

IL SC Forum Meeting Notes

August 9, 2023

10-11:15 am CT

Register 1x for all meetings if you want EI credit:

<https://go.illinois.edu/ILSCForumRegister>

Meeting Room:

<https://illinois.zoom.us/j/277172249?pwd=UFhkV2xEV0k1bWZhaZGc1VnlQV3BSQT09>

Meeting ID: 277 172 249

Password: ILSCForum

- I. **Introductions** - EITP: Sarah N, Maria K, Lucy G
- II. **Attendance:**
EITP – Shameka Brown CFC 1 – Dee Dee Lowery CFC 2 – Joy Ragnow-Guzy
CFC 7 – Julie Beitz, Brenna Scheuing, Maria Lopez
CFC 15 – Julia Bartczak, Lovice Brinkman
CFC 19 - Judy Marucco, Kaylee Johnston, Penny Hanks, April Strobe
CFC 20 – Barb Lingafelter CFC 21 – Pam Futrell CFC 22 – Dayna Jones
- III. **Updates & [Bulletin Review](#)**
IL SC Initiatives, National SC Initiatives – National SC CoP updates, Opportunities & announcements, Resources
- IV. **Seeking Support & Resource Sharing with One Another**
Celebrations shared: Sending a son off to college, SC Wage increases and hiring new SCs, new workout app/routine
- V. **Discussion Topic** (one of three choices to be decided upon via a poll within the meeting) – *Julia Bartczak and Maria Kastanis provided some background in creating the 3 topic choices for today. Poll Launched – resulting in a 3-way tie.*
A breakout room for each topic was created with participants choosing their room and allowed 20 minutes to discuss:
 - a. **Troubleshoot ways for SCs to work through the current struggles of service coordination**
 - i. **What are some things you do to manage the high workload?**
Caseloads: 100, 72, 60, 100, Hard to build relationships with a family when at 100; one strategy is taking certain days or parts of days each month to do monthly contact. Use text helps. Sending a letter in the mail or sent by email when it is the end of the month and monthly contact hasn't been done.
 - ii. **How do you and/or your CFC manage families waiting for services?**

Find it difficult to find ongoing providers. With the EIES has issues with no one being available. Also, having extra evaluations recommended at an initial. Never used to have issues finding a DT so we could easily at least find one provider for a family, if they had DT on their side. This year EIES seemed to be more difficult than last year.

We are also seeing children with more issues than we used to have. Also having this Pilot from Northwestern is also taking some of our ongoing providers from us making it even more difficult to find ongoing providers.

And families in rural areas that won't take LVV services or don't have access to internet, making it even a bigger challenge.

- iii. ***What strategies have you found successful?*** *How do you reconcile with the fact that you can't do it all?) Discussion did not get much into offering strategies, but led to eligibility and total domain scores. Reviewed that for eligibility we must always look at the total domain score*

b. Guiding service plan conversations

- i. ***How do you maintain connections with families and discuss issues of provider shortages?*** *Issues of families choosing to go to private clinics/hospitals for face-to-face services. Yet, these options also dealing with service delays. The significance of educating families on the coaching model and options for video visits.*
- ii. ***How do you respond when a provider seems to be over-recommending?*** *Have open conversations with families regarding early intervention philosophies and principles so that they are better prepared/educated when hearing reports/recommendations from specific disciplines.*
- iii. ***How do you reframe the conversation to truly address the family needs/priorities at the moment?)*** *Having conversations encouraging the big picture and what is in the best interests of the family. A suggestion was made to be aware of Body Language. Follow the cues of parents' body language and quickly address stress/anxiety and issues related to that stress/anxiety and the EI process. Offer the Waiver of written prior notice and remind parents that it is perfectly ok to stop meeting if needed.*

c. Navigating provider challenges

- i. ***How do you as a service coordinator handle/respond when this happens?*** *Use 'Consult' options. Discussed that we are looking at achieving the outcomes and not specific disciplines. There are times when another discipline can work on the outcome with another provider*

providing consultation Fully developing all outcomes before discussing options to meet those goals helps eliminate recommendations for duplicate and/or unnecessary services

- ii. ***What supports are in place and/or unified response does your CFC have when this happens?***
- iii. ***What questions might you ask the provider to understand why they make decisions in this manner?*** *Discussion piggy-backed on responses to topic b, question iii above and further discussed the appropriateness of allowing team members, particularly families, to separate/step away/break from the meeting.*

VI. Sarah adjourned at 11:18 inviting anyone to stay on with further questions and/or discussion.

VII. Future 2023 Meetings (10am-11:15am CT):

- a. November 8
- b. Join the [IL SC Forum Leaders Group](#) to help plan our next meeting!