



**OVERVIEW OF FSC INSTRUCTOR-LED TRAINING CONTENT:
WHAT WE TEACH, WHY WE TEACH IT, & HOW CAN YOU HELP?**

Objectives for Webinar Series



- Explored the underlying philosophies, approaches, and objectives of the interactive sessions of the updated FSC training
- Examined the agency's role in supporting participants to maximize their learning and support them in understanding their responsibilities as an FSC

Overview of the FSC Training

- ✓ Primary Focus = the WHY of FSC responsibilities and importance of the FSC role
- ✓ Compliance = BASIC (high-level such as timelines, etc.); NOT main focus
- ✓ Overarching Training Objectives:
 - Role of the FSC
 - WHY behind the work
 - Identifying best practices in the NM FIT Program
 - Exploring EI from the Parent Perspective
 - Identifying personal strengths and areas for growth related to the role



Tools to Support Participants & Supervisors/Mentors

Portal Topic: FSC

Supervisor's Orientation to the New Foundations of Family Service Coordination Training

AUGUST 19, 2024

FIT Foundations of Family Service Coordination (Not-for-Credit)

Please note, this is the NOT-FOR-CREDIT version of Foundations of Family Service Coordination and does not fulfill the training requirement for new Family Service Coordinators. This course is intended only as a refresher for early intervention staff who do NOT need to receive credit for completing the Foundations of Family Service Coordination training pathway. New service coordinators should speak to their supervisor to find out when the next cohort of for-credit training will be available.

Segment 1: The Role of the FSC

- **Early Intervention in New Mexico - 15 Minutes**

Overview of the mission and vision of early intervention, service delivery model, and adopted best practices in New Mexico (FGRBI, TTA, Ongoing and Authentic Assessment).

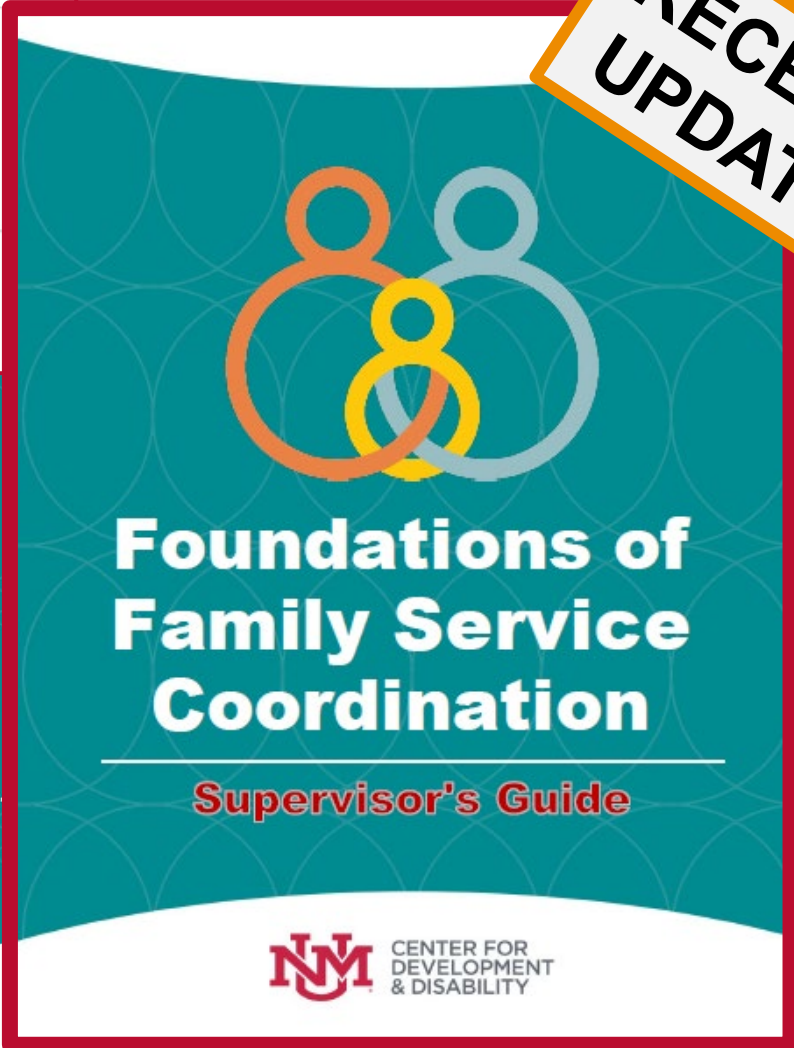
- **Role of the Service Coordinator - 20 Minutes**

Introduction to the 7 steps of the family's journey through early intervention, Knowledge and Skills for Service Coordinators, and service coordination responsibilities as they are outlined in NMAC.

