**ICC Family Engagement Committee**

**March 1, 2023 - Meeting Notes**

Attendees:

Dina Tedeschi - Co-chair

Jennifer Clark – Parent

Amy Muehlberger – ABA Provider

Liz Cox - EIPLP

Tory Karlsen – ABA Provider (Butterfly Effects)

Kris Martone-Levine – EIPLP

Pat Cameron – FCSN

Sarah Slautterback – DESE

Mallorie Brown – Parent

Rosa Hsu – Parent

Michelle Grewal – Parent

Shari Robinson - DPH

Agenda:

Introductions

Review of charge

Discussion

Questions

Action plan(s)

Adjourn

* Dina Tedeschi welcome
* Introductions
* Information shared about Federation for Children with Special Needs, Visions of Community Conference 2023
* Demo of NCSEAM hard copy

Quorum reached: Minutes presented to the group for approval- motion made by Dina Tedeschi, seconded by Sarah Slautterback- approved by the group at 10:30am.

Shari Robinson joined and reviewed NCSEAM Family Data for FFY2018 (FY2019) and FFY2020 (FY2021) NCSEAM Family Survey Outcome Response Rates. Slide presentation attached.

* Discussion questions: what barriers identified by families/programs may help us understand the data?
* How do socioeconomic status, language, or race impact how families respond?
* What are suggestions for resolution?

The survey changed in October 2022 from the past year (represented in the presentation). Question 28 was added.

Prior to FY23, distribution method reported over 100% - distributed codes and paper surveys – there were additional surveys used that were not accounted for.

* Paper surveys and online surveys; programs used previous copies of the NCSEAM paper surveys they had left over
* Post-Covid results may be impacted by programs bandwidth to distribute the survey

FY22 had a higher response rate.

DaSy – [DaSy Center](https://dasycenter.org/) (OSEP Technical Assistance for Part C programs in US) There was a NCSEAM webinar with DASY, they had ideas on how the survey was set up. States shared their strategies (including not closing survey, distributing more frequently)

Question if there were changes to survey that may have impacted this?

Turnaround time on NCSEAM – April (2023)/October – families have 2 months to complete/submit the survey.

Inclusion/exclusion criteria. June 2022 decided number of surveys, languages, etc. for distribution in October. If a family did not complete it, they would be added to the April 2023 survey list (as long as they meet the criteria).

Do programs who have a good rate of return share information with programs with lower than state average results? No. Not to date.

We know the # of login codes/paper surveys we send out. Paper surveys at programs are obsolete as of October because changes were made to that survey.

N (number of eligible children) based on each program’s enrollment. This could impact the response rate.

When did NCSEAM Family Survey move to online access? Historically the NCSEAM was paper-based until Covid. March 2020 was paper-based but when State of Emergency went into effect, home visiting stopped so the numbers reflected that. In April 2021, DPH rolled out an online version of the NCSEAM.

It was brought up that April would be the distribution month this current year.

Find out what programs had low results and identify number of surveys given and distributed. 2 programs in FFY2018 did not have response rates.

Identifying programs - Is there data on race/ethnicity, and income? Look at barriers. Is the data responsive and representative?

Request # from programs that exceeded the benchmark (29.68%) – Piedra Data creates reports on all programs and a state level report.

0% - eligible families but did not have responses; left out of the analysis because it would skew data results.

Di-identification of data to not create animosity; helpful for this committee to know and understand to make recommendations and understand what is happening better.

Identifying programs with good response rates (Key Takeaways slide) and creating opportunities for those with lower response rates to do better. 57 programs were included in the NCSEAM reporting; 2 programs were left out because of 0% response rate. Has the state had conversations with programs with high return rates? It has been brought up but has not been done yet.

How is online survey shared with families? Program Directors are given the family names and information of those eligible to complete the survey.

How is survey shared? Via text, email, in-person – each program does it differently and has that autonomy.

Shari will share race/ethnicity data slide.

The survey is anonymous, and we do not capture economic information. Would need to look at median income of area in which EI program is located. Impacts of access to device/s, internet, Wi-Fi, etc. are a barrier. For example, some Berkshire locations don’t have cell service, which is a barrier. Paper surveys are available upon request and can be left with families to complete.

The committee received a demo of mobile/online of the NCSEAM Family Survey. Overview of NCSEAM Family Survey – Kris shared information on what is gathered from the survey and where it is reported to. Also discussed format and process of distribution. Review of process for online survey distribution (which includes program directors calling families to share codes if the family doesn't have an email address on file)

Lots of technical questions asked about accessing the survey digitally. -Survey is mobile friendly. When viewed on a mobile device, the first option is strongly disagree- is this typical?

Discussion about the NCSEAM Family Survey:

Understanding the questions? Families do not understand the questions or understand it correctly. Don’t really understand what is being asked.

Reach the audience they are trying to reach in a simpler, easier way to capture what we want to know.

What are the demographics of the responses and does that indicate families understanding of the questions or lack of response.

Simplify

Programs do it differently: some programs help families complete it; some do not. Use of hotspot to complete the online version.

Could it be done when families are discharged?

If families have been recently discharged, and were eligible for the survey, some programs send it to families, some do not.

Kris will pull together NCSEAM information for next meeting.

Prepared for tomorrow’s ICC meeting – ICC Family Engagement Subcommittee report out. Dina shared slide from ICC Steering and what she will share tomorrow as Co-chair.

Adjourned 12:00pm

Meeting minutes: K Martone-Levine