

**First Steps South East  
LPCC Quarterly Meeting  
Cluster J  
August 20, 2021**

- I. Call to Order  
Called to order by Tillie Allgood, Chairperson
  
- II. Introductions and Inspirational Story.
  - A special welcome voiced for those attending the First Steps South East LPCC meeting for the first time:
    - Bianca Wilson-Guymon, HSI Head Start Family Advocate in Jackson County
    - Lindsay Black, Madison Consolidated School Corporation
    - Emily Patton, Jackson County WIC Clinic
  - As an inspiration, a link to a TED Talk episode was shared "What if I was to tell you that a game of peek-a-boo could change the world?" (since sound didn't work to share via Zoom) Link: <https://www.youtube.com/watch?v=a1SXCw0Pi94>
  
- III. Consent agenda items reviewed.  
Consent agenda items reviewed. Approved by consensus.
  
- IV. Financial Report  
Financial report reviewed by Becky Haymond. Becky explained that the financial reporting year in First Steps runs from July 1st to June 30<sup>th</sup>. The current financial report distributed for the SPOE shows that the end of the fiscal year showed an expected excess of funds of about \$56,000. This can be attributed to successful local agency request for federal dollars received the summer prior early in the pandemic for businesses maintaining staff levels and office rent. There was also some savings from the reduced amount travel in lieu of virtual visits over the past year. The state has granted permission for those dollars to be rolled into budget for the upcoming contract. Mileage costs are expected to be a larger factor in the upcoming year as staff have started going to in person meetings with families in our Cluster of the state effective July 1<sup>st</sup>. Our SPOE has received word from the state that the SPOE contract has been extended for two years through June 30, 2023 with the same allocation for both years as in the past. This is good news that it is not a decrease.
  
- V. Other Business
  - Cluster Oversight and System Updates
    - Provider Networks:
      - Kim Fledderman, DSI, states that DSI has hired one part-time Speech Pathologist, however has several on maternity leave. The enrollment has gone better than expected with EI Hub. The newer therapists seem to be more tech savvy and able to use EI Hub better. Referrals seem to have increased like crazy, especially in Rush County with motor needs. Struggling to recruit in rural areas especially and navigating the new EI Hub is a bit of a struggle to fully explain, but overall doing okay.
      - Missy Myers, Collab for Kids, reports that many of the therapists with her agency have recently left First Steps to join the school system, especially ST and OT. Has plenty of DT and PT.  
  
The SPOE has been contacted by a PT, OT, and ST moving to the area looking to join a network as a therapist and the SPOE passed along the network contact information to the job seekers .
    - Training Opportunities –

- Several training opportunities are listed in the state First Steps Newsletter distributed with the meeting materials. Anyone can sign up to receive the newsletters directly as listed in the newsletter provided.
    - Head Start has a Fall Conference coming up.
    - FUSE will have its upcoming fall Inspiring Abilities Expo as a hybrid event with in-person and virtual options Nov 5-6. Parent support meetings will begin in person for the school year starting in September. Topics include Guardianship and Special Needs Trust, financial planning options.
  - Statistics – Referrals, Evaluation, and IFSPs counts are provided on the statistical handout. The weekly referrals are not yet up to pre-Covid levels. Evaluations returned to mostly being in person on July 1<sup>st</sup>. The IFSPs in the statistics handouts are the initial IFSP counts which do not include the IFSPs continuing into the second year. At this point, the EI Hub is not functional for obtaining statistics, so the numbers are compiled by hand. The standard state profile report handout was reviewed alongside the profile report for our Cluster J.
  - Staffing Update – Jeniffer Machado has been hired as a bilingual Service Coordinator. Another bilingual Service Coordinator position is open.
  - COVID Procedures –
    - Becky Haymond with the SPOE reports that the SPOE has moved forward with the assessment teams and service coordinators return to in person visits on July 1<sup>st</sup>.
    - Teri Williams with Peditplay reports that their agency is doing okay with in person visits, however some providers are having to be in quarantine more. Families understand the need for safety measures and quarantine, but do get upset when NOT providing services in the home.
    - Ben Faulstick with All Kids Can reports that over the past two weeks there have more and more quarantines, both for providers and families. At the same time, parents are less inclined to accept virtual appointments and desire more make-up sessions in person.
    - Molly Cleek with Kids Only reports that they have similar experience to All Kids Can. Families will cancel appointments for quarantine purpose, but less likely to do virtual option when offered.
  - EI Hub –
    - Becky Haymond with the SPOE reports that the SPOE has seen improvements in ability of SPOE office staff to use EI Hub. The EI Hub is working faster with fewer errors. The SPOE office is focused on trying to meet networks needs for authorization entries and changes. The next phase will be orienting Service Coordinators to use the EI Hub. After the state polled the other Indiana SPOE offices, it was decided to begin having a few the mass of Service Coordinators. Billing is working well for SPOE assessments.
    - Missy Myers with Collaboration for Kids reports that her providers are using EI Hub when out in the field visiting families. They have found EI Hub performance to be a little inconsistent, with constant errors, and varying problems trying to use on different devices.
    - Molly Cleek with Kids Only reports that providers have notes that sometimes disappear with hit or miss success. Molly feels that the system should be better by now.
    - Kim Fledderman with DSI reports that the EI Hub system was working better, but then this last week was really bad with problems. Kim knows that the EI Hub technicians are working on the problems, but more people using the system seems to generate more problems. It is frustrating for therapists. One therapist waited five minutes for a form to load in order to fill it out.
- Old Business
  - First Steps Conference June 10 -11. – The virtual conference was attended by over 700 people.

