

# Welcome to the SDA 1 RAC Meeting!



# Purpose

SPARK needs you, your time, and your voice.

The purpose of the Regional Advisory Council is to strategically aid and advise SPARK Learning Lab about our services, so we can better support those who support Hoosier children and families.

We know your time is precious and thank you for joining us tonight.



# These Hoosiers are worth it...



# Meeting Overview

- Review Old Business
- SPARK Project Spotlights
  - PTQ Rating Procedure
  - Help Desk
  - I-SAT
- RAC Membership Updates
- Public Comment
- Action items and adjournment

# RAC Member Introductions

- Name
- Organization name and role



## Review Old Business

- At the beginning of each meeting, the Council reviews action items and recommendations from the previous meeting and discusses progress made
- View meeting minutes for each SDA on the SPARK website  
<http://indianaspark.com/regional-advisory-councils/>

# Old Business – Communication Recommendations

Promote SPARK Connect newsletter on social media

SPARK makes social media posts following each newsletter and regularly promotes the website on social media

Promote that SPARK resources are also for families

SPARK is currently focusing communication efforts on providers, as they are our primary audience

Share communication data publicly

SPARK's communication plan includes highlighting key communication data points on social media

# Old Business – Communication Recommendations

Look at the type of content that is getting the most activity/traction

This has been embedded in SPARK's communication goals

Prepare RAC members to act as ambassadors and promote SPARK communication

SPARK has asked members to promote tools, opportunities, etc. This will also be included in the new RAC member orientation process

# Old Business – Business Management Recommendations

Incorporate a search bar or links on the SPARK website to help viewers find resources

SPARK is exploring adding links or other guidance to the SPARK website to help users find resources

Provide business management resources for both non-for-profit and for-profit programs

SPARK is committed to supporting all programs with its resources and services, and will create resources accordingly

# Old Business – PTQ Enrollment Incentive Recommendation

Offer a partial or full membership to a local Chamber of Commerce or other business organization as a PTQ enrollment incentive

SPARK shared this recommendation with OECOSL

# Old Business – Mandatory Trainings Recommendation

Include mandatory trainings on the agenda for a future RAC meeting, so Council members can provide feedback and suggestions

This topic will be discussed during this evening's meeting!

# Old Business – Mandatory Trainings

- What questions do you have about Mandatory Trainings?
- What related barriers are you facing?
- What suggestions do you have for innovations or improvements?

# Old Business – Regulatory Barriers

- What regulatory barriers are you currently facing?
- What suggestions for innovations or improvements do you have?
- What other support do you need?

# Old Business – COVID-19

- What are your biggest challenges and concerns related to COVID-19?
- What additional resources or supports do you need?

# Old Business

Questions?





## SPARK Highlights

# PTQ Rating Procedure

- Communication from [OECOSL](#) and [SPARK](#)
  - Sent in May, June and July
  - Sent via text message and to all I-LEAD Users
- Those who expire July 2020 through March 2021 were sent a rating communication with next steps
- Nearly 30 PTQ Success Tools in the Resources section of Indiana Learning Paths

# PTQ Rating Procedure

**426**

Ratings  
approved

**19%**

Had  
insufficiencies

# How Can We Help?



You support Hoosier children and families.  
Let **SPARK** support you!

## SPARK HELP DESK



Need a one-stop-shop for all your program quality improvement questions? SPARK Help Desk has answers!

### Get Answers On:

**Licensing  
&  
PTQ**

**SPARK  
Services**

**I-SAT**  
(Indiana  
Self-Assessment Tool)

**Statewide  
Resources**

**... and much more!**

#### Help Desk Hours:

Monday- Friday: 6:00 am- 7:00 pm EST

Saturday: 10:00 am- 2:00 pm EST

**1-800-299-1627**

# Help Desk

- 959 callers served since April 1
- 26% connected with Key Partners
- 13% connected to Coach
- 61% first call resolution

Support Category	#	%
PTQ Support	525	55%
Indiana Learning Paths	234	24%
I-LEAD	83	9%
Partner Support	43	5%
SPARK Services	29	3%
Content Support	23	2%
Opening a Child Care Business	11	1%
COVID-19	6	1%
Family Resources	5	1%

