

**281—120.34(34CFR303) Service coordination services (case management).****120.34(1) General.**

*a.* As used in this chapter, “service coordination services” means services provided by a service coordinator to assist and enable an infant or toddler with a disability and the child’s family to receive the services and rights, including procedural safeguards, required under this chapter.

*b.* Each infant or toddler with a disability and the child’s family must be provided with one service coordinator who is responsible for:

- (1) Coordinating all services required under this chapter across agency lines; and
- (2) Serving as the single point of contact for carrying out the activities described in this subrule and subrule 120.34(2).

*c.* Service coordination is an active, ongoing process that involves:

- (1) Assisting parents of infants and toddlers with disabilities in gaining access to, and coordinating the provision of, the early intervention services required under this chapter;
- (2) Using family-centered practices in all contacts with families; and
- (3) Coordinating the other services identified in the IFSP under subrule 120.344(5) that are needed by, or are being provided to, the infant or toddler with a disability and that child’s family.

**120.34(2) Specific service coordination services.** Service coordination services include:

- a.* Explaining the system of services and resources called Early ACCESS;
- b.* Assisting parents of infants and toddlers with disabilities in obtaining access to needed early intervention services and other services identified in the IFSP, including making referrals to providers for needed services and scheduling appointments for infants and toddlers with disabilities and their families;
- c.* Coordinating the provision of early intervention services and other services (such as educational, social, and medical services that are not provided for diagnostic or evaluative purposes) that the child needs or is being provided;
- d.* Coordinating evaluations and assessments;
- e.* Facilitating and participating in the development, review, and evaluation of IFSPs;
- f.* Conducting referral and other activities to assist families in identifying available EIS providers;
- g.* Coordinating, facilitating, and monitoring the delivery of services required under this chapter to ensure that the services are provided in a timely manner;
- h.* Conducting follow-up activities to determine that appropriate Part C services are being provided;
- i.* Informing families of their rights and procedural safeguards, as set forth in Division VI of this chapter and related resources;
- j.* Coordinating the funding sources for services required under this chapter; and
- k.* Facilitating the development of a transition plan to preschool, school, or, if appropriate, to other services.

**120.34(3) Use of the term “service coordination” or “service coordination services.”** The lead agency’s or an EIS provider’s use of the term “service coordination” or “service coordination services” does not preclude characterization of the services as case management or any other service that is covered by another payor of last resort (including Title XIX of the Social Security Act—Medicaid), for purposes of claims in compliance with rules 281—120.501(34CFR303) through 281—120.521(34CFR303) (payor of last resort provisions).

**120.34(4) Appointment of service coordinator.** A service coordinator shall be appointed to families as soon as possible after a referral is received. Continuity of services for the child and the child’s family shall be a consideration in the determination of whether a change is made in the service coordinator at any time following initial appointment.

**120.34(5) Required service coordinator qualifications.** In addition to satisfying subrule 120.119(1), a service coordinator must be a person who has completed a competency-based training program with content related to knowledge and understanding of eligible children, these rules, the nature and scope of services in Early ACCESS in the state, and the system of payments for services, as well as service coordination responsibilities and strategies. The competency-based training program, approved by the department, shall include different training formats and differentiated training to reflect the background

and knowledge of the trainees, including those persons who are state-licensed professionals whose scope of practice includes service coordination. The department or its designee shall determine whether service coordinators have successfully completed the training.

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