



**Service Delivery Area 3
Regional Advisory Council
Meeting Summary February 11, 2020**

1. Call to Order and Meeting Overview

- a. Chairperson Jessie Pike called the meeting to order and provided an overview of the agenda items and meeting goals.
- b. Jessie introduced the following public comment procedure:
 - i. After each agenda item is present, the Chair will invite the RAC members to discuss and ask questions.
 - ii. After the RAC discussion, the Chair will open it up to public comment.

2. Introductions

- a. Members introduced themselves by sharing their name, professional role, and stakeholder type (program, community partner, etc.).
- b. Members present in person: Cassandra Revilla, Teresa Rice, Shannon Garrity, Christina Garza (Proxy for Matt Miller), Heather Pierce, Kelly Jones, Jessie Pike, Lisa Cordle
- c. Members participating via Zoom: Karin Bish, Camelia Smith, Tikila Welch

3. Reviewed Old Business

- a. At the beginning of each Regional Advisory Council (RAC) meeting, the Council will review action items and recommendations from the previous meeting and discuss progress made. SPARK Leadership will provide updates on actions taken from Council recommendations.
 - i. View past meeting minutes for each Service Delivery Area (SDA) on the SPARK website: <http://indianaspark.com/regional-advisory-councils/>. These minutes include all recommendations and action steps.
- b. Jessie summarized the feedback/recommendations made by the Council in November related to outreach and communication strategies and various implementation activities, such as the I-SAT. SPARK Project Director, Mike Bachman, provided a high level update on actions taken based on recommendations.

4. RAC Recommendation Procedure

- a. SPARK Project Director, Mike Bachman, provided an overview of the RAC recommendation procedure.
- b. Recommendations/agreements made by the Council will be captured within the meeting minutes.
- c. Following each round of quarterly meeting, the RAC Coordinator will compile recommendations from all SDAs into a report to be reviewed by the SPARK Leadership team. The team will then identify appropriate action steps.
- d. Recommendations, action steps, and progress will be reported as Old Business in subsequent RAC meetings.

5. SPARK Project Highlights

- a. Each quarter, SPARK Leadership will highlight SPARK features that have been implemented recently or will be launched in the following quarter to gain insight, feedback, concerns, suggestions, and formal recommendations from the public and RAC members.
- b. Spotlight: Call Center/Help Desk Supports
 - i. The SPARK Learning Lab Help Desk, will be available in the Spring of 2020. The exact date is to be determined.
 - ii. At this time, SPARK is planning to have Help Desk representatives available at the following times:



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1. Monday-Friday from 6:00 am–7:00 pm Eastern Standard Time (EST)
 2. Saturdays 10:00 am–2:00 pm EST
 3. The Help Desk will not be open on state holidays
- iii. Trained Help Desk representatives will have general knowledge to answer the questions providers have regarding four main focus areas:
1. SPARK Learning Lab’s trainings and resources
 2. Assistance completing the Indiana Self-Assessment Tool and/or determining results
 3. Paths to QUALITY™ enrollment, maintenance, advancement, questions, concerns, and rating issues
 4. Assistance with understanding and connecting to statewide resources like 211, First Steps, Child Care Search, On My Way Pre-K, and others
- iv. SPARK Learning Lab is also working on transfer agreements with partners so that Help Desk representatives can connect callers to other experts like SPARK Coaches, INAEYC, local CCR&Rs and others.
- v. SPARK is planning to work with Early Learning Indiana (ELI) to create joint marketing resources that explain the different roles of the SPARK Help Desk and ELI’s Solutions Center and why programs would call each number.
- vi. Questions/feedback from RAC members and the public:
1. Is the number an 800 number?
 - a. Answer from Mike: It is an 800 number that we will heavily market when it is prepared to roll out.
 2. Who would we contact about an issue with certificates from Indiana Learning Paths?
 - a. Answer from Mike: ELI’s Solutions Center
 3. Will we use the ILEAD portal to access SPARK trainings?
 - a. Answer from Mike: Yes, that is where the SPARK trainings will be.
 4. As SPARK launches the Help Desk, monitor the data of when calls are coming in to decide if your current hours of operation are meeting the need.
 5. Also monitor data on the subject matter of calls/questions to inform the content your representatives focus on and are trained in.
 6. Is there a way for the system to log calls received outside of hours so people can leave a message a get a call back from a Help Desk representative?
 - a. Answer from Mike: Yes, we plan to do that. We are also working on a way for people to submit questions in writing on the SPARK website and then the Help Desk will call them during operating hours.
 7. Will you have a list of Frequently Asked Questions?
 - a. Answer from Mike: Yes, we have several listed on our website and that list is updated on a regular basis.
- c. Spotlight: Indiana Self-Assessment Tool (I-SAT)
- i. The Indiana Self-Assessment Tool, or I-SAT, will launch in Spring of 2020. The I-SAT is a program level assessment, not a personal or individual assessment.
 - ii. There are four I-SATs tailored to each program type: Center, Home, Ministry, and School-Based.
 - iii. Prior to the release of the I-SAT, a program assessment training will be available on Indiana Learning Paths and in-person to those interested in completing the I-SAT to orient the program leader to self-assessing their program. This training is a pre-requisite to completing the I-SAT.



