



Attendees

Krystal Robinson, Olanda Lewis, John Peirce, Katie Herron, Margaret Smith; *On the phone:* Emily Rupchock, Natalie Pugh, Lenore Friedly

Key Topics Discussed

A. Updates

1. Additional agenda items for today
 - a. Krystal shared that the Indiana Department Of Education (IDOE) has released new social emotional learning competencies.
 - b. Competencies start at pre-K and go through 12th grade. The IDOE website includes a crosswalk that shows alignment between the competencies and Indiana Early Learning Foundations.
 - c. Several social emotional learning toolkits and resources have also be posted. The new competencies and resources can be found [here](#).
2. ELAC Updates
 - a. ELAC met Wednesday with the new appointed members.
 - i. The new Chair is Betsy Delgado, Vice President of Mission and Education Initiatives at Goodwill Industries of Central Indiana.
 - ii. The meeting was very well attended with a standing room only crowd. Members of the public included individuals from national organizations and around the state. Many also participated via weblink.
 - iii. The Committee discussed hosting some of their meetings in other locations across the State.
 - iv. The new Chair and members were very complimentary of the workgroups' past work and what has been accomplished.
 - v. All workgroups, apart from Family Engagement, are still on hold for the time being.
 - vi. The ELAC Annual Report was approved. It first has to go through the State procedure through the governor's office and legislature. The timeline for public posting on the ELAC website is to be determined.
 - vii. The Coalition-Building Toolkit, created by the Provider Participation and Advancement workgroup, was approved and has been posted to the [ELAC website](#).
 - viii. An Adverse Childhood Experiences (ACEs) white paper, created by the Evaluation of Child and Family Outcomes workgroup, was approved and has been posted to the [ELAC website](#).



- b. Indiana received a nearly \$7 million [Preschool Development Grant Birth through Five](#) (PDG B-5) to support strategic planning and formal evaluation of Indiana's birth-through-age-5 early childhood education programs.
- c. John encouraged workgroup members to continue to use the CDWB Early Brain Presentation, which can be found on the [ELAC website](#).
- d. [The Indiana Early Learning Summit 2019](#) will be held in Fort Wayne on November 7, 2019. The regional host is the Northeast Indiana Regional Partnership.

B. 2019 Workgroup Priorities

- 1. Family-Friendly Blogs
 - a. No update as Early Learning Indiana is still reviewing and making internal edits.
- 2. Family Voices: Project with the Office of Early Childhood and Out-of-School Learning (OECOSL)
 - a. PDG B-5 funding included looking at the CCDF process and making it more family friendly. The budget is still being finalized so it is unclear what these activities will include. Once that is clear, the workgroup will need to make sure our work on this project is aligned, but not duplicating additional efforts.
 - b. Reviewed workgroup cover letter recommendations.
 - 1. The workgroup provided recommendations on the intake agencies' cover letters to OECOSL, based off of the workgroup's review of the letters in October and November.
 - c. Reviewed OECOSL answers to workgroup questions.
 - 1. A list of questions was shared with Carrie Gray regarding the CCDF enrollment process and data shared.
 - 2. The workgroup talked through the responses Carrie shared, which can be found on Glip.
 - 3. While reviewing the responses, the workgroup identified additional follow-up questions to pose to Carrie. These questions seek further clarification in the following areas:
 - a. If, and how, families on the waitlist can update their information if their life situation changes (now experiencing homelessness, etc.).
 - b. Communication policies and procedures and examples of communication families receive.
 - c. What the enrollment cycle for a family involves.
 - d. How the availability of supportive services for families (i.e. language translation/interpretation services) is communicated to families.
 - e. Differences in staff training and other procedures between intake agencies.



- f. The possibility of sharing eligibility documents within the office and between programs like TANF, CCDF, Medicaid, Head Start etc.
- g. Data related questions.
- 4. While reviewing the responses, the workgroup also discussed the following:
 - a. The possibility of collaborating with companion organizations and systems, like Coalition for Homelessness Intervention & Prevention, WIC, and Healthy Families that interact with families that may be on the CCDF waitlist. Collaborating with such organizations may offer a different perspective on the system as well as access to the family voice.
 - b. Even with the current priority areas for vulnerable families, there is still a disconnect that is keeping half of families from following through on enrollment.
 - c. Potential future steps to explore further:
 - i. Surveying, interviewing, or holding focus groups, with the five intake agencies with the highest enrollment rate and the five agencies with the lowest.
 - ii. Bringing families to the table during a redesign and rapid prototyping of CCDF forms.
 - iii. How the process can be more streamlined and automatic.
 - d. Reviewed behavioral economics resources and results of newly discovered previous expert attempts to streamline Indiana's CCDF process.
 - 1. The workgroup would like to create broader recommendations for OECOSL regarding how to capture the family voice and/or test solutions to improve throughput. Considering this issue from a behavioral economic standpoint may help with the identification of future recommendations.
 - 2. The workgroup briefly discussed a [report](#) that describes a previous collaboration between OECOSL and the Behavioral Interventions to Advance Self-Sufficiency (BIAS) research team. This report details the design and evaluation of behavioral interventions aimed to improve the CCDF enrollment and reauthorization processes.
 - 3. The workgroup reviewed behavioral economics resources, including a set of flashcards which can be found [here](#). The following behavioral economics concepts seemed to relate to the workgroup's current project:
 - a. Availability bias: The current enrollment documents are very legalized. This may be triggering for families who have had negative experiences with the legal system.
 - b. Decision Paralysis: It may be beneficial to give families a few local child care options instead of just saying to go pick one.



- c. Default bias: Would it be possible to require families to opt out of being on the waitlist instead of confirming they want to stay on it? Could this be a text instead of a post card?
- d. Ego Depletion: CCDF is serving a population that has many other high priorities (poverty, homelessness, etc.). While the system can't effect those other issues, it can reduce the number of decisions and actions families have to take to receive CCDF. It may also be worth considering if there are ways to connect families who are going through the enrollment process to peers in their community who have successfully made it through the process. The Boner Community Center may have a similar model in terms of connecting families to community and neighborhood leaders.
- e. Goal Gradient: People will work harder to achieve a goal as the goal gets closer. How do we show families how close they are to receiving their voucher?
- f. Herding: It may be interesting to review data on social media. What platforms are used by low-income individuals? Intake agencies could possibly use social media to provide further resources and support to families.
- g. Hyperbolic Discounting: It would be helpful to provide applicants with a roadmap or timeline visual of where they are at in the enrollment process. It would also be helpful to provide them with tips of what to do while they're on the wait list and to connect them with other resources (211, Help Me Grow, CCR&Rs).

Next Steps

1. TCG will send follow up questions to Carrie Gray.
2. Krystal will reach out to CHIP and other companion programs to see if anyone can attend the next workgroup meeting.

C. Next Meeting

February 15, 2019 | 12:00-2:00pm | Early Learning Indiana