

ILLINOIS DEPARTMENT OF EARLY CHILDHOOD

OCT

14

Transforming Early Intervention Services in Illinois



WORKSHOP ONE SHAREOUT

TRANSFORMING EARLY INTERVENTION SERVICES IN ILLINOIS

Shareout Agenda

1

Project Process:
Engagement
Activities

2

Understanding
the System
Overview

3

Surfaced
Challenges

4

Emerging
Opportunities

5

Next
Steps

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Meet the ChiByDesign Team



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Meet the ChiByDesign Team



Mikayla Buford
Design Researcher



Mihika Mehta
Design Researcher



Clara Asumuda
Design Researcher

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Meet the ChiByDesign Team



Tommie Collins
Project and Visual
Communications Lead



Justin Walker
Business Strategy &
Design Operations Lead



Chris Rudd
Founder & CEO

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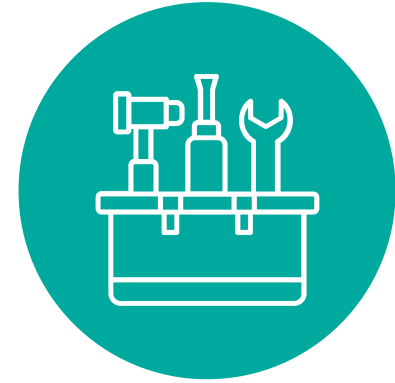
Project Process: Engagement Activities



WORKSHOP ONE
Understanding the System



WORKSHOP TWO
Future Framing



WORKSHOP THREE
**Prototyping &
Policy Infrastructure**

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Project Process: Engagement Activities



WORKSHOP ONE
Understanding the System



WORKSHOP TWO
Future Framing



WORKSHOP THREE
**Prototyping &
Policy Infrastructure**

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Workshop One: Understanding the System

ChiByDesign sought to identify connections between children, parents/caregivers, and providers and the policies, practices that influence their experience and outcomes. Our process included:

SECONDARY RESEARCH

ChiByDesign conducted secondary research **to gain a deeper understanding the early intervention ecosystem**—what works, pain points, and opportunity areas.

INTERVIEWS

ChiByDesign has conducted **20+ interviews**, having dynamic conversations with parents, providers, intermediaries, and state personnel to learn more of their experience and/or expertise.

WORKSHOP PLANNING & DELIVERY

ChiByDesign designed and facilitated a **2.5 hour workshop with 17 co-designers** to gain direct feedback and insight from those most impacted: parents and caregivers and providers.

RELATIONSHIP & CONNECTION BUILDING

ChiByDesign convened a **diverse group of stakeholders, such as parents/caregivers, providers, intermediaries, and state personnel** to build relationships as we initiate the co-design process.

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Outreach Focus Areas

IDEC sought to engage specific communities in urban and rural settings that experience significant barriers to accessing and receiving birth-to-three services with a focus on early intervention. These communities are:

CENTRAL ILLINOIS COUNTIES

Henry County

Stark County

Peoria Country

Tazewell County

Woodford County

CHICAGO NEIGHBORHOODS

Auburn Gresham

South Austin

West Garfield Park

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Participation Breakdown

Stakeholders	Targeted*	Central Illinois	Chicago	Total
Parents or Caregivers	20	4	5	9
Providers	4	3	3	6
Intermediaries	4	6	1	7
State Personnel	8	4	3	7

**Total number across both cohorts, divided equally*

Outreach Challenges

ChiByDesign and IDEC sought to engage **18+ co-designers (with a focus on parents/caregivers and providers)** for this collaboration; however, we have experienced great difficulty in reaching this ideal number. Causes for these challenges include:

EXISTING COMMUNICATION CHANNELS & EFFORTS

Because ChiByDesign is leading two collaborations with IDEC, there was confusion on the distinction in addition to most correspondence was through electronic messaging (emails, social media, etc.)

TRUST AND RELATIONSHIP BUILDING

The lack of resources and available services in these neighborhoods combined with previous engagements not leading to tangible change has created distrust and hesitation.



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Surfaced Challenges and Emerging Opportunities (Preliminary Insights)



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Parents/Caregivers Challenges

Lack of communication with service coordinators. Parents and caregivers experience significant delays in receiving information to move forward with services.

Virtual versus in-person services. Technology makes receiving services more accessible; however, parents and caregivers prefer in-person sessions, for they foster relationship building and more tangible results.

The psychological toll parents and caregivers experience. Balancing multiple service sessions in one day, understanding evaluations, and other matters creates emotional and mental overwhelm for parents.



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Providers Challenges

Providers serve as connector to services for parents and caregivers.

With their close proximity and awareness of the system, providers support families in connecting to additional services due to challenges with service coordinators.

Provider training. There is a need for more providers to have adequate training and familiarity to deliver quality care and more services to families and caregivers.

Providers refuse to serve in certain communities. Due to compensation challenges and safety concerns, families have limited to no access to quality care.



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Overarching Challenges

Lack of collaboration amongst system actors. Across education, healthcare, family services, and other systems, the work is done in a siloed manner, leading to gaps in experiences and families receiving the care needed.

Transition from EI to ECSE and school district. As children age out of early intervention services, there isn't always a smooth process into the school districts. Providers report not being included in the transition planning and overall, a lack of connections between families and districts.

Varying practices amongst CFCs. Although all CFCs adhere to the same policies and regulations, the pathway to achieve outcomes varies creating challenges for providers to coordinate with service coordinators, and variance in how families are supported in EI.



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Emerging Opportunities

Centralized referral tracking system. Parents and providers alike desire a centralized system for tracking referrals. Currently, the information is siloed to CFCs, which inhibits families from being promptly connected to services.

More compassionate and smoother transitions between systems. Parents providers want more cross-system collaboration to ensure they feel supported and received the information needed to reach desired outcomes.

A resource guide for families. Families desire a mechanism (digital or physical) that supports them in locating and determining availability of services.



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Post-Survey Results & Feedback



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Workshop One Post-Survey Results

84%

of co-designers felt they learned something new or useful during the workshop

95%

of co-designers felt the activities were relevant and useful.

95%

of co-designers felt fully comfortable sharing their thoughts and perspectives

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Workshop One Post-Survey Feedback

What was one question or topic you would've liked to discuss but didn't get asked?

...what kind of policy changes is that your organization seeks to change for early intervention process? Will there be a steering committee to help parents have a mediator for EI and policy updates? What will the launch of these findings Look like? Where could funding for policy changes come from?

— CHICAGO COHORT PARTICIPANT

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Workshop One Post-Survey Feedback

Is there anything else you would like to share with us?

I appreciate the work you are doing to improve our communities! Well done!

— CENTRAL IL COHORT PARTICIPANT

I really love this project. I had so many issues with getting my children into ECI early childhood intervention programs. I appreciate your organization for spearheading these conversations. Please put data with your findings. Please put faces to the issue or policy changes.

— CHICAGO COHORT PARTICIPANT

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Project Process: Engagement Activities



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Workshop Two: Future Framing

To ensure a successful engagement for workshop two, these are the next steps for ChiByDesign:

WORKSHOP PLANNING & DELIVERY

ChiByDesign will **design a 2.5 hour workshop for 18+ co-designers** based on key takeaways from workshop one. In this upcoming workshop, co-designers will collectively imagine a future where the EI ecosystem meets their needs.

OUTREACH AND CO-DESIGNER LOGISTICS

We will continue outreach to achieve the ideal number of co-designers (**18+**). We have followed up with our co-designers thanking them for their participation in workshop and shared details for the upcoming workshop.

Q + A



CONNECT WITH US

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