



Equity in Paths to QUALITY™

The Indiana Family and Social Services Administration's mission is to compassionately serve our diverse community of Hoosiers by dismantling long-standing, persistent inequity through deliberate human services system improvement. To achieve this mission, the agency's office of healthy opportunities supports divisions and program staff to identify and alleviate social risk factors to improve health and wellbeing through community engagement, program and policy design, workforce development and accountability and evidence initiatives. Program design activities, such as evaluation, utilize the following roadmap:



The office used this framework in a review of the accessibility and effectiveness of Indiana's Quality Rating and Improvement System, Paths to QUALITY™.

By **investigating** program documents and data and conducting stakeholder interviews with program vendors, state partners, and child care providers, the office could understand the current program environment and **reflect** on what gaps exist.

Recommending quick win (high impact, low effort) activities to propel the program's equity priority.

- ✓ Policy and process statements that address nondiscrimination, disability inclusion and accommodations.
- ✓ Language access for state forms, trainings, rating visits and program materials.
- ✓ Cultural humility and responsiveness training for coaches and technical assistance staff.
- ✓ Resource referrals to address basic and social needs that families may have.

Implement and **evaluate** new and ongoing initiatives based on recommendations, citing program measures to determine benefit of work.

- ★ Working with program vendors to translate materials into other languages and formats.
- ★ Strategic provider engagement to help emerging and current providers explore quality supports available.
- ★ Engagement with Indiana 211 to increase and strengthen partnership with providers and families.
- ★ Demographic data collection and utilization through new IN KIDS system.

These efforts will align Indiana with neighboring states and determine applicability and feasibility with other state child care areas, such as licensing, workforce development and provider supports. This work also serves as a catalyst to consider other efforts, including strategic planning and standards review.