

**Experiences of Services Coordinators Utilizing the *Getting Ready* Approach  
for Home Visits**

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**Appendices**

Appendix A	Survey Items for Trained Services Coordinators	2
Appendix B	Trained Services Coordinators Focus Group Semi-structured Interview Questions	25
Appendix C	Descriptive Statistics for SCs' Level of Confidence in Their Ability to use <i>Getting Ready</i> Strategies During Home Visits and the <i>Getting Ready</i> Approach to Documentation on Home Visit Action Plans	27

## Appendix A

### Survey Items for Trained Services Coordinators

Q1 This is an exciting time for the **profession of services coordination**! Recently, two early childhood organizations hammered out a joint position statement recognizing the complex roles and responsibilities of services coordinators (SCs), as well as identifying the specialized knowledge and skills SCs need to support the families and children served by Early Intervention programs (DEC/ITCA).

The purpose of the **Early Intervention Services Coordination in Nebraska Survey** is to collect information about your perspectives, your expertise, and the resources you, as a services coordinator, need in our state. Your participation in this short survey will provide invaluable insight! In addition to what we learn from you, perspectives will be collected from some of your colleagues-- SC supervisors and Early Intervention providers-- to give us a rich description of the profession of services coordination in Nebraska.

There are two parts to this survey: Part I – Services Coordination in Nebraska and Part II – Demographic and Program Information. This anonymous survey should take you **less than ten minutes to complete**. Please complete the survey in its entirety to ensure collection of complete and reliable data.

Your consent to include your survey responses in this research is voluntary. You have the right to withdraw your responses at any point during the study, for any reason, and without any prejudice. If you would like to contact the Principal Investigator in the study to discuss this research, please e-mail Miriam Kuhn, miriamkuhn@unomaha.edu. By clicking the button below, you acknowledge that your participation in the study is voluntary, you are at least 21 years of age, and that you are aware that you may choose to terminate your participation in the study at any time and for any reason. Please note that this survey will be best displayed on a laptop or desktop computer. Some features may be less compatible for use on a mobile device. **Time to participate!**

Reference Division for Early Childhood and IDEA Infant & Toddler Coordinators Association (2020). Service coordination in Early Intervention joint position statement.

<https://www.ideainfanttoddler.org/pdf/DEC-ITCA-Service-Coordination-in-Early-Intervention-Joint-Position-Statement.pdf>



Q2 I give my consent to have my responses included in this research study

- YES, I consent to have my responses included in this research study (1)
- NO, I do not consent to have my responses included in this research study (2)

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Page Break

Q3

Part I—Services Coordination in Nebraska

Instructions: Below you will see a set of statements commonly associated with practices in the field of services coordination in Early Intervention. Please select the response that best matches your agreement with the following statements. In this survey, the definition of facilitate is: to make something easier or more likely to happen.



Q4 I am confident in my ability to explain services coordination to families.

- Strongly Agree (6)
- Agree (5)
- Tend to Agree (4)
- Tend to Disagree (3)
- Disagree (2)
- Strongly Disagree (6)



Q5 I have knowledge of infant and toddler development.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q6 I am confident in my ability to use active listening skills when communicating with family members and colleagues.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q7 I am confident in my ability to gather comprehensive information regarding family strengths, needs, available resources, and desired resources.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q8 I am confident in my ability to facilitate families' access to and participation in Early Intervention services.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q9 I am confident in my ability to facilitate families' access to their desired community and/or medical resources.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q10 I am confident in my ability to comprehensively explain family rights and procedural safeguards to families in understandable terms as they move through Early Intervention services.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q11 I am confident in my ability to facilitate the assessment and evaluation process for young children and their families.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q12 I am confident in my ability to facilitate the development of high quality IFSPs for the families/children on my caseload using team-based approaches.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q13 I am confident in my ability to coordinate and monitor timely delivery of Early Intervention services identified on the IFSP.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q14 I am confident in my ability to partner with families and other stakeholders to plan and implement individualized transitions throughout the Early Intervention process.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 





Q15 I am confident in my ability to manage and meet the timelines that are critical in complying with Early Intervention policy.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q16 I am confident in my ability to gather information about and complete accurate documentation for the families on my caseload.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q17 I am confident in my ability to utilize strengths-based approaches in my work with families and colleagues.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q18 I am confident in my ability to effectively advocate for families.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q19 I am confident in my ability to demonstrate professionalism through flexibility, resiliency, dependability, and by engaging in ongoing professional development.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 

Q20 Instructions: Now you will see a set of statements commonly associated with the use of the Getting Ready framework for Early Intervention home visits. Please select the response that best matches your agreement with the following statements.

