

First Steps South East First Steps South East

LPCC Quarterly Meeting – Cluster H

Wednesday, August 2, 2023

Call to Order

Meeting called to order at 9:03am. Sarah Haisley, Council Vice-Chairperson, is leading the group through the agenda today.

Introductions and Inspirational Story

Three stories were shared by attendees:

Connie Young, First Steps State Outreach Manager, shared the joy that was felt over the success of the 2023 Indiana Early Intervention Conference last June. Attendance was sold out for in person, and hundreds more attended virtually. It was so exciting to have such a crowd gather in person to learn from the speakers and spend time connecting with each other.

Whitney Austin, SPOE Supervisor, shared the excitement she had when hosting a First Steps information table at a large community family event in Hancock County recently. There were so many families that recognized First Steps and conveyed that they had a positive experience using the program for their kids.

Similarly, Becky Haymond, SPOE Director, shared the positive feedback from families she had when passing out First Steps materials at a farmer's market event for WIC families in Shelby County.

Sarah Haisley thanked those who shared, and noted that she loves hearing from parents since she was a parent who participated in First Steps with her family also.

Consent Agenda

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

Financial Report

Becky Haymond reviewed the distributed SPOE budget report. The budget numbers represent the grant year of July 1, 2022 to June 30, 2023. The amount for personnel is higher than what appeared on the budget presented earlier in the year due to state increases discussed at previous meetings. Thanks to the state legislative body, the additional allocation amount will continue into the grant year which has just started on July 1, 2023.

Other Business

- **Cluster Oversight and System Updates**

- **Provider Networks Update –**

- Julianne Jarrell of Hopewell Center reported that just like the SPOE, Hopewell has a need to hire since the Service Coordinators of the SPOE are sending more kids to the network to get services. Hopewell has welcomed 1 more new DT since reporting last quarter. Hopewell is working on enrolling a PT with experience helping children in another region. Hopewell is especially in need of staff to serve more children with OT. One prospective OT moved out of state, and Hopewell is working on getting another. Hanging in there.
- Patti Kovacs of NCA Therapy said her agency has been hiring as well, but still has some needs. Everything helps.

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

- Thursday, 9/28/23, Annual Heart to Heart Conference, Organized by Indiana Family to Family: an opportunity for families and professionals to learn and connect in support of children and youth who require additional health and education support. No cost. <https://www.inf2f.org/heart-to-heart-conference.html>
 - NAEYC Conference is coming up in November.
 - Indiana's Early Intervention Conference 2024 is set for June 13-14, 2024 and will be in person in Bloomington again. Julianne shared she enjoyed attending the 2023 conference in person. Connie shared an invitation from the conference organizers for anyone interested in joining the conference planning committee.
- **Statistical Reports –**
 - Statistical report handouts were reviewed which include Referrals, Evaluations, and Initial IFSPs for 2023. Also available is the county breakdown of referrals for fiscal year 2022-23. Julianne loves the visual presentation on the statistics. Our SPOE is adding another OT provider to the team of evaluators. Each month about 16% of the scheduled evaluations cancel or the family does not show up even after being reminded the day before. Sarah Haisley asked what happens if the family is a no show. Becky explained that our local SPOE policy is that the schedulers try to reach the family to reschedule, and the family then has 24 hours to respond and attempt to reschedule. Scott Merkel asked how the cancellation rate of 16% in Cluster H is spread out, and how it compares to Cluster J. Becky replied that the 16% rate is the same across the area and is the same rate as the data when evaluations are held in person. Whitney Austin confirmed that the numbers are similar across both Clusters. Kuddos were given to the two primary schedulers for the SPOE, Stacey Wright and Morna McCall. The schedulers work very hard to keep the assessment team happy by re-filling last minute cancellations by contacting future appointments and pulling them forward. It is also nice that a few of the Assessment Team members are willing to do appointments later in the day past typical work day hours. The IFSP numbers shown are for initial IFSPs only. Another report provided this quarter is the report on referrals received from DCS as “No concerns/per policy”. Anne Dolan, LPCC Coordinator, reviewed the report which describes the quantity and extra outreach that is done for these referrals so that families become aware of ways to track developmental milestones. The outreach helps families understand what First Steps does and how First Steps might be able to help in the future even if the family is not interested in participating currently. The Ages and Stages Questionnaire (ASQ) is offered when appropriate.
- **Staffing Update –**
 - Becky Haymond from the SPOE reported two Service Coordinators have been hired for the positions in Madison County. Sadly, the SPOE has lost Christal Precht who was great in her data entry position. The SPOE is redistributing Christal's duties. Delaware County Service Coordinator Kenzie Riggs has returned from maternity leave.
- **EI Hub –**
 - Becky Haymond, SPOE Director, reported that there was a new version of EI Hub released at the end of June. The release was successful for targeted fixes, though some new issues emerged as glitches that are being worked out. Until the glitches are resolved, the local SPOE will not train service coordinators to perform additional activities in EI Hub. The local SPOE has resumed training support for service coordinators in the form of “EI Chats”, which are open forums for reviewing how to use EI Hub, for example how to link siblings.
 - Connie Young, First Steps FSSA, reported that the state team continues to work with PCG on implementing improvements to EI Hub.
 - Julianne Jerrell, Hopewell Center, reported that her stated wishes for EI Hub as recorded in the May meeting minutes continue to be her same wishes: “for families and Service

Coordinators to be able to access the service notes entered by providers. She is hoping that the provider search function will work properly, and hoping that she will be able to view future authorizations.” Overall, Julianne feels the system has overall been a positive change from the old system, though there are items that could be improved. For example, providers have not been able to access drafts of notes for the past couple of days.

