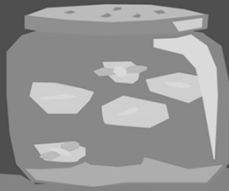

First Steps

Service Coordination Orientation Training (SC101)



Module Two – Procedural Safeguards and Advocacy


Revised August 2011
Indiana First Steps -Service Coordination Orientation Training (SC101) - Module 2
Indiana's Unified Training System -- January 2008


First Steps

Welcome

Procedural Safeguards Advocacy

Revised August 2011
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First Steps

Supplemental Materials

**Participant
Material**


**PowerPoint
Slides**

3-ring binder



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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

Hult, Jobey and Paula Goff: Assuring the Family's Role on the Early Intervention Team: Explaining Rights and Safeguards. June 2002, 2nd Edition. The National Early Childhood Technical Assistance Center.
 Indiana First Steps -Service Coordination Orientation Training (SC 101) - Module 2
 Revised August 2011


Families' Rights






 Right to an evaluation	<ul style="list-style-type: none"> • Multiple people at the table are needed to ensure child's best interests, development and relationship capabilities • If eligible on family's side, child have right to ongoing • If eligible on child's side, parents have right to progress reports
 Right to a coordinated plan	<ul style="list-style-type: none"> • IFSP within 45 days of referral • Includes family concerns, priorities, and resources • Includes major outcomes; how progress will be measured, what and where services will be provided; when they will begin and duration; and transition plans
 Right to consent	<ul style="list-style-type: none"> • Consent must be obtained in writing before conducting an evaluation/assessment or before beginning services • Parents can deny consent for a particular service without affecting other EI services


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Families' Rights





 Right to prior notice	<ul style="list-style-type: none"> • Families must be notified before any changes in services are started • Notice must inform families of their rights, give details of decision and any reasons for action • Must be in native language
 Right to a privacy	<ul style="list-style-type: none"> • Personally identifiable information cannot be shared with any other agency without parental permission • Parents are not obligated to give their permission • Refusing will not affect services
 Right to review records	<ul style="list-style-type: none"> • SPOE can disagree with parent's request to amend records • Parent can request a copy of child's records • Only persons with parent's written permission can inspect records • Information contained in the record • Record access log must be kept at the SPOE


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Families' Rights

 Right to an participate	<ul style="list-style-type: none"> • Parents are important members of the IFSP team • Parents must be present at any meeting where the IFSP for their child is developed, reviewed, or revised
 Right to understand	<ul style="list-style-type: none"> • First Steps does not discriminate • All families in First Steps have the right to receive information in a manner in which they can understand, i.e. a language other than English, Braille


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Families' Rights

 Right to an advocate	<ul style="list-style-type: none"> • Parents can bring friend or advocate to IFSP meetings and evaluations • Parents may also ask direct service providers, day care provider, family, or friend to attend IFSP meetings
 Right to disagree	<ul style="list-style-type: none"> • Complaint • Mediation • Impartial due process hearing • Child must continue receiving services while the disagreement is being resolved


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Procedural Safeguards

	<i>A Family's Guide Through Procedural Safeguards</i>
	<i>Families Always Have Rights</i>
	<i>"Privacy and Confidentiality"</i>

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 First Steps


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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PROPERTIES

On passing, 'Finish' button:	Goes to Next Slide		
On failing, 'Finish' button:	Goes to Next Slide	Properties...	Edit in Quizmaker
Allow user to leave quiz:	At anytime		
User may view slides after quiz:	At anytime		



 First Steps

Conflict Resolution


Allegations

<ul style="list-style-type: none"> • 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 	<p>Must be in writing indicating the allegations of violation and the factual circumstances on which the allegations are based</p> <p>Written complaints must be signed by the complainant(s) and submitted to Division no later than 1 year after the date of alleged violation</p> <p>Division must follow the due process procedures as stated in IAC to reach a resolution</p>
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First Steps


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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First Steps

Conflict Resolution




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

SPOE will: Record information; explain cluster's resolution policy; take appropriate actions

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

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First Steps

Conflict Resolution

Family Recourse

Complaint Process	Impartial Due Hearing	Mediation
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Properties

Edit in Quizmaker


.....  First Steps

Advocacy

Service Coordinators as Advocates	
Informing families of resources is required and ongoing	Linking families to supports outside First Steps
Pages 9-12 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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First Steps

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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First Steps



•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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