

First Steps South East First Steps South East

LPCC Quarterly Meeting – Cluster H

Wednesday, August 3, 2022

Call to Order

Meeting called to order by Sarah Haisley at 9:07 am.

Introductions and Inspirational Story

Becky Haymond shared an inspirational story that came as a result of a parent calling the SPOE to share her thanks for the efforts of the Service Coordinator Ginger Ferguson. Ginger was on the phone with the parent when the parent became unresponsive, though Ginger could hear a young child in the background. Ginger contacted 911 to ask someone to check on the household. Emergency responders went to the home and helped the parent, who had had a seizure. The parent was so thankful for Ginger's concern and care to send help.

Consent Agenda

Motion to approve minutes and consent agenda was given by Julianne Jarrell and Kate Panico seconded the motion. Minutes and Consent Agenda were approved.

Financial Report

The SPOE grant year closed on June 30, 2022. For the grant year that started July 1, 2022, the grant award to the SPOE will be the same allocation amount. The SPOE has experienced an increase in rent and office expenses such as insurance as well as an increase in caseloads carried by Service Coordinators. The SPOE has outlined the additional dollar amount needed to address the increases and requested an additional allocation from the state. No response received to the request. Sarah Haisley asked when the SPOE expects to hear back from the state. Becky clarified that there is no timeline and that the request to the state regarding need for additional allocation was more of an FYI instead of a formal funding request.

The upcoming government and legislative year of 2023 is a state budget year when funding amounts will be discussed. The state First Steps Interagency Coordinating Council (ICC) has discussed the importance of informing legislators of the need for additional First Steps funding.

Other Business

- **Cluster Oversight and System Updates**

- **Provider Networks Update –**

- Julianne Jarrell of Hopewell Center reported that like “everyone”, the agency is in need of more providers. Hopewell maintains a list of children needing services with no provider available (NPA).
- Patty Kovaks of NCA Therapy said her agency also currently does not have enough providers to go around.

- **Training Opportunities –** Training opportunities shared by the group:

- Becky Haymond mentioned that the June 9-10, Indiana's Early Intervention Conference was attended by many SPOE staff. Connie Young added that First Steps was pleased to partner with Infancy Onward in presenting the conference. The conference committee made the decision to change the conference to virtual with a reduced cost, and the registration

numbers soared to over 800. First Steps and Infancy Onward are looking for committee members to help plan the 2023 conference. Julianne Jarrell commented that while in person conferences are nice, the virtual format allowed more people to attend more sessions. Julianne also enjoyed the fun built-in activities of the Whoova platform that you could earn points. Connie shared that the state has heard a variety of compelling benefits of the online format including reduced travel expenses and adorable pictures to vote on. The committee has looked at offering a hybrid conference, but it is double the cost. The 2022 conference session recordings are being processed to add captions. The 2021 conference sessions are posted on the First Steps Learning Management System (LMS) so that they are available as training for credentialing.

- Connie Young shared that First Steps is presenting two free presentations this fall as part of a National Speaker series – One hour in August, and one hour in October. All are welcome.
- **Statistical Reports –**
 - Statistical reports were reviewed. Referrals had a spike in April, and Evaluations spiked in May. The evaluations are happening virtually, and the SPOE was able to add an extra slot per day with no extra travel to meet the higher demand for evaluations. Accommodations can be made for families that may have difficulties with virtual evaluations. Accommodations can be loaning equipment, having a service coordinator facilitate the virtual evaluation at the home, or having an in person evaluation if needed. The virtual evaluations are working for families. Additional evaluation team members have been added in Cluster J, and with no boundaries, those evaluation team members can assist in Cluster H if needed. June was an especially large month for IFSPs.
- **Staffing Update –**
 - Sue Nuñez left her First Steps position as Anderson Office Manager and Cluster H LPCC Coordinator. In response to very high caseload numbers for Madison County Service Coordinators, the SPOE management decided to hire an additional Madison County Service Coordinator as well as re-distribute caseloads. In some areas of Cluster H, caseloads are over 100 kids. Anne Dolan is now be the LPCC Coordinator for both Cluster H and Cluster J, and some of the other of Sue’s essential duties have been assigned to other SPOE staff.
 - Tiffany Perdew started as a Service Coordinator for Madison County in June. Tiffany has previous experience as a Service Coordinator in Cluster G so her training has been pretty fast, though there are new things she is also learning. Welcome Tiffany.
 - A question was asked regarding if Service Coordinators are visiting families in person. Becky answered that Service Coordinators do visit in person with families. The SPOE has issued guidelines for visits, with recognition that in person visits are preferable for many Service Coordination activities, and sometimes families prefer other methods including phone, Zoom, e-mail, and mail. The state First Steps system is developing guidelines about best practices regarding in-person and virtual visits.
- **EI Hub –**
 - The SPOE office has rolled in Service Coordinators to using EI Hub as much as possible. The process started in January with training a few groups of coordinators with a few functions of EI Hub. The intake meeting process has been adapted by the SPOE to gather demographic information first over the phone, then meet with the family face to face to collect more involved information about parent concerns and child routines. The SPOE has offered periodic training as “chats” where Service Coordinators can drop in to scheduled group Zoom calls to ask questions or get help using EI Hub. The SPOE data entry staff is keeping trends about SC questions to identify extra training needs. EI Hub continues to have intermittent times of dysfunction. An EI Hub update a couple of weeks ago caused some major changes with issues that are being worked out. Julianne asked if Service Coordinators can see service logging are with the notes of therapists. Becky responded that not every

