

**INTERAGENCY COORDINATING COUNCIL
COMMITTEE MEETING MINUTES**

COMMITTEE: Quality Assurance and Personnel and Program Standards

RECORDER: Peter J. Guerrero **DATE:** September 26, 2002

COMMITTEE MEMBERS

PRESENT: Marie Kanne Poulsen, Co-Chair, Linda Landry, Co-Chair, Brigitte Ammons, Jim Bellotti, James Cleveland, Ruth Cook, Toni Doman, Susan Ferrell, Melody James, Diane Kellegrew, Lois Pastore, Kris Pilkington and Julie Woods

STAFF: Virginia Reynolds and Peter Guerrero, WestEd/CPEI

DDS LIAISONS: Cheri Schoenborn and Ken Freedlander

ABSENT: Fran Chasen

GUESTS: Rick Ingraham, Susan Graham, Mary Ellen Peterson, Ellie Lynch, Joi Dickerson, Theresa Rossini, Colleen Hart, and Rebecca Votaw-Nelson

SUMMARY OF IMPORTANT POINTS AND ACTIONS CONSIDERED

I. Introductions and Comments:

The committee was called to order at 1:50 PM. Linda Landry, Co-Chair presided. Those present introduced themselves. Presenter for this meeting is Ken Freedlander who will update the committee on the National Early Intervention Longitudinal Study. Ellie Lynch joined the group today to participate in a discussion on Program and Personnel Standards.

II. Agenda Review:

The agenda was reviewed. Some adjustments were made:

- a) The Parent Satisfaction Survey will be discussed in the context of assisting Ken Freedlander in formulating a format for COTW presentation on DDS Early Start Data Collection efforts scheduled for November in Sacramento;
- b) The committee will take up the proposed meeting schedule for the new fiscal year which is an action item for the Friday meeting of the COTW.

III. Review and Approval of Minutes from July 25, 2002:

Minutes were reviewed and accepted as submitted.

IV. Committee Tasks and Activities:

A. Meeting Schedule: The committee took up the issue of next the meeting schedule for 2002-2003. There was a suggestion that the COTW consider Bakersfield for a meeting site.

OUTCOME: The committee recommended approval of the schedule as submitted.

B. Format for ES Data Collection Presentation on November 22, 2002 in Sacramento:

Ken presented an overview of the eight on-going activities that comprise the department's data collection system for Early Start program implementation activities and outcomes to assure quality and ensure that the needs of children and families in California are being met. The eight methods are:

- 1) Full Scope Monitoring
- 2) Reviewing records periodically - no less than twice annually, 15-30 records per visit
- 3) Reporting Key Performance Indicators – Statewide summaries on 13 critical implementation elements
- 4) Tracking compliance complaints
- 5) Analyzing demographics, services and cost data
- 6) Early Start Report data
- 7) Reviewing Interagency Agreements and providing consultation to the local areas
- 8) Federal reporting: Numbers of children served, locations, exiting, and service received

In addition to these eight formal methods utilized to collect information the department funded a Parent Satisfaction Survey by the Xenologix Corporation and, at the request of the FRC/N, collects and compiles Family Resource Center/Network data.

The discussion also yielded the following comments:

- b) There is some concern that complaints submitted by parents are not being acted upon. Ken reminded the group that if the department does not receive the complaint there can be no action taken and perhaps issues are being addressed prior to formal presentation to DDS.
- c) Compliance decisions are getting disseminated faster and within the required timelines.
- d) There is a need for plans of correction to be disseminated and followed-up with a letter to the complainant illustrating how the agency has complied and that the complaint is closed.
- e) Need for renewed training efforts regarding the Early Start Reporting Form (also know as the “Baby CDER”). Discussion included need for more detailed services

information; relationship to CSPD training efforts; sensitive nature of some information requested vs. the need to identify families that may qualify for service from other agencies; whether information is used in any way for program quality assurance; and use of Service Location field to assess increased use of natural environments.

- f) The ES Report is being revised and an instruction manual is being developed.
- g) Full scope evaluations and focus groups are additional ways to access parent information.
- h) It may be time to expand the evaluation system to collect data that will assist to enhance local program quality and standard of care.
- i) Identify questions that the current program evaluation design may not answer.
- j) Future evaluation standards may be focused on student outcomes and that a proactive stance in this regard may be a good idea at this time.
- k) Service Coordinators should be part of the Interagency Agreement (IA) development process.
- l) Programs may be asked to identify where and how pertinent issues are identified in the local IA.
- m) There is no method currently to identify program levels except by reviewing individual IFSPs.
- n) Need to engage support of the CDE and DDS Training and Technical Assistance systems and examine the complexities due to fact the evaluation and technical assistance processes are in the “same house.”

The Committee also suggested that it can examine issues that are or can be addressed by the current Early Start Evaluation design, what each of the eight methods yield in terms of quality assurance, and provide, in a supportive and constructive fashion, advice and assistance on how to improve, expand or enhance the future direction of evaluation efforts and some next steps toward that direction. One initial effort should be for the QAPPS committee to parcel out these activities into future agendas to allow for focused discussion.

