

# CENTRAL INDIANA FIRST STEPS

Family Outreach Committee Meeting

6/9/15 Date

Name	Agency	Changes to current contact info
1. Stacy Hols	LPCC	
2. Katarina Suarez	LPCC	
3. Kristin Guarino	Parent	
4. Karen Buty	CTC	
5. JASON BERRY	CTC	
6. Abbey Andrews	ESC	
7. Mark Grant	Parent	
8. Willaine St. Force Sandy	Parent - Provider	
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**Ad hoc Family Outreach Committee Meeting Agenda  
June 9, 2015**

**Outcome Statement:** First Steps will be responsive to the priorities of families and providers through ongoing communication that will provide input into the system to include timely access to early intervention services.

**Performance Standards:**

1. Ensure services are provided in the natural environment to the most extent possible and are also monitored to ensure that IFSP teams make individualized decisions regarding the settings in which infants and toddlers receive EI services\*.
2. All issues and concerns will be adequately addressed within 60 days of receipt of concern, utilizing procedures as set forth by the Lead Agency. Formal complaints must be forwarded to the State within two business days\*.

**Performance Measures:** Profile reports, First Steps data system reports, and family surveys will be utilized in the measurement of this performance standard. Complete and accurate monthly concern/complaint logs are required to meet this standard.

- 1) Introductions (if needed)**
- 2) Approval of minutes**
- 3) Action Item Update**
- 4) Committee Purpose/Function/Planning**
- 5) First Steps to Reading Fun Event**
- 6) Announcements/Close**

**CENTRAL INDIANA FIRST STEPS  
LOCAL PLANNING & COORDINATING COUNCIL  
Family Outreach & Quality Assurance Committee Meeting Minutes  
June 9, 2015**

**Present:** Stacy Holmes(LPCC), Katarina Groves(LPCC), Kristin Guarino(Parent) Mark Guarino(Parent), Holly Andria (Crossroads), Karen Berty(CTC), Jason Berty(CTC) Willaine St. Pierre Sandy(Parent).

<b>Agenda Items</b>	<b>Discussion</b>	<b>Action Items</b>
<b>Introductions/Welcome</b>	<ul style="list-style-type: none"> <li>• Introductions were made</li> </ul>	
<b>Approval of Minutes</b>	<ul style="list-style-type: none"> <li>• Stacy asked everyone to review the past minutes. A motion was made by Jason to approve the minutes as written and Mark seconded. The motion carried, and minutes were approved as written.</li> </ul>	
<b>Action Items Update</b>	<ul style="list-style-type: none"> <li>• Stacy debriefed the committee on the last reading event. She shared that there were around 300 people who RSVP'd and 200 showed up for the event. It was commented that this was a large number compared to other events.</li> <li>• Kristin noted that bees were a huge issue at the event due to the apple coring. One of the volunteers got stung!</li> <li>• The guild provided many volunteers at this event which was very helpful.</li> <li>• The Pony's and rabbits were no shows, unfortunately.</li> <li>• Holly noted that the basketball area was open and available this time around.</li> <li>• Stacy reported on complaints/concerns and noted that there has been an increase lately. The SPOE and agencies had been trying to mitigate issues amongst themselves, but with the last holdback the state has requested that all complaints be listed on the complaint/concern log. Stacy stated that she does share with agencies when a complaint/concern has been leveled against the agency or one of its providers. Jason shared that he most recently has been in communication with the state regarding a concern that was issued against his agency. He wanted to make sure that they understood the situation and that there may be some confusion about when the 30day start is late.</li> <li>• Stacy shared that there have been 12 concerns since the beginning of the year. Issues related to the concerns varied: late eval, several late service start dates, and one agency in particular in the</li> </ul>	

