

**First Steps South East  
LPCC Quarterly Meeting  
Cluster J  
August 21, 2020**

- I. Call to Order  
Called to order.
- II. Introductions and Inspirational Story.  
Christy Hales, a service coordinator, shared gratitude for a grant award from Rising Sun Regional Foundation to purchase 150 new children’s books to pass out to welcome Ripley county families into the First Steps program.
- III. Consent agenda items reviewed.  
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Ella Boyd motioned to approve consent agenda items. Kim Fledderman seconded. Motion approved.
- IV. Financial Report  
Financial report reviewed by Becky Haymond. Becky explained that the report shows the totals as of the completion of the fiscal year on June 31<sup>st</sup>. The personnel costs are over the projected budget after three retirements requiring payout of balance of earned paid time off, but planned expenses in other areas have been reduced to plan in order to end with a balanced budget at the end of the financial year. The additional funds of \$272 represent contributions of United Way and other donations. For the contract beginning July 1, 2020, there has so far been no notification from the state that the grant amount is decreasing. The SPOE is thrilled that the state has not asked the SPOE office to plan for a decrease at this point.
- V. Other Business
  - Cluster Oversight and System Updates
    - Provider Networks:
      - Missy Myers from Collab for Kids states that in their services are being delivered with a mixture of in person and remote intervention. 2 new STs with feeding experience have been hired for Monroe County. 1 new PT has started for Lawrence County.
      - Kim Fledderman from DSI states that 1 new full-time ST has started serving Dearborn and Ripley, though she is pregnant and work availability may be affected. Rebecca Hornberger will be coming on as a PT for Decatur County.
      - Janice Hensley reported that Bedford Outpatient Therapist Services has hired a DT-C, an SLP part-time as needed, and an OT. Still needs a PT.
      - Teri Williams reported that Peditplay has 2 new providers serving Shelby and Hancock counties and are looking for 2 new OTs.

Becky Haymond responded to all of the news about the hiring of additional providers by suggesting that this good news is very inspiring!
    - Quality Assurance - State Concern Log Report: Reviewed the state requirement for SPOE to maintain and report on the concerns and complaints received by the SPOE office. There was one concern logged this quarter since May. It was a parent concern about insurance. First Steps cannot guarantee that insurance will cover First Steps services. There are no active complaints. Complaints are violations of family safeguards.
    - Cost Participation Suspensions – There are no families with services being suspended due to cost participation, however, families are being notified if they have an overdue balance over 60 days. Currently effective as related to the COVID-19 public health emergency, the policy is to not suspend any family for non-payment. There is four families that are on the log for insurance billing issues. Being on the insurance issues log does not impact services. Sara asked, “How long will the state keep from suspending services for non-payment of cost participation?.” Sara wants

the SPOE staff and council to be proactive about community resources to help families pay. Becky Haymond mentioned that service coordinators have been reminded to continue the directive to recalculate cost participation if family has lost job.