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Q21 I am confident in my ability to focus family members' attention on their child's strengths.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
-



Q22 I am confident in my ability to collect and document data relative to IFSP goals during home visits.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q23 I am confident in my ability to suggest ideas and/or resources when requested by family members.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q24 I am confident in my ability to communicate openly and clearly with family members.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q25 I am confident in my ability to affirm family members' ideas and actions for achieving their family outcomes.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q26 I am confident in my ability to engage families in establishing mutual decisions about children's IFSP goals and ideas, actions, and resources to achieve family outcomes.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q27 I am confident in my ability to help families carry out plans, made with Early Intervention providers and services coordinators, in between visits.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 

Q28 Instructions: Now you will see a set of statements about areas documented on a Home Visit Plan for Services Coordination. Please select the response that best matches your agreement with your confidence in documenting information for that particular area of the plan.

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Q29 I am confident documenting a summary of discussion during that day's visit

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q30 I am confident in documenting a summary of progress toward IFSP outcomes.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q31 I am confident in documenting a summary of what is working for the family and what is not working.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q32 I am confident in documenting a list or description of new resources or supports the family is needing.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 





Q33 I am confident in documenting who will do what between the home visits.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q34 I am confident in documenting a plan for communication between visits.

- Strongly Agree (6)
  - Agree (5)
  - Tend to Agree (4)
  - Tend to Disagree (3)
  - Disagree (2)
  - Strongly Disagree (1)
- 



Q35 I am confident in documenting a plan for the next home visit.

- Strongly Agree (6)
- Agree (5)
- Tend to Agree (4)
- Tend to Disagree (3)
- Disagree (2)
- Strongly Disagree (1)

---



Q36 I am confident in documenting what the family member and SC are feeling good about right now.

- Strongly Agree (6)
- Agree (5)
- Tend to Agree (4)
- Tend to Disagree (3)
- Disagree (2)
- Strongly Disagree (1)

---

Q37 Are there other areas that you document on the Home Visit Plan? (please list):

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Q38 Part II—Demographic and Program Information

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Q39 What is your age (in years)?

\_\_\_\_\_

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X→

Q40 What is your gender?

Female (1)

Male (2)

Other: (3) \_\_\_\_\_

---

X→

Q41 What do you consider your ethnicity?

Hispanic (1)

Non-Hispanic (2)

---

X→

Q42 What is your race? (please select one)

- Black or African American (1)
  - American Indian (2)
  - Asian (3)
  - Caucasian/White (4)
  - Native Hawaiian/other Pacific Islander (5)
  - Two or more races (6)
  - Other: (7) \_\_\_\_\_
- 



Q43 What is your primary language? (select all that apply)

- English (1)
  - Spanish (2)
  - Other (please list): (3) \_\_\_\_\_
- 



Q44 What languages do you use when you talk to children and/or families in your program? (select all that apply)

- English (1)
- Spanish (2)
- Other (please list): (3)



Q45 What best describes the entity that employs you?

- Community agency (1)
- School district (2)
- Educational Service Unit (3)
- Other: (4) \_\_\_\_\_



Q46 How often do you conduct a home visit with the majority of the families on your caseload?

- Once a month (1)
- Once every other month (2)
- Other (please describe): (3) \_\_\_\_\_



Q47 How long do the majority of the home visits conducted with families on your caseload last?

- Less than 30 minutes (1)
- 30 - 60 minutes (2)
- More than 60 minutes (3)



Q48 What percentage of the home visits to families on your caseload are conducted as co-visits with an Early Intervention provider?

- 0% (1)
  - 1 - 25% (2)
  - 26 - 50% (3)
  - 51 - 75% (4)
  - 76 - 99% (5)
  - 100% (6)
- 



Q49 With what percentage of families on your caseload do you communicate between regularly scheduled visits?

- 0% (1)
  - 1 - 25% (2)
  - 26 - 50% (3)
  - 51 - 75% (4)
  - 76 - 99% (5)
  - 100% (6)
- 



Q50 When communicating with families between regularly scheduled visits, what form does this take?  
(select all that apply)

Phone call (1)

Text Message (2)

Email (3)

In-person at their home (4)

Other (please list): (5) \_\_\_\_\_

---

Q51 How many years have you been employed in this position?

