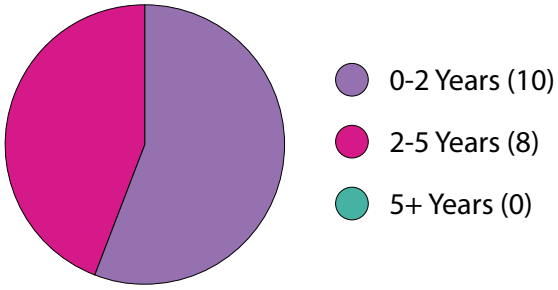
KALEIDOSCOPE
New Perspectives in Service Coordination

Spring 2026 Report

Seventeen service coordinators participated in the Spring 2026 Kaleidoscope. The training began in March 2026 and was held fully online. The process included two half-day training days and three Community of Practice (CoP) meetings. Over the 3-month process, participants responded to five evaluation surveys, which captured their learning, satisfaction, and plans for using Kaleidoscope information.

Participants' Years of Experience



100% **Highly Satisfied** or **Satisfied** with Kaleidoscope overall.

What was your key takeaway from the Community of Practice?

CoP 1

"I am not the only one who struggles with the Transition process; Transition is different locally, and really the best practice is to communicate with coworkers/ peers to better understand best practices, tips and tricks, as well as receive education about options for our families."

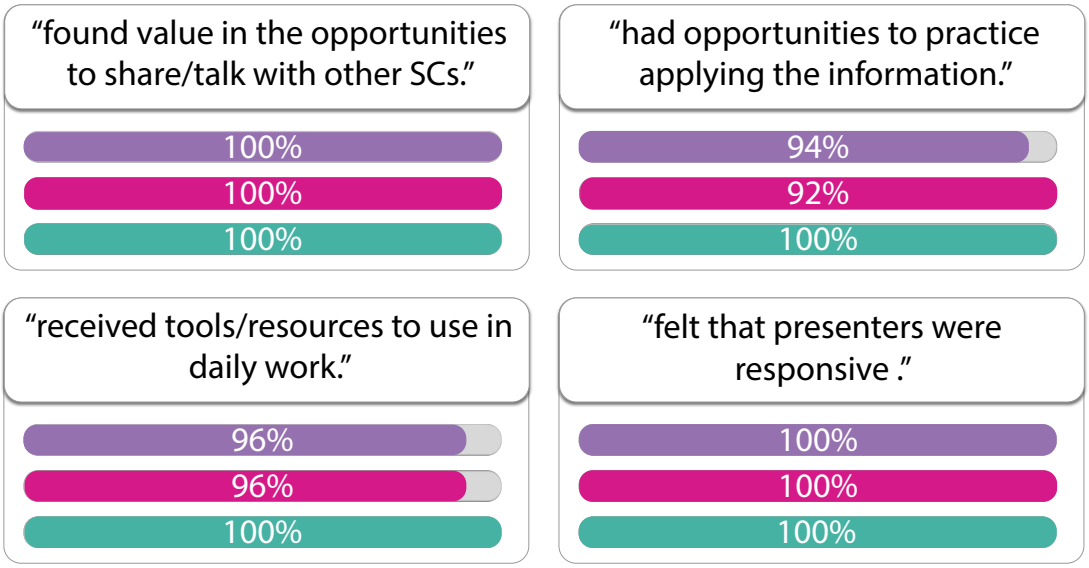
CoP 2

"My main takeaway is how important monitoring and staying organized is not just for us, but for the families and other providers involved."

CoP 3

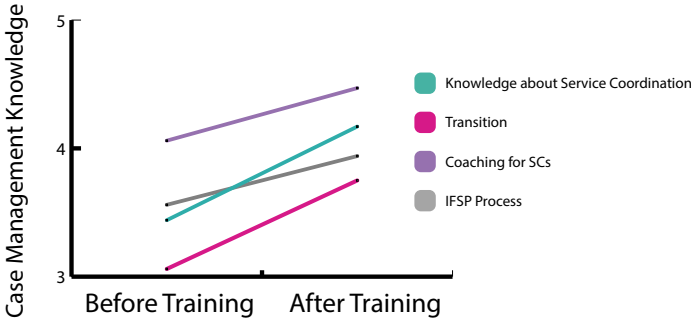
"Be creative and willing to try different strategies that will help with organization and timely completion of tasks while maintaining the delicate balance between duties as a service coordinator, professional development, and taking care of yourself."

Based on the Community of Practice, participants Strongly Agreed/Agreed that they



Kaleidoscope: Changes in Knowledge

Growth was **statistically significant**



"I have also felt more confident when interacting with my families and other providers due to having more knowledge of what I'm doing."

How have you used what was learned from the Kaleidoscope process?

Participants mentioned:

Centering Family Priorities in IFSPs

Service coordinators described using more intentional conversations, active listening, and family advocacy to ensure IFSPs reflect each family's priorities, concerns, and choices.

Using Coaching and Good Questions with Families

Service coordinators applied coaching strategies, shared questions, and conversation prompts to better understand family routines, support decision-making, and prepare families for assessments and IFSP meetings.

Using Peer Connections and Shared Resources

Service coordinators described drawing on colleagues, shared resources, and provider knowledge to find information, solve problems, strengthen collaboration, and better support families.

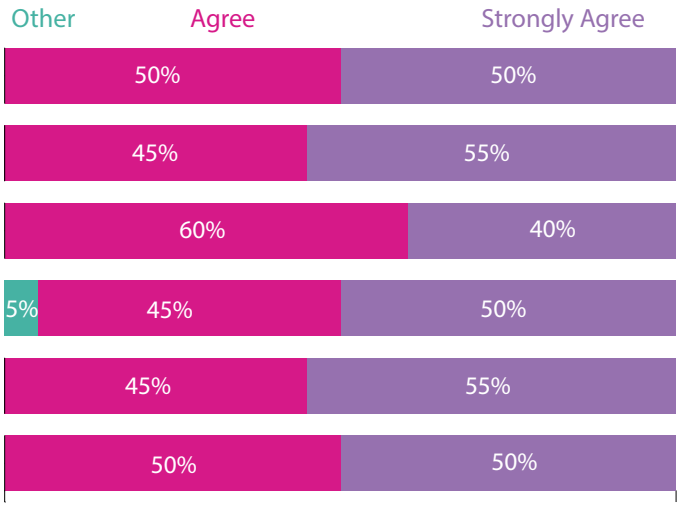
Improving Organization and Time Management

Service coordinators used time blocking, task grouping, planning systems, and intentional scheduling to manage paperwork, monitoring, communication, and deadlines more efficiently..

Increasing Confidence in the SC Role

Service coordinators described feeling more confident in meetings, conversations with families, and discussions with providers because of the knowledge and strategies gained through training.

Based on Kaleidoscope...



* Percentages rounded to the nearest whole number

VEIPD CENTER · Virginia Early Intervention Professional Development Center

VCU School of Education · Partnership for People with Disabilities

Infant & Toddler Connection of Virginia

DBHDS · Virginia Department of Behavioral Health and Developmental Services