

FAMILY SERVICE COORDINATION

Introduction

Family service coordination is required for every child and his/her family eligible for Kansas Infant-Toddler Services/tiny-k. This includes a specific family service coordinator identified by name on the Individualized Family Service Plan (IFSP). The family service coordinator is responsible for coordinating all of the early intervention services identified in a child's IFSP, including transition services and coordination with other agencies and persons.

A qualified person must be selected to act as family service coordinator; however, this does not preclude the option of the parent serving as co-coordinator. A family service coordinator should not usurp the family's decision-making rights by assuming responsibility and taking control. Rather than creating a dependent family, the family service coordinator should promote and empower a family's independence. Kansas Infant-Toddler Services/tiny-k recognizes the importance of enhancing the family's capabilities to negotiate service systems and obtain resources.

I. Qualifications of a Family Service Coordinator [34 C.F.R. 303.23; 34 C.F.R. 303.344(g); 20 U.S.C. 1436(d)(7); K.A.R. 28-4-556]

The family service coordinator must meet state and federal standards (see Section XVIII) and should be one of the family's primary service providers. Part C of IDEA states that the family service coordinator is to be "from the profession most immediately relevant to the infant's, toddler's, or family's needs (or who is otherwise qualified to carry out all applicable responsibilities ...)".

Qualified personnel who will be assuming the responsibility of family service coordination are required to complete family service coordination training within three months of assuming this role. In addition, the family service coordinator must have demonstrated knowledge and understanding in the following areas:

- infants and toddlers who are eligible under Part C of IDEA;
- Part C of IDEA and the laws and regulations in this part, including parents' rights/procedural safeguards;
- the nature and scope of services available under Kansas Infant-Toddler Services/tiny-k, the system of payments for services in the state, and other pertinent information; and
- federal, state, and local resources available to families and young children.

The number of children and families served by a family service coordinator will depend on factors such as the individualized needs of each child and family, the length of sessions, the service delivery model used, and transportation variables. Family service coordinators' caseloads must be monitored to determine if the family service coordinators are meeting the individualized needs of children and families and to ensure quality services are provided to each child and family.

Federal Regulations 1997

34 C.F.R. 303.23 Service coordination (case management).

(d) Qualifications of service coordinators. Service coordinators must be persons who, consistent with Sec. 303.344(g), have demonstrated knowledge and understanding about—

- (1) Infants and toddlers who are eligible under this part;
- (2) Part C of the Act and the regulations in this part; and
- (3) The nature and scope of services available under the State's early intervention program, the system of payments for services in the State, and other pertinent information. (Authority: 20 U.S.C. 1432(4))

34 C.F.R. 303.344 Content of an IFSP.

(g) Service coordinator. (1) The IFSP must include the name of the service coordinator from the profession most immediately relevant to the child's or family's needs (or who is otherwise qualified to carry out all applicable responsibilities under this part), who will be responsible for the implementation of the IFSP and coordination with other agencies and persons.

(2) In meeting the requirements in paragraph (g)(1) of this section, the public agency may—

- (i) Assign the same service coordinator who was appointed at the time that the child was initially referred for evaluation to be responsible for implementing a child's and family's IFSP; or
 - (ii) Appoint a new service coordinator.
- (3) As used in paragraph (g)(1) of this section, the term profession includes "service coordination."

State Regulations 1997

K.A.R. 28-4-556. Family service coordination.

(a) Each child eligible for early intervention services and the child's family shall have a family service coordinator or co-coordinators.

(b) The number of children and families seen by a family service coordinator shall depend on factors such as the individualized needs of each child and family, including length of sessions, service delivery model, and transportation variables. Family service coordinators shall be monitored to determine if they are meeting the individualized needs of children and families.

II. Roles and Responsibilities of the Family Service Coordinator [34 C.F.R. 303.23]

- A. Service coordination refers to services provided by a family service coordinator to assist and enable an infant or toddler with a developmental delay/disability and the child's family who are eligible to receive the rights, procedural safeguards, and services that are authorized to be provided under the Kansas Infant-Toddlers Services/tiny-k.
- B. Each child and family who is eligible for early intervention services must be assigned a family service coordinator, who is responsible for
 - coordinating all early intervention services across agency lines;
 - assisting parents of infants and toddlers with a developmental delay/disability in gaining access to early intervention services and other services identified in the IFSP;
 - continuously seeking the most appropriate services and situations necessary to benefit the development of each child being served for the duration of the child's eligibility; and
 - serving as the single point of contact in helping parents to obtain the services and assistance they need.
- C. Family service coordination is an active, ongoing process that involves
 - coordinating the performance of evaluations and assessments;

- facilitating and participating in the development, review, and evaluation of IFSPs;
- assisting families in accessing early intervention services identified on the IFSP;
- coordinating and monitoring the timely delivery of early intervention services and other services (such as medical services for other than diagnostic and evaluation purposes) that the child needs or is being provided;
- informing families of their rights and procedural safeguards regarding medical and other services that the child or family needs or are receiving, but that are neither required nor funded under Part C;
- coordinating the funding sources for services required under this part;
- facilitating any transition for the child and family, such as hospital-to-home, exit from Kansas to services in another state, permanent exit from Part C, transfer to another Kansas Part C network;
- facilitating the age 3 transition, including the development of a transition plan, to appropriate services (e.g., Part B special education services, Head Start, community preschool, community child care) [34 C.F.R. 303.22(a)(2),(b)].

