**ICC Family Engagement Subcommittee Meeting 4.5.2023**

In attendance: Dina Tedeschi, Cambria Russell, Mallorie Brown, Liz Cox, Rosa Lopez, Rosa Hsu, Cassandra Greeno, Pat Cameron, Tory Karlsen, Kelly Brown, Jennifer Clark, Sarah Slautterback, Kris Martone-Levine (13 attendees)

Agenda:

1. Introductions
2. Review Charge
3. Discussion
4. Questions
5. Action plan
6. Adjourn

Roll call, quorum met.

Introductions

Welcome, thanks to all attending and gratitude to be able to continue meeting virtually – and that we can be virtual through March 31, 2025.

Slide: Review of charge: Make recommendations to the EI Division to accomplish the goal of having increased representativeness and decreased non-response bias in the NCSEAM survey.

NCSEAM Family Survey will be conducted in April this year. Review of how the survey looks, and current distribution practices. Brief share of NCSEAM online and mobile ready views leading to discussions.

A former provider shared that distribution of NCSEAM was dreaded by providers, and they did not really understand it. And it felt "icky" to keep asking families about it. Can we gauge the provider’s perspective on this, via surveying the field?

-There has been a shift on how much this is spoken about with new EI Division leadership.

-Discussed increasing visibility of survey.

-Discussed how providers follow up with families about completing the survey

Best practice opportunities – providers sharing what works well and best to be shared with other providers.

Other touchpoints – service provider follow-up necessary – are there other ways? Could it be distributed by Program Directors to ease providers’ asks.

Family perspectives shared: Is it truly anonymous? Fear of retaliation. Awkward for families to complete it – feels “icky” on both sides. One thought is to provide advance notice for families to know that the NCSEAM Family Survey will be coming and why it is requested. The process can feel overwhelming for providers and for families.

Conversation about parent mental health, and if families should be surveyed earlier than 6 months. “Is there anything that goes out that asks families about their mental health is? Carryover may not happen because life happens. ‘How can we help you, help your child?’”

Reviewed graphics and discussed changes that would make it more inclusive and engaging.

* Suggestions to switch from have received to "are receiving" EI services, and "better help families and others like you."
* Can there be an action tied to the results that are shown?
* Can we add another visual to the bottom? Can we include a quick "how to know if you're eligible" to complete the survey?
* Can we prepare families to know what they will be asked, long before they receive the survey?
* Feedback given that the term "families" can feel exclusive to foster parents- can caregivers be used as well?
* Recommendation to possibly reduce the amount of info in the graphic.
* Simpler graphics were shared- lots of positive feedback on it.
* Would like to see graphics that include imagery of children with visible differences, and diverse families.

Action Plan:

- Kris to review and make edits to graphics

- Send programs graphics/info re: NCSEAM to share with families as they talk about the Survey

- check if approval is needed for survey

- Invite Mary Bishop, Criterion Stoneham, to share best practices and what they have found successful

- f/u discussion on PDF of old survey being accessible to families in advance of receiving it

- Review of EIPLP videos and offerings that may be helpful for families- asked the group to share information.

Minutes for 3/1/2023 and 4/5/2023 to be discussed and approved at May 3 meeting.

Next FE Meeting 5/3 from 10-12.

Next ICC Meeting on 6/2.

Meeting adjourned 11:56am.

Respectfully submitted by Kris Martone-Levine