

Illinois Service Coordination Forum (IL SC Forum)

Building Partnerships Among Service Coordinators

May 13, 2020

10:00 am-11:00am CT

<https://illinois.zoom.us/j/277172249?pwd=UFhkV2xEV0k1bWhaZGc1VnIQV3BSQT09>

Meeting ID: 277 172 249

Meeting Topic: Sarah Nichols' Zoom Meeting
Host: Sarah Nichols
Invitation URL: <https://zoom.us/j/117184223>
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Participant ID: 41



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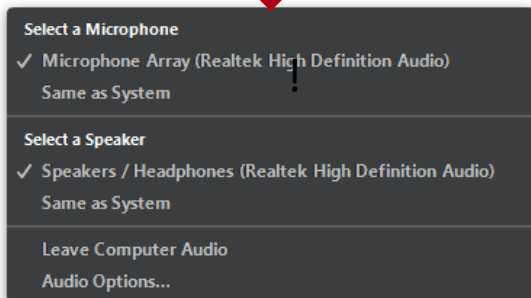


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Chat



Agenda

- I. Introductions
- II. Updates
- III. Resource Sharing/Seeking Support
- IV. Discussion Topic – “Red Table Talk” – *Reviewing Themes/Challenges from SC Leading the Way Through COVID-19 Events on 4/20 and 4/22*
- V. Future Meetings, Activities, & Priorities



Hello

my name is

and I am from...

...and my role is...



- **IL SC Initiatives – Stakeholder Survey Findings, CFC Conferences/Awards**
- **National SC Initiatives – RKSSC Survey**
- **Opportunities & Announcements – FREE DEC Membership**
- **Resources – LVV Resources!**

IL SC INITIATIVES

- **IL SC Stakeholder Survey** – Survey findings have been reviewed with IDHS and a report has been developed. Once findings have been reviewed with CFC Managers the report will be shared widely.
- **IL SC Forum Workspace & IL SC Forum Meetings** - Remember to visit the IL for resources and our meeting schedule. If you are new to the group then you may register for all future meetings via the meetings page or visit: <https://go.illinois.edu/ILSCForumRegister>.
- **CFC Award Recipients** - Help us celebrate our 2020 CFC Award Recipients! [Click here](#) to see the winners!

NATIONAL SC INITIATIVES

- **DRAFT Recommended Knowledge & Skills for Service Coordinators (RKSSC) - CALL FOR INPUT!** - Division for Early Childhood (DEC), in collaboration with the National SC Training Workgroup, is seeking input from you (and all SC Stakeholders across the nation) to collect data on the knowledge and skills that all service coordinators should possess.
- **Partnering with Families in Their Times of Need** - May 14, 2020 (1pm-2pm CT) - Web-Conversation hosted by the Division for Early Childhood (DEC) SC CoP - Register here: <https://www.dec-spced.org/servicecoordinationcop>
- **Joint SC Position Statement** - A draft will be ready for review in May 2020. Join the [DEC SC CoP](#) if you would like to stay informed and have the opportunity to review the draft when it is available.

OPPORTUNITIES & ANNOUNCEMENTS

- **FREE Council for Exceptional Children (CEC) and Division for Early Childhood (DEC) Membership!** - Sign up for a "basic membership" and join for free thru May 31st! *Note: You do not need to add DEC to your divisions; instead, please indicate in your membership application under demographics that you have an interest in Early Childhood.*
- **Division for Early Childhood (DEC) Conference** is October 20-23, 2020 in Minneapolis, MN (driving distance!) - DEC members get a discounted registration rate so start planning if you think you want to attend this year!
- **Need help from the community?** Visit the new "HELP!" page on the IL SC Forum workspace to seek support in between meetings. If you need assistance accessing or posting information to the workspace (<https://go.illinois.edu/ILSCForum>) email Sarah Nichols at snichols@illinoiseitraining.org.

RESOURCES YOU CAN USE!

- **SC Talking Points** - To assist families as they make informed decisions related to services during COVID-19
- **RBI Key Steps During Telehealth** and **RBI Reminders for Telehealth**
- **Resources from "Calm the Chaos" Webinar** - Tips for taking care of yourself and children
- **Use/Share these with families**
 - [Family Technology Checklist for Live Video Visits](#)
 - [Partnering with Professionals](#) (a companion tool to [Coaching Families Through Early Intervention](#))
 - [Everyday EI During COVID-19 Resources](#) from the EI Clearinghouse
 - [A Parents Tele-Intervention Experience](#) (4 minute video sharing a parent's perspective)
- **New Resources to share with providers!**
 - [Tips for Aligning Illinois EI Principles to Telehealth](#)
 - [Partnering with Families during Live Video Visits](#)
 - [Preparing for Telehealth Checklist - Are you ready to deliver live video visits?](#)

Reflection

I Feel...	_____

I WiSH...	_____

I tHiNK...	_____

I Need...	_____

I HOpe...	_____

I Want...	_____

Seeking Support & Resource Sharing:

1. What is something you are celebrating and want to share with others?
2. What challenges are you working to overcome right now?
3. Do you have a new tip, resource or strategy to share with other SCs today?

