



**Service Delivery Area 4
Regional Advisory Council
Meeting Summary February 4, 2020**

1. Call to Order and Meeting Overview

- a. Chairperson Jacqueline Negri called the meeting to order and provided an overview of the agenda items and meeting goals.
- b. Jacqueline introduced the following public comment procedure:
 - i. After each agenda item is present, the Chair will invite the Regional Advisory Council (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: Jacqueline Negri, Jacqueline Bond, Laura Blessing, Carol Johnson, Jennifer Meyers, Lori Williams Patterson
- c. Members participating via Zoom: Missy Modesitt, Christina McKeehan, Kristi Burkhart

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. Jacqueline 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.



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- ii. At this time, SPARK is planning to have Help Desk representatives available at the following times:
 - 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 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/suggestions from RAC members and the public:
 - 1. Do you have a definitive date for when the Help Desk will be launched?
 - a. Answer from Mike: We are still working on the rollout timeline and transfer agreements with partners. We are hoping for mid-March.
- 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.
 - 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. I’m hearing that we will go in and take this assessment and then be given a score. How will that work?
 - a. Answer from Mike: Yes, you will be given a score which will help SPARK to determine what quality improvement goals to recommend and related resources, coaching, and supports to provide you to achieve those goals.

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2. For the online training, will you define the meaning of “results” and “score” for this assessment? Sometimes this language invokes fear.
 - a. Answer from Mike: This will be addressed in the in-person opportunities to complete the assessment. The online webinar is not specific to the I-SAT, but rather focuses on generally how to complete a program assessment and think about program level indicators. This training covers all program types.
 3. Can you speak more about the referrals from partners and what that will look like?
 - a. Answer from Mike: We expect 10% of the program population would receive tier 3 services. Of this group, 5% will be going through the I-SAT and working towards a program development plan. The other 5% will come from partner referrals and will be working towards a quality improvement plan. For example, a licensing consultant may make a referral if a program would benefit from coaching. They would immediately be put into tier 3 services. We haven’t determined exactly what would prompt/cause a referral.
 4. If you have multiple sites/facilities, would you take one I-SAT or would you take it once for each site?
 - a. Answer from Mike: What we are creating is very program-led, so it is up to each program. For example, if you run all the sites the same way and have similar quality at each site, you can go in and submit one assessment for all sites. That may not always be appropriate, depending on what is happening at each site.
- 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
 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.



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- 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. Could there be a handout or postcard that licensing consultants, food program sponsors, or others could pass out to home programs about Town Square?
 - a. Answer from Mike: We haven't provided them with Town Square handouts yet, but we are planning to. We are planning to do the same with our other services.
 - 2. Is there a way to print the training certificates?
 - a. Answer from Mike: Yes, Town Square will connect to Indiana Learning Paths and you can print them from there.

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.
- f. Questions/suggestions from RAC members and the public:
 - i. It would be helpful to have more variety. Give providers the opportunity to select items in an a la carte format, rather than a set kit. Programs could receive a spending limit and then select the materials they want. This will allow for more individualization.
 - ii. Include more science items.
 - iii. The quick start/user guide is helpful for programs, even if they don't select the corresponding kit. Programs may already have the materials or they could purchase the materials on their own if needed.
 - iv. Provide guidance on what kit might benefit them. For example, if you need help with science, select X kit.
 - v. Consider other purchasing partnerships (Service Centers-IDOE, Discount School Supply, Amazon, etc.)

7. Public Comment

- a. No additional public comment.

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. Create and distribute collateral materials on the topics below. Share with licensing consultants, food program sponsors, and others who interact with programs.



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1. Marketing materials explaining the role of the Help Desk vs. other call centers
2. I-SAT
3. Townsquare
- ii. During the in-person opportunities to complete the I-SAT, define “results” and “score” and address any anxiety or fear programs may have around this language.
- iii. The RAC suggests the following recommendations for the PTQ Enrollment Incentives:
 1. Provide more variety and give people the option to select a la carte items.
 2. Provide guidance on what kits might be beneficial to programs based on areas of need (science, etc.).
 3. Provide more user guides for programs, even if they don’t select the corresponding kit.
 4. Provide more science materials.
 5. Consider other purchasing partnerships.
- iv. Many programs are intimidated by Zoom and virtual communication. Consider how to provide resources and an introduction to some of these platforms.

9. Upcoming Community Events for SPARK to Attend

- a. Laura will send coalition meeting dates to RAC@indianaspark.com
- b. INAEYC Spring member meetings.
- c. Muncie BY5 is hosting a training series: 2020 The Year of Healing. See their Facebook page for dates and more information.
- d. Could SPARK share some informational videos this Spring that RAC members could share on Facebook? That would be another way to get the word out.
 - i. Yes, you will see videos coming out on our social media pages.

10. Future Meeting Schedule

- a. Tuesday April 28th 6:30-8:30pm in Bloomington
- b. Tuesday September 1st 6:30-8:30pm in Muncie

11. Adjournment