- Becky added that a nice change that came with the June release is that it is easier to find provider phone numbers and the Start of Service dates. Julianne asked if Service Coordinators can see provider service notes in the new release, and Becky answered that Service Coordinators cannot.

- **Old Business**

- **Early Intervention Conference 2023 Re-Cap** – As mentioned earlier in the meeting, Julianne enjoyed attending the conference in person. Becky shared that the SPOE staff was well represented with many Service Coordinators, Assessment Team members, and office staff (virtual) attending. Several of the SPOE staff who attended in person were able to meet together for dinner. Connie Young shared that the focus of the conference for next year will be Service Coordination. For Cluster H, the Shining Star award for Excellence in Service was given to Debbie Van Briggie for going above and beyond in talking with the DCS referral families.
- **LifeCourse Training Cohort** – Training has continued for several Cluster H staff participating in the LifeCourse Ambassador training series. The LifeCourse training goal is for First Steps personnel to become familiar with the tools in the LifeCourse program so that feedback can be given to the state on how the tools can be used to help families identify and plan for what they want for their child. Participating staff have been trying the tools on themselves and their own family. In Becky’s opinion, LifeCourse tools could be useful as families begin First Steps and around transition. Whitney feels the tools are applicable to what First Steps does and are very meaningful. Whitney feels that the tools aren’t for everybody in every situation, but would be helpful for families building toward the future and planning. Connie and Barbara Sanders are also participating in the training series and like the idea of giving families the tools. Barbara Sanders, First Steps State Family Engagement Specialist, is working with Jessica Tomisino, First Steps State Deputy Director, to imbed the tools into the First Steps process from intake through transition, offering the tool at the IFSP meeting, and as an evaluation tool as well. Becky mentioned that our SPOE likes to pilot things, so if the state is looking for people to pilot some procedures, our SPOE would be willing to try them. Becky is aware that more kids are targeted for ABA therapy, and tools like those in the LifeCourse could help families consider various options and goals that best fit what the family wants most.

- **New Business**

- **Outreach Opportunities** – Anne Dolan, LPCC Coordinator, welcomes suggestions for additional outreach opportunities and partnerships. Anne is happy to provide outreach materials and presentations, as well as funnel community family events in resources information to the Service Coordinators to pass along to First Steps families.

Announcements and Updates

- **Early Head Start in Blackford County** – Robyn Duffy, Head Start, shared current statistics that 30% of the children enrolled in her Early Head Start program receive First Steps services. Early Head Start has seen and increase in behavior issues and sensory processing issues among their children. It has been suggested this may be due to a general increase in screen time that children experience at home. Early Head Start is also dealing with workforce challenges. Becky suggested that maybe Robyn could reach out to the Service Coordinator in Blackford County, Adriana Merchant, to help find good employee

candidates. Robyn has reached out to the Ivy Tech Early Education programs as well as the Ball State program, and has hosted two interns over the past five years.

- **First Steps Newsletter Sign-up** – Anne Dolan reminded everyone present that it is easy to sign-up to receive the First Steps State Quarterly Newsletter directly delivered to your e-mail. If you are interested, registration details are in the current newsletter distributed with today’s meeting materials.
- **Next LPCC Meeting** – November 1, 2023 at 9 am, will be virtual.

Adjournment

Meeting adjourned 10:06am.

Attendance:

Austin	Whitney	First Steps South East, SPOE Supervisor
Dolan	Anne	First Steps South East, LPCC Coordinator
Duffy	Robyn	Head Start, Carey Services
Haisley	Sarah	Ivy Tech
Haymond	Becky	First Steps South East, Program Director
Henson	Carrie	First Steps South East, Service Coordinator
Jarrell	Julianne	Hopewell Center
Kupferer	Amy	First Steps South East, Service Coordinator
Leisure	Holly	East Coast Migrant Head Start Program
Merkel	Scott	Anderson Community Schools
Modesitt	Missy	MuncieBy5
Sanders	Barbara	First Steps Family Engagement Manager, FSSA
Schwering	Sharon	First Steps South East, Service Coordinator
Stephens	Misty	First Steps South East, Service Coordinator
Stowers	Lottie	First Steps South East, Service Coordinator
Tirado	Rose	First Steps South East, Service Coordinator
Young	Connie	First Steps Indiana Outreach Manager, FSSA