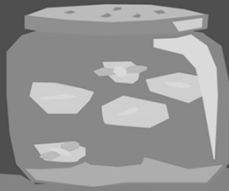


First Steps

Service Coordination Orientation Training (SC101)




Module Six – Ongoing Service Coordination


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First Steps


Supplemental Materials

Participant Material	
PowerPoint Slides	
3-ring binder	

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First Steps

Coordinating/Supporting the IFSP Team – Ongoing Communication




Service Coordinator is lead member of the IFSP team

Ongoing conversations reveal changes or concerns
Service coordinator is responsible for ensuring all members work together


Communicate regularly with family and direct service providers
Service coordinator provides information, resources and support

Helps to learn of concerns, issues, or unexpected events families have

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Coordinating/Supporting the IFSP Team – Providing Support



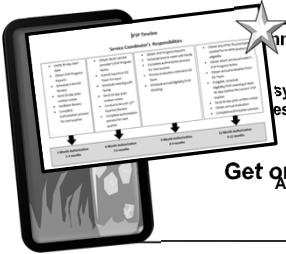
Service Coordinator is a resource – not expected to know all the answers nor ~~ongoing contact with IFSP~~ **ongoing contact with IFSP team members helps to create a strong relationship & concern families have w/ successful First Steps Experience.**

- Refer family to other agencies
- Review the IFSP based on new information
- Communicate information about the changes to other team members

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Coordinating/Supporting the IFSP Team – Planning




Using Attachments to view and print a copy


systems to ensure First Steps are met

Get organized now; enjoy benefits later
Ask your supervisor for tools

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Coordinating/Supporting the IFSP Team – Providing Family Support



Continue to build relationships with families by discussing:

- Questions about First Steps
- Role of direct service provider and service coordinator
- Outcomes on the IFSP
- Transition issues
- Other programs: Hoosier Healthwise, WIC, CSHCS, Family to Family

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.....
 Coordinating/Supporting the
 IFSP Team – IFSP Progress
 Notes/Other Documentation



IFSP Written on 12/15

Authorization	Authorization Period	IFSP Progress Report Due
First	12/15 - 3/31	3/1
Second	4/1 - 6/30	6/1
Third	7/1 - 9/30	9/1
Fourth	10/1 - 12/14	12/1

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.....
 Coordinating/Supporting the
 IFSP Team – IFSP Progress
 Notes/Other Documentation



If provider doesn't submit the IFSP Progress Report and ED Team review, make comments, report on the SC and IFSP review
 ED Team review, make comments, report on the SC and IFSP review
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.....
 Coordinating/Supporting the
 IFSP Team – Planning and Preparing
 for Quarterly Visits



- Scheduling the meeting
- Sending out 10-day notice to everyone on IFSP Team
- Obtaining IFSP Progress Reports
- Obtaining ED Team documentation
- Arranging for an interpreter (if needed)

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.....
 Coordinating/Supporting the IFSP Team – Responsibilities during the Quarterly Review Meeting



- Reviews family rights and procedural safeguards
- Completes necessary paperwork
- Reviews progress towards outcomes
- Reviews appropriateness of services
- Reviews cost participation
- Review transition
- Completes authorizations for next quarter's services by completing the Change Page
- Completes meeting minutes

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.....
 Coordinating/Supporting the IFSP Team – After the Quarterly Meeting



Service Coordinator must obtain parent signature on Change Page if increase in service occurred or existing services increased

Service Coordinator must proceed all paperwork on Change Page to all Team Members

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.....
 Documenting Service Changes




Every 3 months, the child's outcomes and progress are reviewed. **All changes must be documented.** Appropriateness of current level of services is assessed

- Continuation of services
- Decrease in frequency or intensity
- Termination of service
- Increase in frequency or intensity
- Addition of new service



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First Steps

Documenting Service Changes – Increasing/Adding Services


IFSP Progress Report:

- comes from Provider Agency or Direct Service Provider
- contains recommendation for addition/increase

- All team members must review Report and participate in discussion
- SC sends IFSP progress report to ED Team
- ED Team can support or deny the proposal



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First Steps

Documenting Service Changes – ED Team Supports Additional Service


Service Coordinator:

- Meets with the family
- Documents Team member input on First Steps Documentation of Team Discussion
- Sends 10-day written notice
- Completes the Change Page
- Obtains physician's signature
- Sends paperwork to Agency, ED Team and Family and SPOE for data entry
- Tracks the 30-day start date

Services are written for **3** months



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First Steps


Documenting Service Changes – ED Team Denies Additional Service

Service Coordinator:


- Shares all information with all members of the IFSP Team
- All Team members review information and hold a meeting to discuss it

- If Team agrees with ED Team's decision to deny, SC documents the decision

- If Team disagrees with ED Team's decision to deny, SC should schedule a meeting to discuss. Team decision by consensus needed




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Documenting Service Changes – Additional Service Denied After Meeting

Service Coordinator reviews procedural safeguards which includes due process




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Assistive Technology (AT)

Intended to help achieve the outcomes listed on the IFSP

- AT Lending Library
- Direct Service Providers will contact Service Coordinators to see if the equipment is available
- Both Direct Service Providers and Service Coordinators are responsible for obtaining and submitting AT equipment to lending library once the child is done or exits First Steps




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Assistive Technology (AT)

IFSP Team members discuss the need for AT


- Recommendations address how AT will help meet a stated outcome
- State approved AT form– www.firststeps.in.gov
- Effective 5/2010 – Indiana no longer purchases orthotic items



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 First Steps

Service Coordination Quarterly Activities




IFSP Quarterly Activities

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 First Steps

1st Quarter Activities (3-month Authorizations)




