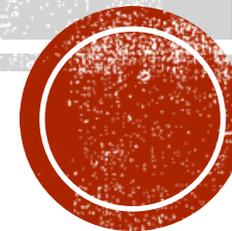


# DESIGNATED SERVICE COORDINATION

How can your Early Intervention Program benefit from designated coordination?



Andrea Marwah, IL School for the Deaf Outreach  
Trainer/Consultant and DSC Point of Contact.



**HOW DOES  
ILLINOIS SERVE  
IT'S EI CHILDREN  
WHO ARE DEAF,  
HARD OF HEARING,  
VISUALLY  
IMPAIRED OR  
DEAF-BLIND?**





# WHAT ILLINOIS DID AND WHY

- JCIH Goal 2: All children who are D/HH and their families experience timely access to services coordinators who have specialized knowledge and skills related to working with individuals who are D/HH
- EHDI workgroup determined a need for updated training of Designated Service Coordinators.
- ISD Outreach was given the responsibility to update the training by utilizing a workgroup with specialized knowledge in the areas of hearing, vision and combined vision/hearing.
- IL had an existing DSC training; however it was outdated and needed to be redrawn.





# WHAT ILLINOIS DID AND WHY

- It was determined that an initial training as well as single point of contact and continued training would be initiated.
- IL held an all EI-DSC training in June of 2017. Of the 25 CFC offices, 20 attended the training.
  - Training was provided by: IL School for the Deaf Outreach Trainer, Parent, EI Bureau Chief, Audiologist, Deaf/blind specialist.
  - Training was developed by workgroup members, each with expertise in certain areas were assigned certain slides for the initial training.
  - EI credit was provided to attend the training.
- After the training the presentation slides and handouts were housed on the IL Sound Beginnings Website for those who attended to view as needed.



# WORKGROUP INCLUDED:

- CHOICES for Parents
- Hands & Voices
- Guide By Your Side
- Department of Public Health
- Specialized Care for Children
- IL EHDI
- Current DSCC's
- Project Reach
- Philip Rock Center
- Child's Voice School
- IL School for the Deaf
- Bureau of Early Intervention
- IL School for the Visually Impaired
- Chicago Hearing Society
- University of Illinois
- Deaf and Hard of Hearing Commission





## **SURVEY MONKEY SENT TO EVERY EXISTING EI-DSC**

We questioned the current Service coordinators holding the DSC position in the offices. We asked what was and wasn't working.



# HOW WE INTRODUCED THE NEW TRAINING



- The representative from the IL School for the Deaf and the Bureau Chief of Early Intervention visited 24 of the 25 CFC offices in Illinois, this took over 6 days of travel.
- A flyer was developed regarding the DSC role changes and upcoming training
- All offices were give the dates that the training would be offered
- All offices were provided with a face to face visit from their new point of contact.



## Newly Designed Program

Bureau of Early Intervention  
Carle Clinic  
Chicago Hearing Society  
Child and Family Connections 15. DSC  
Child's Voice School  
CHOICES for Parents  
Deaf and Hard of Hearing Commission  
IL School for the Visually Impaired  
Illinois Guide By Your Side  
Illinois School for the Deaf  
Illinois State University  
Philip Rock Center



State of Illinois  
Bruce Rauner, Governor  
IL Department of Human Services  
James T. O'Connell, Secretary  
IL School for the Deaf  
Julie O'Neil, Superintendent  
IL School for the Visually Impaired  
Serena Preston, Superintendent  
IL Bureau of Early Intervention  
Ann Treibung, Chief

## Designated Service Coordination (EI—DSC)



CONTACT:  
Andrea Marwah  
Outreach Staff  
Illinois School for the Deaf  
Tel: 708.409.8800  
[Andrea.marwah@illinois.gov](mailto:Andrea.marwah@illinois.gov)

Designated Service

(DSC)?

A Designated Service Coordinator is a professional who receives additional training to build knowledge and skills to work with children who have a child with a hearing or vision impairment. This DSC may work in various settings within the community, such as in an office where children pose challenges. Training is provided for Designated Service Coordinators who can help children with those challenges.

What Supports will Designated Service Coordinators Receive.

- Consistent flow process
- Technical Assistance
- DSC networking group
- Ongoing Training Opportunities which may be used to fulfill credential requirements

## Attention

Current Designated Service Coordinator:

Updated DSC training materials are available for review to make sure the most current information is being provided to families. We invite you to attend the updated DSC trainings so that you may support other SC's and providers.



Save the Date for the Bridges Conference in Bloomington, In-person DSC training. Register online today at

<http://illinoisdeaf.org/Outreach/Outreach.html>



# TRAINING TOPICS

- Agencies involved in Illinois EHDI
- JCIH Position Statement and reason for training and Service Coordination Designation
- JCIH recommendations
- Language vs communication
- Modes of Communication
- Impact of Hearing Loss
- Diagnostics, etc.
- Vision Loss
- Definitions and types of vision loss and blindness
- Resources for DSC's and Parents
- Unbiased support



- Parent perspective
- What is a DTV and DTH
- The Early Intervention Process including codes, etc.
- All about Assistive technology
- IFSP's IEP's, etc.
- State/national supports offered



# DESIGNATED SERVICE COORDINATOR



- Provides services to families who have children who are deaf/hard of hearing, visually impaired or deaf-blind
- Has specialized knowledge on both hearing and vision needs
- Can be the “go to” person for questions or be the sole provider of services for these disability categories.
- Receives additional training related to each disability category.





