



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



# **AzEIP Programmatic Meeting - Service Coordination Services**

June 27, 2023

Revised June 29, 2023 and September 7, 2023

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# Service Coordinators in Early Intervention

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- Service coordinators must believe in their own value.
- The service coordinator's contribution to the team is more than a record keeper who manages documentation and the paper trail.
- Service coordination includes leading the team and bringing team members, approaches, and resources together to support each family.
- Service coordinators also individualize the services they provide so that families' unique strengths are built upon and needs are addressed.
- Responsive, family-centered service coordination is a cornerstone of a successful Early Intervention experience for families.

Service Coordination in Early Intervention Division for Early Childhood and IDEA Infant & Toddler Coordinators Association  
Joint Position Statement

December 2020

## **IDEA Part C 303.34 (a) (1)**

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As used in this part, service coordination services mean services provided by a service coordinator to assist and enable an infant or toddler with a disability and the child's family to receive the services and rights, including procedural safeguards, required under this part.

## IDEA Part C 303.34 (a) (2)

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Each infant or toddler with a disability and the child's family must be provided with one service coordinator who is responsible for—

- Coordinating all services required under this part across agency lines; and
- Serving as the single point of contact for carrying out the activities described in paragraphs (a)(3) and (b) of this section.



# IDEA Part C 303.34 (a) (3)

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Service coordination is an active, ongoing process that involves—

- Assisting parents of infants and toddlers with disabilities in gaining access to, and coordinating the provision of, the early intervention services required under this part; and
- Coordinating the other services identified in the IFSP under § 303.344(e) that are needed by, or are being provided to, the infant or toddler with a disability and that child's family.

# Service Coordination Services include

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- Assisting parents of infants and toddlers with disabilities in obtaining access to needed early intervention services and other services identified in the IFSP, including making referrals to providers for needed services and scheduling appointments for infants and toddlers with disabilities and their families;
- Coordinating the provision of early intervention services and other services (such as educational, social, and medical services that are not provided for diagnostic or evaluative purposes) that the child needs or is being provided;
- Coordinating evaluations and assessments;
- Facilitating and participating in the development, review, and evaluation of IFSPs;
- Conducting referral and other activities to assist families in identifying available EIS providers;
- Coordinating, facilitating, and monitoring the delivery of services required under this part to ensure that the services are provided in a timely manner;
- Conducting follow-up activities to determine that appropriate part C services are being provided;
- Informing families of their rights and procedural safeguards, as set forth in subpart E of this part and related resources;
- Coordinating the funding sources for services required under this part; and
- Facilitating the development of a transition plan to preschool, school, or, if appropriate, to other services.

IDEA, Part C: 303.34 (b)

# Service Coordination (SC)

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**Dedicated SC:** An early intervention professional who solely provides service coordination to the family and does not have any other role on the team. This individual cannot act as Team Lead.

**Dual Role SC:** To implement Dual Role SC during IPP, the dual role SC must be a member of the evaluation or assessment team for the family and may continue as a dual role SC during implementation of the IFSP only if also identified as the appropriate Team Lead for the family.