OUTCOME: The committee recommended that the November presentation be organized around the questions answered by the eight formal data collection strategies and the specific questions posed by the various committees especially about the Parent Satisfaction Survey. Matrix, grid, or other visual presentation of the evaluation system was also recommended in order to identify mechanisms in place, cross checking efforts and to identify questions that are not being answered by the current system.

C. Reports and Presentations:

1. Strategic Planning For Updating Early Intervention Personnel and Program Standards:

Cheri Schoenborn and Virginia Reynolds gave a brief overview of past efforts toward addressing updates to the personnel standards for competencies in early intervention through the proposed Early Start Personnel Model (ESPM) endorsed by the ICC in 1999. Due to the fiscal constraints in California, Service Delivery Reform efforts (into which the proposed ESPM and competencies were imbedded) were curtailed last year. The committee has understood the importance of continuing its work on the proposed ESPM and being ready for full implementation of the updates when the fiscal climate is improved. In addition, this kind of focus is and should be an on-going focus of the QAPPS committee. It appears that the discussion of personnel standards in early intervention is being discussed in many venues and that in the near future we may see coordination and, in some cases, an integration of standards and/or competencies across the early intervention, child care and child development fields.

The committee feels that the current model is still the right one and wants to continue on this path. Some additional work needs to be done to reflect current research and practice in this ever-expanding field. An interdisciplinary ad-hoc work group made up of past and new QAPPS Committee members will be convened by DDS, with assistance from staff under contract with WestEd, to build upon the efforts of the original workgroup, update the proposed ESPM, including competencies and the curriculum for the ES Institutes, and the components of supervision. It was noted that DDS has included development of training for supervisors under their contract with WestEd. Committee members suggested:

- A) Surveying the field for data on personnel qualifications,
- B) Considering “incentivising” the model, and
- C) Examining the ramifications of the Federal “No Child Left Behind” initiative.

The QAPPS committee members will be assessed for their interest in participating in the ad-hoc workgroup. At today’s meeting the following members indicated their desire to assist in the process: Ruth Cook, Ellie Lynch, Kris Pilkington, James Cleveland, Linda Landry and Diane Kellegrew. In addition someone from the Hope Infant Program will be designated. The QAPPS committee will advise and assist. The workgroup will provide to the QAPPS committee, as part of its on-going personnel standards agenda, periodic updates about its work.

2. NEILs Longitudinal Study:

Ken Freedlander gave a brief update on the current status of the National Early Intervention Longitudinal Study an OSEP funded effort following 3300 children and families from birth to enrollment in Kindergarten. Some of the areas the study looks at are: Characteristics of children served, outcomes, parent perceptions of services, what IFSPs look like, health, all Part C domains, minutes of intervention provided, and issues of transition into the education system. At this point 590 surveys of families with children entering Kindergarten have been completed. Program directors, families and service coordinators are interviewed as part of the process.

Ken encourages those interested to do a “Google Search” by typing in National Early Intervention Longitudinal Study at the Goggle Website (See attached). There is a wealth of information and many links to information about the survey. Some findings are:

- A) Largest groups served are those with global delay and those with speech and language delays.
- B) Referral rates reveal bi-modal activity with referrals coming in at 3-4 months of age and then again at 26-29 months. This reflects referral activity in California presented by Ken Freedlander at a previous COTW presentation.
- C) Diagnoses seem to be made at 18 months of age reducing the numbers of children at high risk in the national picture. California differs in this regard with some reluctance to assign a diagnosis of developmental disability until age three.

OUTCOME: The committee suggested that Dr. Kathy Hebbeler, Manager of the Community Services and Strategies Program in the Center for Education and Human Services, be invited to present again to the full ICC in the spring of 2003. This will be recommended to the Chair of the ICC on Friday.

3. Due Process Complaints:

As requested by the committee Cheri Schoenborn distributed current data on Due Process Complaints for the period 1-02 through 6-02 (attached to these minutes).

D. Other:

Parent Satisfaction Survey - Diane Kellegrew distributed written comments developed by an ad hoc committee that presented a critique of the Parent Satisfaction Survey at the July meeting. They were asked to prepare a written report to be submitted to Rick Ingraham. This was done

and provides closure to the discussion and offered some items for future consideration.

In addition Diane suggested that the committee request that the ICC consider, at its retreat, some method to assure that DDS follows a formal protocol when seeking any review or endorsement of a report or proposed action from any committee of the ICC.

OUTCOME: The committee agreed that the co-chairs should bring this item forward to the ICC Chair.

Transfer of Knowledge Symposium – Cheri updated the group on this event scheduled for late November 2002. Letters will go out to local programs to request they contact their local childcare planning council and request to be part of the teams attending. There is no fee. ES Scholarship Program funds may be appropriate only for individuals serving children 0-3. Cheri acknowledged Kay Ryan and Sharon Rae-Zone of CDPAC for their leadership role on the TOK Symposium.

IV. Adjournment:

The Committee adjourned at 4:40 PM