<p><b>Committee Purpose/Function/ Planning</b></p>	<p>cluster who has had multiple issues.</p> <ul style="list-style-type: none"> <li>• Stacy called everyone’s attention to the outcome statement and performance standards for the committee. She asked everyone to review in order to ensure that the committee is on track.</li> <li>• Stacy mentioned that the committee used to host a Waiver Party and Connection Groups for parents. Mark asked if this was financially feasible going forward. The budget is greatly reduced now.</li> <li>• Willaine shared that she feels that hospital maternity wings are not familiar with or do not share First Steps information with families as well as in times past. Katarina mentioned that NICU’s typically make more referrals due to the high risk nature of those infants as opposed to those who are born in a regular maternity wing with no complications. Stacy said she would take this back to the Public Awareness Committee for further discussion.</li> <li>• Holly shared that there should be First Steps marketing materials in the hospital bathrooms, waiting rooms and rooms of the hospital. Kristin suggested maybe a window cling.</li> <li>• Stacy asked the group to think about families that are already in the program And wondered what information would be helpful to them.</li> <li>• Jason raised a concern that his agency has had 3 families who have withdrawn recently due to their Medicaid ending and fearing they will owe money or a copay for First Steps services. Even though the family has been told they will not have a fee, they have withdrawn nonetheless. Jason felt that the LPCC should brainstorm how cost participation and the discussion around it could be improved. Stacy informed the group that ASK is partnering with Cluster G to provide some additional insurance management for FS families.</li> <li>• Karen mentioned that other groups are now holding waiver party’s. Directing families to the groups that are currently hosting these parties a way to meet parent’s needs without using LPCC resources.</li> <li>• Willaine shared that a lot of these groups are cutting back or have done so already, such as the ARC and ASK. There may still be a need. Stacy said she would research what is out there currently regarding waiver information being provided to families.</li> </ul>	<ul style="list-style-type: none"> <li>• The public awareness committee will be made aware of the possible need to reach out more to maternity wings in the area with FS info.</li> <li>• Stacy will research what is out there information wise for families regarding signing up for the waiver.</li> <li>• Kristin will check with the special education classes in her district to see if they will assemble handbooks.</li> <li>• Stacy will bring old surveys for the group to look at.</li> </ul>
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	<ul style="list-style-type: none"> <li>• It was suggested that the committee could take another look at the family handbooks to see about updates, particularly the resource list.</li> <li>• Kristin shared that she is aware of a junior high and high school special needs class that she could check with to see if they can assemble handbooks.</li> <li>• Jason shared that it would be a good idea to have supplemental information that could be provided to families each year since they would already have the handbook.</li> <li>• Stacy suggested advertising the parent stipend for parent participation on the council. A survey has been done in the past as well, but the group would need to agree on what kind of feedback we are looking for.</li> <li>• Jason suggested an electronic survey with survey monkey. The difficulty is collecting emails from families since not all coordinators get email addresses from families.</li> <li>• Kristin said that she had received surveys where you receive a discount somewhere for completing the survey.</li> <li>• Stacy shared that she would bring surveys that have been done in the past to the next meeting.</li> <li>• Stacy shared that she is required to report on services received in the natural environment. The target to reach is at least 95% and the cluster is at 100%.</li> </ul>	
<p><b>First Steps to Reading Fun Event</b></p>	<ul style="list-style-type: none"> <li>• Holly shared that Crossroads has reserved September 19<sup>th</sup>, 10-noon for the event. She said that this aligned with the adult care group's festival the day before. This allows Dan to have the hay and tractor ready for both groups.</li> <li>• She shared that she had been in contact with the Morning Dove people who have the horses and unfortunately they will be at a Special Olympics event that same day. Holly is checking with Horseshoes of Hope, however, to see if they can come with a horse to the event.</li> <li>• Stacy said she would check to see if there could be rabbits this time around.</li> <li>• There was some discussion as to whether we should continue with the apple coring as it attracts so many bees. It was agreed that gourds might be a better alternative, though pricing constraints may be a hinderance. Willaine and Kristin both agreed to check on donations and or price of gourds.</li> </ul>	<ul style="list-style-type: none"> <li>• Holly checking to see if we can have a horse at this year's event.</li> <li>• Stacy checking on the availability of rabbits.</li> <li>• Willaine and Kristin will check on the possibility of having gourds donated and/or pricing.</li> <li>• Stacy to check on leftover paper bags.</li> <li>• Group to check on pricing for bandanas.</li> </ul>

	<ul style="list-style-type: none"> <li>• The group agreed to do a farm theme this year and wanted to continue with the paper bag vests. Stacy said she would check to see how many is in storage.</li> <li>• It was discussed to have bandanas as a give away. The group would check on prices for the next meeting.</li> <li>• The next meeting on 8/11 would be a prep meeting and finalizing plans.</li> </ul>	
<b>Announcements/Close</b>	<ul style="list-style-type: none"> <li>• Kristen shared that Carmel Clay Parks has opened a new adaptive water park.</li> <li>• No other announcements were made and the meeting was adjourned.</li> </ul>	<ul style="list-style-type: none"> <li>• <b><u>Next Meeting:</u></b> <b>August 11, 2015</b> <b>5:30pm @ ProKids.</b> <b>(Dinner Provided)</b></li> </ul>

Respectfully submitted,  
Katarina Groves