Service Coordination (SC) Competency Training Guide

July 1, 2014; rev. July 1, 2023

Training approved by the Directors of Special Education on February 26, 2014

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Training Overview

There are six components in the training process of all new Early ACCESS Service Coordinators (SC), including: 1) shadowing experienced SCs, 2) learning essential content online, 3) completing, turning-in, and discussing five activities from the online modules, 4) one SC Capstone Workshop, 5) mentoring, and 6) being observed and receiving feedback on a home visit. The entire training process will take approximately six months to complete, but the mentoring component should last for the new SCs entire first year. The timeline to train new SCs who start in their role as SC prior to January 1 of a training year (except those already trained in another Early ACCESS region) is:

Complete online modules prior to doing solo home visits	→	Complete five activities within 30 days of start (discuss with mentor)	→	Begin shadowing within 30 days of start
→	Attend workshop (February)	(approx. 6 mos. after start) →		Mentor complete observation of new SC, review feedback
	Training is complete; upload verification form and supporting docs			

***Mentoring should take place throughout the SCs first year and provide opportunities for the new SC to reflect on their practice and training. See also the Mentor Guide.

Example timelines:
1) New SC hired in August and expected to complete first solo home visit on August 7.
   a. Online modules completed by August 7.
   b. Five activities completed by September 7.
   c. Shadowing begun by September 7 and completed by August 7 the following year.
   d. Attend the February SC capstone workshop.
   e. Mentor completes observation/feedback of new SC around February 7.
   f. Mentoring continues until approximately September 7.
   g. Training is complete after all components are complete and documentation is signed (where applicable) and uploaded. **Upload the following into the SCs folder**: shadowing checklist, certificate of completion for online modules, five online module activities, mentor log, and home visit observation feedback form – SC is responsible for making sure all documents are complete and turned into Liaison/Supervisor and the State CSPD Consultant via the Google drive folder.
2) New SC hired in October and expected to complete first solo home visit on October 25.
   a. Online modules completed by October 25.
   b. Five activities completed by November 25.
   c. Shadowing begun by November 25 and completed by October 25 the following year.
   d. Attend the February SC capstone workshop.
   e. Mentor completes observation/feedback of new SC around April 25.
   f. Mentoring continues until approximately October 25.

       g. Training is complete after all components are complete and documentation is signed (where applicable) and uploaded. See "g" above for details on documentation.

3) New SC hired in January and expected to complete first solo home visit on January 20.
   a. Online modules completed by January 20.
   b. Five activities completed by February 20.
   c. Shadowing begun by February 20 and completed by January 20 the following year.
   d. Mentor completes observation/feedback of new SC around July 20.
   e. Attend the February SC capstone workshop the year after hire.
   f. Mentoring continues until after the February SC capstone workshop.
   g. Training is complete after all components are complete and documentation is signed (where applicable) and uploaded. See "g" above for details on documentation.

The new SC must complete all five online modules prior to completing solo home visits.

The new SC is responsible for completing and turning in the following documented components to their Regional Liaison/Supervisor via the Google drive folder: Shadowing checklist, certificate of completion of online modules, five completed activities, completed mentor log (quarterly), and home visit observation feedback form. The signed verification form should also be uploaded after all training components are complete. All forms are contained within the Appendix of this guidebook and here.

<div align="center">Instructions for Each Training Component</div>

Online modules

All new SCs are required to complete all five online modules prior to completing solo home visits. Essential content that will be reviewed prior to working with families as a SC is addressed in the online modules. It is estimated that they will take approximately 8 hours to complete (not including the activities). The content of the online modules should be applied and reflected upon with the new SC's mentor and/or peers. The **certificate of completion** should be submitted to the SC's Supervisor/Liaison via the Google drive folder.

These online modules should be used as a reference throughout the SC's work and are available for any current SC or service provider to complete and use to support their work with children and families in Early ACCESS.

To access the online modules, go to: http://www.earlyaccesstraining.com

The first time a user wants access to the modules, the user will need to create an account by clicking on "New User?" Once registered, the user is able to log-in and must complete the modules in order and cannot move to the next module until the module quiz is passed with 80% accuracy. Once all module quizzes have been passed and the end-of-course evaluation has been completed, users are able to freely navigate from module to module. A certificate of completion will also be awarded and should be submitted to the SC's Supervisor/Liaison via the Google drive folder.

