

**Wisconsin Governor's Birth to 3 Program Interagency Coordinating Council (ICC)**

Circle of Life Conference – Country Springs Hotel

2810 Golf Road Pewaukee, WI 53072

**MEETING MINUTES**

April 22 2016

8:30 AM to 12:00 PM

**Council Members Present:** Cindy Flauger, (Chairperson); Simone DeVore; Sharon Fleischfresser; Jennifer Giles; Rebecca Wigg-Ninham; Kristine Nadolski; Julie Walsh; Katherine McGurk; Rebecca Chown; Terri Enters; Sara Van Durezen; Jennifer Kelly

**Council Members Absent:** Terri Wixom; Jonelle Brom

**DHS Staff:** Laurice Lincoln; Lori Wittemann; Gary Roth- DHS video technician

**Workgroup Members/ Invited Guest:** Emilie Braunel; Sara Tortomasi

**General Public Guest:** Cheryl Walker-Lloyd, Milwaukee County DSD-Birth to 3 Program; Chelsey Myhre Foster, Vernon/LaCrosse Counties; Mary Judkins, Lutheran Social Services, Waukesha County Birth to 3 Program; Eileen Simak, Sawyer County; Kelly Von Oepen

**Remote Sites:** Sawyer County

**Meet and Greet** (8:30am to 9:00am)

This is time allotted to allow for members, guest and general public to network and reconnect as well as opportunity for web cast locations to test and connect with primary meeting locations prior to the official start of the meeting.

The meeting commenced at 9:05 AM.

**1. Welcome and Introductions**

- Cindy F., Chairperson welcomed Council members, invited guests and members of the public and stated appreciation to hold the ICC at the Circles of Life conference
- Terri E. stated basics of the new technology, Skype, used to have others across the state observe the ICC meeting via home or office computers. Skype attendees can hear and see us; the council cannot see them. Skype attendees can participate in public comment. After public comment period skype lines are muted participants may observe and listen, but not be heard. Council members participating by phone can unmute themselves via \*6.
- **Introductions of ICC members**
- **Welcome new ICC members**  
Sara Van Deurzen, Jennifer Kelly, Katherine McGurk
- **Parent Partnership Workgroup members**  
Sara Tortomosi, Emilie Braunel

**2. Public Comments:**

- Cindy F. reviewed the process for public comment. The following comments were made:
  - Chelsey Myhre Foster provided a public comment -
  - Ms. Foster's child was involved in the Birth to 3 Program. She expressed an unsatisfactory experience with the program in Vernon and La Crosse County. Ms. Foster stated she waited too long to connect with other resources. Turnover of staff was common and misinformation was provided by staff due to them not being up to date on best practices.

- Ms. Foster started a parent group in the area and stated she is hearing disappointment from these families: quality of service is not where it needs to be with families and they are choosing outside services. Ms. Foster stated children are slipping through the cracks with the Birth to 3 Program staff are not identifying needs and letting the family know. Ms. Foster stated that at age three some children were just ended with no transition to the LEA and parents experiences a lack of connection to other programs in the state.
- Ms. Foster expressed hopes for the future that include: 1) more family engagement, 2) opportunities to provide feedback and input; make this a priority as families are stakeholders too. Great that the ICC is doing Skype to reach out to families. Ms. Foster heard about the ICC and being able to attend and provide public comment this year for the first time.
- Ms. Foster stated Child Find could be improved; more children could be referred as many do not know what B-3 Program is - letting families know they have a voice and can be part of the process develop advocacy skills, go to conferences, take leadership roles.
- Ms. Foster suggested adding more members to the council that are part of the system.
- Cindy F. responded:
  - Parent Partnership Workgroup is tasked with improving communication from county Birth to 3 Programs and families to the ICC.
  - The ICC is intended to have both providers and parents on the ICC; it is a governor-appointed group which can take time. The Parent Partnership Workgroup is an opportunity for parents to provide voices to the ICC while waiting for appointments or to address specific issues of interest.
- Eileen Simak, Health Officer in Sawyer County public comment:
  - Ms. Simak stated she appreciated the comments of the parent. She is advocating more connection with families. Learned a lot already just by listening.
- Terri E. responded:
  - We always put family voices in the center. Processes take time. Skype is one method we have put into place.