- **Working with Families - 30 Minutes**

Building strong partnerships with families including effective communication skills and supporting parents as advocates.

RECENTLY
UPDATED!

The image shows the cover of a training guide titled 'Foundations of Family Service Coordination Supervisor's Guide'. The cover has a teal background with a pattern of overlapping circles. At the top, there is a logo consisting of three interlocking circles in orange, yellow, and grey. The title 'Foundations of Family Service Coordination' is written in large, bold, white letters. Below it, 'Supervisor's Guide' is written in smaller, bold, red letters. At the bottom, there is a white banner with the 'NM' logo and the text 'CENTER FOR DEVELOPMENT & DISABILITY'.

Foundations of Family Service Coordination

Supervisor's Guide

How can agencies support participants' learning?



Supporting Staff with Training

- Support participants with understanding and completing the prerequisites
- Support participants to access the training
- Set participants up to successfully participate in the training (Individual computers w/ mic & camera, fully engaged and no distractions, do not miss more than 10 minutes of training session)
- Follow up with participants after the training:
 - What did they learn?
 - What are the next steps?





Overall Approach to NM FIT Early Intervention

Concept: Medical Model vs EI

What is Covered?

- Early Intervention as a developmental model that is relationship-based; Caregivers play a critical role in supporting the child
- Medical Model is treatment-oriented and expert-driven; Caregivers do not have a role

Why is it Covered?

- Families are more familiar with the medical model so it tends to be what they expect
- FSCs are the first contact for a family so they need to explain what EI is and how it is different

Agency Supports

- 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 to referral sources?





What Is The Role of the FSC?

Concept: KSSC and NMAC

What is Covered?

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

Why is it Covered?

- KSSC supports the how: ongoing reflection, supervision, and skill development
- NMAC provides the what: the rules, structures, and requirements that guide service delivery
- Together they provide a framework for quality practice and professional accountability

Agency Supports

- 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?



Working with Families

Working with Families: Role of Supervisor

- ❖ Supervisors play a critical role in shaping how FSCs build relationships with families, support parent advocacy, and balance the demands of paperwork with the needs of their families.
- ❖ Your guidance directly influences FSC confidence, family engagement, and overall quality of EI service delivery.
- ❖ Supervisors ensure FSCs understand that Early Intervention is rooted in partnership/collaboration and that strong family relationships are the foundation for lasting progress and retention.

Why Relationships and Rapport Matter in Working with Families

1. Engagement Drives Outcomes

- Families are more likely to participate consistently when they feel understood and supported.
- FSCs who build trust see families following through with recommended strategies.

2. Retention of Staff

- FSCs report that relationships with families and colleagues are the most rewarding part of their jobs.
- Overemphasis on paperwork and deadlines can increase stress and burnout, reducing staff retention.

3. Facilitates Communication

- Strong rapport allows families to share concerns openly, helping FSCs tailor supports effectively.
- Clear communication strengthens family confidence in the EI process.

Why Relationships and Rapport Matter in Working with Families, continued

4. Trust Enhances Learning

- Families are more likely to try new strategies and interventions when they trust the professional guiding them.
- FSCs can model positive interactions, creating a ripple effect of relational learning.

5. Supports a Positive Work Culture

- Supervisors who prioritize relationships foster team cohesion, motivation, and resilience.
- Staff who feel valued are more likely to provide high-quality, relationship-based support

