



**first
steps**

ICC Meeting

September 9, 2020

COVID-19 Response



Referrals

- Continue to be down as compared to 2019 and vary from region to region
- Increasing child-find activities

Service Delivery

- Bureau conducted a review of all issued COVID-19 policies, procedures, forms and guidance which can be found at www.firststeps.in.gov
- Services continue to be delivered virtually through video conferencing, telephone (audio-only), and in-person

Family Survey

- IIDC, in partnership with BCDS, conducted 100+ phone interviews with families
- Majority were thankful services could continue even if virtual, however, they felt it was much harder than when services were in-person
- Identified professional development needs and opportunities for personnel
 - Coaching model training through Family Guided Routines Based Intervention
 - Continuous improvement and practice
 - Improved communication with families regarding coaching and what they can expect when participating in First Steps

Communication with stakeholders

- Continue to host regular calls with SPOEs, agencies, and independent providers

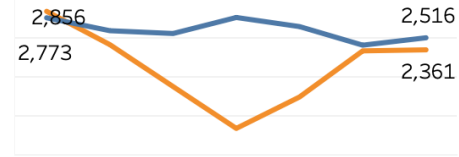
First Steps: July 2020



Number of Referrals

2,361

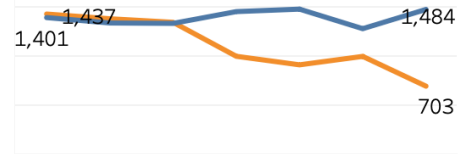
January - July 2020 Monthly Referrals



Number of Evaluations

703

Monthly Evaluations



Number of New IFSPs

715

Monthly New IFSPs



% of new IFSPs by Race for July 2019 and July 2020

	2019	2020
White	73.0%	67.0%
Black or African American	9.3%	15.2%
Hispanic/Latino	8.1%	10.1%
Two or more races	9.5%	7.8%

Comparing July 2019 and July 2020 (with Percent Change Year over Year)

	2019	2020	% Change
Number of Children Receiving Service	10,609	7,809	-26.39%
Number of Providers Billed for Services	1,256	1,091	-13.14%



Percentage Year over Year Change for July 2020 Referrals

