

Plan for Service Coordination Module (5/19/11):

Assumptions:

1. Existing 4 modules cover important content relevant for SC; plan is to use this SC module to address content not already addressed in modules;
2. Use existing materials (like IFSP 101 module) that have already been developed;
3. This SC module needs to be taken after passing the first 4 modules; and
4. This SC module will be developed and posted on the “Principles and Practices” website with the other training modules.

Sections/Areas of Content:

- 1. Key responsibilities of SC, including gathering info from families (Cori)**
 - a. Discuss key responsibilities of SC. List core competencies of SC and KSAs for SC. Remind them of other resources and tools for orienting and support the work of SCs. OSEP Indicators and role of SC and data.
 - b. Interview methods and their uses in service planning – for assessing child’s routines and daily activities; family concerns, priorities, and resources [IFSP pg.2]; Role of SC as the leader of the process; affirming families and reflective listening; serving as the single point of contact for family.
 - c. Leading the IFSP process (use the new IFSP 101 module for this)
- 2. Compliance and Documentation (Dana)**
 - a. Basic procedural safeguards - Effective oral and written communication principles and techniques (how to present the information, how to complete forms, how to ask good questions at specific points in the service pathway, etc.). Expand key content and clarify specific to the role of SC.
 - b. Records and documentation – specific tasks related to SC documentation, especially related to health (from new TCM CM initiative).

- c. Compliance (timelines, documentation, etc). Reference checklists and Practice Manual.

3. Funding for and Billing for SC (Beth and Kyla)

- a. Funding – SC is responsible for ensuring that this is processed properly. Varies by local system (who does it, when).
- b. New info for all regarding billing for EI services under EI Initiative (rates, units, etc.)

4. Community resources (Deana)

Community resources (general resources, how to access, how to build and maintain links to broad community resources – informal supports, locations, activities that are important to families and child participation in all aspects of community life. Also include information on how to teach families how to navigate community resources and supports. Reference links to HV resources in VA.

Format for the content:

1. Will be in the form of a module.
2. Needs to be completed AFTER other modules. Must pass competency test at 80% accuracy.
3. Consider use of videos to demonstrate key elements of content.
4. Maximum of 2 hours.
5. Timeline: Ready to launch on August 2, 2011
6. Staff Representatives: Beth and Kyla
7. Timelines
 - a. 5/9/11 Draft finalized, writers identified
 - b. 5/9/11 Confirm writers and provide guidelines
 - c. 5/31/11 Drafts of content developed and sent out for review
 - d. 6/10/11 Reviews of draft conducted and comments submitted
 - e. 6/30/11 Content finalized by writers
 - f. 7/1/11 Content to web designers
 - g. 8/2/11 Ready for posting and accessing
8. Review examples from other states (DB requested samples from NECTAC).