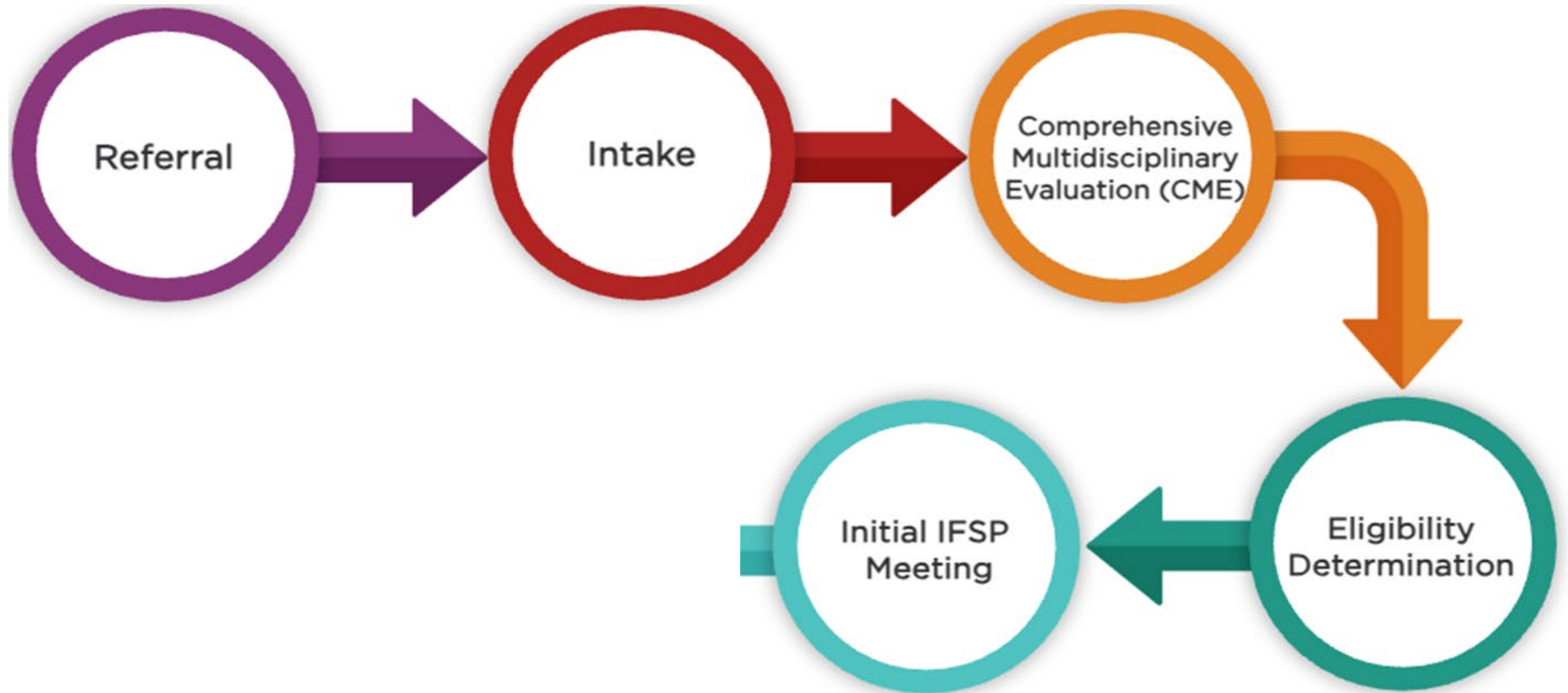
6. Supporting Parents as Advocates

- Strong relationships empower parents to speak up for their child's needs with confidence
- When families feel supported, they are more likely to participate actively in decision-making during IFSP meetings and other services
- FSCs who build rapport can guide parents in understanding their rights and navigating the early childhood system
- Positive advocacy experiences help families gain long-term skills that extend beyond early intervention.

Paperwork or People: What Guides the Work?



- ❖ As a supervisor, where do you find yourself placing more emphasis, paperwork or people?
- ❖ How does your approach to supervision shape the quality of relationships FSCs build with families?
- ❖ Are families experiencing EI as a relationship-based system, or as a compliance-driven process?
 - How can you model and encourage a balance that protects relational work while still meeting required timelines?



Guiding the Family through the first 45 days

Concept: Referral, Intake, and Eligibility

What is Covered?

- Ways that we support families during these processes and set them up for success
- How to use the Family Handbook to support families during these processes

Why is it Covered?

- These initial parts of the process are unfamiliar and, typically, stressful for families – we want to ensure that families understand what to expect at each step of the process, that they feel heard, and can actively participate
- The Family Handbook is an incredible tool that can support families (and new FSCs) in understanding the process and in sharing their experiences of their child

Agency Supports

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



Concept: Family Interview

What is Covered?

- Discussion/activities to support FSCs in understanding what “high-quality” information looks like (Looks Like/Doesn’t Look Like)
- Importance of individualization for each family and focusing on the child’s participation in context of culture and community
- Family perspectives on how FSCs can approach the interview to set families up for success

Why is it Covered?

- The Family Interview is the lynch-pin of the CME and IFSP processes; quality information supports effective planning for evaluation, outcomes, and strategies
- Interviewing families about their daily lives when a relationship has not yet been built can feel invasive – we want to ensure that our approach with families is transparent and supportive

Agency Supports

- 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

What is Covered?

- Focus on supporting families: It's about the process, NOT the paperwork
- Reflections on FSC as facilitator of the IFSP meeting
- Discussion/activities to support FSCs in understanding what “high-quality” PASN and Outcome pages look like (Looks Like/Doesn't Look Like)

Why is it Covered?

- FSCs are the primary support for families to become active participants in the IFSP process
- Quality PASN information supports the development of quality Outcomes and Strategies which supports families and providers in implementing appropriate, routines-based interventions

Agency Supports

- 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?

Thank you for
joining us!



What questions do
you have?