As of 8/31/20 7pm EST

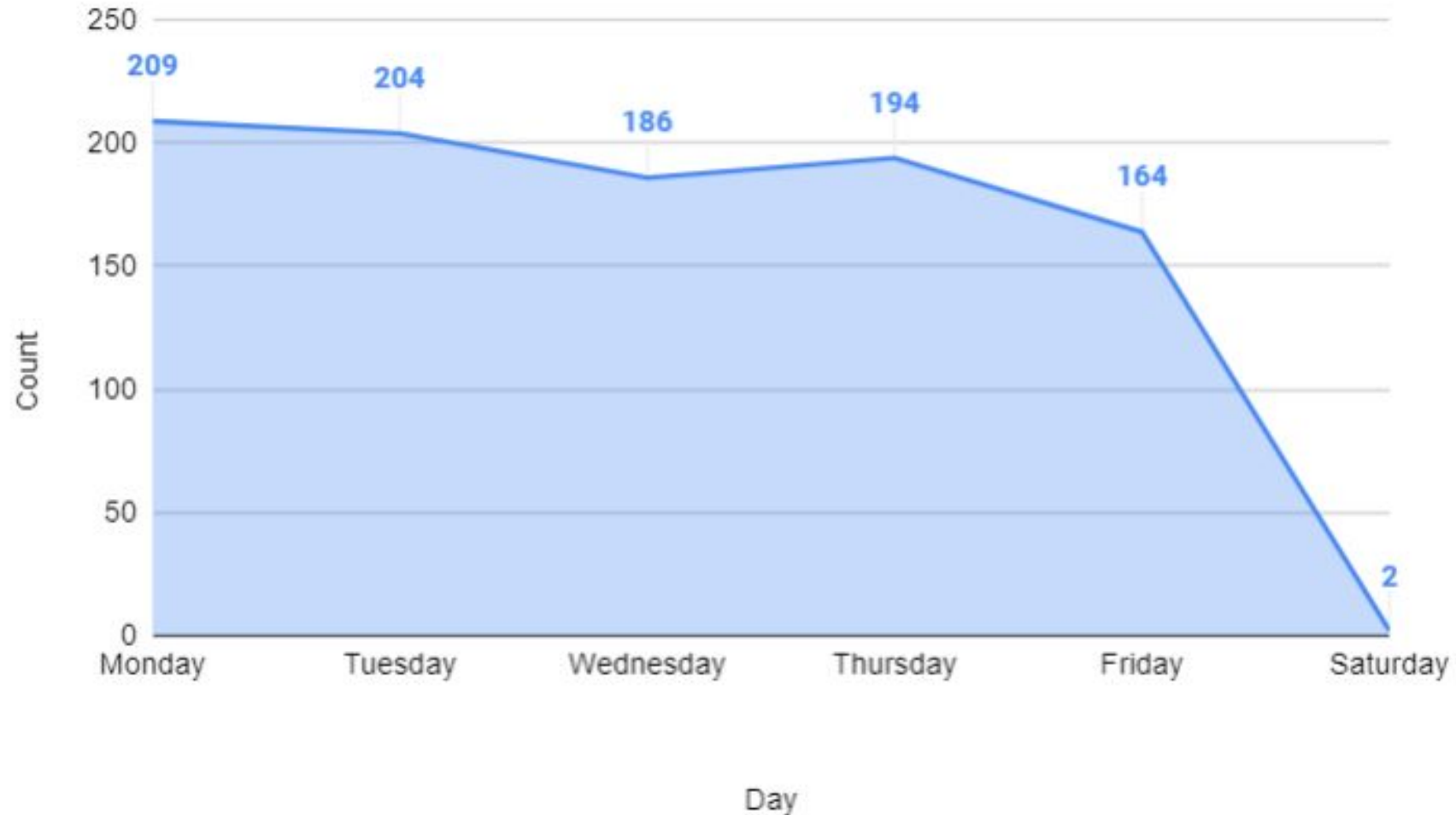
# Help Desk Partner Referrals\*

Partner	#	Support Categories	Hand Off Procedure
ELI	229	<ul style="list-style-type: none"><li>• ILP, non-SPARK certificate issues</li><li>• I-LEAD</li></ul>	<ul style="list-style-type: none"><li>• Transferred via warm handoff to Solution Center</li></ul>
IN AEYC	22	<ul style="list-style-type: none"><li>• PTQ Rating / Advancement Support</li><li>• Recruitment &amp; Retention Grants</li><li>• CDA Support</li></ul>	<ul style="list-style-type: none"><li>• Transferred to voicemail / provided email contact</li></ul>
Local CCR&Rs	4	<ul style="list-style-type: none"><li>• Opening a child care business</li><li>• Local COVID funding opportunities</li></ul>	<ul style="list-style-type: none"><li>• Transferred via warm handoff to agency</li></ul>

\*Caller is transferred or provided with partner contact details, based on partner agreements.

