

PAT Meeting #15 12/06/2019, 1:00-3:00 pm

Gregory Jackson Center (519 Rockaway Avenue)

Attendance

- 4 UB backbone staff (Kassa Belay, David Harrington, Danielle Augustine, Amelia Thompson)
- 4 FAB members
- 22 PAT members

Objectives

- Share updates and review questions from previous meeting
- Apply process mapping to screening and referral processes
- Workshop EI Ambassador draft job description

Meeting Takeaways

- PAT members were introduced to process mapping, and explored the utility of this tool to better understand important processes and identify opportunities for improvement in screening and EI referral protocols.
- The EI Ambassador draft job description will be updated based on feedback.

Icebreaker

If your program suddenly received an unrestricted \$100k from Giving Tuesday, what's one thing you would spend that money on to help improve a process or service?

- Hire staff to update resources
- Hire Outreach coordinator
- Expand Brainy Babies programs
- Design an app for referring children in Brownsville to early intervention
- Develop resources for children in early intervention for children who need necessities
- Purchase tools to increase physical activity in classrooms
- Support work of one of the subcommittees
- Translate program manuals to be accessible to as many families as possible
- Support research work at Brookdale Hospital and Brooklyn college
- Convene to find out how to attract more men
- Hire more parent coaches and expand Power of Two
- Provide respite for parents and put on an away workshop for parents to spend a weekend away from their child(ren) to be among other parents
- Train and fund start up organizations that can better integrate themselves into the community
- Hire someone to help with fundraising
- Have more developmental monitoring for families in homelessness
- Provide parents with baby essentials

- Reinvest in Brownsville to support workforce development
- Professional development for FAB
- Cover cost of all Brownsville providers to use Now Pow to enhance collaboration in this community

Updates Inclusive Playground Planning

- Shane's inspiration: Tiffany Harris, CEO of Shane's Inspiration, attended last FAB. FAB voted unanimously to move forward with proposal expecting response before next FAB from Shane's Inspiration.
 - One consideration is the costly requirement associated with remodeling a bathroom for a New York City Department of Parks and Recreation's park.

Updates Early Childhood Equity Priorities

- Early Childhood Equity Priorities: Responses from FAB and PAT synthesized into top level recommendations and have had the chance to go to Brooklyn Borough President's Office to meet with Chief of Staff. This will be an ongoing conversation to keep the Borough President up to date with UB and the FAB's progress.
 - The Borough President may attend next FAB or Learning Landscapes launch in January.

Discover Together Brownsville Updates

- Learning Landscapes (Launch Date, Jan. 30, 2020)
- Family Co-Op Third site launching (Riverdale Avenue Community School)
- Family Co-Op: 3rd Cohort starting in 2020 with 10 new slots.

Bureau of Early Intervention

- What responsibilities are typically assigned to the Initial Service Coordinator? How are they expected to support families towards the evaluation stage? How do service coordinators collaborate with pediatricians/hospitals and vice versa? Who do service coordinators report to?
 - Service coordinators work for private agencies and are contracted by the NYC Department of Health. Coordinators should support scheduling and evaluation for parents, ensure evaluating agencies explain process and moves family forward through process. With regard to collaborating with hospitals, parties can receive and share information if parents have given written consent to do on referral form.
- Along the referral process who can parents expect to hear from? Who is responsible for moving parents through the process? Who is held accountable for successes and/or gaps in the process?
 - Service coordinators are the primary point of contact for parents and are responsible for these activities. If the process breaks down, parents may contact the [Office of Consumer Affairs](#), call service coordinator and regional office.
- Are there data about unsuccessful referral attempts that indicate why they were not successful e.g. parent does not provide or withdraws consent on a form submitted by a medical provider, etc.? Are there data about evaluations that indicate why they were not followed up on (e.g. parent withdraws consent, family does not show up, etc.)?
 - Agencies do not collect good data on what happened when cases are closed. The NYC Department of Health is planning listening sessions for families receiving Early Intervention support to better understand their needs.

- Are there data about the time it takes from a referral being made to evaluation, eligibility determination, and receipt of services? Do these show differences based on neighborhood or race? Is there a relationship between time/delays and unsuccessful referrals or evaluations that fail to happen?
 - The law mandates evaluations need to happen within 30 days of service protocol and evaluation within 45 days. More research/data collection is needed in these areas.
- Who do parents contact to file a complaint at various points along the referral journey?
 - Service coordinators should be supporting and facilitating this process for families.
- Are there specific efforts, supported by BEI, that target fathers to involve them in EI services for their children?
 - There is not a specific campaign or strategies for integrating dads but the Bureau of Early Intervention is interested in involving fathers.
- Does BEI have recommendations for how PAT members who refer to EI could close referral gaps?
 - Attempts are made to clearly explain the referral process and set realistic expectations. Additionally, service coordinators can help parents move forward in the process (if parents have provided consent to them to do so).
 - The agency is piloting calling families directly to schedule the family evaluation rather than wait for the service coordinator.
 - Families should hear from service coordinator within two days and pre planning meeting. Service planning meeting should be held 45 days after evaluation (before the meeting parent and official designee, service coordinator and anyone else the parents want should have had review of results). Most children start services within 7 to 10 days.
 - Multidisciplinary evaluations allow students to be assessed on all five domains that include cognitive, physical (including vision and hearing), communication, social or emotional, or adaptive domains.
 - The evaluation can be conducted by two professionals and one should be an expert in the area the organizer identifies.
 - A physical exam form is needed. Evaluation site is responsible for obtaining child's health form. Medical forms are needed if child is receiving center-based services.

