

Orientation to Coaching and Natural Learning Environment Practices for **Service Coordinators**



This process is designed for two purposes: 1) to orient service coordinators to the use of coaching and natural learning environment (NLE) practices by service providers in early intervention (EI), and 2) to orient service coordinators to the use of coaching practices by service coordinators. This process can be used with new or experienced service coordinators during regular staff supervision. The first two sessions focus on the use of coaching and NLE practices by service providers, which are important for service coordinators to understand so that they can effectively identify and monitor high quality service delivery. The third and fourth sessions focus on the use of coaching practices during high quality service coordination.

Because professional development is typically more effective when provided across time, mentors and supervisors are encouraged to conduct this orientation process across at least four meetings (within the first six months after hire for new service coordinators). During these meetings, the mentor/supervisor and service coordinator can discuss the information below and the use of these practices during visits with families. Use the *Mentoring Activities & Notes* section to document the support provided.

Visit the [VA Early Intervention Professional Development Center](#) for links to handouts, articles, videos, archived webinars, and other resources. The following pages are most relevant:

- [Coaching in Early Intervention](#)
- [Adult Learning & Early Intervention](#)
- [Implementing Supports and Services](#)
- [Service Coordination](#)

1st Orientation Meeting

BEFORE THE MEETING

The service coordinator will watch and prepare to discuss with the mentor/supervisor:

- [Coaching Families](#) (Online Module, Texas Early Childhood Intervention)
To document completion of the module, document the time spent and date completed and keep copies of the Coaching in Action checklists (one for Henley and one for Lennox) which were used during the Practice Activities section of the module.

DURING THE MEETING

The service coordinator and mentor/supervisor will:

- Discuss evidence-based EI practices, including coaching.
- Review the natural learning environment practices that underlie effective service delivery. These practices were covered in the initial EI certification modules (e.g., family-centered practices, routines-based intervention, natural learning opportunities, interest-based learning for the child and family).
- Review the [Division for Early Childhood \(DEC\) Recommended Practices - Performance Checklists](#) (ECTA Center) to help the practitioner identify natural learning environment practices when observing EI visits with service providers and families. Highlight the following performance checklists:
 - Natural Environment Learning Opportunities Checklist
 - Family Capacity-Building Practices Checklist
- Schedule the service coordinator to observe an EI visit conducted by a qualified coaching fidelity observer/service provider (or other practitioner who implements these practices). Identify one DEC

Orientation to Coaching and Natural Learning Environment Practices for **Service Coordinators**



checklist the service coordinator will use to reflect on what was observed during the visit. This checklist should be completed after the visit and a copy sent to the mentor/supervisor.

Date and Time of Visit: _____

DEC checklist that will be used: _____

MENTORING ACTIVITIES

Date Completed	Activity	Notes/Summary

2nd Orientation Meeting

BEFORE THE MEETING

The service coordinator will:

- Read:
 - o [Evidence-based Definition of Coaching Practices](#) (Rush & Shelden, 2005)
 - o [Tips and Techniques for Effective Coaching Interactions](#) (Rush & Shelden, 2008)
 - o [Coaching Quick Reference Guide](#) (Rush & Shelden, 2008)
- Watch the [Coaching in Action](#) (Video, run time 11:29)

DURING THE MEETING

The service coordinator and mentor/supervisor will:

- Discuss impressions from observing the EI visit and review the completed DEC checklist.
- Compare the observations of the visit with what was learned in the readings and seen in the video.
Use the Coaching Quick Reference Guide article to structure the discussion.
- Discuss how the family’s natural environment (i.e., location, activities, materials, interactions) was used to encourage the child’s development and support the caregiver’s learning during the visit.
Note any suggestions for improvement.
- Discuss the service coordinator’s role in monitoring the implementation of the IFSP and the importance of service coordinators understanding these practices so they know what to look for when coordinating EI service delivery.
- Schedule the service coordinator to observe a visit conducted by an experienced service coordinator who is joining a service provider visit.

