**ICC Family, Equity, and Engagement Subcommittee Meeting**

**Approved Minutes**

**May 1, 2024**

In attendance: Dina Tedeschi (v), Johan de Besche (v), Cambria Russell (v), Mallorie Brown (v), Casandra Greeno (v), Jennifer Clark (v), Shirley Fan-Chan (v), Kathleen Amaral, Pat Cameron, Liz Cox, Amy Muehlberger, and Kris Martone-Levine; voting members absent: Sanya Agrawal, Michelle Grewal, Asha Abdullahi, Andrea Goncalves Oliveira, and Rosa Hsu. The meeting was held virtually.

Agenda:

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

Quorum met at 10:08 am. Call to order at 10:09 am.

Welcome by Dina Tedeschi, ICC and Family, Equity, and Engagement Co-chair. Discussion and confirmation of voting members. The roll call was completed, and the meeting was called to order at 10:09 a.m. There were 6 voting members for the quorum.

Review Minutes from April 3, 2024, were shared in advance and brought to the group for approval. Roll call for April 3rd minutes approval; all voted yes at 10:16 am.

Johan offered to walk everyone through the process for distributing the NCSEAM Family Survey from a provider’s perspective. Offer accepted. Shared the email that he receives from his Program Director, a list of families and corresponding codes for them to complete the survey, and samples of conversations that he has with families. Range of number of families that receive survey spans from 3 – 20 in his program. This work is not a billable service. Considering rolling out a census sample approach, are their tools/resources that it may be helpful for this committee to support the field with? Johan shared that not having to come up with a method of distributing the NFS would be very helpful for the program. Providing it, whether programs choose to use it or not, would be easier on programs and may be easier on families. Crafting a family friendly messaging will ensure all families receive the same information, the same way, seeking the same information. 1. Why we capture this information? What change does this make??? 2. Asking families directly and intentionally. Including explicit language that raises diverse voices and the importance of their feedback.

There’s translating a document vs. rewriting a document to address the language and culture we are engaging, focusing on a cultural and language approach to impact capturing families’ input. What’s best for families, staff, and the process. Explaining how and why to families. Communication varies between providers and families. Suggestion made to do a hotlink in communication to families that takes the family member directly to a website with an explanation (how, what, why, etc.) and a link to the survey for completion. Also providing TA to providers in allowing families to use their device for completing the survey in a way that is private and confidential. How can we make sure we hear from families that are living in instability, whatever the circumstances may be? Migrant families and the impact on their experience with EI and in learning how to utilize and benefit from services in a thoughtful and meaningful way. Guiding families who may not read/write, or English is not their first language, need assistance in completing the survey. Homeless education for families who have children under 4 years old. Using homeless family engagement specialist roles to address and assist families. Challenge of provider informing family of survey to avoid making family feeling pressured to complete the survey, and or influence the responses. Consider using the language line to inform families of survey? Any review is helpful in early intervention – letting families know whatever they say is helpful and useful. We want to hear how your services are going, what we could do better? I.e. – “This is not a satisfaction survey. This is an EI services and experience survey.” Regarding template – reminder to families that the data is reported to DPH in aggregate. Is there a chance that a family could be identified from any data captured in the survey? Johan shared that DPH is taking great care in protecting information that is in the reporting on their public facing websites. It is not a satisfaction survey; it is a tool used to report family outcomes to the federal government. Create a checklist so that we can start moving this work forward.

Families are super busy. Even if the survey takes just a few minutes, if services are status quo, they may not be incented to complete the survey. Would DPH consider a low-cost incentive?

Families and providers have not heard that this is not a satisfaction survey. Providing the family outcomes to programs and their staff to support their conversations with families.

DPH staff left the meeting to attend another meeting. Johan made a motion to adjourn the meeting, which was 2nd by Mallorie & Shirley. Meeting adjourned at 11 am.

Next meeting: June 5, 2024

Next General Session meeting: June 6, 2024

Respectfully submitted,

Kris Martone-Levine

ICC Committee Charge Development Tool

## Select Committee:

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| Service Quality Committee | Membership |
| Family, Equity and Engagement | Fiscal |

## Purpose:

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| For families of all backgrounds and languages to be able to access and understand how to complete the survey, and why.  Improve visibility to families and programs regarding survey importance. |

## Define the Charge of the Committee:

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| The Family, Equity, & Engagement Subcommittee will work to support a new approach for gathering family input about the services their family receives from Early Intervention. |

## What does success look like in June 2026:

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| * Best practices document (or other format) on maximizing census-based survey responses - to distribute to program directors (templated text, FAQ’s, helpful guidance, etc.) * Work with DPH on quality executive summary (infographic and/or information flyer/sheet) as documentation of how the new census approach will be executed, so families know what to expect. * X percentage minimum of responses received at end of cycle year * Engaging individual EI providers to distribute and support best practices to maximize family engagement and response with the survey. * Adding information into survey introduction and/or other information provided to families that indicates the NCSEAM (or whatever survey model chosen) is not a satisfaction survey; it is an EI services and experiences survey. * Professional learning opportunities, for providers, and families and community partners (alignment with the FE Framework model) to employ a culture shift, to families being the driver.   + including examples or language to emphasize the equity aspect of survey response: e.g. - *"it's especially important for us to hear from your family because I (EI specialist) don't have your lived experience, so we need to hear your voice directly"* * Supporting the development of templated follow up communication, to close the loop, post survey completion |

## Skills we are looking for:

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