



Attendees

Faiza Serang, Beth Barrett, Lenore Friedly, Krystal Robinson, Olanda Lewis, Crystal Givens, John Peirce, Katie Herron, Margaret Smith; *On the phone*: Andrea Gilkison, Emily Rupchock, Natalie Pugh, Amanda Lopez

Key Topics Discussed

A. Updates

1. ELAC Updates
 - a. Updates from the October ELAC meeting:
 - i. Two of the seven appointed seats are currently filled. Additional names were recently submitted to the Governor's office and the current members are hopeful that appointments will be made by the end of the year.
 - ii. The budget and meeting frequency was discussed at length. Many other state councils and committees meet less frequently than ELAC, such as quarterly.
 - iii. Workgroup co-chairs reported out a summary of their outstanding work. Each workgroup, with the exception of Family Engagement, reported that they could wrap up their current tasks by the end of the year.
 - iv. Once additional appointments are made, ELAC will reconvene in early 2019 to determine which workgroups should continue and what the role of the backbone entity should be.
 - b. The [Indiana Early Learning Summit](#) took place this week.
 - i. Overall, the planning committee has received positive feedback thus far.
 - ii. A [report](#) on research conducted by Indiana University's Public Policy Institute was released discussing the economic impact of child care-related work disturbances.
 - iii. There was a great deal of media coverage, both on the Summit and on the economic impact study report.
 - iv. Next year's Summit will take place in Fort Wayne.
2. National News and Partner Updates

B. 2018 Workgroup Priorities

1. Family-Friendly Blogs
 - a. The workgroup has two options of how to proceed:
 1. First, the blogs can be posted on the ELAC website and then Brighter Futures can link to that blog content.
 2. Second, if the ELAC Family Engagement workgroup prefers that the blogs be posted to the Brighter Futures website, then they would need to ensure the



- blogs adhere to the strict blog content guidelines established by the CCDF criteria and enforced by the office
- b. The workgroup came to the consensus to proceed with the second option of editing the blogs so they can be posted on the Brighter Futures Website.
 1. This editing process will make the blogs even better and more family friendly.
 2. Transform Consulting Group (TCG) will share a list of the original blog authors with the workgroup co-chairs, so they can involve authors in the editing process.
 3. Workgroup co-chairs will reach out to Amy Heaton to determine next steps.
 2. Family Voices: Project with the Office of Early Childhood and Out-of-School Learning (OECOSL)
 - a. Members' experiences with the CCDF application:
 1. Several members received application packets via mail.
 2. The workgroup reviewed the first couple pages of the application and provided the following feedback:
 - a. The packet itself is lengthy and could be overwhelming for families, especially as the first page is very wordy.
 - b. Some of the wording seemed authoritative and not very family friendly. Additionally, font style choices, such as all caps, may appear authoritative and as though the family is being "yelled at".
 - c. The size of the envelope is large, which may be difficult to fit in an apartment mail slot/box.
 - d. It would be helpful to provide families a list of Frequently Asked Questions (i.e. How long will my appointment be? Can I bring my child to the appointment? Who should I contact if I need to reschedule my appointment?).
 - e. It would be helpful to give families an outline and timeline of the application and enrollment process, so they know what to expect at each step.
 - f. The first page is a letter from the intake agency. This cover letter is different for each agency, as each agency schedules initial appointments differently (preschedule appointments; allow families to schedule on line; ask families to call the office to schedule). The workgroup identified that these cover letters should:
 - i. Give families options of what to do if they cannot make a prescheduled appointment.
 - ii. Be exciting and welcoming!
 - iii. Explain what CCDF is.
 - iv. Have the most pertinent information at the top, easily visible.



- b. Special Guest: Carrie Gray, CCDF Operations Manager/LLEP Manager
 - 1. What are the format options for the application (e.g., paper, online, etc.)? What formats are most frequently used? What is the success rate for each?
 - a. All counties currently have a waitlist. The waitlist application is in paper form. Families need to return the application to the intake office via fax, mail, or drop off.
 - b. Once families are off the waitlist, they receive a full application packet via mail. They are either given an appointment time or are asked to call the office to schedule the appointment time. The application documents are submitted during this in person appointment.
 - c. The reauthorization packet is in paper form and is returned via fax, mail, or drop off.
 - 2. When are Intake offices open? Is there a relationship between hours open and success rates by county?
 - a. Intake regions service between 4-10 counties. The main county office must be open Monday through Friday (daytime), one evening weekly, and on one Saturday per month. A tier system mandates office requirements and availability for other counties. Agencies can request changes to those requirements.
 - 3. How does success rate for On My Way Pre-K (OMW) compare to the regular CCDF process?
 - a. OMW project managers can provide much more one-on-one attention to families. CCDF numbers are too high to provide this level of support.
 - b. OMW has seen some success by sending applications via email rather than mail.
 - 4. Carrie shared that there are generally three points in the process at which families drop of:
 - a. Time between when they are put on the waitlist and when funding is available for them.
 - i. Transient families don't always update their contact information.
 - ii. Applications may be successfully delivered to families, but they do not respond or attend their scheduled appointments.
 - iii. Some families have found alternative arrangements (family, friend and neighbor care) and don't want to bother with the enrollment process.
 - iv. After 90 days on the waitlist, the intake agent contacts families (via mail) to let them know that they will be taken of the waitlist unless they indicate they want to stay on the list.



- b. Time between when the intake agent sends notification of available funding and when the appointment is set.
 - i. Families no-show appointments or cannot make it during the work day.
 - ii. Families can be provided with evening appointments or one Saturday a month.
 - iii. Some regions follow up after a missed appointment, but others do not have the capacity to do so.
 - iv. There is a 50% drop off rate during this time.
- c. Inability to submit all of the appropriate documentation following their appointment.
 - i. Some families may attend their intake appointment without the proper documentation. Offices have computers that can be used to access some of this missing documentation.
 - ii. If documentation cannot be submitted during the appointment, families are required to submit paperwork at a later time. The paperwork can be mailed, dropped off, or an intake agent can meet families in the community.
 - iii. Many families drop off by not submitting this required paperwork after their appointment.
- 5. Carrie will:
 - a. Provide the workgroup with a list of the documentation parents are required to submit to meet the eligibility requirements.
 - b. Create a flowchart of the application and enrollment process to illustrate the critical steps. The workgroup will use this flowchart to identify the drop off at each stage.
 - c. Share the data requested by the workgroup.
 - d. Share the cover letters from each intake agency.

Next Steps

- 1. Transform Consulting Group (TCG) will share a list of the original blog authors with the workgroup co-chairs, so they can involve authors in the editing process.
- 2. Workgroup co-chairs will reach out to Amy Heaton to determine next steps for the blog editing.
- 3. Carrie will:
 - a. Provide the workgroup with a list of the documentation parents are required to submit to meet the eligibility requirements.
 - b. Create a flowchart of the application and enrollment process to illustrate the critical steps. The workgroup will use this flowchart to identify the drop off at each stage.



- c. Share the data requested by the workgroup.
- d. Share the cover letters from each intake agency.

C. Next Meeting

November 16, 2018 | 12:00 – 2:00pm | Early Learning Indiana Office