# Monthly Contact with a family is

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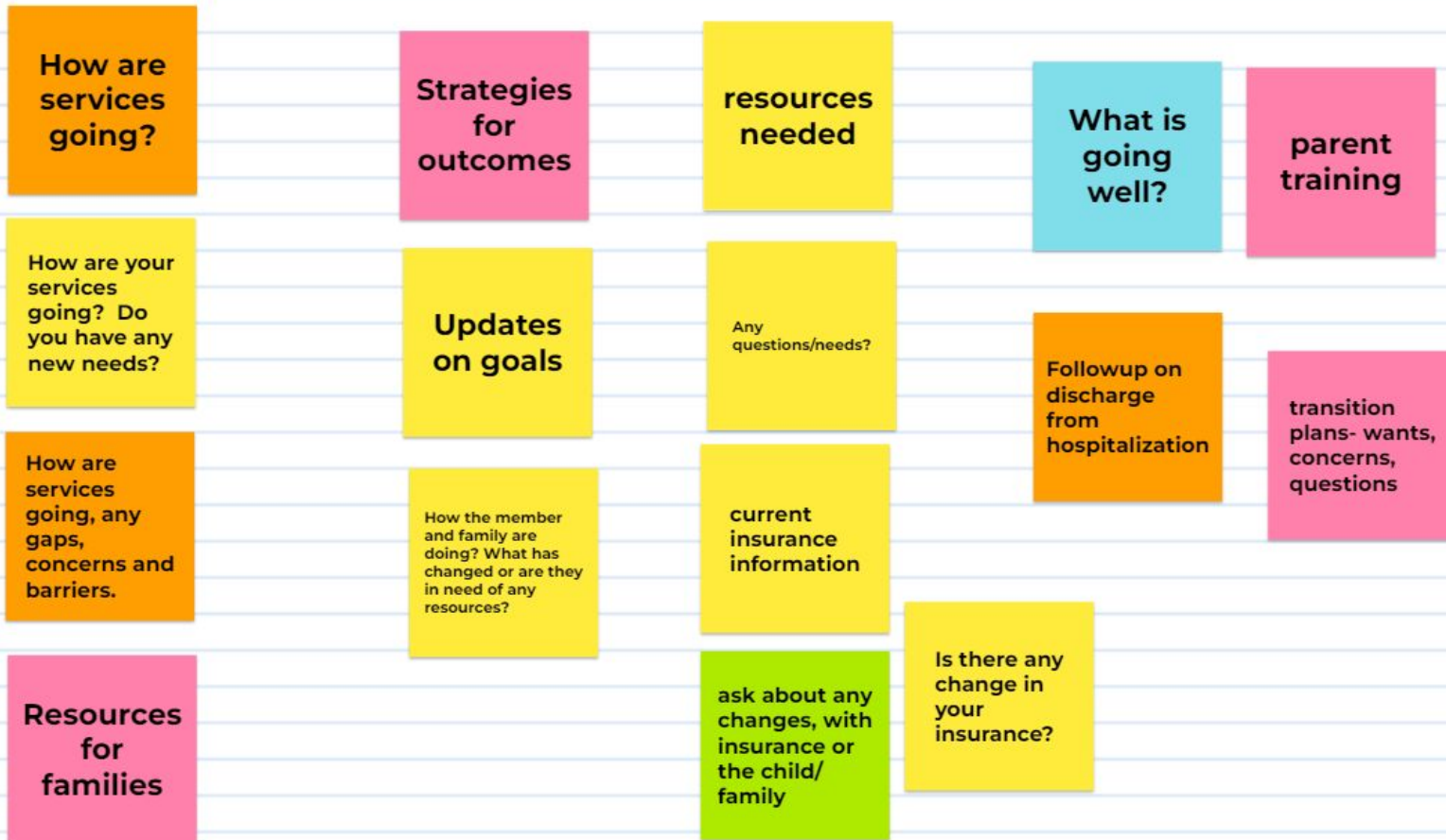
- Intentional
  - Active
    - Ongoing
      - Required

Note: Monthly Contact is scheduled at times convenient for and with the family.



# Let's JAM!

What do you talk about during your monthly contact with families/caregivers?



# What to discuss during monthly contact?

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## **Procedure Manual 3.10.4**

The service coordinator contacts the family monthly by phone, e-mail, or in- person to:

- A. ensure early intervention services are provided as planned
- B. determine the need to reconvene the IFSP Team to discuss new outcomes or changes in services
- C. ensure that the family has access to needed resources that were previously identified, such as WIC, Early Head Start, and other early education or childcare programs
- D. discuss any new questions or interests of the family.

# Additional Talking Points During Monthly Contact

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- Have you noticed your child doing anything new?
- Have you learned any new strategies that you have found work well?
- How is (pick an activity) going?
- Now that you're home from the hospital, how is your child adjusting?
- Do you have any new concerns, challenges, or questions?
- Does your child have any new favorite toys or have he/she tried any new foods?
- Have there been any changes in your child's daily routine or household activities?
- How are services going?
- Have there been any changes in family demographic (phone number, address, email) or insurance information?
- Household updates?
- How is transition going?
- Have there been any medical updates?
- Any other important updates?
- When would you like me to meet next month? How would you like to meet?

**What's Happening?**

**How is it going?**

# Billable Direct Service Coordination Activities

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SC services are Direct = **direct contact with the family in the process of coordinating services**

Service Unit: 1 hour, billable in 15-minute increments

Billable activities include, but are not limited to:

- Coordination of services
- Coordinating evaluations and assessments to determine initial and ongoing eligibility
- Assisting families to identify and access available agency and community supports and services
- Facilitating and participating in IFSP meetings, including initial, 6-month, annual, and other reviews
- Facilitating development of a transition plan for preschool service activities
- Communication with families
- Intentional monthly contact in-person, virtually (phone or video), or by email

# Billable Non-Direct Service Coordination Activities

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SC services are always Non-Direct when there is **not direct contact with the family**

Service Unit: 1 hour, billable in 15-minute increments

Billable activities include, but are not limited to:

- Coordinating the process of evaluations and assessments to redetermine eligibility
- Assisting families to identify and access available agency and community supports and services
- Coordinating transition plan for preschool services
- Communication with families in an administrative capacity (e.g., calling to confirm an appointment or receipt of a document, mailing/emailing IFSPs, obtaining signatures)
- Coordination and communication with team members without the family present
- Submitting AHCCCS Member Service Requests
- Obtaining child documentation from team members

