



National Service Coordination Leadership Institute
Summary of Data from the Service Coordination Feedback Survey

STATE SUMMARY

This online survey was issued on November 1st, 2017 by email to CFC Managers, CFC SC Training Forum members, Illinois SC Community of Practice (IL SC CoP) members, and individuals within DHS and EITP who work closely with CFCs in preparation for the [National SC Leadership Institute](#) hosted by the [Early Childhood Personnel Center](#) (ECPC). Respondents were given one week to complete the survey.

Total number of respondents from Illinois: 88

**Respondents could check “all that apply” to indicate multiple roles.*

***Other included parent liaisons, SECs, lead SCs & assistive technology/transition coordinator*

Role	Percentage of Respondents*
Service Coordinator	68.18%
Administrator/Supervisor	25%
Training and Technical Assistance Provider	7.95%
**Other	11.36%

Which SC activities are a strength and which activities need improvement?	
<i>Weighted average on a 5-point Likert scale ranging from Needs Significant Improvement (1) to Very Strong (5)</i>	
Assisting parents accessing services on the IFSP	3.68
Coordinating EI services	3.92
Coordinating evaluation and assessment	4.22
Facilitating developing, reviewing & evaluating IFSPs	3.87
Conducting referrals & identifying EI providers	3.69
Coordinating, facilitating & monitoring delivery of EI services in a timely manner	3.65
Informing families of their rights/safeguards	4.48
Coordinating funding sources for Part C services	3.16
Facilitating transition	3.96

Note: These nine activities are outlined as service coordination activities in Part C of IDEA (2004).

Impression: All areas were reported as at least “strong.” Areas of greatest strength include informing families of their rights/safeguards and coordinating evaluations/assessments. Coordinating funding sources for Part C services was the least of the strengths identified.

Key Themes from Qualitative Data:

- Lower Caseloads/Balance Workload/Higher Pay/Staff Retention
- Need More Qualified Providers
- Consistency, Consistency, Consistency
- Training/Professional Development/Reflective Supervision
- Digital Data System – streamline paperwork, scheduling, & collaboration



**Quotes that
key themes**

**support the
identified:**

- *"I would love a magic wand to balance workloads, provide more opportunities for networking and support and to increase compensation making it commensurate with education and experience."*
- *"Paying service coordinators a wage that reflects all the work they do would be nice. I would like to see service coordinators get the respect they deserve."*
- *"I honestly do think compensation is relevant for the amount of work that is required. Incentives are helpful:)"*
- *Compensation for their hard work and dedication to families. Revenue has not increased in 6 years! And caseloads are too high.*
- *"Balancing the work load for each service coordinator. This is NOT an entry level position and needs to stop be treated and paid for as it is."*
- *"I think I would begin with lower caseloads so that a SC could really get to know their family. Next I would stream line paper work, and increase salaries so that we can retain staff."*
- *"More providers that offer recommendations appropriate to philosophy"*
- *"More cohesion among providers/service coordinators in creating plans that look at the whole child instead of being provider specific."*
- *"Having more access to a larger pool of qualified providers"*
- *"I think overall the idea of our program is a good one and making the role of SC more consistent across all CFC's in Illinois would be good"*
- *"Providing consistency across all CFC offices re: EI policies, procedures and regulations. Having worked in multiple offices, I can see the differences between CFC offices and how they handle responsibilities/expectations, guidelines of SC and providers."*
- *"Every CFC needs to be unified across the board in regards to how services are being done, intakes, transitions etc. Training in SC needs to be also be done in unified training at each site."*
- *"Mentoring, training and reflective supervision. Networking should be done so all parts to the system are brought together."*
- *"Schedule time with other SC's and PM's to sit and discuss difficult situations and questions that come up from one meeting to the next. More frequent, local SC meetings may help as well as the SC Conference is only once a year."*
- *"Better technology to assist with the excessive documentation necessary (laptops for each coordinator, mail-merged paperwork pre-signed by coordinators, etc."*
- *"My dream would be to have more current and user friendly technology."*
- *"A better computer system that allowed everyone on IFSP team to access IFSP and records."*

Limitations:

- Due to the limited time to collect responses there were important stakeholders, such as families, providers, lead agency representatives and other EI Partners who are not represented in the data
- Data was collected through a single medium in an online format. Therefore there was not an opportunity to provide clarification or ask follow up questions to gather more insight from respondents.