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- iv. SPARK Learning Lab will provide local opportunities throughout the Spring to meet SPARK Learning Lab Specialists and Coaches in-person, complete the I-SAT, receive results, learn about SPARK Learning Lab trainings, tools, and resources, and work with a Coach to create a Program Development Plan.
- v. The I-SAT is not the only way to access SPARK services, but it is the most efficient method. Partners will be able refer programs to SPARK, but the I-SAT will help SPARK identify the goals, resources and supports that will be most relevant to each program.
- vi. Questions/suggestions from RAC members and the public:
 - 1. Are you asking just one person from each organization to take the assessment training?
 - a. Answer from Mike: We are asking that the person or persons who will be taking the I-SAT participate in this training. It is recommended that they take the training 2-3 weeks before taking the I-SAT.
 - 2. Will the training be offered throughout the year?
 - a. Answer from Mike: Yes, the training will be available to take online at any time.
 - 3. How long will the training be?
 - a. Answer from Mike: One-hour.
 - 4. Is the prerequisite training already available? When will it be available?
 - a. Answer from Mike: It is not available at this time. We plan to have it available online sometime in March.
 - 5. It is great to have the training as a prerequisite so that everyone hears the same message across the state.
 - 6. Can the training and I-SAT be completed by multiple people?
 - a. Answer from Mike: Each program can assemble their own team to complete the assessment. We are recommending that the pedagogical/education leader and/or business leader be involved.
 - 7. Is the I-SAT required or attached to something?
 - a. Answer from Mike: It is not required, but it is the most efficient way to access SPARK tier 2 and 3 coaching supports.
 - 8. How often will a program take the I-SAT?
 - a. Answer from Mike: The program will determine how often they take the assessment. We recognize that things changes and programs may need to reassess or rework their goals. They will be able to do so as needed.
 - 9. I appreciate that there is an option to complete the I-SAT both in-person and online and the fact that SPARK will provide guided recommendations.
 - 10. How will PTQ rating visits be triggered?
 - a. Answer from Mike: INAEYC will be managing PTQ rating visits until June 30th. We are still working to determine what it will look like after that date.
- d. Spotlight: Town Square
 - i. By opening an account with Town Square, Family Child Care programs can open the door to training, resources, and conversation specific to home education and care. Many of these resources have been translated into Spanish.
 - ii. In Town Square, the home program's staff can discover a wealth of resources divided into 5 categories for easy navigation:
 - 1. Activities
 - 2. Home Business