**Note: The Initial Call conducted during the Initial Planning Process (IPP) is billed as a non-direct service.**



# Direct or Non-Direct?

| Activity  | Direct | Non-Direct |
|---|--------|------------|
| Contacting family to update information on the Consent to Bill Health Insurance form via phone prior to sending for signature | ✓      |            |
| Addendum Meeting to add more units  | ✓      |            |
| Submit AHCCCS Member Service Request  |        | ✓          |
| Supporting families over the phone in locating resources  | ✓      |            |
| Discussing progress during a monthly video call   | ✓      |            |
| Prepare file for transfer   |        | ✓          |
| Call Team Lead to obtain Contact Log  |        | ✓          |

# Time for Another JAMBOREE!

Direct: Service Coordination direct with family

Non-Direct: Not with the family and/or administrative

| Activity   | Direct        | Nondirect         |
|--|---------------|-------------------|
| Transition Conference Prep   |               | ✓                 |
| emailing the family information they requested on child care options                                   | ✓             |                   |
| Initial Phone call   |               | ✓                 |
| Delivering incentive or resources to families (free diaper program)                                    | ✓ family home | ✓ family not home |
| Any attempt to contact a family directly that does not result in direct communication with the family? |               | ✓                 |
| Transition Conference Meeting  | ✓             |                   |

# Determining SC Frequency, Duration and Intensity

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- a. SC reflects on amount of time needed to address all required topics, including family's unique priorities identified within the IFSP
- b. SC discusses with family their preferences
- c. SC documents the agreed upon frequency, duration, and intensity of **direct** service coordination on the IFSP Services page

Each Service Plan will look different depending on a family's individualized needs!

# Documenting Service Coordination Activities

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Contact Log entries should:

- Be comprehensive and thorough
- Summarize what was discussed and activities completed during the service delivery.
- Document direct and nondirect service coordination activities as separate entries

Clear and detailed documentation is key!

# Contact Log Minimum Requirements

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Every direct service provided to a family by an early intervention service provider (SC's and core team members) must be documented on a contact log\* and stored in the child's record. The contact log at a minimum contains:

- Name(s) of the early intervention provider
- Detailed description of the activity
- Time in and time out (or start and end times) of each activity
- Total hours worked
- Parent signature or initials when applicable\*\*
- All communication attempts (successful and unsuccessful)

\*Please refer to March 28, 2023 Programmatic Monthly Meeting Guidance for additional requirements.

\*\*AzEIP is moving towards requiring parental and provider signatures on all direct services including service coordination. It is best practice to obtain a parental signature for all direct services.

# Remember!

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Service coordinators provide an anchor for the family and other EI team members that is unique among other service delivery systems.

Without a service coordinator, families would be navigating a complicated system on their own at a time when many feel the most vulnerable.

With a knowledgeable and skilled service coordinator, families and other team members have a guide to whom they can turn for information, assistance, and support.



# Resources we would like to share

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- [AzEIP TBEIS Policy Manual](#)
- [AzEIP TBEIS Procedure Manual](#)
- [AzEIP Billing Manual](#)
- [Contact Logs Programmatic Meeting](#)
- [Service Coordination in Early Intervention](#)
- [Knowledge and Skills for Service Coordinators \(KSSC\)](#)

# Reminders from the QI Team

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- Service Coordination is intentional, active, ongoing, and required.
- Service Coordination will look different for every family.
- Detailed documentation is essential.
- Direct and nondirect services should be separate entries on a contact log (not combined).
- If there has been a loss of contact and the family reaches out to the SC, other team member or a community partner before record is exited, then monthly contact must resume.

# General Reminders

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- AzEIP TBEIS SCs and DDD SCs must engage in ongoing collaboration on DDD “ghost/shadow” files when child is nearing 3-years-old.
- Raising Special Kids is a great resource for all families at the initial visit and at IFSPs: <https://raisingspecialkids.org/>.
- SCs should enter ASDB eligibility for both Vision and/or Hearing on the I-TEAMS eligibility page. If unable to enter, please contact I-TEAMS Help Desk.
- If unable to obtain documentation from another provider, please reach out to that provider’s supervisor.
- Please ensure all team members are utilizing the most current version of all forms.
- AZEDS number must be included on the PEA form when available in I-TEAMS; if not available, please enter N/A.
- Technical assistance provided by AzEIP must be shared with all staff and be monitored for implementation.

# Thank you for attending!

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## **AzEIP Quality Improvement Team**

- **Erica Melies**, AzEIP Quality Improvement Manager
- **Tanya Goitia**, AzEIP Continuous Quality Improvement Coordinator
- **Lidia Gonzales**, AzEIP Continuous Quality Improvement Coordinator
- **Pamela Meurer**, AzEIP Continuous Quality Improvement Coordinator
- **Anissa Albert**, AzEIP Technical Assistance Specialist
- **Amanda Tipotsch**, AzEIP Technical Assistance Specialist
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- **Amanda Honeywood**, AzEIP Administrative Assistant