- Missy Myers with Collaborating for Kids reported that more providers from her agency were able to attend this year than in the past. She shared that it helped that the conference was virtual, and many providers watched recorded conference sessions after the conference ended.
- New Business
  - Cost Participation – Billing statements went out to families on July 1<sup>st</sup>. The state has waived any possible fees to families from March through April. The new online payment system for families through EI Hub may not yet be published by PCG so any family that has fees will not be able to make a payment just yet. The SPOE data entry team continues to enter up to date public and private insurance into EI Hub as directed. There is one insurance issue that has been reported to the state.
  - Telehealth – A state law was passed in July allowing telehealth to continue as needed. There is a stakeholders group within the state First Steps team to sort out the policies for telehealth use in the First Steps system.
  - Specialty Providers – Anne Dolan with the SPOE wanted to bring up discussion about First Steps Specialty Providers. Specialty providers are not utilized as often by families since they are not commonly needed, however, because they are uncommonly requested, there are not many of them. Telehealth options now available can access to a specialty provider easier for families, such as social work for example, since families and providers would not necessarily need to travel to meet with each other. Please consider the new potential opportunities for families to be helped by specialty providers who are open to telehealth. If LPCC members know of potential new specialty providers, please encourage them to visit the state First Steps website and reach out to learn more.
  - Poll: Virtual LPCC Meetings – A digital poll was given during the meeting to find out from LPCC members the preferences for meeting format in the future. Virtual meetings via Zoom have reduced travel time and made attendance easier, though many people also value meeting in person. The results of the poll showed that most people wanted some kind of combination of meeting formats.

#### VI. Announcements and Updates

- New Brochure – First Steps South East has developed a new brochure using the state's new First Steps logo. The brochure content and format was adapted from something put together by another Cluster in the state. Anne Dolan encourages LPCC members to share the brochure, request copies for distribution to families or organizations, or to make suggestions for distribution
- State Flyer Distributed – The state First Steps team has developed 8 1/2x 11 flyers to promote First Steps and raise awareness of developmental milestones during age 0-12 months. The flyers are available in English and Spanish. Anne Dolan can arrange to distribute around the Cluster as needed, so please share, request, and suggest just like with the brochure.

#### VII. Adjournment

Meeting adjourned. Next meeting November 19, 2021.

Attendees:

Anne Dolan	First Steps South East
Becky Haymond	First Steps South East
Ben Faulstick	All Kids Can Therapy
Bianca Wilson-Guymon	HSI Head Start Family Advocate
Christy Hales	First Steps South East
Deb Miller	Accord
Ella Boyd	Arc of Indiana
Emily Patton	Jackson County WIC
Erin Bewley	First Steps South East
Janet Ballard	Indiana University
Janice Hensley	Bedford Outpatient Therapy Specialists
Jill Turner	Kings Daughter Hospital
Katherine Darby	CASY-CCRR
Kim Amberger-Fledderman	Developmental Services
Lindsay Black	Madison Consolidated Schools
Lorien Konetzka	Unlocking the Spectrum
Margaret Matthews	First Steps South East
Missy Myers	Collaborating for Kids
Molly Cleek	Kids Only
Robin Klacamp	A Step Ahead
Sara Cummins	Parent , and FUSE
Sarah Bishop	First Steps South East
Sue Ann Nuñez	First Steps South East
Teri Williams	Pediplay
Tillie Allgood	SCCAP Headstart
Whitney Austin	First Steps South East