

## FAMILY SERVICE COORDINATION

---

### Introduction

Family service coordination is a service required for every infant or toddler and his/her family eligible for Kansas Infant-Toddler Services. The family service coordinator (FSC) must be identified by name on the Individualized Family Service Plan (IFSP). This person acts as the single point of contact for carrying out coordination activities. The roles and responsibility of the service coordinator is outlined in this section.

The family service coordinator works in partnership with the family. The family retains the ultimate decision making authority in this partnership. Kansas Infant-Toddler Services recognizes the importance of enhancing the family's capabilities to negotiate service systems and obtain resources.

### I. Requirements for Local tiny-k Programs

Each local tiny-k program is required to send a representative to annual Family Service Coordination Training and develop an FSC training plan for providing eight hours of training each year.

The FSC Training Plan form can be found at:

[http://www.ksits.org/download/Family\\_Service\\_Coordination\\_Training\\_Plan.doc](http://www.ksits.org/download/Family_Service_Coordination_Training_Plan.doc)

### II. Qualifications of a Family Service Coordinator [34 CFR 303.34 and 34 CFR 303.344(g)]

The family service coordinator must meet state and federal standards and is to be "from the profession most relevant to the child's or family's needs (or who is otherwise qualified to carry out all applicable responsibilities....)." "Applicable responsibilities" include coordinating all required services across agency lines and serving as the central point of contact for carrying out the activities on page 2 of this section.

The family service coordinator shall meet the following requirements:

- A. Have a bachelor's degree in education, health studies, nutrition, social welfare, or the human services field. Additionally, each individual working as a family service coordinator with a local tiny-k program before June 1, 2013 will be grandfather and viewed as meeting requirements. They must also have experience in early childhood.
- B. Complete initial family service coordination training within three months of assuming this role, and after training.

Training module can be found on the KITS website at: [http://kskits.dept.ku.edu/Toolkit\\_eCourse/index.html](http://kskits.dept.ku.edu/Toolkit_eCourse/index.html)

- C. Demonstrate knowledge and understanding in the following areas:
  - 1) Infant and toddler child development
  - 2) Part C of IDEA and related regulations (state and federal) to include family service coordination
  - 3) Parents' rights/procedural safeguards

- 4) The Individualized Family Service Plan (IFSP) process
- 5) The nature and scope of services available under Kansas Infant-Toddler Services
- 6) The system of payments for services in the state
- 7) Federal, state, and local resources available to families and young children.

### III. Roles and Responsibilities of the Family Service Coordinator [34 CFR 303.34]

- A. **Service coordination services** refers to services provided by a family service coordinator to assist and enable an infant or toddler with a developmental delay/disability and the child's family to receive the rights, procedural safeguards, and services authorized to be provided under the Kansas Infant-Toddler Services program.
- B. **A family service coordinator** must be assigned for each infant or toddler and his/her family who is eligible for early intervention services. The following responsibilities shall be addressed by the assigned family service coordinator:
  - 1) Coordinating all early intervention services across agency lines
  - 2) Assisting parents of infants and toddlers with developmental delay/disability in gaining access to and coordinating the provision of, early intervention services and other services identified in the IFSP
  - 3) Continuously seeking the most appropriate services and situations necessary to benefit the development of the infant or toddler being served for the duration of the child's eligibility
  - 4) Serving as the single point of contact in helping the parents to obtain the services and assistance they need
- C. **Family service coordination** is an active, ongoing process that involves the following activities:
  - 1) Coordinating the performance of evaluations and assessments
  - 2) Facilitating and participating in the development, review, and evaluation of IFSPs
  - 3) Assisting families in accessing early intervention services identified on the IFSP, including making referrals to providers for needed services and scheduling appointments
  - 4) Conducting referral and other activities to assist families in identifying available early intervention service providers
  - 5) Coordinating and monitoring the timely delivery of early intervention services and other services (such as medical services for other than diagnostic and evaluation purposes) that the infant or toddler needs or is being provided

- 6) Conducting follow-up activities to determine appropriate early intervention services are being provided
- 7) Informing families of their rights and procedural safeguards regarding medical and other services the infant or toddler or family needs or are receiving, but are neither required nor funded under Part C
- 8) Coordinating the funding sources for services required under Part C
- 9) Facilitating any transition for the infant or toddler and family, such as hospital-to-home, exit from Kansas services to services in another state, permanent exit from Part C, transfer to another Kansas local tiny-k program
- 10) Facilitating the transition at age 3, including the development of a transition plan, to appropriate services (e.g., Part B special education services, Head Start, community preschool, community child care).

#### **IV. Cost/Reimbursement [34 CFR 303.521 (b) (3); 303.34 (c)]**

Early intervention services, including family service coordination, shall be provided at no out-of-pocket cost to families regardless of whether or not they give permission to bill third party sources such as Medicaid or private insurance. Neither shall the use of the term *family service coordination* instead of *case management* affect the authority of the KSITS or a local tiny-k program to seek reimbursement for services provided under Medicaid or any other legislation that makes reference to *case management*.