

**First Steps South East  
LPCC Quarterly Meeting  
Cluster J  
November 20, 2020**

- I. Call to Order  
Called to order at 9:35 by Missy Myers, Vice-Chair
  
- II. Introductions and Inspirational Story.
  - Tillie Allgood, Head Start, shared that a Head Start participant recently graduated from First Steps services as well as being adopted into a forever home.
  - Missy Myers, Collaborating for Kids, shared that she received a thank you from the father of a First Steps participant.
  - Molly Cleek, Kids Only, shared that she is blown away by the dedicated providers who continue to do what needs to be done to serve kids in these unusual times.
  
- III. Consent agenda items reviewed.  
Consent agenda items reviewed.  
Teri Williams motioned to approve consent agenda items. Ella Boyd seconded. Motion approved.
  
- IV. Financial Report  
Financial report reviewed by Becky Haymond. Becky explained that the report shows the totals for the first quarter of the fiscal year which began on July 1. Many costs show lower than budgeted due to two months of personnel costs and rent being supported by a COVID relief program through the SPOE fiscal agent Thrive Alliance. Mileage costs are way down as a result of service coordination being done virtually instead of in person.
  
- V. Other Business
  - Cluster Oversight and System Updates
    - Provider Networks:
      - Missy Myers from Collaborating for Kids agency states that there is a challenge with losing providers. Due to inconsistency in child numbers and visits, providers are seeking employment elsewhere. Referrals are down across the state. Collaborating for Kids is trying to bring new providers on for a part-time caseload instead of full-time.
      - Kim Fledderman from DSI states that her agency is experiencing the same thing as they have lost an ST, a part-time ST, and a part-time OT. One therapist left because they didn't feel safe in person due to COVID risks. Families are tired of virtual services or they don't want the services virtually.
      - Teri Williams, Peditplay, states her agency is experiencing similar things. Teri states Service Coordinators need to explain to families to be flexible. Two Peditplay providers have tested positive for COVID due to families exposing them.
      - Ben Faulstick, All Kids Can, reports that more providers at his agency are going back to virtual due to COVID safety concerns.

Teri wants for families to be encouraged to do virtual services and not take a break from services. If internet service is an issue, phone coaching is available. Missy states she had a conversation with Cluster G regarding encouraging families to accept virtual services and the result has been improved family acceptance. Becky Haymond responded that Service Coordinators in Cluster J have been coached to give families all service delivery options and assurance that the First Steps program follows all emerging updates in state guidance on COVID safety. Becky reminded everyone that ultimately it is the family's choice on what services they decide to accept, but Becky can revisit with SCs presenting service delivery

options. There are a few resources available to help with internet connectivity. Service Coordinators are trying to help.

- 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 and share with the state two times per month. Since August, there were two concerns received both related to unprofessional behavior – one was regarding a service coordinator, and the other was regarding an assessment team member. Funmi Ige-Wright asked if there are patterns regarding same concerns for same people over time.
- Cost Participation Suspensions – There are no families with services being suspended due to cost participation as it is state-wide decision to delay any non-payment related suspensions during the COVID emergency. There are a few families on the insurance log. Missy asked for clarification about the state-wide policy as she thinks a family in another area of the state has been suspended.
- Training Opportunities – Save the date for the 2021 First Steps State Conference to be held June 10-11. Other professional development opportunities continue to be sent out via e-mail among the LPCC council. Becky Haymond reported that SPOE staff participated in a Myers-Briggs training recently. Connie Young, First Steps State Office, provided a reminder for the provider agencies that due to upcoming changes coming through the EI Hub, there will be a black out period for enrolling new provider staff and changes to onboarding new provider staff. The state First Steps office will be sending an update to the SPOEs and provider agencies via e-mail regarding remaining training for DSP 102 and DSP 103. Another opportunity will happen on Friday, December 11<sup>th</sup> in the morning. The state can work with agencies to make other arrangements for training as needed. Enrolling new staff will be suspended at the end of December and will resume again in the spring.
- Statistics – The weekly referral counts have risen during November, with 45 the week of the 6<sup>th</sup> and 65 the week of the 13<sup>th</sup>. It is encouraging to see numbers closer to pre-COVID averages, however, it is yet to be seen if the referrals translate to kids needing services. The number of evaluations is starting to go up with 169 completed in October. Evaluations are still almost all completed virtually, with occasional phone, and isolated in-person. So far in November 55 IFSPs have been written with the target number of over 100. When looking at the last quarter, the gap between 2019 and 2020 numbers are closing, with August of 2020 a total of 33 behind 2019 and October of 2020 only 3 behind 2019. We are looking for positives wherever we can find them. The SPOE continues to give the state and provider networks weekly counts. It is important to continue to let people know how to make referrals to First Steps.
- Old Business
  - Quality Review Monitoring Update – The annual First Steps State quality review of the SPOE Early Intervention records for children served in Cluster J is coming up the coming Monday and Tuesday November 23<sup>rd</sup> and 24<sup>th</sup>. The state review team will be doing the review virtually with access to digital records. The annual review for Cluster H happened recently, also managed by our same SPOE office, and the Cluster H did a good job.
  - LPCC Office Elections + Current Roster – Anne Dolan suggested that after having officer elections on hold, perhaps the time was now appropriate to move forward on officer elections per the local LPCC Bi-laws. Dolan suggested that the next step would be to pull together volunteers for a nominating committee which would include the current officers Sara Cummins and Missy Myers and anyone else interested in being on the committee. No additional people volunteered at the meeting, but anyone interested can reach out to Anne to volunteer after today's meeting. Anne will follow-up with Sara about scheduling a nominating committee meeting.
  - ASQ Online – Handouts for families and professional about how to use the First Steps South East ASQ Online screening tool have been created and were distributed with today's meeting materials. The tool has the possibility to be used beyond screening for the DCS referrals to First Steps. The SPOE would welcome partnerships with other professional in the community to use the tool such as childcare and providers.
- New Business

