

CFC Service Coordinator Trainer Forum



Building Partnerships as we Prepare and Support Service Coordinators

November 21, 2019

<https://illinois.zoom.us/j/381912743>

Telephone if needed: 929 205 6099

Meeting ID: Meeting ID: 381 912 743

Zoom Basics . . .

Meeting Topic: Sarah Nichols' Zoom Meeting
Host: Sarah Nichols
Invitation URL: <https://zoom.us/j/117184223>
[Copy URL](#)
Participant ID: 41



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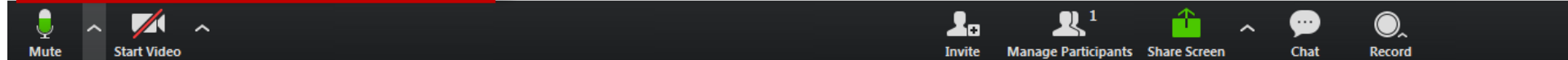


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- Select a Speaker
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Audio Options...

Participants



Chat



Hello
my name is

and I am from...

...and my role is...

Agenda

- I. Introductions
- II. Updates
- III. Your Priorities...
- IV. Discussion Topic
- V. Resources
- VI. Future Meetings, Activities, & Priorities

[EITP Newsletter:](#) Seeking writers for the SC Corner!



Bulletin Highlights



IL SC Stakeholder Survey - SC Knowledge & Skills & Professional Growth/Satisfaction



CoP Participant Evaluation



**SERVICE COORDINATION
COMMUNITY OF PRACTICE**

Division for Early Childhood (DEC) SC CoP & ITCA Joint Position Statement

<https://www.dec-sped.org/servicecoordinationcop>

IL SC Stakeholder Survey Trends

- 1. Knowledge of Child Development Required and Disconnect with Educational Background**
- 2. Perception of Community Based Resources & Supports** (*Preferred, but not Required Knowledge*)
- 3. Time Management Skills are Required and Supports are Needed**
- 4. Professional Growth and Variations Between New & Experienced Service Coordinators** - *New Service Coordinators Desire Coaching & Experienced Service Coordinators Desire Communities of Practice (CoP)*
- 5. High Motivators for Professional Growth & Satisfaction are Not Consistently Available**

IL SC Stakeholder Survey Follow up Q's

1. How, when, where within the process do you gather/share info with families related to community based resources/supports?
2. Does your CFC have an awards/recognition system for high quality services? If so, what does it look like?

Strengthening Knowledge, Skills and Partnerships among Service Coordinators through Communities of Practice

A **community of practice (CoP)** is a group of people who share a concern, a set of problems or a passion about a topic that come together to deepen their knowledge and expertise through interactions with one another on an ongoing basis (Wenger, McDermott, & Snyder, 2002).

Structure L1, L12, TC2

Who

- 1) Service Coordinators and
- 2) Those who train/prepare SCs at local level (program managers, supervisors, lead service coordinators, etc.)

Demographics

- 10-12 active participants for each meeting (on average)
- 14 of 25 System Points of Entry Participate
- Participants represent urban and rural regions

What

Shared Interest
Service Coordination activities/responsibilities related to providing high quality supports for children and families

When

Started in Spring/Summer 2017 and met quarterly (data based decision)

How

Used online platforms
Quarterly online meetings in Zoom;
Online communication between meetings and records/resources storage

Leadership Groups L1, TC2

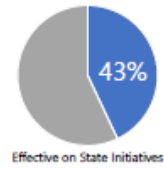
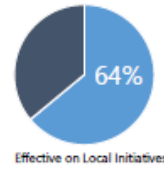
- Open/Ongoing recruitment of leaders to help plan/facilitate meetings
- Meet once in between quarterly meetings
- 2-3 active leaders in each leadership group

Data Collection Points L12

- Post SC required training
- Needs assessments (ongoing) to plan meetings/topics
- Post-meeting evaluations
- Comprehensive CoP Evaluation (after 2 years)

Impact of CoP L1, L12

Effectiveness of CoP:



As a result of CoP participation:



Key Elements L1, L12, TC2

- Strong facilitator
- Multiple ways to participate
- Effective communication
- Opportunities to network
- CoP members valuing their participation
- Having a shared interest
- Opportunities to get credit



Next Steps

- Cultivate/Recruit leaders
- Continue to evaluate/assess
- Use data to focus meeting agendas
- Identify discussion topics
- Model strong facilitation to grow leaders

Division for Early Childhood
Recommended Practices

L1

Leaders create a culture and a climate in which practitioners feel a sense of belonging and want to support the organization's mission and goals.

