Agenda
ICC Meeting, November 15, 2012
Easter Seals Crossroads, 4740 Kingsway Drive, Indianapolis, IN 46205
10:00 AM- 3:00 PM

Present: Mark Davy, Dawn Downer, Donna Driscoll, James Elicker, Becky Haymond, Paul Hyslop, Susie Lightle, Kimberly Minniear via Gayla Hutsell, Danny O’Neill, Robyn Nelson

Absent: Melanie Brizzi, Jamie Stormont-Smith, James Vento, and Stephanie Woodcox

Recent vacancies: Molly Kitchell has resigned

Acting Chair Susie Lightle called the meeting to order at 10:19 am.

Approval of August 9, 2012 Minutes
Minutes approved.

Part C Coordinator’s Report provided by Dawn Downer
• A new staff person has joined the First Steps state office, Christina Madsen. Christina comes from Minnesota with a background in early childhood. She will be responsible for provider relations and will be involved with the First Steps quality review process.

• On the fiscal front, the First Steps has set its goal—to close the budget gap and reduce costs by $2 million. The plan is to accomplish this goal by increasing access and revenues from insurance reimbursement. Current revenue figures indicate the program is on target for accomplishing this goal. Medicaid figures are up which likely means greater numbers of families who are eligible for Medicaid. Dawn acknowledged that the program continues to struggle with insuring that the quality and quantity of services are maintained during this budgeting period.

• In addition to the goal of continued budget reductions, First Steps has been working with SPOEs to ensure that members of the ED Team are a part of IFSP meetings. This is necessary for insuring the proper documentation and authorization of needed services.

• First Steps is taking new steps to increase the quality of its marketing of the First Steps program to families and referral sources. This will include a change in the 1-800 number. Suggestions concerning how First Steps can better communicate its program to families are welcome.

• Another current and major focus of the First Steps office concerns upcoming contract procurements. Most of the program’s current contracts are up for bid, or will be out for bid shortly, including:
- Quality Review and Monitoring
- System Points of Entry- An information meeting concerning the SPOE RFP will take place at the beginning of the year.

- The Central Reimbursement Office contract has been extended for one year (through September 2013). In addition, there will be new contract RFP coming from First Steps that will support the development of a new, web-based, service coordination system. This new system would replace the current system, developed several years ago. The new system will need to communicate with existing systems, such as Medicaid and TANF, to insure prompt and accurate eligibility for additional resources. Dawn noted that the DDARS-proposed ICMS (integrated case management system) project has been tabled, and the information from that project will be used to aid in the development of smaller systems, such as the proposed web-based case management system proposed for First Steps.

Dawn noted that the contracts for the SPOEs and for the case management system are critical to the First Steps system, and welcomed all thoughts and ideas concerning their content, intent, and requirements.

- The current Quality Review Process is wrapping up efforts to establish baseline data concerning the current service system. The future focus of quality review efforts will expand to include policies and procedures that examine the impact of services; a shift from current review procedures that look primarily at monitoring and compliance. These current efforts will begin including First Steps staff on site visits. These new efforts will continue with the selection of a new Quality Review contractor insure quality and consistency across the state.

- With the election of a new Governor, FSSA is preparing for the transition. DDARS Director, Shane Spotts, has resigned. Tracy Myzack, longtime DDARS administrator, is filling in as interim director. With the change in government, First Steps will be asked to provide justification of the program. Dawn noted that DDARS an automatic email list that provides periodic updates to everyone who has registered to receive notices. Anyone can sign up to receive these and it is an effective strategy to keep informed concerning DDARS events.

- A question was asked concerning First Steps funding sources. Dawn noted that the current program budget projection is $51 million. The program is funded through multiple sources, including the Federal Part C grant of $8.7 million; state line item of $6.1 million; Medicaid billing provides approximately $11-13 million/year; TANF funds is projected to be $18.5 million; anticipated private insurance of $4 million; cost participation of approximately $1 million; and small grant dollars from Title XX and DDARS.