### **3. Operational/ Members updates**

- Council reviewed and accepted the agenda with suggested changes in order.
- The minutes for the February 9, 2016 meeting were reviewed and approved by the council members – Julie W. motion and Simone D. second; the motion was carried.
  - Next meeting July 12, 2016
- Approval of ICC By-Laws change (Article VI. Meetings, Section 6 and 7)  
Please review the changes to the By-Laws about voting rules. The change has previously been approved by the council February 9, 2016. Council reviewed the document changes to ensure it reflects what the council agreed upon.  
Julie W. suggested a change in word order for Section 6 of By-Laws. The suggestion was accepted by the council a draft to update it accordingly will be available at the July 12, 2016 meeting for final review and approval.
- Scheduling future ICC meetings:
  - Meetings are planned in the future to accommodate department work and member availability. The pattern of meetings will be reviewed on the July 12, 2016 agenda for suggested dates.

## **DHS Updates (Terri Enters)**

### **State Systemic Improvement Plan (SSIP)**

- Office of Special Education Programs new initiative regarding results-driven accountability has a focus to improve outcomes for children with disabilities. The SSIP outlines how the states will accomplish the work. Phase II (of SSIP) was the work of the last year, it was submitted on April 1<sup>st</sup> and currently under OSEP review. Feedback regarding the plan from OSEP is expected June 2016 which is the middle of Phase III plan Implementation. The department is assuming our plan is approved, meets requirements and is proceeding with implementation. A copy of the submission for internal review will be provided to ICC members; it is not for public distribution until officially approved by DHS. Implementation of the plan will start July 2016.
- Through the SSIP, the department has focused on improving the system of communication, alignment with other systems and including stakeholders. Stakeholder groups will continue into Phase III.
- A small cohort of county Birth to 3 Programs will initiate this work. The state will support the work with a focus on fidelity. DHS Birth to 3 Program and RESource technical assistance staff is developing a Wisconsin fidelity checklist. Information back to the system will help assure we are looking at fidelity of the system, not an individual. At the recent on-site visit from OSEP the department was asked: How are you going to assure that no matter where a child lives that they have the same access to a quality early intervention system?
- The next ICC agenda will include an item for discussion of the SSIP Phase II report.
- Counties participating in the initial cohort are: Jefferson, Washington, Lafayette, Iron, Iowa, Grant, Dane, Marinette, Marquette, Menomonee, Outagamie, Kewaunee, Pierce, Polk, Rusk, St. Croix, Wood, Marathon/Langlade/Lincoln, Milwaukee providers: Hear WI and Penfield Children's Center. Milwaukee has eight contracted providers which will be divided across the four year cycle so two of the eight contracted providers are in the cohort.
- The first cohort will provide the data the department reports to OSEP about the progress of the work. Each year another cohort of counties will be added to the work.
  - Simone D. As data is collected, I sense areas of disconnect to display realities of families, interactions of families in homes. We ought to collect stories from families to see how the changes reflect interactions within the family and with providers. Unless we see changes in actual interactions how do we know the real impact? Another part of the process is looking at our professional development system. How do we support parents in understanding what to expect from the program so they are an informed partner from the beginning? This is our charge in what we are going to do. Professional development is moving away from one day training to an ongoing support of who is going to support the program. We need to bring parents up to feeling a full partnership in the process.
  - Sara D. Some parents in the larger counties who do not want professionals in their home.
  - Jenny G. Addressing the questions parents ask, "Why are you talking to me instead of working with my child?" And professional how say they signed up to work with children not parents.

- Emile B. Can we have listening sessions at remote sites that parents and communities can access and hear what the Birth to 3 experience is and what they would like to see in the program?
- Terri E. The department relies on county programs that serve young children and their families to refer to meetings.
- Sara T. The need for doctors to share information on the Birth to 3 Program. It took her as a parent over a year before reaching outside to the Birth to 3 Program due to grieving.
- Terri E. addressed the concern of the council that many pediatricians do not have brochures of the program. Many referrals are received by the Birth to 3 Program. There are great initiatives going on around the state regarding referrals and screening practices to identify children with delays or disabilities. We need to bring parent along to provide input. We are moving to more of a web-based information sharing.
- Jennifer K.. recalled an experience in Missouri. Jennifer connected with a client during her pregnancy and learned of a program in Missouri that was linked to the LEA and provided events for observing development of children and provides different social interactions for families; she has not seen this in Wisconsin. There are parts of WI where Parents as Teachers is used; this is a great model that could be used.
- Sharon F. Doctors are unsure about what the Birth to 3 Program provides and doesn't provide. The majority of referrals come from the clinics, however they do not always hear back from the Birth to 3 Program on the results of the referral. It is all about partnerships; can't have a partnership unless there is communication.
- Emilie B. stated she participated in the effective messaging group of SSIP Phase II work and knows that this has come up with suggestions for how to get the message out.
- Simone D. stated that when the same department is responsible for both the Birth to 3 Program and the schools there is a better seamless system.
- Cindy F. In WI there is a county ownership and that would be a huge system change. This is not the first system change. What we have in front of us is what we learned in research. Thank you for the input
- Terri E. That what we are trying to do is close the gap between families not knowing about the program. The department moved forward to put an email field into the PPS system so that the program can connect individual families with information. Families will be able choose participation in this email system. The purpose is not to limit the county responsibility for tasks but support that work.
- Terri E. There will be a SSIP implementation kick-off date on June 8<sup>th</sup>. The ICC members are formally invited. The cohort county Birth to 3 Programs, stakeholders involved in the SSIP focus groups and ICC members are invited to Wausau. It is an opportunity to share what is going to happen, lay out the plan of what to expect in the implementation and have some actual tools for them to review and get ready for their On-site. We invited stakeholders to see the results of their input. We will learn as we implement and adjust accordingly.
  - Sara T. (Will) there will be video broadcast of the July 8<sup>th</sup> event. Terri E. stated that is unknown at this time.