- EI Hub with PCG – Becky Haymond reported that the EI Hub continues to move forward Thrive Alliance (local SPOE) participated in User Acceptance Testing for the Provider Enrollment Management. This week, Thrive Alliance service coordinators and assessment team providers are completing provider enrollment registration in the new system. The rollout timelines are unchanged, with the first phase in February, then more phases later. Connie Young reported that she participated in the testing for ongoing service providers. The state is including EI Hub updates in the First Steps newsletter. The First Steps state website has FAQ about EI Hub and 3 informational videos about EI Hub. First Steps will still be able to use I-Lead for training, but will also have its own training management system. Becky Haymond shared that PCG has been amazing with tech support. Connie Young shared that she has also been impressed with the tech support.
- 2021 Meeting Dates and Times – Kim Fledderman motioned that the 2021 LPCC meeting schedule for Cluster J continue in a similar way to current schedule as the third Friday of the month of February, May, August, and November. Missy seconded. Motion passed. Connie Young shared that she likes the option to have virtual meetings which cuts out the need for travel.

#### VI. Announcements and Updates

- IDEAL Legislation – Meg Warnock with the Center for Deaf and Hard of Hearing Education gave an overview of the IDEAL legislation that went into effect July 1, 2020. IDEAL stands for Indiana Deaf Education and Assessments of Language. The program can enhance parent advocacy and partner with First Steps providers (OT, PT, etc.). IDEAL now has a portal set-up where anyone can ask for flyers for technical assistance related to deaf education for all ages. There are many parent resources and documents about language milestones for the deaf and hard of hearing, laws, self-advocacy, and support for IEPs. Connie Young thanked Meg Warnock for the presentation and will highly encourage continued information in the First Steps state newsletter regarding IDEAL. Connie asked about the CDHHE mobile unit. Meg Warnock shared that originally CDHHE wanted to have regional centers, but instead they now have a large vehicle/RV Unit. The unit has an audiology booth and consultation room, so it's a portable office. It is not known when the unit will be hitting the road. It is currently on display on campus at the School for the Deaf where CDHHE is located. It is very exciting for CDHHE.
- Transcend Orthotics and Prosthetics – George Vaughn provided an overview of the services provided by Transcend. The company can fit and supply orthotics and prosthetics with visits to families since the representative are mobile. George Vaughn covers many parts of Indiana and provided informational handouts to the group via e-mail.
- Staffing Updates – Becky Haymond encouraged everyone to turn on their cameras, if possible, so that she could welcome two new SPOE staff – Erin Bewley (SC for Bartholomew and Brown Counties in Cluster J), and Heather Wilde (SC for Wayne and Henry Counties in Cluster H). Becky shared that there is currently an opening for a Bi-lingual Service Coordinator to serve Delaware and surrounding counties in Cluster H. Service Coordinator Silvia Gonzales from Cluster J will be helping out there as needed until the position is filled.

#### VII. Adjournment

Meeting adjourned. Next meeting February 19, 2021.