

Welcome to the SDA 5 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

Use social media to promote how SPARK is “sparking conversation”

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

Old Business – PTQ Rating Procedure Recommendations

When promoting this procedure, track email open rates

SPARK is tracking open and click rates

Highlight process on social media

SPARK promoted PTQ related resources on social media

On ILP, include details for each step with tools and short video

SPARK provided detailed guidance for each step

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

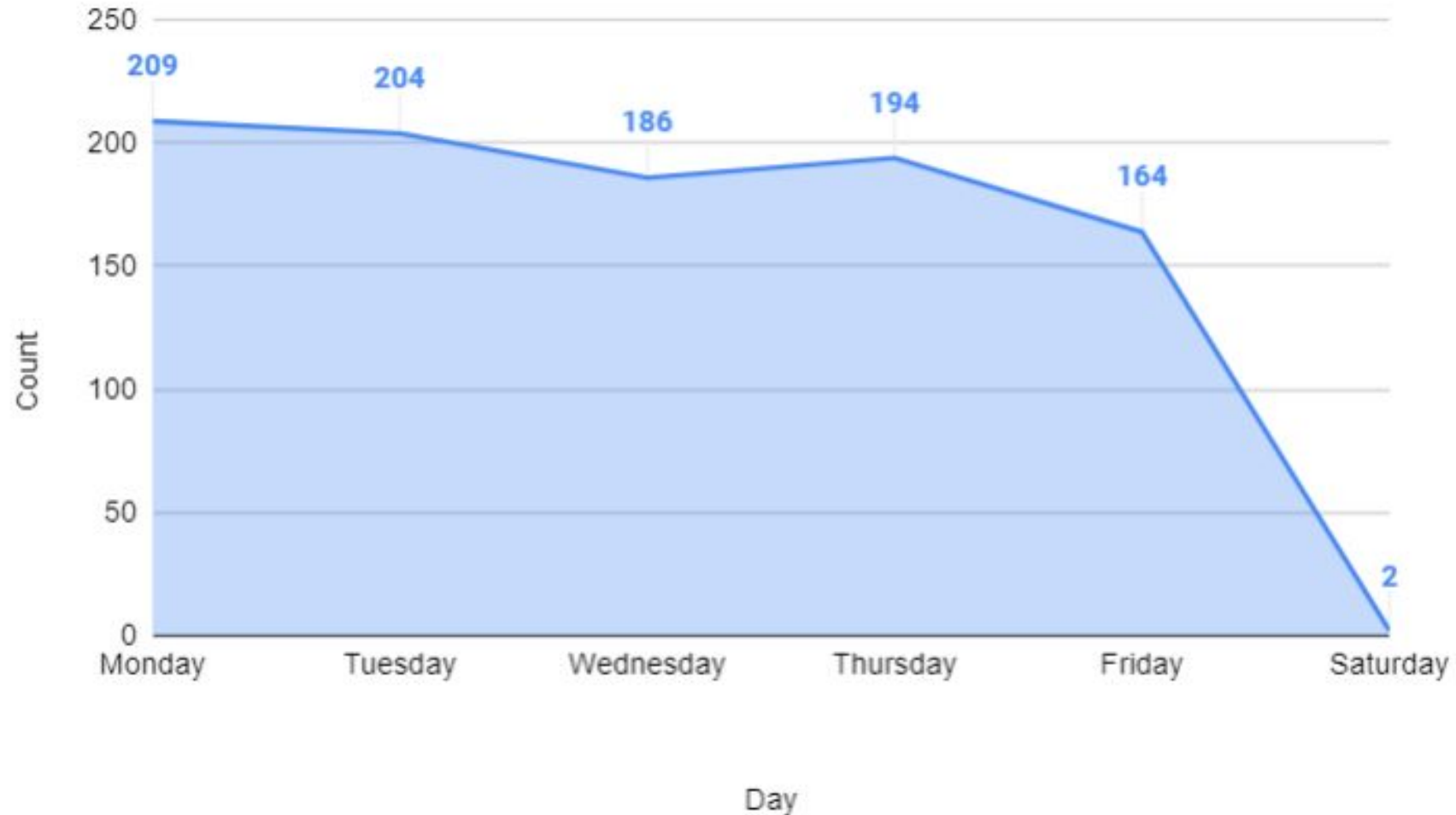
Help Desk Partner Referrals*