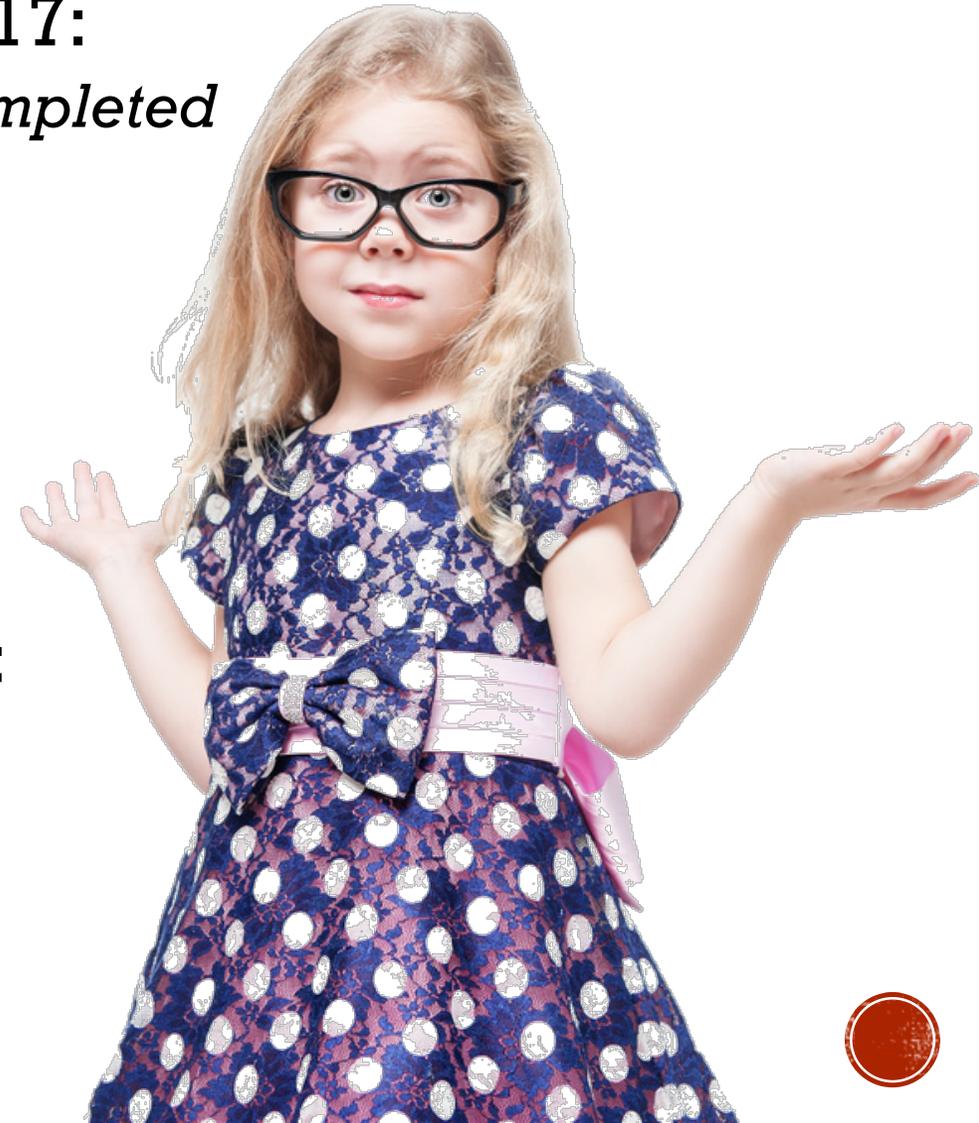
## **CENTRAL POINT OF CONTACT**

The Designated Service Coordinators have 1 point of contact, this person is housed at the IL School for the Deaf and can answer questions directly. This person has expert contacts who can answer the tough questions that a service coordinator gets. It makes the job a lot easier than trying to figure out who to call when something out of the ordinary comes up.



# HOW'S IT WORKING SO FAR?

- Since the in person training in June of 2017:
  - *6 individual trainings have been requested/completed on different topics:*
    - Deaf with other disabilities (co-morbid)
    - Vision loss and other Disabilities (co-morbid)
    - A Little Hearing Loss is a Big Thing.
    - DSC Basic Training
- The point of contact has been contacted 31 times by DSC's or Program Managers:
  - *Issues needing assistance*
    - Interpreting services inquiries
    - Assistive Technology
    - Procedural
    - Confirmation of items in training



# WHAT'S NEXT?

- Continuation of training for new and existing EI-DSC's
- Technical Assistance at the IL School for the Deaf and IL School for the Visually Impaired
- More training options for DSC's
- Annual refresher training (coming June 2018)
- Timely updates on procedure, family supports and simple terminology.