Service Coordinator has access to that service logging area and the desire for that access has been voiced to PCG. Julianne states she loves seeing the history and progress of therapy for a child in the Service Logging area and thinks it would be helpful for Service Coordinators, not just for the Start of Service date.

- **Old Business**

- **Recruitment and Retention Grant Opportunity** - The SPOE applied to the state regarding the grant opportunity. The award was received by the SPOE and distributed to the evaluation team and staff based on longevity.
- **Memorandum of Understandings (MOUs)** – The Cluster H LEA and Head Start Memorandum of Understanding documents with First Steps South East have all been signed and everything will be posted to the First Steps South East website in the next few weeks.

- **New Business**

- **State Quality Review of Records** – The SPOE just received word from the First Steps state office that there will be a state review of SPOE records this fall during September and October. Becky has asked for the earliest dates available for the review, since Becky is expecting the arrival of a granddaughter at the end of October. The review will be of records of activities from the month of July 2021. The review will still be virtual, and the results should be available to share during the November LPCC meeting.

Announcements and Updates

- **Conference Committee**– As mentioned earlier in the meeting, First Steps and Infancy Onward are inviting interested people to join the Early Intervention conference committee. Anne Dolan will send the invitation out to the LPCC group.
- **Tangram** – Kari Sheward from Tangram shared information about a project she is working on with her organization to offer group training and clinic support services to parents who are needing early intervention but are waiting for First Steps services to begin. Kari shared that in Marion County, the lag or wait time for the in-home/natural environment therapy that First Steps offers is a huge issue. Kari is looking to potentially bring some parent programming to Madison County. It was asked how the Tangram program compares to what the Autism Hub is trying to do. Kari replied that the Autism Hub is another option for families, but the Tangram program push is less on diagnostic and more about offering parent-child techniques, strategies, and activities. Rose Tirado asked if this program would be available for Spanish speakers. Kari says she does have a BCBA staff with Spanish skills, but the program is still in development and Kari is open to exploring the need more. Kari wants numbers of Spanish speaking children in Cluster H. This led to more extended discussion about Spanish speakers and First Steps. Becky stated that there are two Spanish speaking service coordinators that do a lot to help families bridge the language barrier when it comes to evaluations. While there are Spanish speaking service coordinators, there aren't an adequate number of Spanish speaking therapy providers. Patty Kovacs is thankful for the Service coordinators Rose and Adrianna who she says help her agency out "every day".
- **Firefly** - Tashia Weaver shared that Parent Café's will be starting in Jay County in collaboration with other organizations. There will be a meal and activities offered in Pennville at the Community Center. There is also an event at the Family Resource Center in Delaware County. Tashia wants to share event flyers with the LPCC group (will send to Anne Dolan to distribute).
- **Next LPCC Meeting** – November 2, 2022 at 9 am, will be virtual.

Adjournment

Meeting adjourned at 10:03 am.

Attendance:

Austin	Whitney	First Steps South East
Bennett	Ashtan	Anderson Library
Clott	Anita	Jay Schools
Collins	Debbie	LPCC Chairperson; Infancy Onward Consultant
Dolan	Anne	First Steps South East
Fox	Stacy	First Steps South East
Haisley	Sarah	LPCC Vice-Chairperson, Ivy Tech
Haymond	Becky	First Steps South East
Henson	Carrie	First Steps South East
Jarrell	Julianne	Hopewell Center
Kovacs	Patty	NCA Therapy
Myron	Shalee	Blackford
Perdew	Tiffany	First Steps South East
Panico	Kate	Healthy Families Madison County
Sheward	Kari	Tangram
Tirado	Rose	First Steps South East
Weaver	Tashia	Strengthen Healthy Families & Outreach for Firefly Delaware & Jay
Young	Connie	First Steps Indiana Outreach Manager, FSSA