

Collaborating Partners Advisory Group

August 2nd, 2022

11 am to 1pm

Join Zoom Meeting

<https://mainestate.zoom.us/j/84519011485>

Meeting ID: 845 1901 1485

Attendees: Ashley Olen, Anna Cyr, Angie Bellefleur, Cathy Dionne, Cindy Seekins, Emilie Swenson, Fleur Hopper, Hibo Omar, Jamie Michaud, Joni Sprague, Kara Kaikini, Katie Soucy, Mariah Pfeiffer, Melissa Harding, Rajel, Sally DelGreco, Sara Baird, Selam Runyon-Baruch, Stacey LaFlamme, Tammy Hatch, Tracye Fortin, Travis Bryant, Anne Marie Van Hengel, Katherine Johnston, Rita Furlow, Carrie Woodcock, Kelley Bowden, Amy Belisle, Maryann Harakall, Katelyn Montgomery, Katie Alberico, Maggie Jansson

- **Welcome**, Housekeeping and Mentimeter Check- In, *Ashley Olen, RN*
- **Review of Group Norms**, *Anna Cyr*
- **Why Are We Here?** Review of the Purpose, *Anna Cyr*
 - Focusing on prenatal to age 3, especially breaking down silos and integrating services.
 - What brought you to this work? What keeps you in it? Why are you here today?
 - Assist in informing/developing systems
 - Breaking down silos
 - Improve access to services for families, eliminate barriers
 - Understanding what services are and being able to communicate that to families
 - Provide feedback/help with system improvement
 - Early intervention has declined but it is needed
 - Early supports are key to child and family success
 - Help bring this work to local communities
 - Make families' lives easier
 - To ensure parent voice is at the table
 - The promise of partnership and positive change
 - To learn and be part of the solution
 - Elevating the voices of resource family caregivers
 - Commitment to connecting families with resources
 - Reviewed the principles of collaboration, the "productive zone of disequilibrium," the 4C's of working together (co-exist, communicate, coordinate, collaborate),
- **Update from Workgroups**, *Ashley Olen, RN*
 - Since last time, held three parent focus groups and two workgroups giving input on various tools
 - CradleME Referral Form
 - Care Coordination Modules
- **ECCS Systems Assessment and Gap Analysis (SAGA) Conversation**, *Sally Delgreco*

- Currently working on needs assessment portion of ECCS grant; due to HRSA at the end of October. Focus groups have provided good feedback on early childhood services. Needs assessment will shape strategic plan. Won't be able to solve all the problems, but will be able to prioritize and put short- and long-term goals in place.
- High-level themes:
 - Awareness of and access to services – not knowing what's out there (parents and providers), where you live (transportation, services within 50mi radius)
 - **Challenges:** lack of true care coordination; networking has decreased due to COVID, parents are in an overwhelmed place when they receive a slew of information, seeing a decline in EI services (families are asking and not getting), lack of a universal entry point, language barriers (big gap in terms of translation), funding does not support true outreach/marketing, providers are not well trained in what services are available
 - **Working well:** parents sharing info with parents, word of mouth, Facebook/social media, community events, parent-to-parent referrals, repetition of information for families works well/is important
 - *I'm wondering what you heard from parents about the type of contacts they want to like to have in order to improve access. Do they want to be able to meet with someone in their community, phone calls, or online? Individualized.*
 - Care coordination – what is challenging, what has been working well? Thinking about screenings as an example.
 - **Challenges:** turnover of frontline staff (no warm hand off); need to navigate all three buckets – schools, medical, state services – and not currently reimbursable for providers; still living in silos in the departments; release of information (HIPAA and FERPA); lack of a Fetal Alcohol Spectrum Disorder Assessment; lack of in-person services at times
 - **Working well:** Relationships – a family shouldn't have to tell their story six times. Collaboration at the state, esp. due to remote meetings. Telehealth has created opportunities.
 - ***Dream:** statewide universal release form
 - Transportation – ECCS can't solve state transportation problems, but how are people getting creative on this front?
 - **Working well:** Maine Seacoast Mission is a creative solution bringing services and support to the island communities
 - Workforce – shortages and training are themes.
 - **Challenges:** pay and benefits disparities. Staff are leaving for public schools. Turnover in nursing field too. Consistent turnover with DSPs. Families go through new people multiple times a year. Long waitlists. Training only goes so far when turnover happens every 6 months. Workforce diversity is a challenge.
 - **Working well:** Creativity around partnerships, connections with higher ed, internships.
 - The 3 areas we are seeing the most challenging shortages for families are Direct Service Providers (BHP's & Ed Techs). I have yet to see a successful program to recruit these workers and this dates back to pre-

pandemic. Special Education teachers are leaving in record numbers and the shortage is going to be worse than last year. Finally, in the mental health world providers are going private pay in large numbers making accessibility extraordinarily difficult for those who can't afford private pay and/or don't have the ability to submit their claim to their provider on their own.

- Parent/family engagement – how to make this better?
 - **Learning:** bringing in more than one parent when trying to bring parents into the conversation. Listening to them, asking them to bring other parents along. Having an open door policy. Helping parents share their stories and connect them to as many resources as possible. Building true relationships with them. Give them opportunities to lead. Understanding where parents are coming from.
 - Diverse engagement and meeting them where they are at, limit the jargon, having sessions just for parents without professionals who may overwhelm them and make the space unsafe in their minds, finally when you engage parents and they participate you need to follow up with them and make them aware of their results of the engagement otherwise they may feel as if their voice wasn't valued or listened to.
 - thinking about timing for parent engagement - during the work day is tough for parents who are working hourly and many other jobs that aren't related to this work. focus groups can be great opportunities, or evening meetings. compensating parents for their time is helpful. Offering translators/language specific focus groups, partnering with existing cultural organizations to meet with parents, etc.
- How has COVID-19 impacted families accessing services? In both positive and negative ways.
 - **Positive:** access to telehealth
 - **Negative:** access to services, disconnection, isolation, missing appointments

BREAK

- **Help Me Grow-** Overview, Staffing and Utilizing this Group, *Angie Bellefleur*
 - Birth through age 8, focus on developmental screenings. Centralized access point
 - “Dedicated to creating a future where all Maine children and families are safe, stable, happy, and healthy.”
 - Philosophy and goals: parents know their children best. Promote self-determination. Promote cultural diversity and humility. Reflecting on interactions, ongoing professional growth for resource coordinators. Working toward helping individuals, families, and communities identify, understand, and effectively use the programs that are part of the human service delivery system.
 - Increasing access to early periodic screening, diagnosis, and treatment services
 - Increasing access and referrals to early intervention services
 - Facilitate long-range planning by tracking requests for services and identifying gaps/duplication in services.
 - 211 will be “front door” number since it is simple and people remember it

- Outreach specialist will train health care providers in how to refer to HMG
- Soft launch already to help families and test systems
 - Positive story about a family served by a resource specialist to help with behavioral issues. Effective referral, closed loop, positive outcome. Example of how Help Me Grow can provide dedicated time to engage with families and providers to make sure needs are being met.
 - Staff: Angie, Melinda Correy, Sara Baird, Katherine Russum, Rachel Williams, Regina Harmon

Link to meeting survey: <https://www.surveymonkey.com/r/KPVCXDF>

Next Meeting: November 1st, 2022

Thank You!