



***STATE SYSTEMIC IMPROVEMENT PLAN  
THIRD MEETING FOR ADVISORY GROUP***

**MEETING MINUTES**

Meeting Date: 06/20/2024

Meeting Location: Zoom

Approval:

Recorded By: WestEd Staff

## 1. ATTENDANCE

Name	Stakeholder Group Categories	Present/Absent
Ginger Elliott-Teague, PhD Senior Researcher and Technical Assistance Specialist, SRI International	Facilitator Federal technical assistance provider	Present
Kathy Hebbeler, PhD Senior Principal Education Researcher, SRI International	Facilitator Federal technical assistance provider	
Leslie Fox Content Area Director, Early Childhood Intervention, Mental Health, and Inclusion WestEd	Technical assistance provider Parent representative	Present
Denise Godfrey-Pinn, PhD Psychology Consultant/Mental Health Liaison Harbor Regional Center	Regional Center	Present
Laurie Jordan Rainbow Connection Family Resource and Empowerment Center	Family Resource Center	Present
Maria Rivas Client Services Manager Harbor Regional Center	Regional Center	Present
Susanna Curry Pediatric Behavioral Health Consultant Shasta Community Health Center	Developmental-Behavior Pediatrics	Present
Rafael Hernandez-Perez Case Management Supervisor North Bay Regional Center	Regional Center	Present
Jennifer Bloom		
Kathy Angkustsiri, MD Developmental-Behavioral Pediatrician UC Davis		
Christina Nigrelli, MA, Ed.S Senior Director of Programs, Zero to Three		

DDS: Nathaniel Taleon, Jasmine Suo, Joni Hasselbring, Ashley Lambert, Erin Brady, Cathy Shulze, Maricris Acon, Mayra Ochoa, Hope Beale, Krystyne McComb, Charlene Li, Lisa Gonzales

WestEd: Rebecca Halpern, Angela McGuire

## **2. MEETING LOCATION**

Online, Zoom

## **3. AGENDA**

### **• Welcome and Introductions**

- Nate Taleon introduced the purpose of the advisory groups: to gather feedback on the State Systemic Improvement Plan (SSIP).
- Jasmine Suo provided housekeeping information for participating via Zoom and after the meeting.
- Ginger defined focus of these group discussions to develop a more comprehensive understanding of the role of the SSIP in early intervention and consider where to target improvement efforts. Today's meeting is to discuss the proposed focus area for improvement and to begin discussion of the theory of change components.
- Ginger conducted a roll call via chat.

### **• Recap of Identified Priorities and Preferences of all SSIP Groups**

- Ginger identified that the preferred outcome across all groups is family outcomes. The top three outcomes identified by all groups are:
  - Family outcome: help children develop and learn
  - Child outcome: positive social-emotional skills
  - Family outcome: Effectively communicate their child's needs
- Many participants desired to attend to the close connection between child and family outcomes.
- Ginger identified emergent themes related to improving outcomes:
  - Practice- and support-oriented, such as family coaching, universal assessment tool(s), and coordination between service providers
  - Infrastructure-oriented, such as improving the referral and intake processes and improving data collection
  - Other themes, such as helping families understand community opportunities and addressing long-term COVID-19 impacts on social and emotional health

### **• SSIP in Program Context**

- Ginger recapped the theory of change model and contextualized the SSIP process within the model.
- A complete SSIP includes:
  - Choosing an outcome as a focus of work.
  - Implementing and selecting one or more practices that have been shown to improve that outcome.
  - Implementing strategies to support practitioners' ability to

use those practices.

- Ensuring that the program infrastructure can support the plan.
- The next step for the SSIP leadership team is to draft out a plan using the theory of change model. This will be an on-going, iterative process.
- **Select an Outcome**
  - Ginger reviewed the proposed focus of family outcomes. Specifically, helping families help their children develop and learn.
  - The measure will be determined in evaluation planning.
  - The reasoning for the family outcomes focus is 1) a child's outcomes depend on family engagement and participation; 2) providers' practices impact families first, to the measurement is closer to the intervention; and 3) families need support and the SSIP focus can draw program and public attention to their needs.
  - Maria Rivas shared some concerns about how this focus area will be measured, especially about survey fatigue from families. What are other suggestions other than surveys? Ginger responds that implementation will not occur statewide at first, but only in a targeted area to slowly scale up.
  - Leslie Fox suggested alternatives to surveys, such as looking at specific provider practices like coaching and using family-centered language. She recommended some existing tools that may help to decide how to measure that outcome.
  - Lisa Gonzales wanted to spotlight some issues that have come up from the regional centers and wanted to ask if there are ways to fill in service gaps, specifically in rural areas for specific family populations, such as D/HoH communities? Are there creative ways to overcome these challenges? Ginger thanked Lisa for her input and agrees this is something that needs to be considered. Knowing what regional centers are doing is an important aspect of this work to see what practices can be built upon and shared statewide.
- **Identify Strategies to Improve Practice**
  - Ginger asked, what evidence-based practices and supports should the SSIP implement to improve family outcomes?
  - Ginger provided potential models to improve practices, which define how EI is provided. Ginger noted that these three are not terribly different from each other and are designed specifically for early intervention assuming providers work with families in natural settings.
    - Family-guided routines-based intervention and caregiver coaching
    - Routines-based model for early intervention
    - Family coaching
- **Practices Discussion**
  - Denise Godfrey-Pinn asked if all EI providers would be required to adhere to the coaching model? Ginger answered, any of these practices would be implemented on a small, pilot scale, but if successful, yes. Denise responded that could lead to the same issue we currently have, of providers not complying.

