


## 1.B.1 Service Coordination

### I Policy Index:

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	<b>Responsible Authority</b>	BWEIP Manager

### II Purpose:

The purpose of this policy is to define the principles and procedures of service coordination within the Utah Baby Watch Early Intervention Program (BWEIP) and to describe the different models and approaches to service coordination that can be used within early intervention programs.

### III Definition(s):

#### **Baby and Toddler Online Tracking System (BTOTS):**

Baby and Toddler Online Tracking System (BTOTS) is a Utah database application designed to track EI activities and information, assist EI providers in day-to-day activities, encourage compliance with state and federal regulations and simplify compliance monitoring by allowing the BWEIP access to statewide child information.

#### **Utah Department of Health, Baby Watch Early Intervention Program (BWEIP):**

The Utah Department of Health, Baby Watch Early Intervention Program (BWEIP) has been designated by the governor as the lead agency with the single line of responsibility to carry out all the provisions of the part C program under IDEIA.

#### **Early Intervention (EI):**

Early Intervention (EI) refers to programs or services which are selected in collaboration with parents, and are designed to meet the developmental needs of a child and the needs of the family to assist in the child's development.

#### **Individuals with Disabilities Education Improvement Act (IDEIA):**

The Individuals with Disabilities Education Improvement Act is the federal law set forth by the United States that governs how states and public agencies provide early intervention special education and related services to children with disabilities.

#### **Individualized Family Service Plan (IFSP):**

An Individualized Family Service Plan (IFSP) is a working document agreed upon by EI service providers and family members to address the special needs of eligible children from birth to three (3).

### **Interim Individualized Family Service Plan:**

An interim family service plan allows the provision of EI services before evaluations and assessments are completed for an eligible child and family, in the event the following conditions are met:

- Parental consent is obtained; and
- An interim Individualized Family Service Plan is developed that includes:
  - ♦ The name of the service coordinator who is responsible for implementing the interim IFSP and coordinating with other agencies;
  - ♦ The identified EI services have been determined to be an immediate need by the child and the family;
  - ♦ Evaluations and assessments are completed within forty-five (45) days from initial referral.

### **Local Education Agency (LEA):**

A Local Education Agency (LEA) refers to the public school district (Part B Preschool Program) where the family resides.

### **Service Coordinator:**

A service coordinator is the individual assigned to a child and family who is responsible for coordinating the development of supports and services to assist in the delivery of appropriate EI services.

### **Part C:**

Part C of IDEIA supports states in providing EI services for infants and toddlers with disabilities from birth to age three (3) and their families.

### **Part B:**

Part B of IDEIA supports states in providing special education and related services to all children and youth with disabilities from ages three (3) to twenty-two (22).

### **State Educational Agency (SEA):**

The State Educational Agency (SEA) is the Utah State Office of Education.

## **IV Principles and Procedures:**

### **A. Scope of Service Coordination Services:**

1. Service coordination refers to services provided by a service coordinator to assist and enable a child and the child's family to receive the services and rights, including procedural safeguards under part C of IDEIA.
2. Service coordination services are provided at no cost to the family.
3. Each child and family referred to EI services shall be assigned a service coordinator responsible for:
  - a. Coordinating all services required under part C across agency lines;
  - b. Serving as the single point of contact to help parents obtain appropriate services and assistance.

## **B. Service Coordination Activities:**

1. Service coordination may include:
  - a. Assisting parents of eligible children in obtaining access to needed EI services and other services identified in the IFSP, including making referrals to providers for needed services and scheduling appointments for the child and their families;
  - b. Coordinating the provision of EI 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;
  - c. Coordinating evaluations and assessments;
  - d. Facilitating and participating in the development, review, and evaluation of IFSPs;
  - e. Conducting referral and other activities to assist families in identifying available EI providers
  - f. Coordinating, facilitating, and monitoring the delivery of services to ensure that the services are provided in a timely manner;
  - g. Conducting follow-up activities to determine that appropriate EI services are being provided, including assuring that the family's resources, priorities, and concerns are being considered and addressed;
  - h. Informing families of their rights and procedural safeguards;
  - i. Ensuring that the provision of verbal and written communications is delivered to the family in their native language or mode of communication, when feasible to do so;
  - j. Assisting the child and the family with transition from EI services including:
    - 1) Notification to the SEA and LEA no sooner than when the child reaches the age of thirty (30) months and no later than the age of thirty-three (33) months; or thirty-four-and-a-half (34.5) months for a child referred to EI between thirty-three (33) months but before thirty-four-and-a-half (34.5) months;
    - 2) Supporting the family; and
    - 3) Facilitating the development of a transition plan to preschool, school, or, if appropriate, to other services no sooner than when the child reaches the age of twenty-seven (27) months and no later the age of thirty-three (33) months with information on available service options at:
      - a) Age three (3);
      - b) Steps to exit EI; and
      - c) Any services the IFSP team identifies as needed by the toddler and their family to facilitate a smooth transition.
    - 4) Facilitating in the transition conference with the family, LEA representative, and other members of the IFSP team, as needed.
    - 5). Reporting the early childhood outcomes scores at time of exit from EI services.

## **C. Qualifications of a Service Coordinator:**

1. All service coordinators shall have demonstrated knowledge and understanding about:
  - a. Infants and toddlers with disabilities and/or delays in development;
  - b. Part C of IDEIA and the relevant regulations from part C; and

- c. The nature and scope of EI services available through BWEIP, system of payment for services, and other applicable information.
- 2. All service coordinators shall be individuals who meet the minimum criteria of an EI specialist I which are:
  - a. A high school diploma or an equivalent of a GED, **plus** one of the following:
    - 1) The completion of post secondary school training, such as a certificate of training in a related field:
      - a) Physical therapy aid;
      - b) Parents As Teachers certificate; and/or
      - c) Child Development Associate.
    - 2) The completion of a non-related associate degree or equivalent college coursework; or
    - 3) At least two (2) years of experience working with children and families.

**D. Models of Service Coordination:**

- 1. BWEIP supports two (2) models of service coordination:
  - a. **Primary/Dedicated Service Coordinator:** The assigned individual has sole responsibility to carry out all service coordination responsibilities for the child and the family;
  - b. **Direct Service Provider:** The individual who provides direct services such as physical therapy, occupational therapy, speech therapy, or special instruction, also provides service coordination for the child and the family; and/or
  - c. **A combination of Models of Service Coordination:** An EI program may provide one (1) or more of the above models of service coordination.

**V Authority:**

R539-2-1: *BWEIP State Rule*  
 34 CFR §303.31: [Qualified personnel](#)  
 34 CFR §303.34: [Service coordination services](#)  
 34 CFR §303.344(e): [Other services](#)  
 34 CFR §303.344(g): [Service coordinator](#)  
 34 CFR §303.521: [System of payments and fees](#)

**VI Related Directive(s):**

None

**VII Revision Log:**

May 2012: **New** policy.  
January 2013: **Updated** definitions. **Added** definition of BWEIP and LEA; and **deleted** definition of LA.  
June 2013: **Added and Revised** language and terms.

 Susan Ord, BWEIP Program Manager	7-01-13 Date
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