Service Coordinator Role

Always looking toward that brave new world!?!
What is Service Coordination (SC)?

• 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. 34 CFC Part 303.23
SC 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;
SC process continued

• (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.
SC Activities

- (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;
SC Activities Cont

– (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.
SC Roles/Names

- Information Provider
- Case Manager
- Advocate
- Facilitator
- Central Point of Contact
- The Family’s First Impression
- Team Builder – YES, Team Builder
Also referred to as the . . .

- IFSP police
- Paperwork Pusher
- Meeting Manager
- “that therapist who comes out”
- Some (if not the) of the hardest working professionals in early intervention.
So, how does all that make you feel?

MUST... CONTROL... FIST...OF... DEATH...
How SC Role has changed

- The “good old days”
- Fax IFSP
- Meetings, what meetings?
- Be at the evaluation?
- Accountability?!?
- ACTIVE Team Member
SC is ESSENTIAL part of the team

Why?
SC on the Team Cont

• often identified as the key person in facilitating the coordination of intervention strategies.

Arizona University Center for Disabilities
So what is the role in the teaming and IFSP meeting process?!?
Info., Info., Info.

• CPR – those concerns, priorities and resources

• Developmental History – first person to obtain all that needed information
SC on the Team

DILBERT®
BY SCOTT ADAMS

Dilbert: E-mail two copies to me when you’re done.
Boss: Two copies? It’s e-mail.
Dilbert: Never mind. I’ll e-mail two copies.
Boss: And fax a copy on green paper for my files.
Dilbert: Green? It’s a fax!
And bring me a hard copy of the internet so I can do some serious surfing.
Motivation... gone... losing... consciousness...
How did I end up with all the lazy employees?
It’s not all paperwork!!!

- Available Resources and coordination of new ones - Knowledge
- Early Identification of needed referrals
- Family contact you first
- Advocate
- Schedules, Manages and Documents the IFSP Meetings
Enhancing IFSP Meeting

*Encouraging Participation through verbal and nonverbal techniques in IFSP Meetings*

- **Verbal Techniques**
  - Ask open-ended questions
  - Acknowledge and positively respond to contributions made
  - Ask for more specific examples or information
  - Redirect questions or comments to parents
  - Offer directed encouragement to non-talkative members
Verbal Techniques Cont

- Ask for, and encourage, different points of view
- Paraphrase for clarity and understanding
- Refer back to contributions made by parents
- Avoid stating your opinion or giving your ideas first
- Summarize and check for confirmation and understanding
Nonverbal Techniques

• Demonstrate your non-verbal communication including facial expressions, body language, eye contact, gestures, and movement to convey your openness, encouragement, interest, and attentiveness

• Be comfortable with periods of silence
Other Resources for SCs

Remember that you can do more than just the forms and use other resources in the community.
Other Info Tools

• Eco-Maps
• Routine Scheduling
• Home video, day care video, etc.
• The “Bubble Sheet” or any tools to assist with identifying outcomes
Eco-Maps

- Graphic representation or visualization of the family and linkages to the larger social system including informal and formal supports
- Promoted by National Early Childhood Transition Center
Why Use Eco-Maps?

- Help establish rapport with families
- Appropriate for families of culturally diverse backgrounds and families with limited literacy
- Provided in-depth information that may not otherwise be identified
- Provides graphic display of variables – provides visual impact and is simple
Routine Scheduling

- Routine mapping to probe the activities, interactions and environments of any individual
- Looks at time, activity, place, description of activities, identified caregiver, degree of involvement/satisfaction and priority of intervention
Just Remember To Have Fun and Try Some New Things
References

- Arizona University Center for Disabilities, institute for human development
- IDEA, 34 CRF part 303.23, Service Coordination