





Component 4.0 Service Coordination

Authority: IDEA Sections [1415](#), [1432](#), [1436](#), [1439](#)

34 CFR Sections: [303.31](#), [303.34](#), [303.342](#), [303.343](#), [303.421](#)

Intent: These policies are intended to ensure that children and families eligible for Part C of the Individuals with disabilities Education Act have a service coordinator to assist and enable the child and family to receive the services and rights, including procedural safeguards that are authorized under Early Steps.

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4.1.0 Assignment		
	Policy	Reference/Related Documents
	4.1.1 Each infant or toddler eligible under IDEA, Part C and the child's family must be provided with one Early Steps service coordinator .	20 U.S.C. §1432(4)(E)(vii) 34 CFR 303.34(a)(2) Policy Handbook 3.1.1
	4.1.2 The method of initial assignment/ selection of service coordinator for a child and family will be determined by the LES .	Policy Handbook 4.1.5
	4.1.3 A service coordinator must be assigned at the point of referral to Early Steps .	Policy Handbook 2.3.0 Policy Handbook 5.3.9 Operations Guide 4.1.3
	4.1.4 The service coordinator assigned to the child/ family must be 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, who will be responsible for: A. Coordinating all services required under this part across agency lines, B. Serving as the single point of contact for carrying out service coordination activities, and C. Implementing the early intervention	20 U.S.C. §1436(d)(7) 34 CFR 303.34(a)(2) 34 CFR §303.344(g)(1) Policy Handbook 4.1.5 Operations Guide 4.1.4

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	services identified in the IFSP , including transition services, and coordination with other agencies and persons.	
	4.1.5 The service coordinator assigned to the child and family must remain the same from first contacts through service delivery and transition unless: A. The needs of the child change in such a way that a different service coordinator would be able to better serve the child and family, B. The family requests that a different service coordinator be assigned, C. The service coordinator becomes unavailable due to resignation, promotion or extended leave, or D. The assigned service coordinator and his/her supervisor determine together that another service coordinator would better serve the child/ family .	Policy Handbook 3.2.1 Policy Handbook 8.4.1 Operations Guide 4.1.5
	4.1.6 Changes in service coordinator assignment must be documented on the IFSP , in the case notes and in the Early Steps data system .	Policy Handbook 5.4.2 Policy Handbook 12.3.3 Early Steps Case Note Early Steps Case Note Instructions
4.2.0 Responsibilities and Activities		
Policy		Reference/Related Documents
	4.2.1 The service coordinator will coordinate all services required under Early Steps across agency lines.	34 CFR 303.34(a)(2)(i)
	4.2.2 The service coordinator will assist parents of infants and toddlers with disabilities in: A. Gaining access to and coordinating the provision of early intervention services required under Early Steps, and B. Coordinating the additional supports identified in the IFSP that the child or family needs or is receiving.	34 CFR 303.34(a)(3) Policy Handbook 5.3.6 Policy Handbook 6.11.1 Operations Guide 4.2.2 Operations Guide 6.1.19
	4.2.3 The service coordinator will coordinate the performance of evaluations and assessments at times and places convenient to the family .	34 CFR §303.34(b)(3) 34 CFR §303.34(b)(4) 34 CFR §303.343

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		Policy Handbook 3.5.1 Policy Handbook 3.6.1
	<p>4.2.4 The service coordinator will facilitate and participate in the development and review of IFSPs and schedule a periodic review of the IFSP at least every six months as well as a review of the IFSP at least annually.</p>	Policy Handbook 5.2.2 Policy Handbook 5.5.1 Operations Guide 4.2.4
	<p>4.2.5 The service coordinator will coordinate the funding sources for services required under IDEA, Part C.</p>	20 U.S.C. §1436(d)(7) 34 CFR §303.34(b)(9) Policy Handbook 1.4.5 Policy Handbook 1.4.2 Policy Handbook 1.6.1 Operations Guide 1.4.2 Operations Guide 1.4.6 Operations Guide 1.4.7 Operations Guide 1.6.1
	<p>4.2.6 The service coordinator will:</p> <p>A. Assist parents of infants and toddlers with disabilities in gaining 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.</p> <p>B. Coordinate the provision of the early intervention services and other services identified in a child's IFSP that the child needs or is receiving and that are identified in a child's IFSP, and</p> <p>C. Conduct follow up activities to determine that appropriate IDEA, Part C services are being provided.</p>	34 CFR §303.34(b)(1) 34 CFR §303.34(b)(2) 34 CFR §303.34(b)(7) Policy Handbook 5.3.10 Policy Handbook 6.1.1 Policy Handbook 6.1.2 Policy Handbook 6.1.3

