

ITCA Service Coordination Survey Report

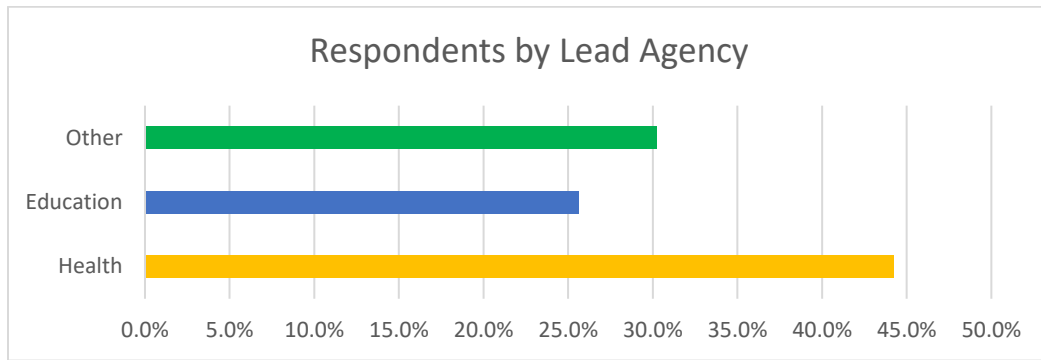
January 2019



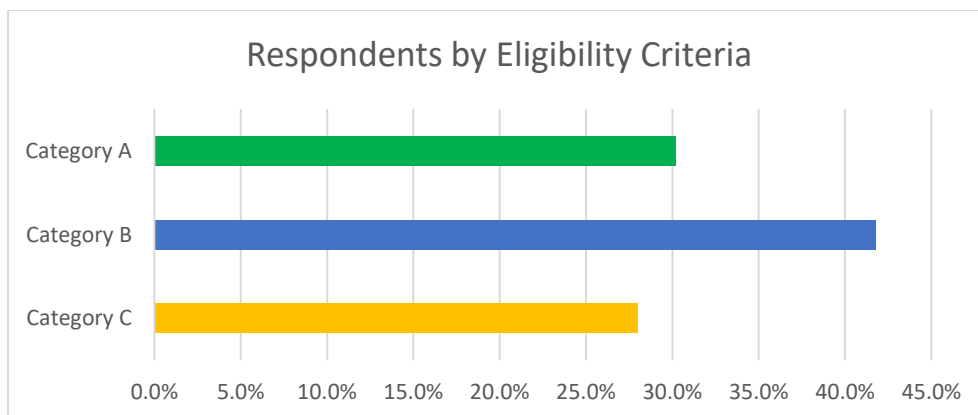
During 2018, ITCA received numerous inquiries related to service coordination. These included questions related to case load, qualifications, ongoing training among others. The ITCA Board made the decision to do one quick and limited survey in December to assess the current status of service coordination in state Part C systems. The survey was released at the beginning of December and closed before the holidays.

Demographics

Forty-three states completed the survey. Nineteen respondents (44.2%) were from Health Lead Agencies. Eleven respondents (25.6%) were from Education Lead Agencies and thirteen respondents (30.2%) were from Other lead agencies which includes co-lead agencies.