- Training Opportunities – Mentioned several upcoming online/virtual training opportunities as highlighted in the First Steps newsletter. Also mentioned: Zero to Three Conference (notably still \$400), Julianne Brooks – Routines Based Interviewing, Virtual Competency, and Head Start Conference. Catherine Darby from CASY-CCRR mentioned that CCRR offers family webinars on the topics of looking for quality child care and child language development. Catherine is open to ideas if people want to request content. Sara Cummins with FUSE shared that FUSE is doing lots of virtual meetings including Lisa Paddock with IN\*Source about school and COVID and another presenter about Mental Health and COVID. While the target audience of the meeting is parents, FUSE welcomes professionals to attend as well. Connie Young is interested in sharing FUSE info and suggests the INVision newsletter.
- Statistics – The weekly referral counts are steady, but still low as compared to prior to COVID. Not seeing a huge rebound. So far in the first week of August it is a little better with over 100 referrals received. 58 week of 8/7 and 50 week of 8/14. The monthly evaluation count is up 50 over a 2 month period. Tried 37 in person evaluations in early July, but decided not to continue that for multiple issues arose when families couldn't pass the COVID screening questions in advance in addition to no shows and families declining. The SPOE was also concerned for staff safety and the safety of families. SPOE is waiting to decide about in-person evaluations in September. There are currently 2 families "waiting" for in-person evaluations. Seems that virtual assessments are going well. Families are engaged. The number of IFSPs completed in July is almost double what we were doing in May. IFSP meetings are offered virtually at first, but if needed service coordinators can meet in person. A year to year comparison of IFSPs shows that the number of IFSPs is about 40% behind from what was happening last year – 161 vs. 91 in a month. The weekly statistics data is sent to the state and networks. Becky encouraged If any council members have any suggestions or requests for additional data, please don't hesitate to ask. Other statistic handouts are the standard Cluster and State profile reports. The DCS referrals report for 2019 was also distributed. Anne Dolan conveyed that the report showed no significant changes from the 2018 report. Dolan is excited about the local SPOE effort to offer families the Ages and Stages Questionnaire through an online portal, thinking that this could save time and money as well as offer convenience for families. Funmi Ige-Wright mentioned she liked the efficiency, but would like to know more about the online data safety. For privacy concerns, Ige-Wright wants due diligence in this matter. Becky Haymond responded that the SPOE can explore how the publisher of the ASQ online tool ensures security and report back. Ella Boyd shared that the ARC in Richmond, Indiana has used this same ASQ online tool, and has heard positive reports from the ARC there of appreciating the time efficiency. Boyd reports that families can quickly ascertain the answer a question about typical child development for their child.
- Old Business
  - Quality Review Monitoring Update – In the last quarter, the SPOE still has 1 indicator out of compliance – the indicator for timely start of services within 30 days from the IFSP. 71 files were reviewed and 8 did not have timely 30 day start, which is 89% for that quarter. The target is 95% or higher. 63% of the late starts were related to No Provider Available (NPA) and 2 were family reasons. It sounds from the Provider Networks reports from earlier in today's meeting that agencies have recently made progress in hiring and provider availability. The next reporting period will be for the period April – June. The state fall review will be done electronically via remote connection for the period July – September. To meet the need for electronic files, Whitney has taken the lead in developing a paperless platform using OneDrive for maintaining child file records. Each service coordinator will manage completion and maintenance of the electronic Early Intervention record into the OneDrive cloud. Reduction in the office staff work of physically filing paperwork is a bonus for office staff. Another bonus is that once the digital records have been created, the records will be able to be transitioned into the web-based

platform being developed by the state. There has been a learning curve for Service Coordinators in preparing the digital files for sure. Christy Hales shared accolades for Whitney who has answered many questions for staff and has made training videos.

- LPCC Office Elections + Current Roster – No update as activities for completing local officer elections are still on hold due to distractions created by the COVID-19 public health emergency.
- Transition MOA Update for 2020 – The signatures for continuing the Memorandum of Agreements with the LEA's and Headstart offices have been secured. The 2020 MOAs are for written for two years. There were changes to some LEAs so there are new partners in Batesville, Sunman, and Dearborn areas. The LEAs present at today's meeting report that Part B evaluations and eligibility are currently happening through a combination of virtual and in-person assessments as well as document reviews. LEAs are working through a waitlist created by a backlog of referrals put on pause by the spring COVID shut down.
- New Business
  - EI Hub with PCG – Already covered update earlier in meeting during Quality Review Monitoring.
  - COVID-19 Update – Most of the service activities of the SPOE are being offered to families virtually. PPE has been distributed to staff and contractors. SPOE is encouraging social distancing and PPE if doing any in-person services. The SPOE is following government restrictions and state First Steps procedures as they continue. Kim Fledderman shared that at DSI, about 75% of the sessions are being done face-to-face. Kim states is it very nice having the virtual therapy option to allow for therapy alternatives for situations such as family vacations or need to quarantine. Teri shared that at Peditplay, similarly about 75% of sessions are happening in the home. Families want in person. There is a waitlist in Shelby County. Nice to have virtual option. Missy from Collab for Kids states similarly that 75% of the sessions are in-home. Families want in-home. Janice from Bedford Outpatient Clinic states the same is happening in her agency. All Kids Can states that All Kids Can is not trying to do in-home therapy, but it's what everyone wants.
  - New First Steps Logo – The state has rolled out a new First Steps logo. It is modern and uses yellow and teal colors. If anyone needs digital logo files and logo guidelines, Anne Dolan can send them to you. The state says we don't have to throw out current materials that have the old logo.

#### VI. Announcements and Updates

- The Columbus office is open from 8:30-4:30, however visitors are being restricted. Referrals can be made by phone, fax, and website form. Other than restricting visitors, activities are the same.
- The Anderson office is changing office hours to 9am-2pm starting August 31<sup>st</sup>.

#### VII. Adjournment

Meeting adjourned. Next meeting November 20, 2020.