

SYSTEMS OF SUPPORTS FOR SERVICE COORDINATORS



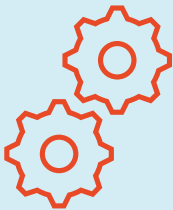
COMMUNITY



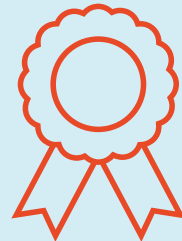
PROFESSIONAL
DEVELOPMENT



LEADERSHIP
DEVELOPMENT



RESOURCES



RECOGNITION



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COMMUNITY



Illinois Service Coordination Forum - The IL SC Forum is a place for current service coordinators, Program Managers, Assistant Program Managers, Lead Service Coordinators, and Technical Assistance Providers working in the Illinois Early Intervention System to partner and support each other. EITP co-hosts and facilitates this community with a small group of self-identified IL SC Forum leaders. Members connect via quarterly virtual meetings and discussion topics are identified by group members' shared interests and needs. Members also have an online workspace at <https://go.illinois.edu/ILSCForum> where they can connect, share resources, and seek support from one another in between meetings. A subgroup of members who share a specific interest in preparing, leading and/or supervising service coordinators called the Child & Family Connections (CFC) SC Trainer Forum also has their own workspace to share and develop resources with one another.

Regional Child & Family Connections (CFC) Support Meetings – Regional (Chicago, Suburbs/Collar, Central and South) meetings for local leaders including CFC Program Managers, Assistant Program Managers, Lead Service Coordinators and other [CFC Supports](#) (Social Emotional Consultants (SECs), Parent Liaisons, Local Interagency Council (LIC) Coordinators, and Developmental Pediatric Consultants) are hosted by EITP. Each region determines priority areas and discussion topics. Local leaders work together to problem-solve challenges, share strategies, and periodically collaborate with one another (and across regions) towards joint solutions and activities. EITP offers support as needed and distributes statewide highlights each month.

Illinois SC Stakeholder Group – Formed in 2018 to address the IL SC action plan developed as a result of a National SC Leadership Institute hosted by the Early Childhood Personnel Center (ECPC). The Group included EITP staff and SC stakeholders from across the state including SCs, CFC Managers and Illinois Department of Human Services (IDHS) representatives with objectives to 1) identify knowledge and skills necessary for service coordinators in the Illinois EI System and 2) understand various ways service coordinators feel appreciated, prefer recognition, and grow as professionals within the IL SC Model. A statewide SC Stakeholder Survey was distributed in the spring of 2019 and findings are included in the [IL SC Stakeholder Executive Summary](#), March 2020.

Division for Early Childhood Service Coordination Community of Practice (DEC SC CoP) - The Division for Early Childhood (DEC) is the professional home for service coordinators. The Service Coordination Community of Practice (SC CoP) was created to recognize the value of service coordinators and give these important early intervention team members a professional home. The SC CoP offers service coordinators opportunities to network with others across the nation, share SC-related resources and tips, and learn about topics relevant to providing high quality service coordination.

National Service Coordination Leaders Group – A subgroup of the DEC SC CoP for professionals with a shared interest in preparing, training, leading, and supporting service coordinators in early intervention at the state and local level. Activities include periodic meetings (e.g., every other

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month), small group projects, joint development of resources and materials to support service coordinators, identification of meaningful resources to be shared with the DEC SC CoP listserv, and assisting DEC SC CoP facilitators by helping to plan, prepare and lead periodic web-conversations for the DEC SC CoP.

PROFESSIONAL DEVELOPMENT



Service Coordination Online Blended Training - This blended, cohort-based professional development opportunity for service coordinators includes online modules with embedded workbook application activities, live interactive webinars and ongoing job embedded activities supported by a local trainer. Completion time is estimated at 30 hours over 3 months. For more information about this training and the embedded components, view our [At-a-Glance: Service Coordination Online \(Blended\) flyer](#) (pdf).

Child & Family Connections (CFC) Statewide Conferences - EITP hosts statewide conferences for service coordinators, program managers and all other support positions within the CFC offices. Each conference includes a keynote speaker, topical breakout sessions and networking opportunities. Conference format and content is guided by needs assessment data and a conference planning committee, consisting of volunteers from CFCs across the state.