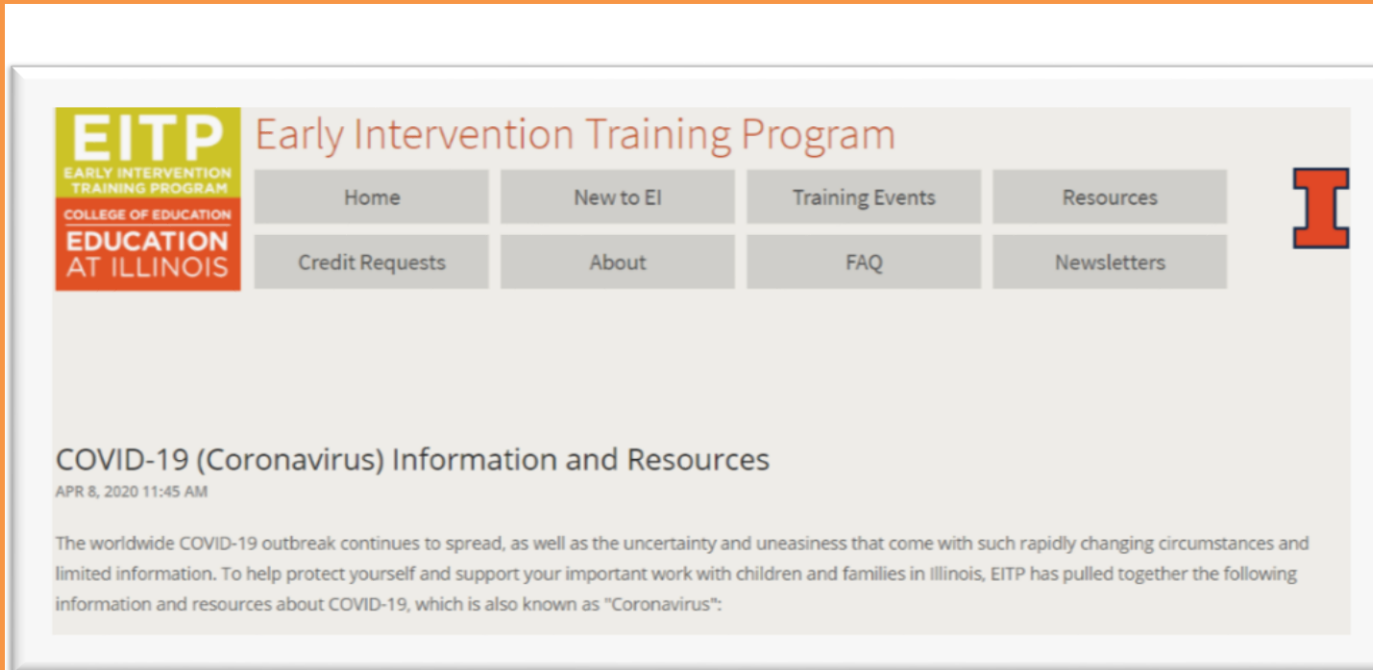


Recap High Priorities




- **Policy/Procedure Updates**
- Consent for Live Video Visits
- **SC Talking Points**
- **Resources to Review with Families**
- Tips for Conducting the RBI Remotely
- Resources to Share with Providers
- Self-Care/Wellness Resources

Where to find resources



COVID-19 Information and Resources
(at bottom of our homepage)



Live Video Visits
(Telehealth) Resource page



Themes/Questions
including positives/challenges





*Red
Table
Talk*



Positives

- ✓ Greater connection with families
- ✓ Families are excited to hear from me, and the conversations are longer
- ✓ Providers fully participating in meetings
- ✓ Building relationships
- ✓ More time to check in with families
- ✓ Catching up on paperwork
- ✓ Saving money on gas
- ✓ Sleeping in!

*Red
Table
Talk*



Overcoming Challenges

Red Table Talk



1. **Communication:** Not being able to reach families, difficult to obtain signatures, connecting with new families, some family's leaving the system
2. **Procedures:** Constant changes, family fee, eligibility/eval/assessment, annual IFSP, new services
3. **Timelines:** Medical diagnostics, Transition, AT
4. **Providers:** communication with families & CFC, pressuring families, not offering live video visits
5. **Technology:** WIFI/Device access for families, print/scan/fax, signatures
6. **Personal:** Work/Life balance, finances (unemployed spouses/fear of unemployment), 24/7 access to families

Exploring Ongoing Supports

Red Table Talk



- How might **SECs** support you and providers?
- How might **Parent Liaisons** support you and families you serve?
- How might **Pediatric TA** and **LIC Coordinators** assist you?
- How are you connecting with **Peers**?

