of counties, which means that they will remain useful after the reclusterings.
- March, April, and May tend to be our busiest in respect to events.

FOCUS COUNTIES

Following our successful reorganization, we will return to our practice of focusing each meeting on the assessment of public awareness and child find efforts in one or two counties.

Meeting Adjourned at 11:30 a.m.