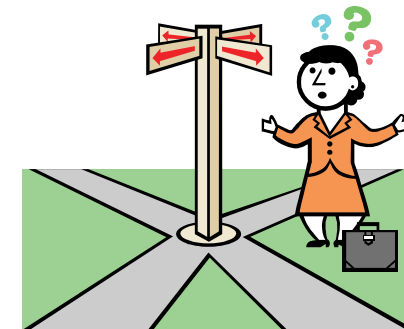


**Service Coordinator-
Regional Points of Contact
SPOE Cluster Assignments,
Direct Numbers,
and Email Addresses**

A Helpful Resource for
Service Coordinators



**Toll Free Helpline:
877-698-3737**



SPOE Clusters 1 & 2

East Central Indiana
Bobbi Leaird
(317) 596-2209
bleaird@hillcroft.org

SPOE Clusters 3, 5, 7, & 8

Southeast Indiana
Becky Haymond
(317) 596-2208
bhaymond@sharesinc.org

SPOE Clusters 4, 6, & 13

Southwest Indiana
Christine Sides
(317) 596-2207
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SPOE Clusters 9 & 10

Northeast Indiana
Angie Kendrick
(317) 596-2211
akendrick@achievaresources.org

SPOE Clusters 11 & 14

Northwest Indiana
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SPOE Cluster 12

Central Indiana
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INDIANA'S UNIFIED TRAINING SYSTEM

*"Creating Learning Opportunities for Families and
Providers Supporting Young Children"*

Service
Coordinator
Regional
Points
of
Contact

FAQ's about Service Coordinator– Regional Points of Contact (SC-RPC)

What is a Service Coordinator Regional Point of Contact (SC-RPC)?

The SC-RPC is an experienced and credentialed Service/Intake Coordinator, who was chosen through peer nomination, formal written application and interview to provide support to enrolled First Steps Service Coordinators and supervised mentoring for newly enrolled Specialist and Associate Level Service Coordinators.

Is there a charge for support services?

No, support, usually in the form of phone calls, for enrolled Service Coordinators is provided at no charge. This includes questions about First Steps policy, forms, concerns about procedural safeguards, and general advice concerning the practice of Service Coordination.

Questions should be directed to the SC-RPC in your SPOE cluster. All SC-RPCs can be reached toll free at **(877) 698-3737**.



What about supervision services?

Newly enrolled Service Coordinators and Associate Service Coordinators may contract directly with the SC-RPC in their SPOE Cluster for supervised mentoring. There is a monthly fee for this service. It is paid directly to the SC-RPC. This fee provides for Early Intervention record audits, monthly training, and ongoing competency assessments. Supervised mentoring meets the BCD supervision requirement.

I already provide Service Coordinator supervision, may I continue?

Yes, the BCD allows enrolled and credentialed Specialist Level Service Coordinators to provide supervision for new and Associate Level Service Coordinators and you may continue to do so. There will be a mandatory training required for all Service Coordinators providing supervisory services.

What training do SC-RPCs receive?

The SC-RPCs meet routinely with the BCD Consultants and UTS Trainers. They are required to keep current on changes to IDEA Part C, federal and state rules. Additionally, each SC-RPC has made a commitment to become a Service Coordinator Trainer.

Does the SC-RPC have other responsibilities?

Yes, the SC-RPC will assist with planning and providing Service Coordinator trainings; assist with curriculum revisions for UTS programmatic trainings, including Orientation, Service Coordination Level I and Level II and Topical Trainings; and maintain a database regarding the number and nature of calls received.



Should I contact the SC-RPC when I have a complaint about a Service Coordinator or First Steps provider?

Complaints involving a violation of parent/child rights, federal or state rules should always be addressed in writing to the BCD Consultant.

It may be appropriate to contact the SC-RPC to discuss and seek guidance about a general concern, involving a Service Coordinator or First Steps provider, realizing that the SC-RPC has no authority over enrolled providers.