- Susanna Curry saw themes between the first two. Susanna asked how much emphasis in the family's individual culture does the Family-Guided RBI place? Ginger responded...
- Jennifer Bloom highlighted another practice (CSEFEL) to consider for child outcomes that may work well for improving family outcomes.
- Susanna Curry continued to reflect on the data presented in the last session. There were a few regional centers that were highlighted as scoring lower than others for desired outcomes, and Susanna wonders about the relationship between a family's culture and how well a practice supports that culture. Do we have the capacity to be as inclusive as we need to be? Ginger responded that there will be a goodness-of-fit assessment before implementing any practice to ensure that the practice is a good fit for the local and work culture, infrastructure needs, staffing levels, etc.
- Ginger asked group, what challenges do you foresee in implementing family coaching or any other practice improvement approaches?
- Jennifer Bloom identified training as a potential obstacle and being able to train as many people as possible with ongoing modules for refreshers and new hires. Ginger asked if turnover is a potential challenge? Jennifer agrees turnover is an issue but so is growth of staff.
- Laurie Jordan stated the family coaching practice seems most amenable to flexibility, and recognized the need for training new providers and family coaching training can be very time consuming. Flexibility, though, can be difficult to measure.
- Christina Nigrelli asked if there should be consideration for capacity to be able to collect data that is required from these practices? Do any of our data systems need to be updated? What are the expectations for fidelity? Denise Godfrey-Pinn shared these concerns.
- **Brainstorming Related DDS Initiatives**
  - Ginger asked group to identify other DDS initiatives that may help with SSIP development.
  - Ginger shared the example of the Family Wellness Pilot which provides counseling and peer support group services.
  - Some ideas for collaboration were Help Me Grow projects, First5 California, and Family Resource Centers.
- **Strengthen Infrastructure**
  - Ginger asked, what do we know about the structures currently in place to support SSIP implementation? Which components require improvement?
  - Denise identified challenges of buy-in by the regional centers' administrators, providers, and vendors.
  - Jennifer Bloom asked if SSIP will encompass a local implementation team (LIT)? Ginger responded that is the best practice and would be recommended. Jennifer responded that the local implementation team would be instrumental in identifying structures that could support or hinder implementation.
  - Ginger presented seven infrastructure components:
    - Governance: the state's organizational structure and

placement of authority and accountability.

- **Monitoring and Accountability:** the responsibility to monitor compliance and work toward improved outcomes.
- **Fiscal:** the system for planning, forecasting, using, securing, and allocating funds and resources.
- **Data Systems:** the hardware, software, and other applications to collect, analyze, report, and use data to achieve program goals.
- **Quality Standards:** the standards, or early learning guidelines, as well as legal requirements and evidence-based expectations for what constitutes quality in the provision of early intervention services.
- **Technical Assistance:** the process of building skill and knowledge capacity system-wide.
- **Professional Development:** system to build the knowledge and skills of individual practitioners and administrators.

- **Concluding Discussion**

- Ginger asked group, what are our initial thoughts for implementation improvements?
- Laurie Jordan shared a family perspective, that this kind of technical discussion about practice could be isolating for the families, and wanted to ensure families are included in this process.
- Susanna Curry wondered how the family advisory group is going? Will this group get to hear about their process? Ginger explained there has been one constituency group meeting. There is some family representation in the advisory group. The family and advocates constituency group are strongly in favor of family outcomes. They will be included when DDS is finalizing and presenting the plan.

#### **4. NEXT STEPS**

- State Leadership Team will continue to complete the infrastructure analysis, outline other state initiatives, define the theory of change, and draft the improvement plan.
- Advisory Group meeting number 4 to be scheduled for August.
- Constituency Group meetings will be scheduled for August.
- ICC discussion as soon as possible.