

Interagency Coordinating Council (ICC) for Infants and Toddlers

Family Survey Committee

Event Date: Friday, March 27, 2020 - 9:00am to 11:00am

Agenda:

1. Review family survey questions, create script for Service Coordinators
2. Discussion on next steps considering COVID-19

In attendance

Brittany Miller, Sarah Greene, Alma Espinoza, Tanya Goitia, Estrella Olivo, Alicia Amundson and Annie Converse

1. Brittany called meeting to order at 9am. Brittany invited the public to provide Public Comment. Having none, Brittany moved on to the agenda items
2. Committee reviewed family survey questions
 - a. Annie displayed the latest version of the family survey on the screen
 - b. Feedback from AzEIP office: Q12 and Q15 seem the same, otherwise looks good and comprehensive
 - i. Alma: Q15 has more information about the family and not just the family, so Alma recommends taking out Q12.
 - ii. Sarah: Can we put Q15 where Q12 is instead or do we need to replace Q12?
 - iii. Alma/Annie: We can't move to a question into a different section.
 - iv. Annie shared Group 9 questions to see which might be able to replace Q12.
 - v. Group selected "I was given choices about my family's services and supports" to replace Q12.
 - vi. Annie: Any other questions on the survey you want to revisit? All agreed they like the survey as written now.
 - vii. Toward the end of the discussion, realized question 15 was a combination of 2 questions; Annie adjusted, and committee agreed with the final survey.
 - c. Committee reviewed the survey cover page and letter and committee agree with it as written

AzEIP has received 46 electronic responses since the surveys were sent out electronically

- i. Alma: I like the line to "dispose of the survey" when electronic survey is completed and recommends carrying it over into other documents. All in agreement, so changes were made.

- ii. Committee recommended replacing one sentence to match the cover letter and bold a portion of another sentence. All in agreement, so changes were made.
 - iii. Annie: would you like the header to be “Dear Parent” or include the parent’s name? Committee in agreement to use actual parent’s names.
 - iv. Annie: Who should the letter be from? Committee likes it coming from Alicia, recommended to include DES/AzEIP with her title, so changes made.
 - d. Annie: Next step is to share a draft survey with the ICC. At the April 17 ICC meeting we can ask for this to be added to the agenda so we can get approval to move forward. All in agreement.
- 3. Create script for SCs
 - a. Annie shared the notes received from SCs who were asked for input and asked if we should include as just notes or transform into a script
 - i. Alma: Guidelines in the form of a script would be more beneficial for SCs.
 - ii. Alma: Need to include rationale for completing the scripts, why it’s important for family to complete and return.
 - iii. Committee reworded the script, changes captured.
 - iv. Annie will pass the script on to forms people for guidance.
 - v. Estrella: Will families have the option to get a call back if they want one?
 - 1. Annie: Yes, the new survey includes a question that asks if they would like a call back.
 - vi. Annie: Sharon Pierson included some questions for Survey Follow-Up and the group agrees with those questions.
- 4. Discussion on next steps considering COVID-19
 - a. Annie will send the link to the next subcommittee meeting the morning on 4/17.
 - b. Annie will send draft version of the family survey based on these updates to the group once the formatting has been revised.

Meeting Adjourned at 11am