CFC Consultative Supports *Activity/Resource*

¹CFC Consultative Supports - DRAFT Resource

- IL SC Resource Module:
<https://eitp.education.illinois.edu/AdobePresenter/SC/Section2/2.1SCmodel/> - This provides a short overview of the IL SC Model and what everyone does.
- IL SC Workbook: <https://blogs.illinois.edu/files/6150/394126/92206.pdf> - page 17 has an activity that we recommend new SCs complete to learn about these roles & resources available.
- CFC Procedure Manual: <http://www.dhs.state.il.us/page.aspx?item=96955>

****Need to check with CFC office/Program Manager to see how to utilize these supports within your office as some of the people in these roles are part time.**

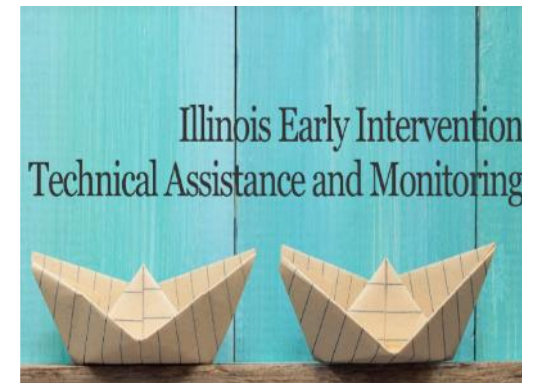
Examples & testimonies for how these supports within the IL SC Model help SCs

Parent Liaisons:

- Help SCs understand the perspective of the family, especially from a family that has been through EI (e.g. - a parent projecting a lot of emotions or showing signs of stress or frustration when communicating with the SC or other team members may be low on sleep, frightened about their child's future, coping with a loss of hopes/dreams, etc.)
- Provide guidance, wisdom, and experiences to help SCs overcome challenges, understand their strengths and improve relationships with families they serve
- Can help SCs identify resources in the community to help address a need/desire expressed by the family
- Attend meetings with the SC (as needed) for support and reflect/problem solve with SC after meetings
- Reflect with the SC on challenging experiences/meetings/discussions with families to problem-solve solutions
- Lead parent support groups and connect families with other families in EI
- Help with transition by sharing their experiences, feelings, emotions and questions when they went through transition and offer support to the SC
- May attend transition meetings or go on a visit with a family to an early childhood special education classroom or other option being considered for transition

"Being that I am not a parent, and have never walked in a parent's shoes, it was always great to gain perspective from one who has gone through EI. The parent liaisons I worked with were great listeners, and would sometimes remind me that a parent who seems frustrated with the process, or the things the way things were happening, may have had nothing to do with me on any given day and may have had a lot more to do with the day they were having, their fears, or their understanding of the system. Sharing experiences, strengths and challenges with them

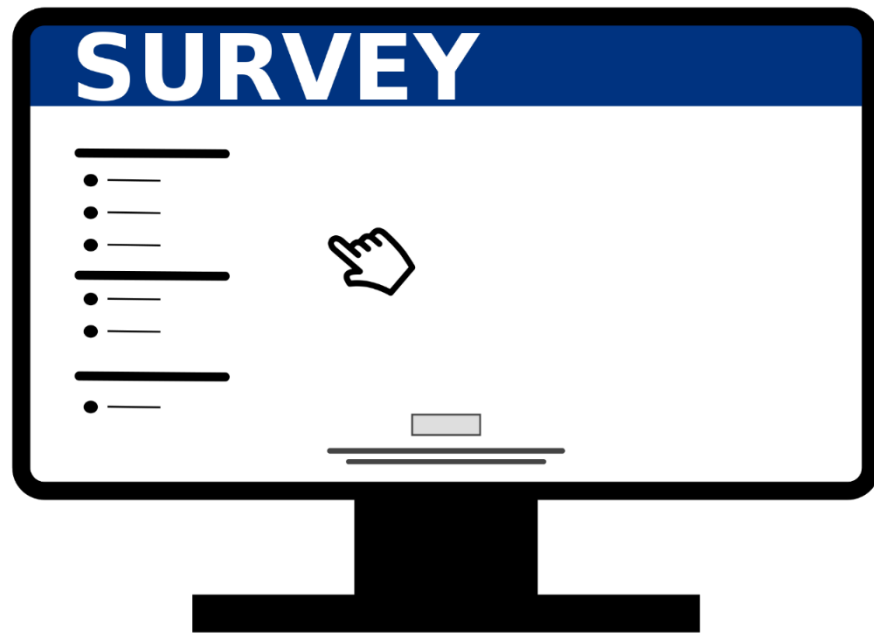
How can IL EI Partners Support you?





- ✓ Next Meeting August 12, 2020
- ✓ EITP & IL Forum Members are there to support you in between meetings!
- ✓ IL SC Forum Leaders will meet prior to next meeting
- ✓ Visit IL SC Forum Workspace:
<https://go.illinois.edu/ILSCForum>

Training Evaluation & Topic Requests



<https://www.surveymonkey.com/r/ILSCForumMeetings>