

**Family-to-Family Health Information and Education Center
Collaborative Workgroup Meeting Minutes
March 11, 2009
(Draft)**

Members Present: Esther Onaga (MSU-Evaluation), Terri Henrizi (ACMH), Tracey Vincent (MI DD Council), Rhonda Smith (MPAS), Jodi Spicer (MFEL), Victoria Meeder (EOTTA) and Lisa Cook-Gordon (F2F HIEC Project Manager).

By Teleconference: Alicia Elster (New Center Community Mental Health), Frances Spring (CAUSE), and Sherri Miller (Mi United Way).

Welcome/Introductions:

Members provided brief updates.

Follow-up from Minutes

Evaluation: Esther Onaga provided an evaluation report of F2FHIEC training activities:

- Participants significantly gained knowledge by attending F2FHIEC workshops.
- Consistent patterns of sharing information with other families as compared with sharing the information with own family
- Participants shared the information about types of public health care coverage the most over other topics
- Types of public health care coverage, special education laws and rules and IFSP and IEP processes were the areas most frequently shared with own family and others.

A new process will be instituted for follow-up with training participants. Traditionally follow-up was done using snail mail. Participants would complete a paper evaluation and return it by mail. Now there will be an electronic process offered. Participants will be sent an email explaining their options. If they choose electronic submission they click on the email link which leads them to an electronic evaluation. They complete the evaluation and hit send. The process takes only a couple of minutes. Snail mail will still be used for those who don't have internet access. Families will also be provided with an opportunity to complete the evaluation through the Family Phone Line. Alicia requested a copy of the Project Resilience follow-up survey.

Esther also provided a report on the impact data collected from forty-one families out of the ninety-three targeted for the year two months after receiving services from the Family Center. The data reveals families' assessment about the service they received from the Center. Approximately half of the participants did not have the experience partnering with professionals nor accessing community services. Even fewer had experiences with policy matters. However, the respondents who experienced these areas reported that the information, resources and support from the Center were between "useful" to "very useful".

Next Steps: Esther will forward a copy of Project Resilience Follow-up survey.

Database: The BPCT and Family Voices Solution Databases are being used to collect, track and report F2FHIEC calls, meetings, trainings, and material distribution to HRSA. A continuation grant report was submitted today for June 1, 2008 – March 1, 2009:

1. 13,715 People requesting information by phone, email and in person on health care issues
2. 230 Listserv Members:
3. 85,402 Website Hits:
4. 12,000 Newsletter Distributions
5. 16,544 Other Printed Materials
6. 42 Meetings
7. 2016 Meeting Participants
8. 0 Parent to Parent training held
9. 0 New parents trained as support parents
10. 16 F2FHIEC Trainings held across the state
11. 3 Displays at conferences

Next Steps: Data reports will continue to be provided to committee members.

Training/Training Module Development: The modules for the Helping Families and Young Adults Protect Their Rights Training (CSHCS Basic Rights, CMH Recipient Rights, Medicaid Beneficiary Rights, and Education Rights) have been developed. Becoming Family Support Coordinator; Supporting the Supporter and What is Medical Home? Training for families is still being developed. Program and Services available through CIL's and How Families Can Maintain Electronic Medical Records need to be developed.

Next Steps: Establish a Training Workgroup to address training needs. Members will post training information in newsletters and on websites for the upcoming Family Support Network Training.

Information Development:

A "Preparing for Transition" DVD and an F2FHIEC bookmark continue to be developed. The Being Prepared for an Emergency Guide is being translated and printed in Arabic and Spanish. The DVD, bookmark and emergency guides are all slated to be complete by May 1, 2009. F2FHIEC has delegated a small amount of funding for the reproduction of the Faces of Medicaid DVD to use in health outreach activities and distribute to families.

Next Steps: Notify members when DVD and Emergency Guides are ready for distribution. Contact Terry Hunt regarding the reprint of the Medicaid DVD.

Lending Library: The lending library has acquired materials from CAUSE and Project Perform.

Next Steps: Staff is in the process of updating the resource list and developing an on-line listing.

On-Line Training Modules: 5 new online training modules continue to be developed:

- CSHCS Basic Rights
- Family Support Coordinator Training
- Program and Services available through CIL's
- How Families Can Maintain Electronic Medical Records
- What does Medical Home Mean for Families?

Next Steps: Develop on-line modules.

Website Development: A new product order form is being added to the site which will feature images and have a set up similar to the Early On product form. The website had 88,827 hits between July 1, 2008 and March 10, 2009. The top ten pages/files viewed were:

1. Index	7,794
2. Free and Low Cost Health Care Coverage Booklet	2,782
3. Training-describes trainings and lists dates	2,135
4. F2F Training Schedule	1,306
5. Main information Page lists informational subtopics	1,129
6. Early Childhood-related Conferences	1,005
7. Training Registration Form	994
8. About Us	854
9. Local and State Agency Listings	822
10. Survey Page	801

*Only 2 people completed the survey

The top Information pages were Health Care Insurance and Respite. Top Parent Support Page was on Parent Support Groups.

Next Steps: Explore software or other methods to translate site information into Arabic.

Members were provided with the Goals and Objective Progress Chart that was submitted to HRSA. A brief synopsis was given. In addition to forming a Training Workgroup a Cultural Competence Group will be established to work with the National Center on Cultural Competency to develop a Cultural Competence Plan. Any member wishing to serve or know of someone interested in serving on the new workgroups should contact Lisa Cook-Gordon at (313) 456-4387.

Upcoming Workgroup Meetings: will take place at the Arc Michigan from 1:00 – 3:00 on:

June 10, 2009

September 9, 2009

December 9, 2009