- Simone D. How do we train staff to work with families? It seems to me that pre and in-service development is needed. How can we help institutions best understand how to place students in placements to engage in the practices? I am looking for recommendations on how to build partnerships for placements to provide the students an opportunity to learn first-hand. County Birth to 3 Programs decline the placements due to it being burdensome. Is there a possibility to form a workgroup that can look at this concern and report back to the ICC?
  - Terri E. This is a concern we need to address. Pre-service is very important. Is this an ICC item or charge the department needs to work on?
  - Cindy F. The ICC engages in strategic planning every couple of years. Last strategic planning acknowledged lack of members. Three workgroups are core workgroups but we have flexibility of “ad hoc” workgroups. Are we at a place with new membership to determine what are our next priorities, what shall we tackle?
- Part C grant application
  - Terri E. The grant has been completed and mailed, funding was restored and then an additional \$100,000 was added. The amount is about \$7 million – \$6 million is distributed to the counties matched with \$6 million from the state for a \$12 million dollar distribution. The DHS team continues to work on the program’s fiscal analysis. The department is reviewing how we fund the counties and analyzing counties contributions to the program.
- Program changes
  - The Birth to 3 Program has moved from the Program Policies and Program Initiatives Section to the Children’s Program Operations and Practice Relations Section. The Bureau of Children’s Services is also moving in a merger of the Division of Long Term Care and Health Care Access and Accessibility to a new division called Division of Medicaid Services. This will be completed by the end of 2016.
  - The new logo redevelopment for Birth to 3 was put on a moratorium . We do not have a new date for this work.
- County Birth to 3 Programs State of the Program address to the ICC
  - County program would report out to the ICC about the state of their program. The presentation would take about 45 minutes to an hour with questions.
  - What topics would the ICC want reported?
    - Have the cohorts report on how they are meeting the requirements of inclusion with parents?
    - We need them to report with candor – how things are going. Have family’s reports on how their experience went with Birth to 3 Program.
    - How can we tie in pre-communication with the families? The before the ICC meeting hold a parent forum. Include things we are doing well and want to do better as a county program.
    - Counties discuss area such as relationships with other systems: LEA, CPS and Homeless populations.
    - What is the state of your social emotional support for families? Providing services and referring resources when concerns are outside Birth to 3 capacity or program.

- Discussion regarding the complexity and diversity of the families served.
- Information on the fetal alcohol issues in your county – the state of families and county specific issues.(population changes, drug issues, health)
- County relationship with HMO's
- How are counties handling complaints? Are the counties effectively handling families concerns – that the department is not experiencing complaints? Are parents informed of their rights and how to pursue mediation or file a complaint? Does the department have accurate information regarding complaints?
- Terri E. Families are referred to our complaint officer, Lori Wittemann, if they believe their rights are violated. The department tries to find out what is the families true experience.
- DHS 90 revisions
  - The council advised that the department carefully review the area of professional requirements to be careful of credentials because the change and you do not want to limit yourself or broaden too much to not have qualified people.

### **Workgroup Activity Reports**

- Parent Partnership Workgroup
  - The workgroup is putting together a letter of information regarding the results of the November 2015 survey to identify local ICC's and parent groups to encourage counties to respond to the survey and sending the survey out again during June 2016.
- Quality Assurance
  - Decision to serve children and families who are homeless issued to QA group; have identified members. Estimated to start in early summer.
- Fiscal.
  - Have not met. Fiscal sustainability project in DHS will be provided during DHS updates. Will be inviting ICC members to join the workgroup.

