

Service Coordination Overview

Service Coordination is provided to all families while they are enrolled in the Infant Toddler Program. Service Coordination services refer to activities carried out by a Service Coordinator that assist and enable an eligible child and family to receive the multidisciplinary evaluation, Individualized Family Service Plan (IFSP) development, rights, procedural safeguards, and services that are authorized to be provided by the Infant Toddler Program.

The Service Coordinator is responsible for coordinating all services across agency lines and serving as a single point of contact in helping families obtain needed services and assistance.

The Infant Toddler Program is responsible to oversee the designation of a Service Coordinator for every child and family referred for a multidisciplinary evaluation through the child's exit from the program.

Service Coordinators are responsible for all activities during the intake process of a child and their family. The intake process includes initial communication with a family referred for a multidisciplinary evaluation, the evaluation process and up through the development of the initial IFSP. During this timeframe the Service Coordinator serves as the single point of contact for the family.

Service Coordinators are also responsible for all activities during the enrollment process of a child and their family. The enrollment process includes overseeing the implementation of the IFSP and IFSP reviews up to and including the transition and exit from the program when the child turns three (3) years of age.

A child and family may have the same or different Service Coordinator during the intake and enrollment process. The Service Coordinator should be from a professional discipline most closely related to the needs of the child and family, or who is otherwise qualified to carry out all applicable responsibilities under IDEA Part C.

Part C of IDEA sets forth the provision of service coordination for all eligible children and their families. Idaho Code, Title 16, Chapter 1, also assures that the services of a Service Coordinator are available to each eligible child and his/her family for the Infant Toddler Program.

Service Coordination Outcomes

The following Service Coordination Outcomes were developed through Idaho's stakeholder process for Service Coordinators:

- Families and children are treated with respect.
- Families are empowered.
- Family and provider partnerships are supported.
- Service Coordinators are responsive to the concerns and needs of families.
- The needs of the family and child are clearly identified and addressed.
- Service coordination facilitates the efficient and cost-effective delivery of early intervention services.
- Service coordination is helpful to families and contributes to family well-being.

- Service coordination facilitates relationships among families and community resources.
- Service Coordinators feel a sense of accomplishment.
- Families have ready access to the services and supports they need.

Service Coordination Terms and Definitions

Terms related to Service Coordination are defined in the following paragraphs.

Collaboration – Working together toward a common goal.

Empowerment – Interaction of professions with families in such a way that families maintain or acquire a sense of control over their family lives and attribute positive changes that result from early intervention to their own strengths, abilities, and actions.

Enabling – Creating opportunities and means for families to display their present abilities and competencies and to acquire new ones that are necessary to meet the needs of their children and themselves.

Partnership – Is the pooling of resources that can be used toward some joint interest.

Service Coordination – Service coordination is an active and ongoing process for implementing the Individualized Family Service Plan that promotes and supports a family’s capacities and competence to identify, coordinate, monitor, and evaluate resources and services to meet their needs. Service Coordination involves the following:

- Assisting families of eligible children in gaining access to early intervention services and other services in the IFSP;
- Coordinating the provision of early intervention and other services that the child needs or is being provided;
- Facilitating the timely delivery of available services;
- Continuously seeking the appropriate services and situations necessary to benefit the development of each child during the duration of the child’s eligibility.

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