

FSC Supervisor Training Reflective Questions Handout

Session 1

Concept: Medical Model vs EI

- How do you support FSCs (and all staff) to understand the difference between traditional therapy practices and those of EI?
- How does your agency support “messaging” about EI to families and referral sources?

Concept: KSSC (Knowledge and Skills for Service Coordinators): National Standards for FSCs) and NMAC ((NM Administrative Code): State rules that define FSC role and responsibilities)

- How do you bridge these frameworks into everyday practice? In what ways do you ensure staff understand both frameworks and can apply them in practice, taking them beyond checking boxes, and guiding FSCs to be competent, confident, and consistent in their work?
- How does your agency support FSCs in truly understanding their role, beyond initial training? What structures are in place for ongoing guidance, coaching, and clarification?
- How does your agency support FSCs in understanding their role and responsibilities?
- How can the principles of KSSC and NMAC guide the development of meaningful, consistent, and effective FSC professional development at your agency?
- Are you using KSSC to guide supervision conversations, reflective practice, and performance feedback?
- Are you using NMAC to reinforce expectations, clarify responsibilities, and ensure compliance?

Concept: Working with Families

- As part of initial training, what are the strategies you use to support your FSCs in practicing strategies for active listening and open-ended questioning, reinforcing that effective communication starts with trust?
- What are some ways that you coach your FSCs to reflect on the link between trust, engagement, and outcomes during supervision?

Concept: Paperwork or People

- How does your approach to supervision influence the quality of relationships that FSCs build with families?
- What we prioritize, the questions we ask during supervision, and the follow-up we provide, all of this communicates our values?

Concept: Referral, Intake, and Eligibility

- How does your agency support new FSCs in shadowing & debriefing these processes with veteran FSCs
- How do your current FSCs use the Family Handbook – are there ways to enhance this?
- What are some ways you can use the workbook activities to support new FSC's

Concept: Family Interview

- How does your agency explain the purpose of the Interview to families?
- How do you train FSCs to gather high-quality information during the Family Interview?

Concept: IFSPs

- How do you support FSCs in balancing the paperwork with the process of supporting and preparing the family?
- How do you train/coach/mentor FSCs in developing high-quality IFSPs?

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Session 2

Concept: Community Partners

- How does your agency ensure that your new FSCs have the contact information and details about your local community partners?
- How do your partnerships support positive outcomes for infants, toddlers, and families?
- How do families learn about available community partnerships and resources?

Concept: Monthly Contacts

- What tools does your agency provide to help FSC's conduct meaningful monthly contacts that reflect real routines and family priorities?
- How does your agency support FSC's in using open-ended, non-leading questions during conversations with families?
- What processes are in place to ensure monthly contacts effectively monitor progress and family satisfaction?

Concept: Adopted Best Practices

- How do you support FSCs (and all staff) to understand that there are “Adopted Best Practices” in NM FIT?

- How does your agency support “messaging” about these practices to families and referral sources?

Concept: Supporting the Team

- What structures are in place to support FSCs when difficult situations arise with families or colleagues?
- What mentorship or reflective supervision opportunities are available to staff?
- How does your agency encourage ongoing learning and problem-solving across team members?

Concept: Reviews

- How can the agency support the participants with coordinating the periodic review or annual meeting, timelines, and updating the IFSP?

Concept: Transition Process

- How does your agency support FSC knowledge, ensure timeline accuracy, and strengthen understanding of family rights to promote informed family advocacy?
- How does your agency support FSC’s in having transition conversations with families?
- What processes does your agency have for adding outcomes for transition for families?
- In what ways does your agency support new FSCs in learning about post-conference steps, including any follow-up services?

Review Community Partners Recordings: <https://cdd.health.unm.edu/ecln/f-fit-topics/f-community-partners-and-resources/>