L12

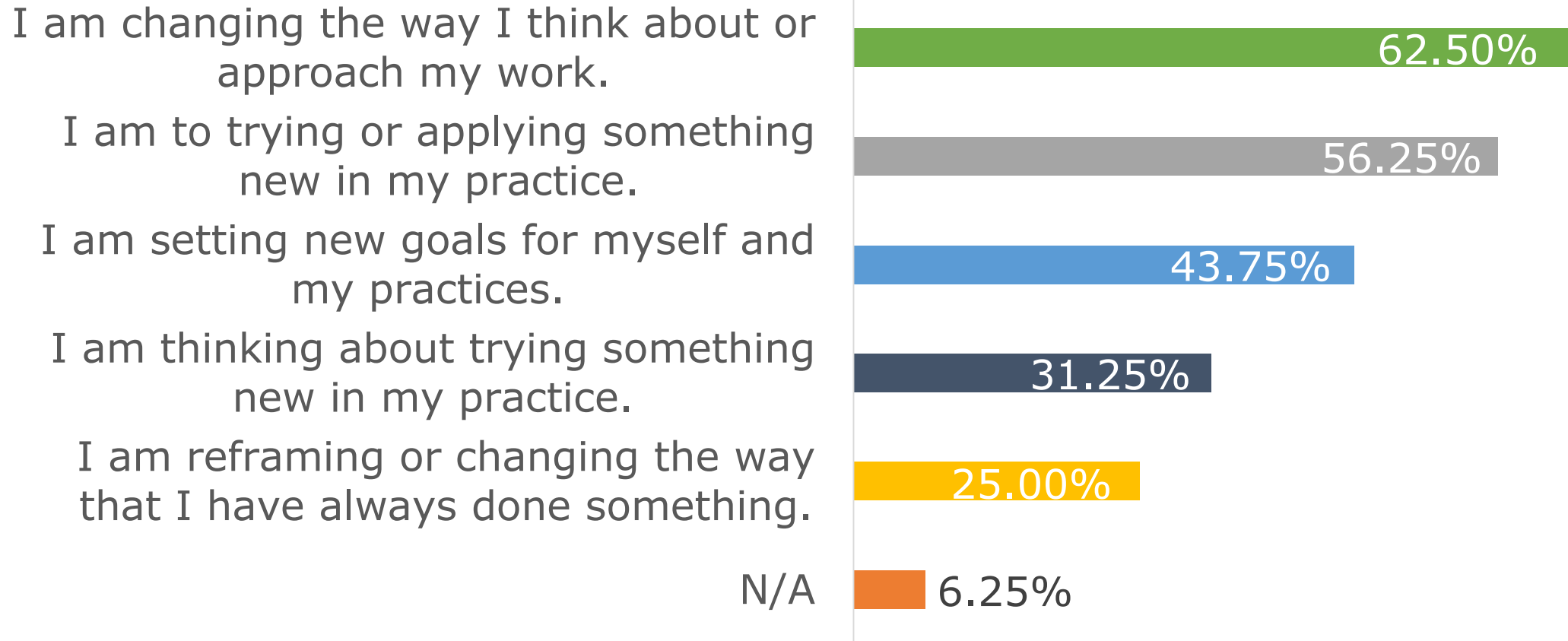
Leaders collaborate with stakeholders to collect and use data for program management and continuous program improvement and to examine the effectiveness of services and supports in improving child and family outcomes.

TC2

Practitioners and families work together as a team to systematically and regularly exchange expertise, knowledge, and information to build team capacity and jointly solve problems, plan, and implement interventions.

Division of Early Childhood (2014). DEC Recommended Practices in Early Intervention/Early Childhood Special Education. Retrieved from <http://www.dec-sped.org/recommendedpractices>

As a result of my participation in the CoP:



2020 Meetings:

Merging with the IL SC CoP

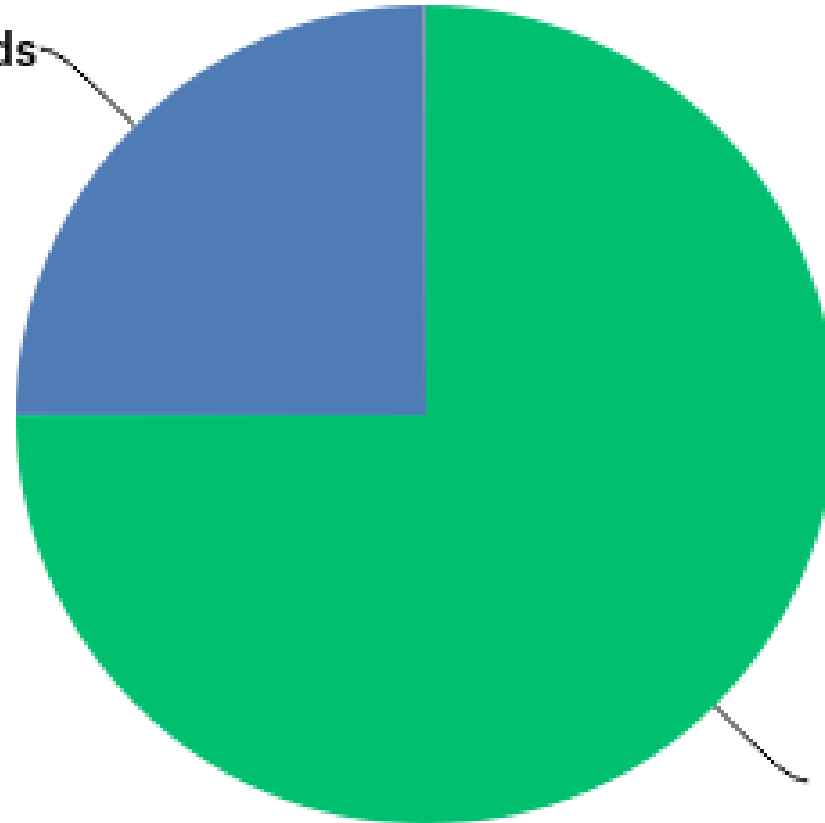
CFC SC Trainer Forum Currently:

- Quarterly for 90 minutes
- 3rd Thursday
- 10am-11:30pm CT

IL SC CoP Currently:

- Quarterly for 75 minutes
- 2nd Wednesday
- 10am-11:15pm CT

I think it depends on the meeting topic



I like the idea of bringing both groups together for meetings



SERVICE COORDINATION COMMUNITY OF PRACTICE

Join us for future Division for Early Childhood Conferences. . .



<https://www.deconference.org/>

What successes are you celebrating?

What challenges are you overcoming?

What tips, resources or strategies will you share?





Self-Care

What have you tried since our last meeting?

Use of Consultative Supports (SECs, Parent Liaisons, LICs, Pediatric Consultants)

- DRAFT RESOURCE

- Examples?
- Benefits?
- Scenarios?
- Testimonials?



How is this support utilized in
your office?

What are the ways a parent
liaison assist service
coordinators?

Parent
Liaison

LIC Coordinators

How is this support
utilized in your office?

What are the ways a LIC
Coordinators assist
service coordinators?

How is this support utilized in
your office?

What are the ways a SECs
assist service coordinators?

Social
Emotional
Consultants
(SEC)

Pediatric Consultants

How is this support
utilized in your office?

What are the ways
Pediatric Consultants
assist service
coordinators?



WHAT'S
NEXT



- Create/Add examples to draft resource?
- Get input from people in these roles?
- Create handout or graphic to share with SCs?
- Others?

IL SC Community Survey – Planning for 2020



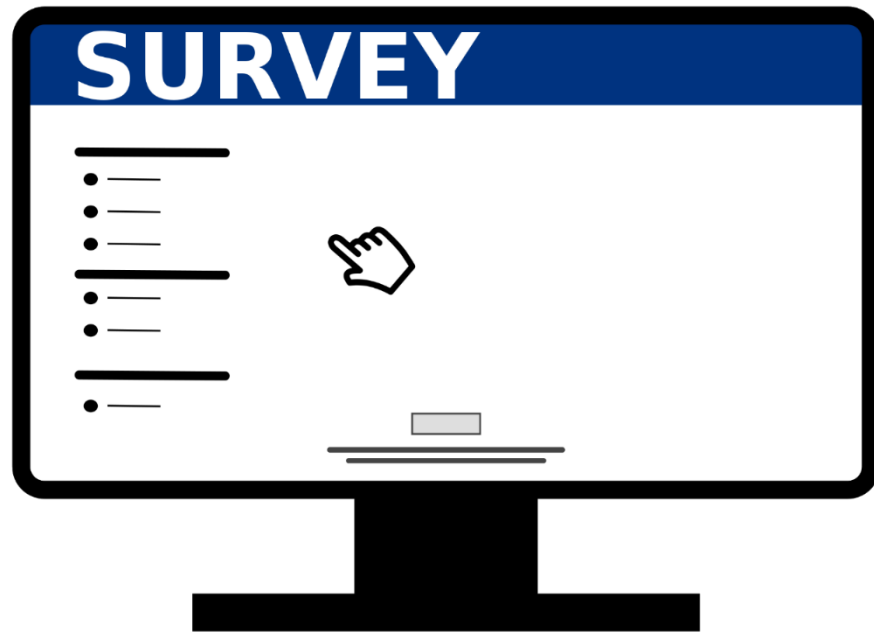
A Collaborative Effort



- ✓ Questions: Contact Assistant EITP Director Maria Kastanis @ mkastani@illinois.edu
- ✓ Visit CFC SC Trainer Forum Discussion Board: <http://cfcsctrainerforum.pbworks.com>

Leaders Meeting January 23 at 9am CT

Training Evaluation & Topic Requests



<https://www.surveymonkey.com/r/CFCSCTrainerForumMeetings>