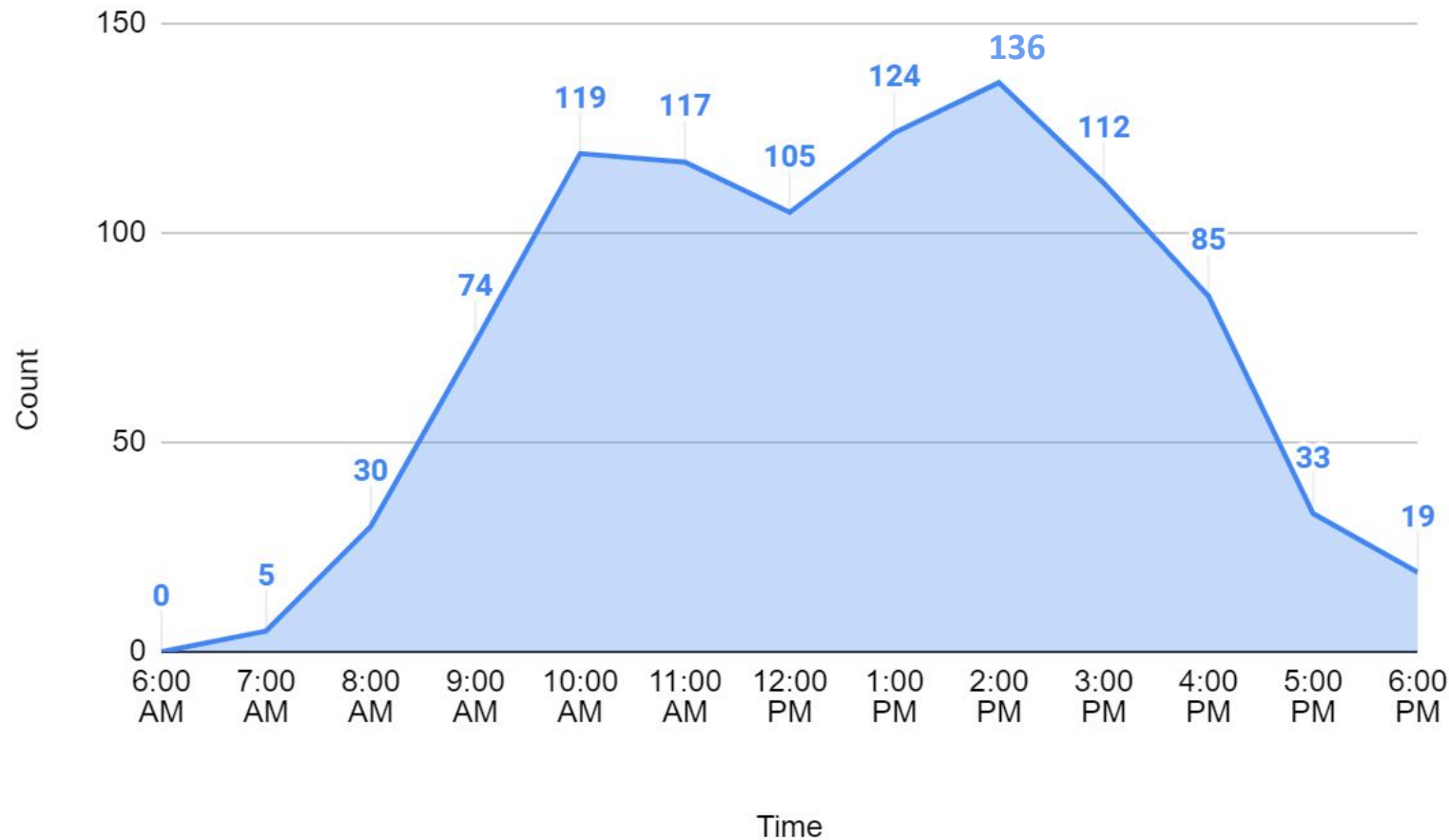
*Referrals since launch 4/1/20 thru 8/31/20*

# Day of Week Trend



As of 8/31/20 7pm EST

# Time of Day Trend



As of 8/31/20 7pm EST

# Help Desk Customer Satisfaction

**91%**

SPARK made it  
easy to find  
answer

**80%**

Question or  
Need  
Resolved

**85%**

Overall  
Satisfaction

**52**

Net Promoter  
Score

As of 8/31; N = 34 / 4% Response Rate

# Ready to SPARK change in your program?



You support Hoosier  
children and families.  
Let **SPARK** support you!

