

Kansas IDEA Part C
Procedure Manual Training
October 03, 2013

Family Service Coordination

Kansas Department of Health and
Environment
Kansas Inservice Training System – KITS –
University of Kansas

Kansas IDEA Part C Procedure
Manual Training

- Presenters: Diane Alexander, Doug Bowman, Marcia, Boswell-Carney, Kelly Jorgensen, Peggy Kemp, Sarah Walters

New Procedure Manual Training – Agenda:
Family Service Coordination

Kansas IDEA Part C Procedure
Manual Training

Objectives:

- 1) Participants will become familiar with Public Awareness, Child Find and Referral Sections of the Kansas Infant Toddler Services Procedural Manual.
- 2) Participants will understand that the Kansas Infant Toddler Services Procedure Manual is the modus operandi (way of doing business).
- 3) Participants will understand the Kansas Infant Toddler Services Procedure Manual is based on state and federal law and regulations.
- 4) Participants will understand expectations for use of Kansas Infant Toddler Services Procedure Manual.

How to download Kansas idea part c procedure manual

We suggest you download the section of the manual that will be covered at each webinar so that you can follow along.

To download the Procedure Manual:

- 1) Go to www.ksifs.org
- 2) Click on Publications & Data Reports
- 3) Click on Kansas' IDEA Part C Procedure Manual

Family Service Coordination



Legal Definition of Family Service Coordination
303.34(a) (1)

Service Coordination 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 Part C.



303.34 (a) (2)

Each infant and toddler with a disability and the child's family must be provided with one service coordinator who is responsible for the following:

- i. Coordinating all services required under Part C across agency lines
- ii. Serving as the single point of contact for carrying out the coordination activities.



Family Service Coordination

- 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.

Family Service Coordination

- 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.

Requirements for tiny-k programs

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

FSC Training Module

- Required for each staff who is serving as a Family Service Coordinator
- Is the assurance to Medicaid and KDHE that FSC staff is qualified
- Must be completed within 90 days of being an FSC
- KITS will provide certificate once the tiny-k coordinator indicates that staff has completed the module.

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 of FSC.



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.
- Each individual working as a family service coordinator with a local tiny-k program before June 1, 2013 will be grandfathered in and viewed as meeting requirements.
- They must also have experience in early childhood.

The family service coordinator shall meet the following requirements:

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.org/Toolkit_eCourse/index.html

The family service coordinator shall meet the following requirements:

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

The family service coordinator shall meet the following requirements:


C:

- Demonstrate knowledge and understanding in the following areas:
 - 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

C. Family service coordination is an active, ongoing process that involves the following activities:

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

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.

Family Service Coordination Training Plan

- Required yearly
- Must ensure use of on-line module for new FSC's
- Plan for 8 training hours per year for each FSC



Kansas Infant-Toddler Services Child and Family right and KS ITS Complaints Process

- Procedural safeguards begin at referral to Part C, and parents are to get Prior Written Notice (PWN) at least 10 days prior to any action.
- Parents have option to initial this statement: I understand the above and agree that these activity(s) by the Part C/tiny-k program may occur prior to the 10-calendar-day prior notice timeline.
- Complaints procedures and system of payments are included in the rights the family is to be informed of.
- All Family Service Coordinators need to be familiar with the entire booklet and able to explain rights to families in a manner that the family can understand.

Providers must know and understand all rights and procedural safeguard to ensure that they can advise parents as needs arise

Ensuring family rights is not a one time event of handing out a booklet, but an ongoing process whenever an action is taken.



What the Medicaid Provider manual says

Documentation

- The family service coordinator must maintain a record of the child/family to whom he or she provides services which shows the following:
 - The name of the child receiving the service
 - The date the service was provided
 - The name of the provider agency
 - The name of the family service coordinator providing the service
 - The location in which the service was provided
 - The type of family service coordination service provided as described in family service coordination benefits
 - The amount of time it was provided to the nearest quarter of an hour

Documenting FSC

- Must be reflected on the IFSP
- Use of the Infant Toddler Family Service Coordination Activity Log
- The IFSP should reflect the FSC that occurs with the family
- All FSC activity should be accounted for on the FSC Activity log to satisfy Medicaid requirements.

Questions about the procedure manual

- Submit questions to KDHE/KITS staff
- Request training related to topics in procedure manual to KDHE/KITS staff

Upcoming topics

November 13 – Procedural Safeguards/Part C Services Financial System of Payment

December 11 – Post-Referral Component 1 – Screening/Post-Referral Component 2- Evaluation/ Eligibility

January 08 – Individualized Family Service Plan

February 12 – Early Intervention Services

March 12 – Transitions

April 09 – Personnel Standards and Training

May 14 – Data Collection Procedures/ General Supervision

After completion of the webinar please:

- 1. Email the names of those attending this webinar from your site to klawson@ku.edu. Be sure to include the name of your organization. This email message will serve as your electronic sign-in for the webinar. When you receive a reply message with the certificate of attendance, please forward it to the others within your organization who participated.
- 2. Please use the following link to complete a brief evaluation of the webinar. Note that this link will close at Noon on Wednesday, September 18, 2013.
- <https://www.surveymonkey.com/s/HY2JS28>

Closing Remarks

Thank you



A decorative rectangular frame with a double-line border and a central panel. The central panel contains the text "Closing Remarks" and "Thank you" above a circular black-and-white photograph of a family of five (two adults and three children) sitting together.
