

Systems of Supports for Service Coordinators in Illinois

Service Coordination Blended Training - This blended professional development opportunity for service coordinators includes online training with embedded workbook application activities, live interactive webinar cohorts and ongoing job embedded activities that are supported by a local trainer. Completion time is estimated at 40 hours over 3 months. For more information about this blended training and the embedded components visit this link: <https://blogs.illinois.edu/files/6039/114592/132095.pdf>

Child & Family Connections Service Coordination (CFC SC) Trainer Forum - The CFC SC Trainer Forum is intended for individuals who have a role in providing training and technical assistance to service coordinators. EITP co-hosts and facilitates this group with a small group of leaders who have been self-identified. Members include CFC Program Managers, Assistant Program Managers, Lead Service Coordinators, Technical Assistance Providers and anyone else at the local level who has a responsibility to help prepare new and existing service coordinators in their important role. CFC SC Training Forum members connect via quarterly virtual meetings and discussion topics are identified by group members shared interests and needs. Members also have an online workspace where they can connect, share resources and seek support from one another in between meetings: <http://cfcstrainerforum.pbworks.com>

Illinois Service Coordination Community of Practice (IL SC CoP) - The IL SC CoP is a place for current service coordinators working in the Illinois Early Intervention System to partner and support each other in their work. EITP co-hosts and facilitates this group with a small group of leaders who have been self-identified. Members include service coordinators, lead service coordinators and some SC supervisors such as CFC Program Managers and Assistant Program Managers who also continue to serve families as a service coordinator in some capacity. IL SC CoP members connect via quarterly virtual meetings and discussion topics are identified by group members shared interests and needs. Members also have an online workspace where they can connect, share resources and seek support from one another in between meetings: <http://ilservicecoordinationcommunityofpractice.pbworks.com>

Child & Family Connections (CFC) Statewide Conferences - EITP along with a conference planning committee, which consists of self-identified volunteers from CFCs across the state, host two statewide conferences for service coordinators, program managers and all other supports within the CFC offices. One conference is held in the north and one in the south and each conference includes a keynote speaker, topical breakout sessions and networking opportunities. Needs assessment information is collected throughout the year and used to guide planning of each conference.

Family Assessment Institute - This institute is specific for service coordinators and is conducted through a blended format where multiple in person and virtual activities happen over the course of several weeks. Service coordinators have an opportunity to learn, practice and develop their assessment skills through the use of video and reflection activities. Upon completion of the institute service coordinators are more equipped to administer the Routines-Based Interview (RBI) and the Ages and Stages Questionnaire Social Emotional Component 2 (ASQSE2).

National Service Coordination Training Workgroup—The National SC Training Workgroup formed out of the Early Intervention – Early Childhood Professional Development Community of Practice (EI-EC PD CoP) with a shared interest in preparing and supporting service coordinators. This workgroup meets bi-monthly and is facilitated by EITP who also supports the workspace used to share materials and resources in between meetings. Membership includes approximately 34 individuals representing 15 states (IL, VA, KY, IA, MI, CT, CO, NM, TX, DE, MA, HI, ND, OK, NE) and a representative of the Early Childhood Personnel Center (ECPC). Membership is open

and fluid and therefore it continues to evolve as individuals and states can join anytime as long as they share the interests of the group.

National Service Coordination Webinars - A subgroup of the National SC Training Workgroup (consisting of representatives from Illinois EITP, Virginia, Iowa and New Mexico) have worked together to develop and host national webinars for service coordinators and those who train and support them across the nation. EITP co-facilitated and hosted two national SC webinars in 2018, each of which had more than 350 registrants from more than 10 states. EITP also hosts the National Service Coordinator Webinar Resource Page where all resources and archived recordings of these collaborative events are stored:

<http://go.illinois.edu/NationalSCWebinars>.

National SC Leadership Institute Group – This Group is a subgroup of the National Service Coordination Training Workgroup which formed in 2017 through the support of the Early Childhood Personnel Center (ECPC). The primary focus of this subgroup is to identify strategies to empower, prepare and support service coordinators across the nation. Group membership currently consists of 15 individuals from 9 states (CT, DE, IL, IA, VA, NM, CO, KY, TX). Prior to the first National Service Coordination Leadership Institute EITP helped create and distribute a National SC Part C Survey to gain an understanding of what service coordinators felt their strengths and areas of need were as they pertain to SC activities outlined in Part C of IDEA. A summary of the findings from Illinois and a national perspective can be found via this link:

<https://blogs.illinois.edu/view/6039/114592#surveyresults>. As a result of this Group's activities two national service coordination action plans have been developed and each participating state has developed their own service coordination action plan to specifically address outcomes that can support service coordinators in their respective states. Illinois has developed an *Illinois Service Coordination (IL SC) Stakeholder Group* in an effort to develop and carry out the IL SC Action Plan and National action plans relate to 1) the development of recommended knowledge and skills for all service coordinators across the nation and 2) the identity of service coordinators as professionals in early intervention. National subgroups continue to work on these action plans and group members are working closely with ECPC, the Division for Early Childhood (DEC) and Infant Toddler Coordinator Association (ITCA) to help move these initiatives forward. As a result, Recommended Knowledge and Skills for Service Coordinators are being drafted and DEC has agreed to be the professional home for service coordinators. In 2019 DEC will launch a national service coordination community of practice and a service coordination position statement for DEC is also an action item to help with the identify of service coordinators in our field. Furthermore, members are looking at what Part C of IDEA says about service coordination and are exploring the gaps that could potentially be filled by recommendations that could be made if the law is opened up for reauthorization in the near future.

IL SC Stakeholder Group – This Group is facilitated by EITP and it includes SC stakeholders from across the state including SCs, CFC Managers and Illinois Department of Human Services (IDHS) representatives. The Group is working to address the IL SC action plan that was developed as a result of the National SC Leadership Institute. The Group meets monthly and is working to address two goals within the IL SC Action plan including 1) identifying the knowledge and skills necessary for service coordinators in the Illinois EI System and 2) identifying the various ways that service coordinators feel appreciated, recognized and grow as professionals within the IL SC Model. This Group is planning to issue a statewide survey in 2019 to IL SC stakeholders across the state to gather more information as action plan items are carried out.