Service providers and others who would like to utilize the modules as a resource, but are not required to complete the quizzes should log-in using the following username: EAprovider@gmail.com; and password: EarlyACCESS.

Content questions should be directed to the Regional Liaison/Coordinator in the SCs agency. Content errors should be forwarded to the CSPD Consultant. Technical difficulties (for example, a video does not play, problems logging-in), should be sent to FCIM at (800) 357-1072 or email support+EarlyACCESS@fcim.org.

Activities in modules

In order to apply the content that SCs learn in the online modules, SCs will complete **one activity per module** (five activities total), and upload them to their Google drive folder within 30 days of starting work as a SC. In addition, the completed activities will be discussed with their mentor. Activity topics include:
1. Explain Confidentiality
2. Impact of Culture on Work
3. SC Responsibilities and Family Outcomes
4. SC Responsibilities and IFSP Process
5. Resource List

Shadowing

The new SC will begin shadowing an experienced SC within 30 days of the first day of employment as a SC and will have the **shadowing checklist** (see Appendix) completed within one year of the first day of employment as a SC (upload the completed checklist). The new SC will shadow each of the following components: initial phone call to the family, initial visit, initial IFSP meeting, periodic meeting, annual meeting, and transition meeting. Shadowing more than one SC is ideal, but not required. The new SC should reflect on her shadowing experience with her mentor and/or peers (see reflection questions in mentor guide).

SC Capstone Workshop

SEE SEPARATE SC CAPSTONE WORKSHOP FACILITATOR GUIDE. The SC Capstone Workshop facilitator guide should NOT be shared with new SCs.

Mentoring

SEE THE SEPARATE SC TRAINING GUIDE FOR MENTORS.

Observation

SEE THE SEPARATE SC TRAINING GUIDE FOR MENTORS.

Continuous Improvement of the SC Competency Training

In order to evaluate the effectiveness and usefulness of the training, SCs and Regional Liaisons will be asked to complete an annual evaluation. Additional evaluations that SCs will complete over the course of the year are within the online modules and after the SC Capstone Workshop. Finally, the uploaded checklists, mentoring log, and activities will also be used for overall training evaluation purposes.

Appendix

Forms included:

Shadowing Checklist

Mentoring Log

Home Visit Observation Feedback Form

Service Coordinator Competency Verification Form

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Shadowing Checklist

Use this checklist to record the shadowing experiences that the new SC completes. Upload the completed checklist by the end of the first year of work as an SC.

Name of New Service Coordinator: _____

Region/Signatory Agency: _____

Date of First Day of Employment as SC: _____

Component Shadowed	Date of Shadowing	Name of SC Shadowed	Reflections (See reflection suggestions on pg 8-9 of Mentor Guide)
Initial phone call to family			
Initial visit			
Initial IFSP meeting			
Periodic meeting			
Annual meeting			
Transition meeting			

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Mentoring Log

Use the below table to record details about each mentoring session completed with the new Service Coordinator (SC). Summarize reflective conversations related to the training components and refer to the list of topics in the "Mentor Guide" to support mentoring conversations over the course of the SC's first year completing solo home visits. Complete the log quarterly and upload it to the SCs folder.

Name of New Service Coordinator: _____

Name of Mentor: _____

Region/Signatory Agency: _____

Meeting #1	
Date of Mentoring	
Time Spent Mentoring (in Hours/Minutes)	
Mode of meeting (e.g. in-person, web-based, phone, etc.)	
Options for discussion: Reflections from shadowing (include on shadowing checklist), online modules, online module activities, etc. Review the reflection suggestions on pg 8-9 of Mentor Guide for support in these reflective conversations. Topics covered from the "Mentor Topics" list.	

Meeting #2	
Date of Mentoring	
Time Spent Mentoring (in Hours/Minutes)	
Mode of meeting (e.g. in-person, web-based, phone, etc.)	
Options for discussion: Reflections from shadowing (include on shadowing checklist), online modules, online module activities, etc. Review the reflection suggestions on pg 8-9 of Mentor Guide for support in these reflective conversations. Topics covered from the "Mentor Topics" list.	