Date and Time of Visit: _____

Orientation to Coaching and Natural Learning Environment Practices for **Service Coordinators**



MENTORING ACTIVITIES

Date Completed	Activity	Notes/Summary

3rd Orientation Meeting

BEFORE MEETING

The service coordinator will complete the online course: [Yes, Service Coordinators Can Use Coaching!](#)

DURING MEETING

The service coordinator and mentor/supervisor will:

- Discuss impressions from the observed visit including how the service coordinator used coaching to support the family and the service provider.
- Review the nine coaching practices, which are covered in the online course and the [Coaching Families during Service Coordination: A Practical Guide](#) document, that describe how service coordinators can help families share information, participate in the EI process, access resources and solve problems.
- Review the [Coaching Families during Service Coordination Fidelity Checklist](#) and discuss which activities were observed during the visit, any missed opportunities, and activities that were not observed and why.
- Schedule the service coordinator to observe another visit conducted by an experienced service coordinator who uses coaching practices.
Date and Time of Visit: _____
- Instruct the service coordinator to use the *Coaching Families during Service Coordination Fidelity Checklist* as a self-assessment after at least one interaction with a family before the next meeting. The completed self-assessment/checklist should be brought to the next meeting.

MENTORING ACTIVITIES

Date Completed	Activity	Notes/Summary

Orientation to Coaching and Natural Learning Environment Practices for **Service Coordinators**



4th Orientation Meeting

DURING MEETING

The service coordinator and mentor/supervisor will:

- Begin by reviewing the service coordinator’s self-assessment/checklist and discussing reflections from that experience.
- Discuss impressions from the observed visit including how the experienced service coordinator used coaching practices to support the family.
- Develop a joint plan to identify at least one skill or practice the service coordinator wants to improve, based on the self-assessment/checklist.
- Schedule a mentor/supervisor observation of an upcoming visit with the service coordinator. Plan for how to provide feedback following the observation (e.g., discussion in the car after the visit or during the next supervision meeting).
Date and Time of Visit: _____
- Schedule additional meetings or additional observations as needed.

MENTORING ACTIVITIES

Date Completed	Activity	Notes/Summary

Orientation to Coaching and Natural Learning Environment Practices for **Service Coordinators**



Resources

Virginia Early Intervention Professional Development Center
www.veipd.org/main/

1st ORIENTATION MEETING

Coaching Families (online module)

Texas Early Childhood Intervention

<https://hhs.texas.gov/doing-business-hhs/provider-portals/assistive-services-providers/early-childhood-intervention-eci-programs/eci-training-technical-assistance/coaching-families>

DEC Recommended Practices – Performance Checklists

Early Childhood Technical Assistance (ECTA) Center and Division for Early Childhood (DEC) of the Council for Exceptional Children (CEC)

<http://ectacenter.org/decrp/type-checklists.asp>

2ND ORIENTATION MEETING

Evidence-based Definition of Coaching Practices (Rush & Shelden, 2005)

http://fipp.org/static/media/uploads/caseinpoint/caseinpoint_vol1_no6.pdf

Tips and Techniques for Effective Coaching Interactions (Rush & Shelden, 2008)

http://fipp.org/static/media/uploads/briefcase/briefcase_vol1_no2.pdf

Coaching Quick Reference Guide (Rush & Shelden, 2008)

http://fipp.org/static/media/uploads/briefcase/briefcase_vol1_no1.pdf

Coaching in Action (video run time: 11:29)

<https://www.youtube.com/watch?v=ziColpqqLlo&feature=youtu.be>

3RD ORIENTATION MEETING

Yes, Service Coordinators Can Use Coaching! (online course)

www.veipd.org/elearn

Coaching Families during Service Coordination: A Practice Guide

https://veipd.org/main/pdf/coaching_families_white_paper.pdf

Coaching Families during Service Coordination Fidelity Checklist

https://veipd.org/main/downloads/modules/coaching/compare_handouts/coaching_families_during_sc_fidelity_checklist_final_orange_fillable.pdf