



AzEIP Programmatic Meeting

Service Coordinator Responsibilities

April 28, 2026

Service Coordination Responsibilities Job Aid


Arizona Early Intervention Program (AzEIP) Job Aid
 Service Coordination Responsibilities

Purpose of Job Aid

- To support AzEIP Service Providing Agencies and Service Coordinators in understanding and implementing the Individuals with Disabilities Education Act (IDEA) Part C service coordination requirements.

Service Coordinator Requirements

Service coordination services means services provided by a service coordinator to assist and enable a child and their family to receive the services and rights under IDEA Part C.

The service coordinator is responsible for coordinating all services across agency lines and serving as the single point of contact for carrying out early intervention services.

Service coordination is an active, ongoing process that AzEIP defines as a minimum of monthly direct contact.

Service coordination involves:

- Assisting parents in gaining access to, and coordinating the provision of early intervention services, and
- Coordinating other services identified in the Individualized Family Service Plan (IFSP) that are needed by, or are being provided to the infant or toddler with a disability.

IDEA Part C Required Service Coordination Services	Putting It Into Practice
Assisting parents in accessing needed early intervention services and other services identified in the IFSP, including: - Making referrals to providers for needed services, and - Scheduling appointments for the children and their families.	- Notifying the IFSP Team when a family has requested a change in services - Supporting active IFSP Team members and the family in scheduling IFSP service delivery visits - Helping the family contact supports and services not provided by AzEIP - Assisting the family in applying for Arizona State School for the Deaf and the Blind (ASDB), Division of Developmental Disabilities (DDD), Arizona Long Term Care Services (ALTCSS) or Arizona Health Care Cost Containment System (AHCCCS) - Providing families with resources when a child is not eligible for early intervention services such as Parents as Teachers or Early Head Start. - Supporting the family in having their child's hearing and vision checked annually
Coordinating the provision of early intervention services and other services	- Inviting parents to attend team meetings - Ensuring the child is discussed quarterly at team meetings - Identifying other services the family is receiving and coordinating new services if needed - Obtaining copies of needed medical and other documentation to support the IFSP Team

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GC-1273A-FYENG (5/1/20)

IDEA Part C Required Service Coordination Services	Putting It Into Practice
Facilitating and participating in the development, review, and evaluation of IFSPs	- Scheduling and conducting IFSP meetings including periodic reviews - Facilitating the IFSP meeting ensuring that all IFSP team members are encouraged to participate - Evaluating the IFSP to ensure - All components are fully developed and documented, and - Services are meeting the needs of the family
Coordinating, facilitating, and monitoring the delivery of services required under this part to ensure that the services are provided in a timely manner	- Supporting the scheduling of services - Speaking with families to confirm services are being provided and are meeting the needs of the family - Following up with practitioners when services have been delayed to ensure they are provided - Reviewing Department of Economic Security (DES) data systems and documentation to ensure services are being provided in alignment with the IFSP - Utilizing data system reports
Conducting follow-up activities to determine that appropriate IDEA Part C services are being provided	- Contacting the practitioner(s) assigned to provide IFSP services to confirm services are being provided as written in the IFSP and identify any barriers in the delivery of services - Discussing the child and family at Team Meetings - Supporting the practitioner and the family in scheduling service delivery visits
Informing families of their rights and procedural safeguards	- Explaining the Child and Family Rights in the Arizona Early Intervention Program (AzEIP) booklet to the family and providing them with a copy - Obtaining the family's informed written consent - Providing the family with prior written notice when required (Prior Written Notice Job Aid) - Supporting the family in knowing and accessing their dispute resolution options
Coordinating the funding sources for services required under IDEA Part C	- Explaining and providing the family with a copy of AzEIP's System of Payments using the Family's Guide to Funding Early Intervention Services in Arizona - Obtaining consent to bill a family's health insurance plan when required - Submitting the AHCCCS Member Service Request (AMSR) - Ensuring AzEIP's data system accurately reflects the family's health plan information - Supporting the family with referrals to DDD, AHCCCS and ALTCSS as applicable
Facilitating the development of a transition plan to preschool, school, or, if appropriate, to other services	- Discussing with families that early intervention services end when the child turns three years of age - Exploring options for the child and family after the child exits AzEIP services - Identifying and documenting the family's transition plan on the IFSP - If the family agrees, coordinating and completing a Transition Conference with the school district - Supporting the family with the completion of their transition plan

Service Coordination is an IDEA Requirement

“Service Coordination is an essential EI service that, along with other educational and therapeutic services, has an equal and impactful role in the experience of families. Service Coordination is the only **mandated** EI service under Part C of the Individuals with Disabilities Education Improvement Act.”
(Division for Early Childhood and IDEA Infant & Toddler Coordinators Association Joint Position Statement)

IDEA [303.34](#) (Service coordination services) not only defines service coordination, but also lists out specific service coordination services that are **required**.





IDEA Part C Required Service Coordination Service 1

Assisting parents in accessing needed early intervention services and other services identified in the IFSP, including:

- Making referrals to providers for needed services, and
- Scheduling appointments for the children and their families.