## TAKE THE I-SAT!



What is the I-SAT? The I-SAT, or the Indiana Self-Assessment Tool, is a program-level assessment to help you identify areas for growth in your program.

### Getting started is easy:

- 1 Take the Preparing for Program Assessment training on Indiana Learning Paths or at an in-person training in your community
- 2 Go to Indiana Learning Paths to find opportunities to take the assessment
- 3 Complete the I-SAT
- 4 Receive a curated set of resources to support you in achieving your quality improvement goal
- 5 Prepare your Program Development Plan

**Get started at**  
**[ilead.in.gov](https://ilead.in.gov)**

# I-SAT Pilot Participation

**126**

I-SAT  
Submissions

**135**

Programs  
Represented

**3%**

Programs  
Recognized by  
OECOSL

**44%**

Completed Via  
Live Session

**56%**

Completed via  
Self Study

As of 9/3/20

# I-SAT Customer Satisfaction

**76%**

Felt Prepared  
by Pre-Req

**71%**

Felt I-SAT Guide  
was Helpful

**86%**

Felt SPARK  
Made the  
Experience Easy

**82%**

Overall  
Satisfaction

**37**

Net Promoter  
Score\*

As of 9/3; N = 62 / 53% Response Rate



# I-SAT Guide Feedback

**70%**

Felt I-SAT Guide  
was Helpful

- Did you use it?
- If yes,
  - What did you find helpful?
  - What was it missing?
- If not,
  - How did you respond to this question?

# Thank You!!



# RAC Membership Updates

- Membership application was live throughout the month of July
- New members will be notified in early September
- Virtual orientation sessions for new and returning members will be held in September and October
- RACs will convene again in November

# Public Comment

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- We want to hear from you!
- What questions/comments do you have for SPARK and the Council?



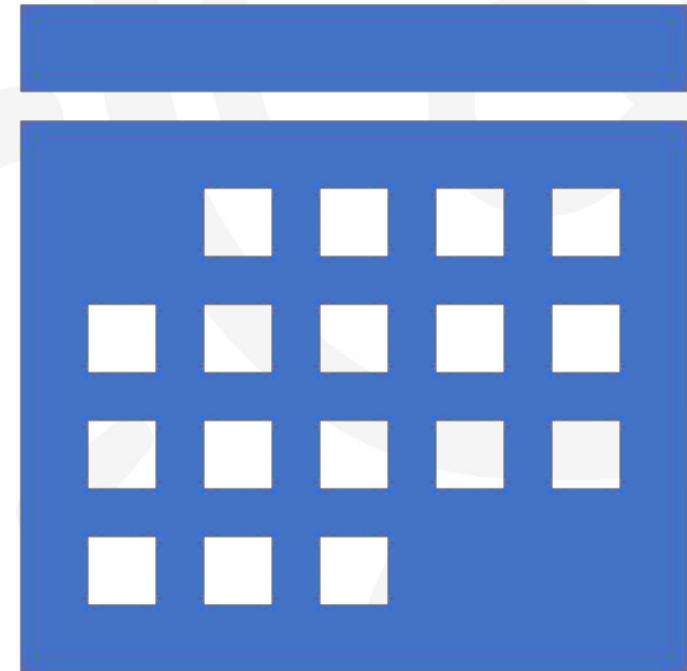
# Agreements

Based on what has been presented, RAC discussion, and public comment, what suggestions and perspectives need to be captured for SPARK Learning Lab or partners to consider?

Items from Old Business  
PTQ Rating Procedure  
Help Desk  
I-SAT  
Other Items

# Stay tuned!

As we onboard new members in September, we will determine meeting dates for the next year



# Stay Connected with SPARK

- Sign up for SPARK newsletter: <http://indianaspark.com/>
- Follow SPARK on social media!
  - [Facebook](#)
  - [Twitter](#)
  - [Instagram](#)
- Email [RAC@indianaspark.com](mailto:RAC@indianaspark.com) with questions



Let's Spark a Conversation!