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| Title: | SERVICE COORDINATION |
| Purpose: | To ensure that all families receive appropriate service coordination from a qualified early intervention provider. |

# Overview

Each eligible child and family will be provided with one service coordinator who is responsible for coordinating all services across agency lines and serving as a single point of contact in helping parents to obtain the services and assistance they need. Service coordination should occur and be documented in the child’s record at least one time per month for each family. The service coordinator should also be supporting the family as the Primary Service Provider.

**Qualifications/Training of Service Coordinators**

Service coordinators must meet the personnel standards, must be one of the family’s service providers and must have completed applicable training as required and specified by the lead agency. In order to function as a Service Coordinator, staff must first complete the Birth to Three Initial Certificate and then complete and receive the Service Coordinator Certificate. Proof of completion of required training through award of the Birth to Three Initial Certificate and the Service Coordinator Certificate should be maintained by the program and available upon request. See addendum for information on how programs verify staff completion of applicable service coordination training.

Required training for the Birth to Three Initial Certificate and the Service Coordinator Certificate are posted on the [Required Training page of the Birth to Three website](http://www.birth23.org/providers/pd/rtsct-2/).

# Knowledge and Skills of Service Coordinators

According to the IDEA, the service coordinator should be knowledgeable about:

* infants and toddlers who are eligible under Connecticut’s definition.
* the federal and state laws and regulations governing the Birth to Three System.
* the nature and scope of services available under the Connecticut Birth to Three System and the system of payments for services in Connecticut.
* Birth to Three System’s procedures regarding evaluation and assessment, developing the [IFSP](file:///\\SDE-I-FS1HFDK\EARLYCHILD\BirthToThree\Procedures\7-2004%20FY05%20Procedures\Forms\Form%203-1-IFSP%20.doc), service guidelines, and transition from Birth to Three to community programs or preschool special education.
* Federal, state, and local resources that are available to families and young children.

# Assignment of the Initial Service Coordinator

When the family contacts the Birth to Three System to refer their child, a program is chosen from among those available to complete an evaluation to determine eligibility. From this program, a person is identified as the family’s initial service coordinator. This person is responsible for coordinating the child’s eligibility evaluation and/or assessment. The service coordinator reviews the results with the family, and if the child is eligible, gives the family information about other Birth to Three programs available in their geographic area allowing the family to make a choice of programs. If the child is not eligible, the initial service coordinator informs the family about the Ages and Stages Monitoring process and helps them refer the child, and discusses other community resources which may be of interest to the family.

**Ongoing Service Coordination**

If the program that completed the initial evaluation/assessment is chosen by the family to provide the services, the parent may keep the initial service coordinator if they will be a primary provider of direct services to the family. However, if that person is not going to be providing direct services to that family the program must assign a new service coordinator who will be the service coordinator and a provider. The service coordinator must be on the IFSP and seeing the family regularly as the primary provider. In a rare instance if this is not possible, clear documentation must be in the notes section of the IFSP.

If the family chooses to receive services from another program, then the family will be assigned a service coordinator from the new agency. The initial service coordinator is responsible for transferring all information to the new service coordinator.

Ongoing service coordination activities, according to the IDEA include:

* coordinating the performance of evaluations and assessments.
* Informing families of their rights and procedural safeguards
* facilitating and participating in the development, review, and evaluation of the individualized family service plan ([IFSP](file:///\\SDE-I-FS1HFDK\EARLYCHILD\BirthToThree\Procedures\FY13%20DRAFT%20Procedures\Forms\3-1-IFSP.doc)).
* assisting families in identifying available service providers.
* coordinating and monitoring the delivery of services.
* informing families of the availability of advocacy services.
* coordinating with medical and health providers.
* facilitating the development of a transition plan to pre-school services, if appropriate.

In addition, Connecticut Birth to Three specific service coordination activities include:

* completing ongoing paperwork requirements of the Birth to Three System.
* ensuring proper information is collected as required by the lead agency for accessing third party reimbursement for early intervention services identified in the IFSP, including private insurance, Board of Education and Services for the Blind (BESB), and Medicaid.
* assisting the family in locating services outside of the Birth to Three System.
* facilitating the development of a transition plan to other community services
* assisting the family to contact other families if requested

# Documenting Service Coordination

Service coordinators are expected to document service coordination activities that take place during and outside of the early intervention visit. These could include phone contacts, visits with the family to the physician or other professionals, notes from face-to-face meetings with the family or other providers, email or text.

