281—120.15(34CFR303) Service coordination.

120.15(1) *Access to service coordination.* To address each child's and family's unique needs within an integrated system of services, the child and family must be able to access service coordination. Service coordination must be available to assist and enable an eligible child and the child's family to receive the rights, procedural safeguards, and services that are authorized to be provided under these rules. Service coordination is an ongoing process designed to facilitate and enhance the delivery of early intervention services. [34 CFR 303.23]

120.15(2) *Interagency system of service coordination.* The signatory agencies and community partners shall work with families to support an effective system of service coordination consistent with these rules. [34 CFR 303.23(a)-(c)]

120.15(3) *Service coordinator.* Each eligible child and the child's family must be provided with one service coordinator who is responsible for coordinating all early intervention and other services identified on the IFSP across agencies and for serving as the single point of contact in helping parents obtain the services and assistance that the parents need. The service coordinator shall be a partner with each family in continuously seeking the appropriate services, resources and supports necessary to benefit the development of each child being served for the duration of the child's eligibility. The service coordinator also shall assist the family in accessing early intervention services and resources from a variety of formal and informal community agencies or providers. The service coordinator shall facilitate communication among early intervention service providers across agencies, resulting in a more coordinated and responsive delivery system. [34 CFR 303.23(a)]

120.15(4) *Who can be a service coordinator.* Service coordinators shall meet the qualifications found in subrule 120.19(8) and may be from any of the signatory agencies, or Early ACCESS grantees, or may be individuals or agencies who have a contract, memorandum of understanding, or memorandum of agreement with grantees.

120.15(5) *Responsibilities of service coordinator.* Minimum responsibilities of interagency service coordinators include:

a. Assisting parents of eligible children in gaining access to the early intervention services and other services identified in the IFSP;

b. Facilitating the timely delivery of available services;

c. Using family-centered practices in all contacts with families;

d. Explaining the system of services and resources called Early ACCESS;

e. Assisting families in identifying and accessing available resources and services needed, and actions to meet needs;

f. Coordinating the performance of evaluations and assessments;

g. Informing families of the availability of advocacy services and explaining family rights;

h. Facilitating and participating in the development, review and evaluation of IFSPs;

i. Coordinating with medical and health providers;

j. Coordinating and monitoring the delivery of available services;

k. Managing the case file, including the IFSP and all necessary related information and reports;

l. Providing necessary information at formal periodic reviews and annual evaluations of the IFSP; and

m. Facilitating the development of a transition plan in accordance with division VIII of these rules. [CFR 303.23(a),(b)]

120.15(6) *Appointment of service coordinator.* An appointed service coordinator shall be assigned to families as soon as possible after a referral is received at the designated regional Early ACCESS point of contact for each geographic area. The service coordinator for a child and family may change following determination of eligibility and development of the IFSP, based on the needs of the child and family. Continuity of services for the child and family shall be a consideration in the determination of whether a change should be made in the service coordinator at any time following initial appointment. [34 CFR 303.23(c); 303.344(g)]