Family Assessment Institute - This institute is designed specifically for service coordinators. Service coordinators have an opportunity to learn, practice and develop their assessment skills using video and reflection activities across 5 full-day sessions. Upon completion of the Institute, service coordinators are better equipped to administer the Routines-Based Interview (RBI) and the Ages and Stages Questionnaire Social Emotional Component 2nd edition (ASQ:SE2). Participants are subsequently able to use this information to support the team's utilization of assessment data to inform evaluation/assessment and support the development of functional family-centered outcomes for Individualized Family Service Plan (IFSP).

National Service Coordination Webinars - The National SC Training Workgroup (consisting of representatives from Illinois EITP, Virginia, Iowa, and New Mexico) worked together to develop, prepare, and host two national webinars for service coordinators and those who train and support them across the nation in 2018. EITP co-hosted these offerings and hosts the National Service Coordinator Webinar Resource Page at <https://go.illinois.edu/NationalSCWebinars> which has all resources and archived recordings of these collaborative events.

Routines-Based Interview (RBI) Institute - Dedicated service coordinators have been sponsored to attend the RBI Institute to receive formal training and subsequent application for certification in the RBI.

Conference attendance/presentation opportunities - SCs involved in statewide workgroup activities and initiatives have been sponsored to attend (and in some instances present) at national and international conferences.

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LEADERSHIP DEVELOPMENT



EITP Leadership Fellowship - The Leadership Fellowship is designed to support Early Intervention leaders to grow in their capacity to meet the needs of the early intervention workforce and families. The intent of the fellowship is to learn how to manage the cycle of stress and renewal and maintain powerful and positive relationships to create a culture in which people feel a sense of belonging and can be at their best. The fellowship provides a professional development opportunity aimed at increasing emotional intelligence and strengthening leadership skills, increasing capacity to leverage strengths and opportunities to achieve goals, strengthening relationships to sustain quality early intervention work, and establishing social networks to draw upon and connect with after the fellowship is completed.

IL SC Forum Leaders - The IL SC Forum is always recruiting service coordinators to join the IL SC Forum Leaders Group which meets quarterly (prior to statewide IL SC Forum meetings) to plan/prepare for upcoming meetings. Leaders have an opportunity to share their expertise and facilitate discussions.

Stakeholder Workgroups - Statewide, local and/or regional workgroups periodically form to accomplish specific tasks and service coordinators are invited to join, participate, and contribute when opportunity permits.

RECOGNITION



CFC/SC Awards - Each year service coordinators are invited to nominate their peers for various awards that recognize the contributions they make to their team and the field.

Local Level Opportunities - CFCs offer opportunities for recognition, awards, varied level of responsibilities, and opportunity for advancement (e.g., tuition reimbursement) and we continue to work to learn more about successful strategies that can be replicated across the state.

RESOURCES



[EITP SC Resource Page](#) - This resource page includes links to national resources, Illinois resources, and recommended readings. Key resources include open-source materials from the [Service Coordination Online \(Blended\) training](#), Checklists and Systems for Organizing Service Coordination Activities, Meeting Facilitation Tools, and resources to promote self-care.

[EITP Newsletters](#) - Each quarter EITP includes a "Service Coordination Corner" section within the newsletter which provides resources and statewide and national updates around service coordination. EITP is always looking for guest writers to contribute SC tips and strategies to this section of the newsletter.

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Additional Key Resources

- [Knowledge and Skills for Service Coordinators \(KSSC\)](#) and [KSSC resources on Division for Early Childhood \(DEC\) website](#) (e.g., *The Foundation for Excellence - Understanding the Knowledge and Skills for Service Coordinators* archived web discussion, Infographic illustrating how the KSSC were developed, highlights from the nationwide survey to help establish KSSC, KSSC Self-Assessment Tool)
- [Service Coordination in Early Intervention Division for Early Childhood and IDEA Infant & Toddler Coordinators Association Joint Position Statement](#)
- [National Service Coordination Initiatives Graphic](#)
- [Service Coordination Identity Infographic](#)
- [Webinar: The Current State of Service Coordination Across the Country](#)
- [Infant Toddler Coordinator Association \(ITCA\) Service Coordination Survey Report \(January 2019\)](#)
- [2017 National SC Part C Survey](#)
- [Strengths and Challenges of Service Coordination in Eight States](#)