



SPARK Regional Advisory Councils February 2020 Recommendation Summary

Topic	Recommendation	SDA(s) that made the recommendation	Action Plan identified by SPARK Leadership Team
Help Desk	Consider adding an additional focus area around health, safety, and nutrition.	SDA 1	Healthy, safety and nutrition will fall under the existing focus areas. The Leadership Team will keep this recommendation in mind as they monitor the content of incoming calls.
Help Desk	Other focus areas to consider include: licensing and compliance questions, CCDF vouchers, and the CACFP program.	SDA 5	These topics all fall under the existing focus areas.
Help Desk	SPARK leadership should be involved in the monitoring of the conversations and questions received to identify trends and further training needs for staff.	SDA 1, 3	SPARK Leadership is planning to monitor conversations to identify trends and training needs. SPARK will explore the possibility of recording calls for more thorough review and quality assurance.
Help Desk	Monitor data to determine when the calls are coming in and determine if the hours of operation are meeting the need.	SDA 3	SPARK will track the times of incoming calls to inform the Help Desk's hours of operation.
Help Desk	SPARK should consider changing the weekday operating hours to 7:00am-8:00pm EST. This may be helpful for programs in Central Time.	SDA 5	SPARK will track the times of incoming calls to inform the Help Desk's hours of operation. SPARK will share incoming call time data with the RACs in August.
Help Desk	Work with local partners to connect with providers and establish partnerships/referrals.	SDA 2	SPARK is actively connecting with local partners in each SDA.
I-SAT	The prerequisite training webinar should set the tone for the assessment and put programs in the correct mindset. Use positive language focusing on support, progress and learning.	SDA 1	SPARK is being very intentional when drafting the language and content of the training and will use the language recommended by the RAC.
I-SAT	Be intentional in the I-SAT instructions to provide guidance and ensure programs are providing honest and accurate scores.	SDA 2	SPARK is being intentional when drafting the I-SAT instructions to make sure this guidance is provided.



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I-SAT	Providers may worry that rating themselves too low on the I-SAT could lead to negative consequences. The training and instructions need to instill in providers that this assessment is to help with quality and best practices and will not be used in a punitive manner	SDA 5	SPARK is being intentional when drafting the I-SAT instructions to make sure this guidance is provided.
I-SAT	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.	SDA 4	SPARK will define these key terms and take steps to address any anxiety during the in-person I-SAT opportunities. SPARK staff will be available to address questions or concerns.
I-SAT	When offering in-person opportunities to complete the I-SAT, SPARK should offer the opportunity on multiple days and in multiple locations through the SDA. Consider holding the events at Ivy Tech locations, IN AEYC chapters or other partner agencies.	SDA 5, 1	These in-person opportunities will begin in April. SPARK will be able to offer more diversity in location and date over time and going into May and June. SPARK is currently working on securing locations.
I-SAT	Work with licensing consultants and PTQ raters so they can use the I-SAT and training as a tool to help programs address insufficiencies.	SDA 1	SPARK will provide trainings for licensing consultants and PTQ raters in March 2020, on topics including the I-SAT and other SPARK-related talking points.
I-SAT	Consider which assessment programs who don't fall cleaning under a specific umbrella will take (part-time child care, a home that functions more like a center)	SDA 2	Some standards included in the assessment are different based off of licensing type. Programs who don't fall cleaning under a specific umbrella will be able to get more individualized support through coaching.
I-SAT	Many providers survey staff and parents, but don't know how to effectively use the data they collect. This may be a training opportunity with the I-SAT on how to complete assessments and use data.	SDA 5	This topic will be covered in the pre-requisite I-SAT training.
I-SAT/Help Desk	Use the Help Desk to steer providers to the I-SAT.	SDA 1	Help Desk representatives will direct callers to SPARK's other features when relevant.



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Town Square	Keep discussion boards active by having SPARK staff begin and moderate discussions. Have SPARK staff set parameters for the discussion.	SDA 1, 3	SPARK will explore how staff can best start and moderate discussions within Town Square and Indiana Learning Paths.
Town Square/I-SAT	Consider how SPARK can involve parents with Town Square and the I-SAT.	SDA 1	SPARK's resources are meant for anyone caring for and educating a child, including parents. Parents will have the ability to create accounts for Town Square and other resources.
Town Square	Market Town Square in places that home programs are already connected to (libraries, CCR&Rs, Facebook groups).	SDA 3	SPARK may not have the capacity to market Town Square in all of these places, but will work closely with CCR&Rs and coalitions to disseminate information and resources appropriately.
Town Square	Emphasize the sense of community and opportunities for discussion in the marketing materials.	SDA 3	SPARK plans to emphasize this within their messaging.
Town Square	SPARK needs to use a variety of different communication channels and methods (mailers, Facebook, email, etc.) to get the word out about Town Square	SDA 3	SPARK plans to utilize a variety of communication channels while promoting Town Square. SPARK is exploring the possibility of doing a text blast.
Town Square	It would be helpful to include a banner or something in Indiana Learning Paths that can direct home providers to Town Square and link them to the website	SDA 3	SPARK will explore this possibility with Early Learning Indiana and other partners.
Town Square	SPARK should consider that some providers don't have access to the internet and may struggle to connect to Town Square.	SDA 5	SPARK will work with Town Square to make the platform as mobile friendly as possible. SPARK will also explore having laptops available at learning forums for providers to review resources from Town Square.
Communication	Create a flow chart that explains the different system partners and what their roles and responsibilities are.	SDA 2	OECOSL is working on a visual.



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Communication	Continue to utilize as many media outlets/channels as possible.	SDA 2	SPARK will continue to utilize multiple communication channels and will share communication related data with the RAC's at the next round of RAC meetings.
Communication	Create and distribute collateral materials on the following topics: explaining the role of the Help Desk vs. other call centers, I-SAT, Town Square. Share materials with licensing consultants, food program sponsors, and others who interact with programs.	SDA 4	SPARK is working on these collateral materials and plans to have them available by the end of April.
PTQ	Discuss and consider with partners what the PTQ process will look like moving forward and how visits will be triggered.	SDA 2	SPARK is currently looking at the PTQ process and planning for the future.
Indiana Learning Paths	Work with partners to consider what a "leadership" tab or page might look like on ILP.	SDA 1	SPARK will explore a leadership tab or tag further with partners (Early Learning Indiana, OECOSL).
Technology	Consider how to provide resources/guidance to programs on using Zoom and other virtual communication platforms.	SDA 4	SPARK will either create a Zoom tutorial or share an existing tutorial from the Zoom website.
Regions	It could be helpful to have "sub-regions" in each SDA. SPARK could have "home base" training locations in each sub-region.	SDA 5	SPARK will not be creating sub-regions at this time, but will make sure to rotate training and meeting locations across each SDA.