



Service Coordination



A “Service Coordinator” is a person who:

- ✓ Is chosen or approved by the parent of the child
- ✓ Is identified in He-M510.12(b)
- ✓ Has completed the ESS orientation program
- ✓ Together with the family has the responsibility of planning, accessing, coordinating, and monitoring, the delivery of services
- ✓ Possesses experience relevant to carrying out applicable responsibilities for the child and family’s needs



The IDEA requires that each child and child's family must be assigned a service coordinator.

Service Coordinator responsibilities include:

- Coordinating all services across agency lines
 - Serving as a single point of contact in helping parents to obtain the services and assistance they need
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What is “service coordination”?

Service coordination includes providing assistance to a family to receive the procedural safeguards and supports and services that are available or needed by the family.

It is extremely important for service coordinators to be familiar with the procedural safeguards as written in the ‘yellow book’. This book must be offered, explained, and given to families at intake and at each evaluation and IFSP meeting.

What exactly does a service coordinator do?

- Coordinates with medical and health providers
- Facilitates referrals to area agency family support program if appropriate
- Assists families in identifying available providers
- Coordinates and monitoring the delivery of supports and services

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- Coordinates evaluations and assessments
 - Facilitates the development and implementation of a transition plan to enable the family to access the area agency, community supports, or the LEA, if appropriate
 - Facilitates and participates in developing, reviewing, and evaluating IFSPs
 - Informs families of the availability of advocacy supports and services
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- Provide written notice to families before proposing, refusing to initiate, changing the eligibility for or evaluating the child regarding the provision of early supports and services.





Families needs for service coordination vary considerably. Where one family may need a great deal of service coordination another family may prefer to take on this role and a third family may have minimal needs. The service coordinator is bound by the NH rules, their professional guidelines, and of course ethics. When in doubt about the limits, ask your program manager!



A Service Coordinator is assigned:

1. *At intake* - the Intake Coordinator is the interim service coordinator for families applying for family-centered early supports and services until eligibility is determined and a service coordinator is assigned.
2. *At the evaluation* - if a child is found eligible, a service coordinator will be designated. If there is a delay between the IFSP meeting and the evaluation, someone must be designated as the service coordinator until a permanent service coordinator is designated.



To be a service coordinator involves having a working knowledge of the resources in your community, but no one can stay on top of all the resources all of the time. It is important to work together with your ESS team, it is the combined knowledge that will aid you in accessing appropriate services for families.