Meeting #3	
Date of Mentoring	
Time Spent Mentoring (in Hours/Minutes)	
Mode of meeting (e.g. in-person, web-based, phone, etc.)	
Options for discussion: Reflections from shadowing (include on shadowing checklist), online modules, online module activities, etc. Review the reflection suggestions on pg 8-9 of Mentor Guide for support in these reflective conversations. Topics covered from the "Mentor Topics" list.	

Meeting #4	
Date of Mentoring	
Time Spent Mentoring (in Hours/Minutes)	
Mode of meeting (e.g. in-person, web-based, phone, etc.)	
Options for discussion: Reflections from shadowing (include on shadowing checklist), online modules, online module activities, etc. Review the reflection suggestions on pg 8-9 of [Mentor Guide](#) for support in these reflective conversations. Topics covered from the "Mentor Topics" list.	

***Add more paper if you meet more than 4 times.

By signing, I confirm that I, _____ have discussed all of the
                                                    Service Coordinator Signature

above with my mentor, _____ Date: _____
                                                    Mentor Signature

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Home Visit Observation Feedback Form

Approximately 6 months after the new Service Coordinator (SC) begins solo home visits, the mentor will observe the new SC doing a home visit. The purpose of the observation is for reflection and feedback, not for evaluation of performance. Complete this form, including the open-ended item about next steps. Revisit the next steps after the SC has had time to make practice changes and reflect on those changes together. Upload the form to the SCs folder.

Name of New Service Coordinator: _____

Name of Mentor (Observer): _____

Region/Signatory Agency: _____

Date of Observation: _____

Mark each of the following with a "Y" (yes), "N" (no), or "N/A" (not applicable).

Did the Service Coordinator:

	Encourage parents to participate fully in Early ACCESS visits, give parents opportunities to ask questions and explain importance of parents being coached to work with child?
	Work with parents to identify individual family needs and support them in setting goals and developing strategies to meet their needs?
	Support parents' feelings of self-worth and empowerment by focusing on their successes and strengths?
	Write goal(s) in the IFSP in conjunction with others on the IFSP team, including the family? (progress, new steps or new goal….)
	Refer families to appropriate services when needed? Or follow-up on referrals with the family to see if the services have met the family's needs?
	Communicate with parents in a way that is open, honest, and informal?
	Create a listening atmosphere using communication "helpers", avoiding communication "blockers", and reflecting back what they heard?
	Work skillfully with families with language barriers or low levels of literacy?
	Explain the Early ACCESS Parental Rights and Safeguards?
	Confront families constructively and respectfully when needed?
	Assist parents to understand that their primary role is to work with their child daily on interventions in their routines and that they will be coached by their provider?

What is going well?

What could be changed? Next steps to address these items?

Additional Comments:

***Adapted from the Westmoreland, PA Community Action

Observer's Signature: _____ Date: _____

SC's Signature: _____ Date: _____

Service Coordinator Competency Verification Form

Complete this form over the course of the new Service Coordinator's first year. After all components are completed, fill in the certification statements under the table below, include this form with all other documentation in the SCs folder within this Google folder. Contact Melissa Schnurr with questions: melissa.schnurr@iowa.gov.

Components of the Early ACCESS Service Coordination Competency Training	
Component	**Date Received By Supervisor/Liaison**
Shadowing – will begin shadowing within 30 days of start; must begin shadowing prior to completing first solo home visit; complete checklist within one year of first solo home visit; reflect on experiences with mentor/peer	
Certificate of completion for online modules – will be completed prior to first solo home visit and discussed with mentor	
Five completed activities from online modules – will be completed within 30 days of start and discussed with mentor	
Workshop attendance verified – will confirm attendance at one SC capstone workshop	
Completed mentor log – mentor log will be turned in quarterly for a total of four within 12 months of doing solo home visits	
Home visit observation feedback form – will be completed by the mentor approximately 6 months after doing solo home visits; purpose is for reflection and feedback, not evaluation	

On this date, _____ has successfully completed all components of

                    Date   Service Coordinator Name

The Early ACCESS Service Coordination Competency Training as required by Administrative Iowa Rule 120.34(5).

By signing below, I have verified that all of the components of the Early ACCESS Service Coordination Competency Training were completed by the service coordinator printed above.

_____   _____   _____
     Sign Service Coordinator   Date   Region/Signatory Agency

_____   _____   _____
     Print Agency Supervisor   Signature Agency Supervisor   Date