

First Steps

Service Coordination Orientation Training (SC101)



Module Two – Procedural Safeguards and Advocacy

Indiana First Steps - Service Coordination Orientation Training (SC101) - Module 2
Indiana's Unified Training System - January 2008

Revised May 2010

First Steps

Welcome

Procedural Safeguards Advocacy

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First Steps

Supplemental Materials

Participant Material

PowerPoint Slides

3-ring binder



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Training Objectives

- Understand the need to protect the rights and interests of the children and their families who participate in the First Steps System.
- Know each procedural safeguard and understand its importance to the children and families.
- Understand the importance of advocacy in service coordination.

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EI Procedural Safeguards

IDEA Procedural Safeguards protect	
Rights and interests of	eligible children and their families
All providers must comply with safeguards	
LPCCs and SPOEs	Service Coordinators/Service Providers
Safeguards are checks and balances	
For families: IFSP is created to address priorities and concerns of family	For EI System: quality and equity

Hunt, Johnny and Paula Guff. Assuring the Family's Role on the Early Intervention Team: Expanding Rights and Safeguards. June 2002, 2nd Edition. The National Early Childhood Technical Assistance Center.

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Procedural Safeguards

- A Family's Guide Through Procedural Safeguards*
- Families Always Have Rights*
- "Privacy and Confidentiality"*

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STOP

1. Print each of the 3 documents listed on the prior slide. These documents can be found in the View the Attachments area of the training on the UTS website.
2. Once you have finished reading the documents, answer the questions that follow this slide.

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SC101 M2 - #1

Question

Instructions

Please complete the following self-assessment quiz for Module 2. Be sure to record your results on your Self Assessment Results Log.

PROPERTIES
 On passing: 'Finish' button:
 On failing: 'Finish' button:
 Allow user to leave quiz:
 User may view slides after quiz:

Goes to Next Slide
 Goes to Next Slide
 After user has completed quiz
 At any time

Properties... Edit in Quizmaker

Conflict Resolution

Allegations

- Failure of service coordinator (SC) or direct service provider (DSP) to submit IFSP progress reports within designated timeframes
- An SC or DSP who frequently no shows the family
- An SC or DSP who does not return calls in a timely manner or not at all
- An SC or DSP who is often late or leaves early
- An SC or DSP whose skills or ethics are questionable


Must be in writing indicating the allegations of violation and the factual circumstances on which the allegations are based

Written complaints must be signed by the complainant(s) and submitted to Division no later than 1 year after the date of alleged violation

Division must follow the due process procedures as stated in IAC to reach a resolution

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Conflict Resolution



- Regardless of concern, first line of intervention is with parties involved
- Families may express concern about direct service provider/service coordinator
- If so, service coordinator should mention concern to direct service provider and work toward resolution

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Local Lead Agency

- If concern can't be resolved, take to local lead agency
- SPOE

SPOE


- SPOE will:
- Record information
- Explain cluster's resolution policy
- Take appropriate actions

BCDS

- Concerns not corrected in appropriate and timely manner should be referred to BCDS

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Conflict Resolution



Family Recourse

Complaint Process	Impartial Due Hearing	Mediation
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SC101 M2 - #2

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Properties

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Advocacy

Service Coordinators as Advocates

Informing families of resources is required and ongoing	Linking families to supports outside First Steps
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Pages 7-10 in Participant Material

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Advocacy

Teaching Parents to be Advocates

Service Coordinators provide resources for families to use after First Steps	Service Coordinators model techniques advocacy when they consult outside resources while helping families in First Steps
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Summary

- Need to protect the rights and interests of children and their families
- Procedural safeguards established to ensure rights are granted
- Importance of service coordinators being advocates for parents and teaching parents to be advocates

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•This is the end of Module 2 of the Service Coordination Orientation Training (SC101)

•Thank you for participating.

•Next 5 modules: Service Coordination, Evaluation/Assessment, IFSP Development, Ongoing Service Coordination, and Transition

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