Service coordination that occurs during an early intervention visit may be documented on the Early Intervention Visit Plan (see [Planning and Documenting Intervention Services procedure](file:///\\SDE-I-FS1HFDK\EARLYCHILD\BirthToThree\Procedures\FY13%20DRAFT%20Procedures\plandocservices.doc)). Information on community resources, if provided, should be included where the family can easily reference it. For activities that occur outside of a visit, the service coordinator may use a contact sheet, which can be as simple as running notes on a blank page or a form such as contact sheet, Form 3-5a or 3-5b. Another form customized by the program for the same purpose is also acceptable. Service coordination notes must be dated and signed.

Families have full access to everything in their child’s record.

**Addendum**

Service Coordination: Documentation of Applicable Training

Program verification of staff completion of applicable required training can be fulfilled by the following:

1. Service Coordination Certificate of Completion– Can be printed from Protraxx by the program staff member. This is available for 2005 and later dates.
2. Email verification from lead agency – For staff training from 1996 – 2004 that was not recorded in Protraxx, email [CTBirth23@ct.gov](mailto:CTBirth23@ct.gov) requesting confirmation of attendance at Service Coordination. The staff member’s name and date of attendance at Service Coordination training is necessary. Records will not be researched prior to 1996. As possible, the lead agency will verify attendance of the staff member at the training through email. This will involve research and lead agency staff time and may not be immediately available – plan ahead.
3. Staff Member previously functioning as approved Service Coordinator prior to September 1, 2018 – if staff member has previously been trained as a service coordinator and has been acting in that role with families, but is unable to show proof through 1. or 2. (above), they will need to complete the online IFSP module housed on [CT TRAIN](https://www.train.org/connecticut/home). After completion of the module, the staff member will print the certificate of completion of the CT Birth to Three: IFSP module from the Initial Certificate. Follow instructions on the [Required Training page of the Birth to Three website](http://www.birth23.org/providers/pd/rtsct-2/) for information on accessing the module.

**Staff member NEVER previously trained as Service Coordinator** – A staff member can NOT act as a Service Coordinator until completion of applicable training. Service Coordination training is being revised and as of September 1, 2018 will include:

* 1. Completion of the Birth to Three Initial Certificate and the Service Coordinator Certificate including online modules that must be completed and will be housed on [TRAIN CT](https://www.train.org/connecticut/home)
  2. Successful completion of knowledge test at the end of each module
  3. Verified observation of an Evaluation, Initial IFSP and an IFSP review
  4. One day in-person training (online modules MUST be successfully completed prior to attending the in-person training)
  5. Staff member will be able to act as a Service Coordinator after completion of the in-person training and therefore completion of the Service Coordinator Certificate (printable from Protraxx)

**For the period of April 1, 2018 through September 1, 2018 ONLY** – a staff member who has not been previously trained will be allowed to function as a Service Coordinator as long as they are being actively supported by the program in that role, and have completed any required online modules, as of April 2018: the IFSP module.

During July and August 2018 online modules will be added and MUST be completed prior to staff functioning in a service coordinator role. Staff must also receive supervision and support in this role from the program. One day in-person trainings will be scheduled beginning September 2018. All staff who have been functioning as service coordinators awaiting the in-person training should complete online modules, required observations and register for the next available training.

All certificates of completion of modules should be printed by the program staffand maintained by the program.

**After September 1, 2018** - All staff who have never functioned as service coordinators previously will need to complete and receive the Birth to Three Initial Certificate and the Service Coordinator Certificate. All information regarding these required trainings is found on the [Required Training page of the Birth to Three Website.](http://www.birth23.org/providers/pd/rtsct-2/)

Staff trained as Service Coordinators prior to September 1, 2018 will not have completed the Birth to Three Initial Certificate and will show completion of applicable training as a Service Coordinator as described above in this addendum.