\_\_\_\_\_

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Q52 In total, how many years have you been employed in a field serving an early childhood population  
(children birth – 3rd grade)?

\_\_\_\_\_



Q53 What is the highest level of education you have completed? (please select only one)

- High school diploma or GED (1)
- Some training beyond high school but not a degree (2)
- Two year college degree. If so, what was your major? (3)  
\_\_\_\_\_
- Four year college degree. If so, what was your major? (4)  
\_\_\_\_\_
- Graduate degree. If so, what was your field of study? (5)  
\_\_\_\_\_

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Q54 What SC training or professional development have you found to benefit you the most? (open-ended question)

\_\_\_\_\_

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Q55 What suggestions do you have for future training or professional development of SCs? (open-ended question)

\_\_\_\_\_

End of Block: Qualtrics Survey—For Service Coordinators

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## Appendix B

### Trained Services Coordinators Focus Group Semi-structured Interview Questions

1. SCs are shown a PowerPoint slide with the following roles/responsibilities of SCs:
  - facilitating the Early Intervention service process for families and their infants/toddlers
  - connecting families with needed community resources
  - communicating and collaborating with team members
  - advocating for families
  - coordinating children's transition from EI programs
  - thoroughly documenting all activities

#### Questions:

- Which of these job responsibilities came easiest for you?
- Which of the job responsibilities has required the most time in which to develop competence?
- Are there other roles/responsibilities **not** on this list that you have?
- What would make your role as an EI services coordinator easier?

2. SCs are shown a PowerPoint slide with the following knowledge/skills of SCs:
  - infant and toddler development
  - family-centered practices
  - leadership and teaming
  - coordination of services
  - transition
  - professionalism

#### Questions:

- Which of these areas would you identify as your strongest areas of knowledge and skill?
- For which of these areas would you most like further training?
- Are there other areas, not found on this list, in which you think you would benefit from further training?

3. Questions about SCs' implementation of the *Getting Ready* framework during home visits:
  - What has been the biggest impact of using the *Getting Ready* framework during home visits with families on your caseload?
  - What has been the biggest challenge?
  - How do you approach developing relationships with families?
  - What would make the process of developing relationships with families better?
  - What strategies or techniques do you use to build partnerships with families?
  - What would make the process of building family partnerships better for you?
  - What impact does the current home visit plan document have on the support you provide families?

- How do most families communicate with you between visits? How well does this work for you?
- What would make communication with families between visits better?

4. General questions about home visit practices:

- What percentage of your home visits would you estimate are co-visits with an EI provider?
- How do you and your team decide if you do a home visit with a family on your caseload by yourself or as a co-visit?
- What do you most like about doing home visits?
- What do you find most challenging about doing home visits?

5. Wrap up question:

- Is there anything else you would like to share or talk about today?

### Appendix C

*Descriptive statistics for SCs' level of confidence in their ability to use Getting Ready strategies during home visits and the Getting Ready approach to documentation on home visit action plans*

Confidence in ability during home visits to:	<i>n</i>	Percentiles		
		25 <sup>th</sup>	50 <sup>th</sup> (Median)	75 <sup>th</sup>
Focus family members' attention on child strengths	50	5.00	5.00	6.00
Collect and document data on IFSP goals during home visits	50	5.00	5.00	6.00
Suggest ideas/resources when requested by families	50	5.00	6.00	6.00
Communicate openly/ clearly with family members	50	5.00	6.00	6.00
Affirm family members' ideas and actions for achieving desired outcomes	50	5.00	6.00	6.00
Engage families in establishing mutual decisions	50	5.00	5.00	6.00
Help families carry out plans in between visits	50	5.00	5.00	6.00
Confidence in ability to document on home visit action plan:				
Summary of discussion during that day's visit	50	5.00	5.50	6.00
Summary of progress toward IFSP outcomes	50	5.00	5.00	6.00

Description of what is working and not working for the family	50	5.00	5.00	6.00
List or description of new resources or supports	50	5.00	6.00	6.00
Description of who will do what between visits	50	5.00	5.00	6.00
Plan for communication between visits	50	5.00	5.00	6.00

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*Note.* Survey Likert scale values: 1.00—Strongly disagree; 2.00—Disagree; 3.00—Tend to disagree; 4.00—Tend to agree; 5.00—Agree; 6.00—Strongly agree.