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3. Learning
4. Perspectives
5. Wellness
- iii. Town Square offers the opportunity for those working in the home to watch video tutorials created in the unique circumstances of the home early education and care environment to support the learning of the staff.
- iv. Town Square's "Discuss" page provides the opportunity for users to post ideas, questions, suggestions, events, etc. for others to respond. It is important to remember that the "Discuss" page is only as active as the members of the community want to make it.
- v. In one place, anyone that is part of a home program can discover, or rediscover, topics of interest, take part in high-quality, research-based training that is specific to the home early learning and care program, watch video tutorials that demonstrate how others implement these practices in the home environment, then discuss with other home programs their struggles, concerns, and successes.
- vi. Town Square is available NOW at www.townsquareIN.org (with general and Illinois-specific content). More Indiana-specific content coming to Town Square later this Spring.
- vii. Town Square IN and Indiana Learning Paths will be linked to assist in the tracking of training hours.
- viii. Questions/suggestions from RAC members and the public:
 1. It is exciting that this will be linked to Indiana Learning Paths and that there will be a specific resource for home providers.
 2. SPARK needs to use a variety of different communication channels and methods (mailers, Facebook, email, etc.) to get the word out about this resources.
 3. It would be helpful if you could put a banner or something in Indiana Learning Paths that can direct home providers to Town Square and link them to the website.
 4. Market this resource in places that home programs are already connected to (libraries, CCR&Rs, Facebook groups).
 5. When marketing, make sure you emphasize the sense of community and opportunities for discussion. Home providers often feel isolated.
 6. On the "Discuss" page, the discussion may need to be started by SPARK and SPARK staff need to moderate the discussion and set parameters. It would be helpful if you could indicate that certain individuals are coaches.

6. PTQ Enrollment Incentives

- a. About two years ago, the Office of Early Childhood and Out-of-School Learning (OECOSL) moved to a system through which programs could access kits when they enrolled in PTQ through Kaplan and Lakeshore portals.
- b. The kits provide a set of materials, along with a User Guide to assist with implementation in the classroom or home setting.
- c. From January-December 2019, 232 total kits were distributed.
- d. The most frequently chosen kit is the Older Toddler Kit, followed closely by the 3-5 Years and Multi-Age Kits.
- e. Now that these kits have been in use for two years, it is time to evaluate the investment and OECOSL would like RAC and public feedback on the usefulness of these kits and if they are the right tools and resources to meet the needs of programs.

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- f. Questions/suggestions from RAC members:
 - i. It would be helpful to add a clearer description for each kit. This description should include a list of the materials.
 - ii. Consider batching kits together by learning area rather than age group.
 - iii. Consider allowing programs to create their own kit by selecting a la carte items.
 - iv. Consider providing other incentives, such as a subscription to NAEYC periodicals or other books/professional development resources. You could also provide a discount for a conference registration.
 - v. The User Guides should provide more guidance on how to use the materials.
 - vi. The User Guides could also include links to additional resources. They could also include more guidance on Core Knowledge Competencies.
 - vii. Consider giving programs access to additional user guides, not just for the kit(s) they select. They can purchase the materials elsewhere, but that guidance is very valuable.

7. Public Comment

- a. Have there been any updates to the SPARK website?
 - i. Answer from Mike: Yes, we have updated training and the SPARK staff page. We have also launched the SPARK Connect newsletter.
- b. How long does the I-SAT take to complete?
 - i. Answer from Mike: Each program determines which indicators they would like to assess their program on. The length of the assessment is dependent on how many indicators you select or show interest in.
- c. How are Council members chosen?
 - i. Answer from Mike: We accepted applications in Fall of 2019. We looked for diversity in experience, education levels, program type, and geographical location. We then shared a recommended list of members with the Office of Early Childhood and Out-of-School Learning, who provided feedback and approved the list. The members selected in the Fall will either serve one-or two-year terms. We will reopen the application process this coming July to replace the one-year term members. We will follow the same process and will begin onboarding new members in September 2020.
- d. SPARK should consider having a launch party or event!

8. Agreements

- a. Based on what has been presented, RAC discussion, and public comment, the RAC brought forth the following recommendations/agreements for SPARK Learning Lab or partners to consider:
 - i. Help Desk:
 - 1. As SPARK launches the Help Desk, monitor the data of when calls are coming in to decide if your current hours of operation are meeting the need.
 - 2. Also monitor data on the subject matter of calls/questions to inform the content your representatives focus on and are trained in.
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9. Upcoming Community Events for SPARK to Attend

- a. Members suggested that SPARK attend On My Way Pre-K meetings in the SDA.

10. Future Meeting Schedule

- a. Tuesday May 5th 6:30-8:30pm (Tentative location: United Way of Central Indiana)
- b. Tuesday September 8th 6:30-8:30pm (Tentative location: United Way of Central Indiana)

11. Adjournment