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

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

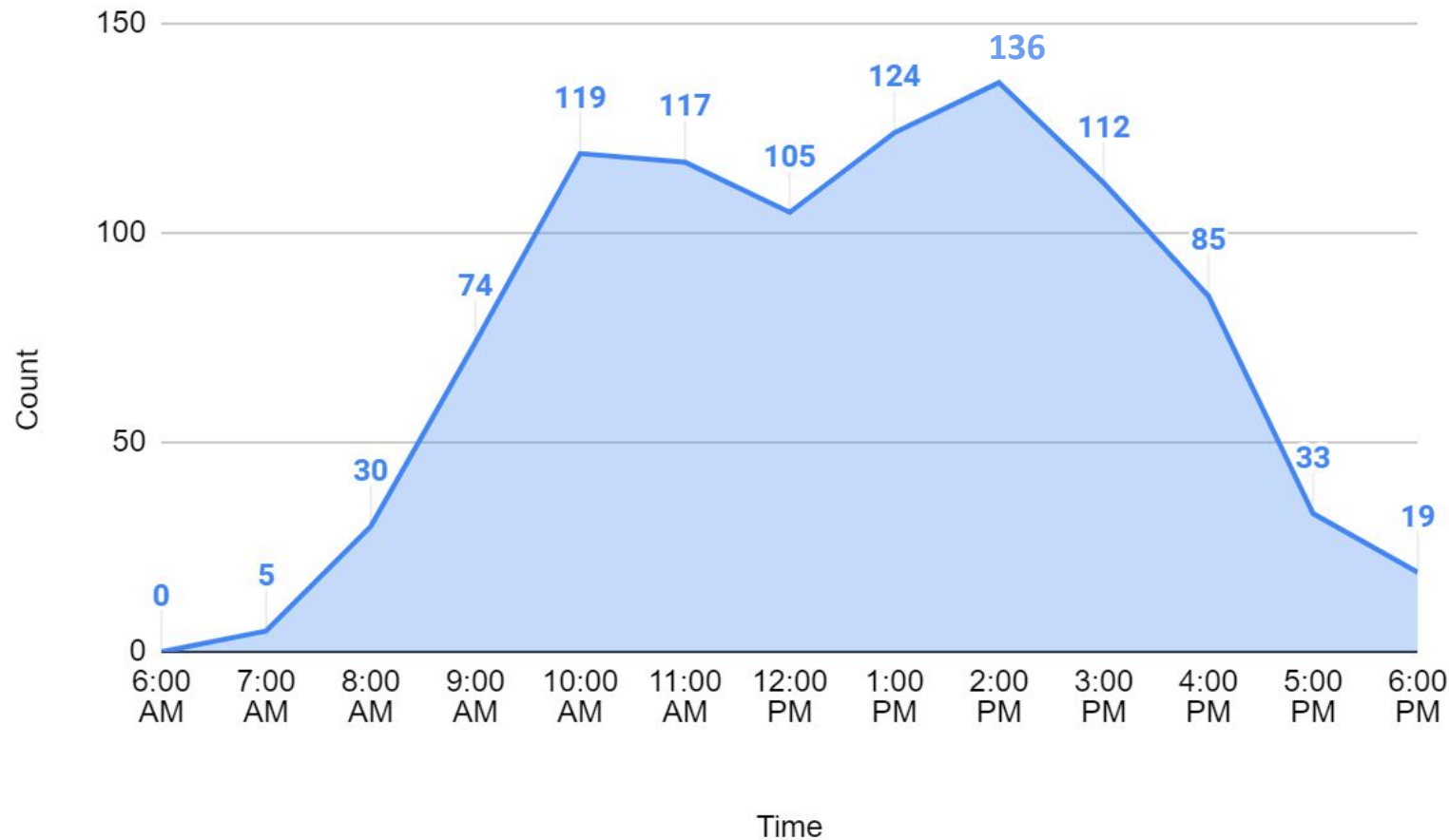
Referrals since launch 4/1/20 thru 8/31/20

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**

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

75%

Felt Prepared
by Pre-Req

70%

Felt I-SAT Guide
was Helpful

85%

Felt SPARK
Made the
Experience Easy

82%

Overall
Satisfaction

52

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

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



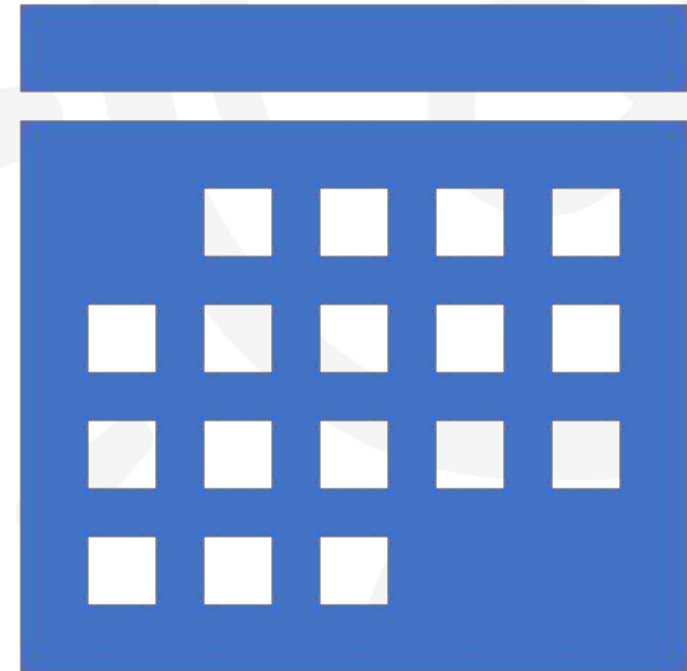
Agreements

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 with questions



Let's Spark a Conversation!