III. Cost/Reimbursement [34 C.F.R. 303.23 Note 2; 34 C.F.R. 303.521(b)(3)]

Family service coordination shall be provided at no cost to the family (i.e., "carried out at public expense").

The use of the term *family service coordination* instead of *case management* shall not affect the authority to seek reimbursement for services provided under Medicaid or any other legislation that makes reference to *case management*.

IV. Parent Involvement in Family Service Coordination [K.A.R. 28-4-556]

The family has the right to choose the qualified family service coordinator from the multiple options afforded them within Kansas. Parents also have the right to

- request a change in coordinator at any time; and
- reject family service coordination when informed of the rights and responsibilities involved.

Federal Regulations 1997

34 C.F.R. 303.23 Service coordination (case management).

(a) General. (1) As used in this part, except in Sec. 303.12(d)(11), service coordination means the activities carried out by a service coordinator to assist and enable a child eligible under this part and the child's family to receive the rights, procedural safeguards, and services that are authorized to be provided under the State's early intervention program.

(2) Each child eligible under this part and the child's family must be provided with one service coordinator who is responsible for—

(i) Coordinating all services across agency lines; and

(ii) Serving as the single point of contact in helping parents to obtain the services and assistance they need.

(3) Service coordination is an active, ongoing process that involves—

(i) Assisting parents of eligible children in gaining access to the early intervention services and other services identified in the individualized family service plan;

(ii) Coordinating the provision of early intervention services and other services (such as medical services for other than diagnostic and evaluation purposes) that the child needs or is being provided;

(iii) Facilitating the timely delivery of available services; and

(iv) Continuously seeking the appropriate services and situations necessary to benefit the development of each child being served for the duration of the child's eligibility.

(b) Specific service coordination activities. Service coordination activities include—

(1) Coordinating the performance of evaluations and assessments;

(2) Facilitating and participating in the development, review, and evaluation of individualized family service plans;

(3) Assisting families in identifying available service providers;

(4) Coordinating and monitoring the delivery of available services;

(5) Informing families of the availability of advocacy services;

(6) Coordinating with medical and health providers; and

(7) Facilitating the development of a transition plan to preschool services, if appropriate.

(c) Employment and assignment of service coordinators. (1) Service coordinators may be employed or assigned in any way that is permitted under State law, so long as it is consistent with the requirements of this part.

(2) A State's policies and procedures for implementing the statewide system of early intervention services must be designed and implemented to ensure that service coordinators are able to effectively carry out on an interagency basis the functions and services listed under paragraphs (a) and (b) of this section.

(d) Qualifications of service coordinators. Service coordinators must be persons who, consistent with Sec. 303.344(g), have demonstrated knowledge and understanding about—

(1) Infants and toddlers who are eligible under this part;

(2) Part C of the Act and the regulations in this part; and

(3) The nature and scope of services available under the State's early intervention program, the system of payments for services in the State, and other pertinent information. (Authority: 20 U.S.C. 1432(4))

Note 1: If States have existing service coordination systems, the States may use or adapt those systems, so long as they are consistent with the requirements of this part.

Note 2: The legislative history of the 1991 amendments to the Act indicates that the use of the term "service coordination" was not intended to affect the authority to seek reimbursement for services provided under Medicaid or any other legislation that makes reference to "case management" services. See H.R. Rep. No. 198, 102d Cong., 1st Sess. 12 (1991); S. Rep. No. 84, 102d Cong., 1st Sess. 20 (1991). [58 FR 40959, July 30, 1993. Redesignated at 63 FR 18294, Apr. 14, 1998]

34 C.F.R. 303.521 System of payments and fees.

(b) Functions not subject to fees. The following are required functions that must be carried out at public expense by a State, and for which no fees may be charged to parents:

(1) Implementing the child find requirements in Sec. 303.321.

(2) Evaluation and assessment, as included in Sec. 303.322, and including the functions related to evaluation and assessment in Sec. 303.12.

(3) Service coordination, as included in Secs. 303.22 and 303.344(g).

State Regulations 1997

K.A.R. 28-4-556. Family service coordination.

(c) The family shall have the right to choose the family service coordinator, who may be from the profession most immediately relevant to the needs of the child and family, or another qualified individual. The family may request a change in coordinators.

(d) Parents shall be given the option of being co-coordinators.

(1) A parent may become qualified to perform all service functions carried out by a family service coordinator and provide the family service coordination service for another family, if the parent demonstrates appropriate competencies as identified by the Kansas department of health and environment.

(2) Parents may choose to reject family service coordination for their own child, when completely informed of the rights and responsibilities involved. (Authorized by and implementing K.S.A. 1996 Supp. 75-5649; effective Jan. 30, 1995; amended Aug. 15, 1997.)