

**Date:** January 20, 2010

**Attendees:** Steven Byers  
Marian Caselton  
Leonette Coates (Chair – CCR&R System Committee)  
Brenda Eastham  
Jean Ferguson  
Helen Figaro  
Jan Fox  
Gena Glover  
Jeff Hanneman  
Kim Hunt (Chair – Data and Tech Committee)  
Elaine Rodgers  
Paul Swaney  
Jackie Swango  
Cynthia Wall (by phone)  
Anne Wharf (by phone)  
Don Whitehead  
Joellyn Whitehead

## **Minutes**

### ***Introduction***

- Announcement of the established goals of the CCR&R System Committee
- Established goal for Data and Technology to enhance existing technology and brainstorm on new technological tools to assist in the CCR&R system

### ***Goal 1 – Improve system coordination among all partners – IDHS, INCCRRA, and the local CCR&Rs***

- Discussion of strategies to attain this goal, examination of IDHS, INCCRRA, and CCR&R policies that extend across all three groups
- Establish aim to strengthen partnership between these three groups
- Discussion of current view on; online education, over-arching view of all policies towards educational tools and access to services across the three groups (Joellyn Whitehead)
- Discussion of the need to promote IDHS strategy and promote the rules and policies of such, with input from CCR&Rs on those policies, develop a process for open communication
- Establish goal to remove the disconnect between SDAs and create better communication practices, process to share all information and have it open to more people in the system

***Goal 2 & 3 – Develop and sustain a qualified diverse workforce, Provide ongoing professional development***

- Discussion of steps to sustain the R&R system workforce and develop staff internally, identify best practices for all staff categories, roles, possibility of accreditation for staff
- Identification of a lack of outside training for potential workforce, possibility of developing core competencies prior to employment, develop future workforce through future college courses, giving Infant/Toddler trainings
- Discussion on development of skills and career path for CCR&R staff based on same parameters (i.e. ECE). Need to identify important skills across entire system and individual roles. Mould training to the expectations that are identified per role.
- Identified need to find examples for best practices (i.e. 211)
- CCR&R Development – continued education after initial orientation, online options for one day trainings, insure correct people are at correct trainings at the correct time
- Discussion of cost effectiveness issues around in-person training, possibility of local experts as trainers/mentors, possible use of Train the Trainer model. Video conferencing options, position-specific modules in Moodle.

***Goal 4 – Incorporate advancements in data and technology to improve CCR&R services***

- Identified need to examine the current system/tools, to see what is working and what is not. Establish a baseline of what all people can use and access.
- Discussion with Don Whitehead about presentation on technological tools presentation that was given to PDAC Committee, possibility of presenting to this group.
- Set goal to examine data analysis tools and process for all R&R staff to be able to view data, such as, CCAP reports and services, and all information given to appropriate staff. Provide ability to see detailed, specific data about budgets. Do this using consistent collection and presentation of data across all programs.
- Discussion of the upcoming CCMS project and what kind of data will be able to be viewed.
- Discussion of possibilities of what data can be viewed, how it can be combined into a list of reports that are relayed monthly, and a way to educate staff about these reports and data. This would require a more flexible reporting system and more effective use of the monthly data.
- Discussion of future need to inform IDHS of preferred end result of data collection and technology and the process for reaching that point.

***Goal 5 – Ensure that quality assurance standards are in place that inform and provide ongoing system improvement***

- Established that this goal was related to Professional Development and workforce
- Discussion of need for statewide standard within system to look at Quality Assurance across system, and evaluation of the current standard.

- Discussion of the possibility of peer review amongst SDAs to ensure quality and establishing statewide expectations of SDA customer service, possibly using a “secret shopper” example. Collect information, examine results and relay as appropriate for the correct reaction.
- Discussion of a future role at INCCRRA for a staff member to maintain these expectations and relay that information, this person would be a resource for statewide R&R staff to reach those goals.
- Discussion of need to examine NACCRRRA standards and other states to develop best practices, including CCAP framework and provider section of NACCRRRA guidelines.

***Goal 6 – Evaluate CCR&R System strategies to inform future actions***

- Discussion of need to develop continual process to evaluate how the preceding strategies are working. Include an evaluation piece to all established goals and processes.
- Data and Technology – Develop a timeline of goals and include reassessment and change of strategies and action steps.
- Determination of the need for self-accountability on all of these goals, all members agreed that this was necessary to move forward.

***The next meeting of the CCR&R System Committee and Data and Technology Committee will be held on March 17. These committees will continue to meet in a combined format until future changes.***