

Knowledge and Skills for Service Coordinators

A common set of knowledge and skills of Part C, Early Intervention (EI) service coordinators to recognize their unique and specialized role.

Why Were They Developed?

To provide awareness of the foundational knowledge and skills that are necessary for quality service coordination in early intervention.

How Were They Developed?

Through a multi-year, multi-phase process, the National SC Leadership Institute Group, in partnership with the Division for Early Childhood (DEC) and the IDEA Infant and Toddler Coordinators Association (ITCA) collaborated to develop and approve clear guidance for the necessary knowledge and skills for EI service coordinators.



What Are The KSSC?

1. Infant & Toddler Development

Knowledge in this area includes factors that contribute to development; such as family context, relationships, culture, socio-economic considerations, environment and experiences to guide learning within natural environments.



2. Family-Centered Practices

The ability to respect and support the distinctive qualities of each family, recognizing the family as the teacher, support, decisionmaker and advocate for their child.



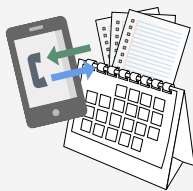
3. Leadership/Teaming

The ability to be an effective leader by building professional, supportive partnerships with families; collaborating and teaming with IFSP team members and engaging with a variety of community partners.



4. Coordination of Services

The ability to coordinate and monitor the timely delivery of identified evidence-based early intervention services.



5. Transition

Implementing smooth and effective transition plans with the family that identify events, activities and processes associated with key changes between environments or programs during the early childhood years.



6. Professionalism

The ability to use personal and professional boundaries, flexibility, resiliency, time management, dependability and by engaging in ongoing professional development.



Who Can Use the KSSC?

Service coordinators, administrators/program directors, state level professional development providers, faculty, preservice students and families will all benefit from the KSSC.

How Can The KSSC Be Used?

The KSSC are intended to enhance and augment personnel preparation, preservice training, and inservice professional growth and development.

Experiences of Services Coordinators (SCs) Using the *Getting Ready* Framework for Home Visits

Preliminary Findings from a Mixed Methods Research Study
by Drs. Miriam Kuhn and Johanna Higgins



Getting Ready training for SCs focused on

- using strategies to strengthen parent-professional partnerships
- implementing a structure for home visits (child & family strengths/concerns, progress toward IFSP goals, checking on family rights/safeguards)
- developing a home visit plan (concrete steps to be taken, between visit communication plan, set next visit)



Question #1: How does the *Getting Ready* framework support SCs in fulfilling their identified roles and responsibilities in Early Intervention?

Strengthening SC practices

- Recognition of SCs as valued team members
- Enhanced positive and family-centered practices
- Structure = intentional, productive home visits
- Sharper focus on child & family outcomes and desired resources

Improving EI program quality

- Consistency of services to children & families across EI teams
- Richer documentation of families' experience with EI process
- Providing peer coaching for fidelity to RDA strategies

Impacting family capacity for and confidence in supporting their child through

- Family self-advocacy, leadership, empowerment & ownership of EI process
- Deeper family knowledge of IFSP outcomes
- Enhanced family understanding of and use of strategies

Related Survey Results-- Percentage of SCs who rated the item agree or strongly agree

I feel confident in my ability to use the <i>Getting Ready</i> approach to:	Services Coordinators (n= 50)
Collect & document data on IFSP goals during home visits	96%
Affirm family ideas/actions for achieving desired outcomes	98%
Help family carry out plan in between visit	94%

Question #2: What barriers to using the *Getting Ready* framework do trained SCs experience?

Barriers include

- Uncomfortable conversations
- Some family characteristics require greater flexibility
- Potential impacts on relationship-building with families
- Home visit plan adds to documentation role
- Maintaining fidelity may be burdensome

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