Verify services started within 30 calendar days

- Initial IFSP – from parent's signature on the IFSP
- Annual IFSP – from the IFSP date


Meet face-to-face with the family once a quarter:

- Review IFSP Progress Report
- Review appropriateness of services
- Review Cost Participation
- Complete a Change Page

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 First Steps

6-Month Review (held within the 2nd Quarter)



Parents must receive every IFSP quarterly review every 6th months


Shows to the family notice, which must be received at least 11 days prior to event

- Assists the family with identifying who will attend the event
- Obtaining IFSP Progress Notes

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First Steps

3rd Quarterly Home Visit



Used to prepare for annual re-determination meeting

Best Practice:

- Ask the family to gather 3 most current consecutive paycheck stubs
- Complete during or within month of service
- Current insurance card

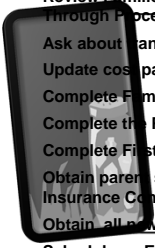
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First Steps

3rd Quarterly Home Visit

Review Families Always Have Rights and A Family's Guide Through Procedural Safeguards



During the visit, focus on the family

What is your child's progress? Do you have issues and how do you plan to address them?

- Ask about and update cost participation
- Complete Family Information Update
- Complete the Private Medical Insurance Enrollment form
- Complete First Steps Private Medical Insurance Enrollment form
- Obtain parent signature for First Steps Private Medical Insurance Consent
- Complete a Change Page to re-authorize
- Obtain all new consent for 3 months

Schedule an Eligibility/IFSP Annual Review meeting


Send a 10-day prior written notice

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First Steps

Between 3rd Quarterly Home Visit and Annual IFSP Review



- Seek referrals from your child's physician to get limited health information and signature for First IFSP Review
- Referrals completed 30-45 days report to SC
- Each SPOE has its own referral for evaluation form that SC completes
- SC sends copies of Health Summary and referral to all members of IFSP

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PROPERTIES

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Allow user to leave quiz:
User may view slides after quiz:

Goes to Next Slide
Goes to Next Slide
At anytime
At anytime

Properties...

Edit in Quizmaker

..... First Steps

Eligibility/IFSP Annual Review Meeting


Intent of Meeting

- discuss child's potential eligibility
- ~~Overview~~ -review Team assessment information
- insure family understands its rights

Evaluation Reports

~~Explain~~ explain purpose of meeting

- discuss procedural safeguards
- Is the child eligible
- review child's level of performance
- how is the child eligible
- determine eligibility
- does the child need First Steps



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..... First Steps


Eligibility/IFSP Annual Review Meeting

If the child is eligible:


- SC completes First Steps Part C Eligibility Determination Statement

Per Report

- Identifies the two disciplines administering the assessment
- Records minutes on Request for Authorization/Meeting Minutes




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First Steps


Eligibility/IFSP Annual Review Meeting

If the child is not eligible:

- SC completes Firsts Steps Part C Eligibility Determination Statement
- discusses transition options for the family
- documents discussion on Individualized Transition Plan
- completes the Exit Interview
- Records minutes on Authorization/Meeting Minutes




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First Steps


Annual IFSP Review Meeting

Service Coordinator

- facilitates the meeting
- provides information the family requested
- writes the IFSP
- records minutes on Authorization/Meeting Minutes



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First Steps


After the Annual IFSP Review Meeting

Physician's Signature –

- must be obtained prior to the expiration of current IFSP

Annual IFSP Checklist –

- must be submitted with annual IFSP packet



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Edit in Quizmaker

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Documentation

Should be written if it isn't documented. It didn't happen. Objectively. Factually. Non-judgmentally.

Attachments to view a guide to log notes

Letters
Phone Calls
E-mails
Visits

Omit:
Log Notes - impressions
- unrelated personal information
- comments from 3rd parties

..... must be completed for each child on SC's caseload

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..... First Steps

Documentation


Part of the job; not an afterthought

Allow time during work day for documentation

Original Log Notes (not copies)
-part of child's EI record

.....

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 First Steps


Documentation

-Confidential Information shared by families
Ask your supervisor to explain your SPOEs forms and requirements for log notes

-Building trust with families is important


SC must decide how to handle this

- Encourage the family to share with all team members




Log Notes –
 simply state
 that family
 discussed a
 situation

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 First Steps

Early Intervention Record




-Service Coordinator is responsible for ensuring that all appropriate documentation is in the child's EI record

-SPOE maintains the record


-Service Coordinators review the records quarterly

-Each record must have access log

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 First Steps

Family Moves Out of Cluster/State



Service Coordinator

- provides family with information about the new state's EI system
- informs families of different eligibility requirements for each state
- creates new cluster SPOE
- completes documentation for Child Transfer and information as needed (with parental consent)
- sends the child's EI file to the new Cluster SPOE
- completes ongoing Record Termination Cluster Exit Interview

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Reporting Suspected Child Abuse



In Indiana, all citizens must report suspected maltreatment of children

1-800-800-5556

Reporter: name and contact information

<http://www.in.gov/dcs/protection>

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Staying Organized



Helpful Hints for Organizing Paperwork

Keep resources handy
Develop categories of
resources by phone
numbers, address, and
service provided
Add phone numbers and
addresses to readings
numbers

- Packets provided by other programs

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Summary






Day-to-day activities of a service coordinator

Documentation

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PROPERTIES

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Allow user to leave quiz:	At anytime		
User may view slides after quiz:	At anytime		


First Steps

Goodbye

- This is the end of Module Six of the Service Coordination Orientation Training (SC101).
- Thank you for participating. Complete the Application Station Exercises.
- Last module: Transition

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