IDEA Part C Required Service Coordination Service 2

Coordinating the
provision of early
intervention services
and other services





IDEA Part C Required Service Coordination Service 3

Facilitating and
participating in the
development, review, and
evaluation of IFSPs

IDEA Part C Required Service Coordination Service 4

Coordinating, facilitating,
and monitoring the delivery
of services required under
this part to ensure that the
services are provided in a
timely manner





IDEA Part C Required Service Coordination Service 5

Conducting follow-up activities to determine that appropriate IDEA Part C services are being provided

IDEA Part C Required Service Coordination Service 6

Informing families of
their rights and
procedural
safeguards





IDEA Part C Required Service Coordination Service 7

Coordinating the funding
sources for services required
under IDEA Part C

IDEA Part C Required Service Coordination Service 8

Facilitating the development
of a transition plan to
preschool, school, or, if
appropriate, to other
services



Service Coordination Monthly Family Contact

**ARIZONA
DEPARTMENT OF
ECONOMIC SECURITY**

**Arizona Early Intervention
Program (AzEIP) Job Aid**
Service Coordinator Monthly Family Contact

The Service Coordinator (SC) is required to make monthly contact with the family. AzEIP recommends the contact be made in-person, by video meeting or by phone. The monthly contact should be scheduled with enough time to allow for rich discussions and to answer questions or concerns.

Successful conversations with families include:

- Intentionally scheduling at a day and time convenient for the family
- Using the preferred language of the family
- Asking individualized open-ended questions
- Taking interest in the family and their values
- Actively engaging the family
- Ensuring the family feels safe to share
- Focusing on the child and family's strengths and priorities
- Building rapport and trust with the family

Conversation Topics:

- Individualized Family Service Plan (IFSP):
 - Confirm the family has received a copy of their IFSP
 - Ask if the family has any questions about the IFSP
 - Schedule/Confirm the next IFSP meeting
- Child/Family Information:
 - Verify demographics
 - Family's phone numbers
 - Address
 - Obtain medical updates:
 - Any changes in the child's medical status
 - Any changes to child's pediatrician or insurance
- Child's overall progress/milestones:
 - Have there been any changes to child and family's daily routines
 - Interests
 - New Activities
 - Childcare/Daycare
 - Updates of family's priorities and concerns
 - Has the family identified progress towards meeting their outcome(s):
 - Strategies the family has found beneficial
 - What is the family working on independently
- Ongoing Supports and Services:
 - Confirm services identified on the IFSP are being provided
 - Confirm services have started and met the planned start date
 - Are services meeting the needs of the family
 - Does the family have any questions about services
 - Discuss Community Resources and other services:
 - Services the family is currently utilizing
 - Services the family needs

See reverse for EOE/ADA disclosures



- Resource Sharing
- Invite Family to Team Meeting for Quarterly Progress Report discussion
- Child and Family Rights:
 - Support the family in understanding their rights
 - Discuss dispute resolution options
- Transition:
 - Schedule Transition Activities
 - Confirm Transition Dates
 - Confirm Transition steps occur
 - Support family with knowledge around Transition
 - Ask if family has any questions about Transition
 - Provide Transition and Community Resources
- Prior to Exit:
 - Identify if family would like a copy of their child's record
 - Provide AzEIP Family Survey
 - Support the family in accessing therapies through their health insurance, if needed
 - For Division of Developmental Disabilities (DDD) eligible children, share the Children's Unit SC contact information with the family
- Schedule next SC Contact:
 - Family contact preference (in-person, alternative, phone, email)
 - Date and Time (that is convenient for the family)

*The list of conversation topics is not an exhaustive list. Conversations with families should be individualized and dependent on each family's unique needs.

Policy and Procedure References:

AzEIP Policy Manual 3.0.5:

Service coordination is provided to all families by a service coordinator.

- a. The service coordinator is responsible for coordinating the development of supports and services to assist in the delivery of early intervention services including:
 1. Coordinating all activities during the initial planning process (IPP)
 2. Coordinating the provision of early intervention services and other services identified on the IFSP
 3. Coordinating, facilitating, and monitoring the delivery of services to ensure that the services are provided in a timely manner
 4. serving as a single point of contact for families and informing families of their rights and procedural safeguards.

AzEIP 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 revise 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

English version-
GCI-1042A



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GCI-1288A-PLTENG (09/20)

Reminders

- All In Region transfer requests that are due to a family concern require prior AzEIP approval.
- When submitting DDD Application Packets, if you indicate that an ALTCS application has been submitted, include supporting documentation.
- The FFY 2025 Programmatic Monitoring period is underway!
 - April 1, 2026-June 30, 2026
- Transition Community of Practice is scheduled for:
 - [September 23, 2026 @ 2pm](#)
 - [September 25, 2026 @ 11am](#)

Resources

- Arizona Early Intervention Program (AzEIP)
Job Aid - Service Coordination Responsibilities
- Service Coordinator Monthly Family Contact
Job Aid
- Supporting Military-Connected Families
Technical Assistance Bulletin
- Service Families Experiencing Homelessness
Technical Assistance Bulletin
- Transfer of Service Coordination to DDD
Technical Assistance Bulletin
- Serving Children in Early Intervention When
Parents Share Custody Technical Assistance
Bulletin
- Updated AzEIP Early Intervention Contact
Log (GCI-1094A) and Policy Reminders
Technical Assistance Bulletin
- Service Coordination Services AzEIP
Programmatic Meeting
- Contact Logs AzEIP Programmatic Meeting
- Service Coordination in Early Intervention -
DEC & ITCA Joint Position Statement

Thank You for Participating

Arizona Early Intervention Program Quality Improvement Team

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