Introduction to Process Mapping

- Process mapping is a way of visualizing a process and the steps that helps identify efficiencies and gaps.
- Exercise of working with a partner to map process and identify what they realized.
 - Some members identified ways to better organize and/or simplify their process.

Early Intervention process mapping

- Group divided among three working groups:
 - Process mapping was applied to screening and EI referral project groups
 - The Screening breakout group mapped SCO's Nurse Family Partnership (NFP) screening protocol and identified two opportunities for process improvements:
 - Provide a "Developmentally Appropriate Activities" document to families if they initially refuse an Early Intervention referral
 - If family is unsure about accepting an Early Intervention referral from NFP, NFP nurse home visitor typically suggests family seek a 2nd opinion

from their pediatrician. NFP nurses should consider delivering a follow up call/text/email to family ahead of next scheduled NFP visit to confirm family has sought this second opinion, rather than waiting until next NFP visit.

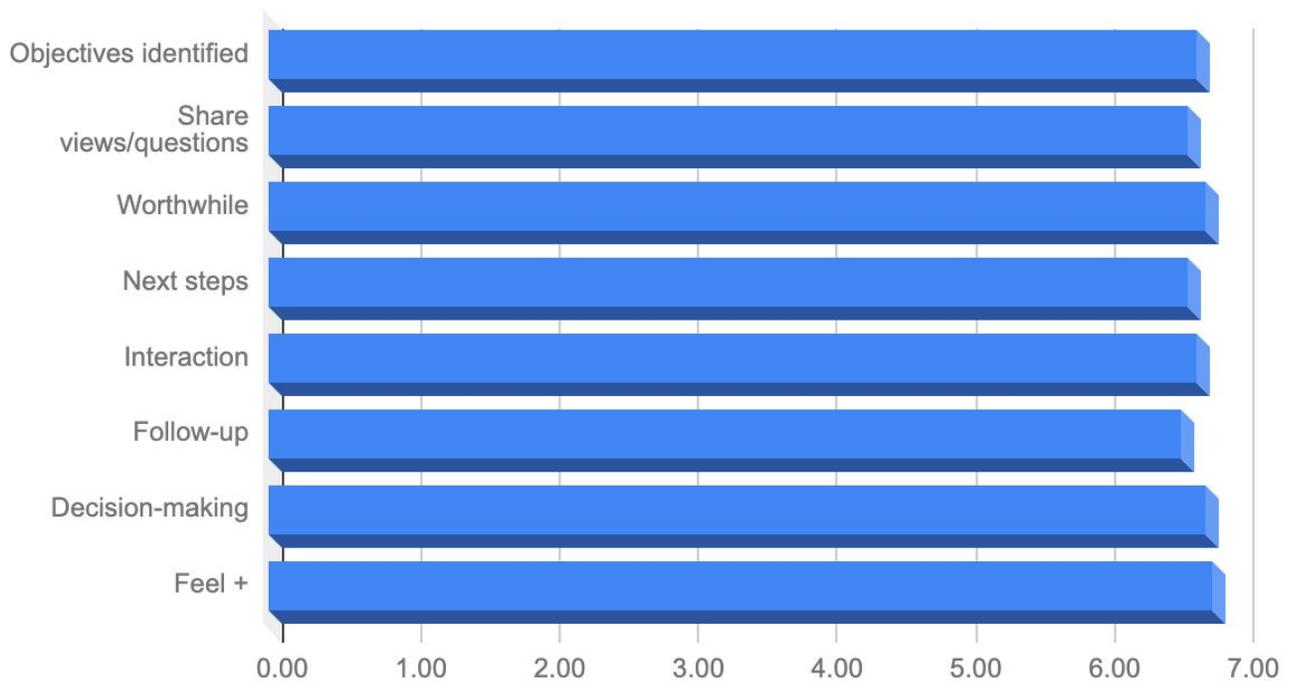
- The final group refined the EI Ambassador draft job description. The main thrusts of the feedback were to:
 - Reduce the length and put into language more accessible to a community member
 - More clearly spell out the role's responsibilities and separate those responsibilities from the goals of UB's Early Intervention work
 - Tell the UB story in a more community-minded, concise way

Next Steps

- PAT members will be provided with process mapping tools in preparation for further process mapping exercises to be applied to their respective screening and Early Intervention referral protocols.
- An updated job description will be developed.

Reality Check Surveys

PAT Reality Check Average Answers



able adb ambassador better **breakout** brownsville bureau center clearer developmental **ei**
expectations family gathering getting **groups** hear inpyt insight interesting intro
learn **mapping** **meeting** met mpaping nothing others
parents participating people poosition presenting **process** providers referral
related resource screening services specialist specially supv teg **teh** thanks today valuable visual wonderfil

This was the highest-rated PAT meeting to date. Members expressed appreciation for the process mapping exercises and hearing directly from the Bureau of Early Intervention with answers to questions from previous meetings. This allowed some members to feel better able to communicate with families about EI, and other members had already begun thinking of ways to improve their referral and screening processes to make EI more equitable in Brownsville.