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	4.2.7 The service coordinator will collaborate with the family and other IFSP team members to arrange IFSP meetings at times and in settings that are convenient to the family and facilitate the family's participation and the involvement of other IFSP team members.	34 CFR §303.342(d)(1)(i) Policy Handbook 5.1.5 Policy Handbook 5.2.1
	4.2.8 The service coordinator will conduct referral and other activities to assist families in identifying available early intervention service providers.	34 CFR §303.34(b)(5)
	4.2.9 The service coordinator will coordinate, facilitate and monitor the delivery of services required under Early Steps to ensure that the services are provided in a timely manner.	34 CFR §303.34(b)(6) Operations Guide 4.2.9
	4.2.10 The service coordinator will facilitate the development of a transition plan to Pre-kindergarten Program for Children with Disabilities or other appropriate services.	34 CFR §303.34(b)(10) Policy Handbook 5.3.10 Policy Handbook 7.1.2
	4.2.11 The service coordinator will provide prior written notice to parents in a reasonable time before the LES or service provider proposes or refuses to initiate or change the identification , evaluation , or placement of the infant or toddler with a disability, or the provision of appropriate early intervention services to the child or the child's family .	20 U.S.C. §1415(b)(3)(A) 20 U.S.C. §1415(b)(3)(B) 20 U.S.C. §1439(a)(6) 34 CFR §303.421(a) Policy Handbook 5.3.6 Policy Handbook 8.4.1 Operations Guide 4.2.11
	4.2.12 When the language that a family speaks and understands is a language other than English, the service coordinator will arrange for translation and/or interpretation services for IFSP meetings and all services authorized on the IFSP, unless it is clearly not feasible to do so.	20 U.S.C. §1415(b)(3)(A) 20 U.S.C. §1415(b)(3)(B) 20 U.S.C. §1439(a)(6) 34 CFR §303.342(d)(1)(ii) Policy Handbook 8.4.3
	4.2.13 The service coordinator must adequately inform families of their rights and procedural safeguards under IDEA, Part C and related resource.	34 CFR §303.34(b)(8) Policy Handbook 8.4.1
	4.2.14 The service coordinator must follow local procedures to maintain current information for each child in the Early Steps data system.	Policy Handbook 12.3.0

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	<p>4.2.15 The service coordinator must follow local procedures for record keeping to ensure that IFSPs, eligibility documentation, procedural safeguards assurances, correspondence and case notes are current and included in the Early Steps record.</p>	<p>Policy Handbook 12.5.0 Early Steps Case Note Early Steps Case Note Instructions</p>
	<p>4.2.16</p> <p>A. The service coordinator /targeted case manager must:</p> <ol style="list-style-type: none"> 1. Conduct a service coordination/targeted case management assessment using a tool of their choice to identify the emotional, social, behavioral, environmental, medical, and developmental needs of the child and family, 2. File the completed assessment tool in the “Evaluation/Assessment” section of the Early Steps record, 3. Review and update the assessment at least annually, and 4. Use the assessment information to develop the Targeted Case Management Plan. <p>B. When the service coordinator/targeted case manager or parent/guardian determine it is necessary to review or update the TCM Plan more frequently than the annual IFSP meeting, the SC must:</p> <ol style="list-style-type: none"> 1. Document the review or update, 2. Obtain parent or legal guardian signature indicating that they participated in the review/ update or that the Plan was reviewed and no changes were needed, and 3. Sign the Plan. <p>C. Service Coordination The service coordinator must create targeted case management case notes for every contact or activity with or related to the child/family.</p>	<p>Policy Handbook 12.5.2 Early Steps Case Note Early Steps Case Note Instructions</p>

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	D. The service coordination/targeted case management assessment, plan and case notes must include all of the required components included in the Florida Medicaid Child Health Services Targeted Case Management Coverage and Limitations Handbook .	
	4.2.17 The service coordinator is required, at a minimum, to make the following contacts with the family : A. Face-to-face for initial IFSP meeting, B. Face-to-face or phone contact for periodic IFSP reviews, C. Face-to-face for annual review of the IFSP, and D. Quarterly direct exchange of dialog with family and other providers, as appropriate, by telephone, email, or face-to-face.	Policy Handbook 5.5.1 Policy Handbook 5.6.1 Policy Handbook 5.7.1 Policy Handbook 6.1.2 Policy Handbook 6.12.2 Operations Guide 4.2.17
4.3.0 Caseload Size		
Policy		Reference/Related Documents
	4.3.1 The caseload ratio for all service coordinators to children actively enrolled in the LES must not exceed the state established caseload ratio.	Operations Guide 4.3.1
	4.3.2 Average caseload ratios for those performing a dual role of PSP and service coordinator must not exceed the state established caseload ratio.	Operations Guide 4.3.1 & 4.3.2
4.4.0 Qualifications		
Policy		Reference/Related Documents
	4.4.1 Service coordinators must meet State approved qualifications and training, as outlined in Policy Handbook 10.4.0 and Operations Guide 10.4.0 .	34 CFR §303.31
	4.4.2 Service coordinator must demonstrate knowledge and understanding about: A. Infants and toddlers who are eligible under IDEA, Part C , B. IDEA, Part C and IDEA, Part C regulations, and	

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	C. The nature and scope of services available under Early Steps, the system of payments for services in the state, and other pertinent information as included in-state approved trainings.	
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