Revising the First Steps Web Page
As part of improving its marketing efforts, noted earlier in Dawn’s Part C Coordinator’s report, First Steps and FSSA is working to revamp the First Steps website and logo. Two new logo designs have been proposed, and are attached as separate documents to the minutes. A second handout was shared that offered a structural outline of the new website. It is attached to the end of these minutes.

Dawn requested feedback concerning the new logo designs and website outline from the ICC. Comments and suggestions included:

- Link to other important early childhood programs, such as Head Start, child care/Carefinder, public school special education programs for children over 3 years of age
- Links to important family resources, including Support groups and other family support services, Department of Insurance, financial resources
- Information links for provider network
- Link for providers to give them information they need; however, the State does not want it to be all of the info that a provider needs
- Archive link that stores past information/documents
- Needs to capture the visual of the program
- Careful consideration of “who is the primary targeted user of the website.” Identifying key target user is important; and there is a need to maintain consistency across state pages
  - Consumer-friendly page- families
  - Do you want to use the site to attract/recruit new providers to the First Steps system (e.g., new graduates looking for employment)?
- Contact us piece is important- how can I get in touch
- The section, “I want to …” is good to include
- You could have redundancy between links under “Informational Links” and under the “I want to …”
- How will the format work with smartphones and tablets
- “Here’s what to expect of your child (developmental milestones)”
- FAQ’s
- Links to partner programs
- Look at language. Rather than “I want to make a referral” change to “I want to sign my family up”
- In description of the program, may want to describe who and how many children and families the program currently services
- “Is First Steps for me?”

ICC members are encouraged to forward additional suggestions concerning the future website and logos to Dawn/Christina. As drafts of the new website are posted, James Elicker volunteered to review and critique.
Federal Annual Performance Report

- A draft report of the FFY 2011 Cluster Performance Report was handed out (see attached document). Every year First Steps is required to submit a report to the federal government. Each quarter and at the end of the year, First Steps examines compliance with state and federal rules and regulations. A culmination of the year is put into a draft report that will be presented at the January ICC meeting. The draft report presented by Dawn reflects the indicators that OSEP (Office of Special Education Programs) provides to states. Dawn shared data from the report with the ICC.

Announcements:

- Jim Elicker shared information concerning the ITSI (Infant-Toddler Specialists of Indiana) project
  - Becky Haymond shared a recent experience speaking with families who have received early intervention services in other states. These families commented on how much better First Steps services had been compared with their experiences in other states.
  - Dawn noted that there is an initiative through Indiana University and the Indiana Institute on Disability and Community to increase awareness and quality services for children with autism
  - A new outreach center will be established to provide outreach services to children who are deaf and hard of hearing. It will be implemented through the Department of Health but located at the Indiana School for the Deaf.

Work on 2012-13 Action Plan

- Consistency of Services:
  Becky shared that in August at the last provider network meeting a survey was conducted and shared the results. Survey looked at preference of communication, etc. The next step is to meet and set 3 priorities from the survey at the next ICC meeting

- Family Engagement:
  Danny discussed family engagement efforts to initiate social media. He requested photos and videos from the audience that capture the First Steps program for use on Facebook. The goal is to increase communication concerning First Steps services via FaceBook and other social media.

- Professional Development:
  Only Jim was present from that committee and noted the need for additional members.

- Community Integration:
Only Susie was presented from that committee. She noted that Pattie Ryan with IACCRR has been working on this effort.

Public Comment

- One audience member noted the shortage of ancillary service providers (e.g., psychologists) and expressed some concern since they do not fall under the responsibility of provider agencies. This person asked how the state is helping to increase the number of these providers. Dawn acknowledged this concern, and noted that the UTS Training Times newsletter does go out to all providers, and it has discussed the appropriate roles and practices of these ancillary service providers. She recommended that this issue might fit under the ICC’s Consistency of Services Committee.

Adjourn

Susie Lightle noted that this was her last meeting and expressed thanks for the opportunity of working with the Council.

Meeting was adjourned at 1:30 pm.