ICC Family Engagement Committee Meeting Minutes 1.04.2023

No one was assigned as host to start meeting- Liz shared EIPLP Zoom link to allow folks to still meet

In attendance: Liz Cox (DPH), Dina Tedeschi (FE Co-Chair), Mallorie Brown (Parent Rep), Sarah Slautterback (DESE), Pat Cameron (FamilyTIES), Amy Muehlberger (Beacon), Mary Bishop (Criterion Child), Sanya Agrawal (Parent Rep), Casandra Greeno (Parent Rep), Rosa Hsu (Parent Rep), Tory Karlson (Butterfly Effects)

Review of Meeting Schedule, monthly meetings, plus day before ICC quarterly meeting

Brief talk about ICC Family Engagement quorum. Have four appointed members present, meeting our quorum.

Introductions from the group and roll call. Review of agenda

Introductions

Review of charge

Discussion

Questions

Action plan(s)

Adjourn

Upcoming meetings: Jan 11, 10-11am

Review of Charge: How can we make sure families know about the importance of and understand the NCSEAM Family Survey?

Notes from the November 10, 2022 meeting on this discussion were reviewed.

Distribution months in October and March. With online access to survey, some programs are sharing survey with recently discharged families.

Question posed to members: Do we feel like the distribution electronically is getting good response?

Question posed: Are families asked how they would prefer to receive information (paper v electronic)?

* Are their existing packets that families are receiving where they survey can be included?
* Programs get a very limited number of hard copies of the survey. They have had to come up with a logistical plan for e-distribution, with paper being the exception. Service coordinators try to be sensitive to families re: access.

Is there a chance that families are completing paper and electronic versions?

There are occasions where families with multiple children enrolled receive multiple codes and others where the family only receives one code.

Is it possible to provide families with a draft copy of the survey earlier in their EI experience along with information about it, so that they are familiar when it comes out and they have an opportunity to ask questions about it.

* Family feedback was given about this being helpful. EIPLP video was referenced as a resource for families as well.
* Concern was raised about families having a preview affecting the data if there is no standardization about how things are being reviewed in advance.
* It's important for families to understand how their responses effect EI services in general, not just for their family.
* We don't want to overwhelm families early on with too much. Discussion about the NCSEAM Family Survey Letter being updated that outlines the survey and its importance being provided in advance of the survey. Can we update the letter to something like an infographic?
* Can DPH send out a letter/email in advance that they will be receiving the survey from their program? Programs would like DPH to handle the distribution of the survey.
* What does this look like in mobile format? The group would like to preview this and provide input.
* Can text reminders be linked and sent to families
* Use of social media and EIPLP newsletter info sharing was reviewed
* Possibly creating graphics/info that are consistent and can be shared across platforms and programs to increase likelihood that families will see it and get more familiar with it
* Can the survey have an affiliated image that differentiates it from the other "stuff" they are getting
* Engaging Parent Contacts
* Can we increase program staff comfort with talking about the staff?
* Are there other ways to meet families where they are? Specifically families in shelter or experiencing homelessness.
  + Word of mouth continues to be the best way for families experience homelessness to receive information
* Are there ways to engage schools (early educations, Special Education evaluators, etc), sharing info.
  + Sarah will reach out and ask about appropriate contact points in her network
* Can providers allow families use of their devices during home visits to complete the survey?

Idea brought up to review program return rates, and reach out to consistently high returning programs about their practices.

Questions & action plans reviewed.

Meeting adjourned.