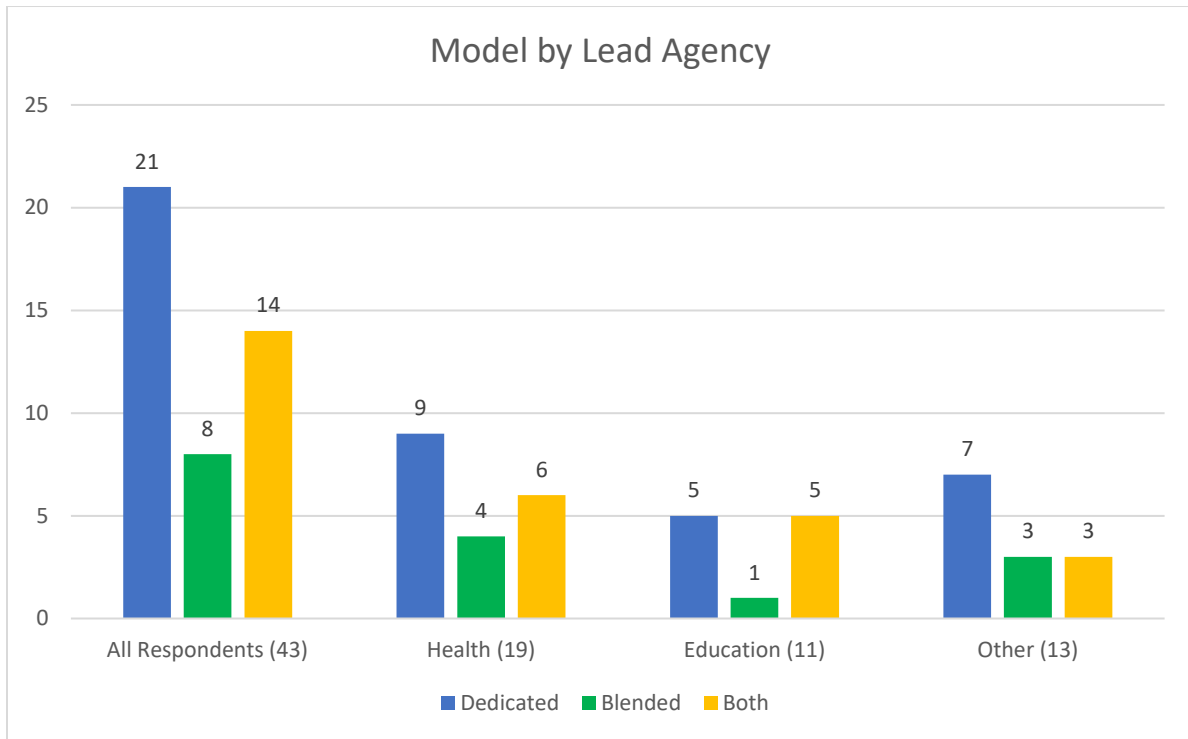


Eighteen states (30.2%) identified Category A as most closely aligning with their eligibility criteria. Forty-one states (41.8%) identified Category B and twelve states (28%) identified Category C.



Question 1. What model of service coordination is used in your state? Check all that apply.

Forty-three states responded to this question. Twenty-one states (48.8%) indicated they use a dedicated model of service coordination. Eight states (18.6%) use a blended model and fourteen states (32.6%) use both models.

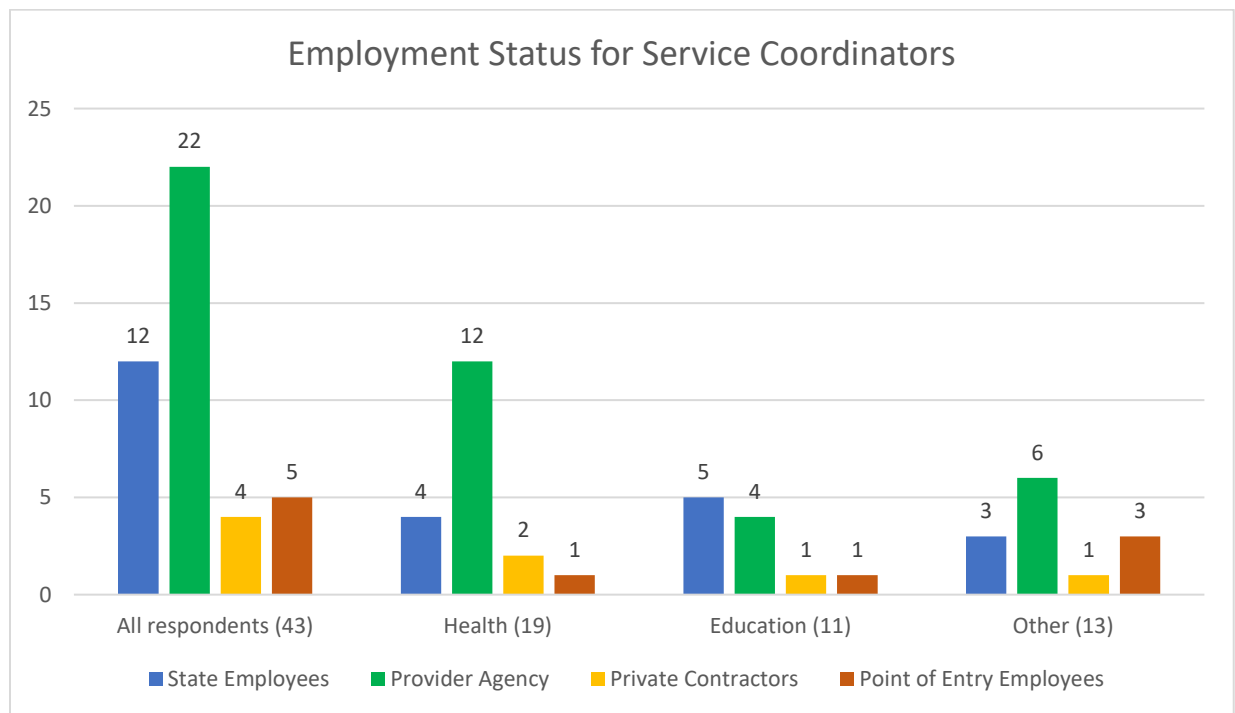


Question 2: Describe the employment status of service coordinators. Check all that apply.

Forty-three states responded to this question. Twenty-two states (51.2%) responded that service coordinators were employed by provider agencies. Twelve states (27.9%) responded service coordinators were state employees. In five states (11.6%) service coordinators are Point of Entry Employees and in four states (9.3%) service coordinators are private contractors.

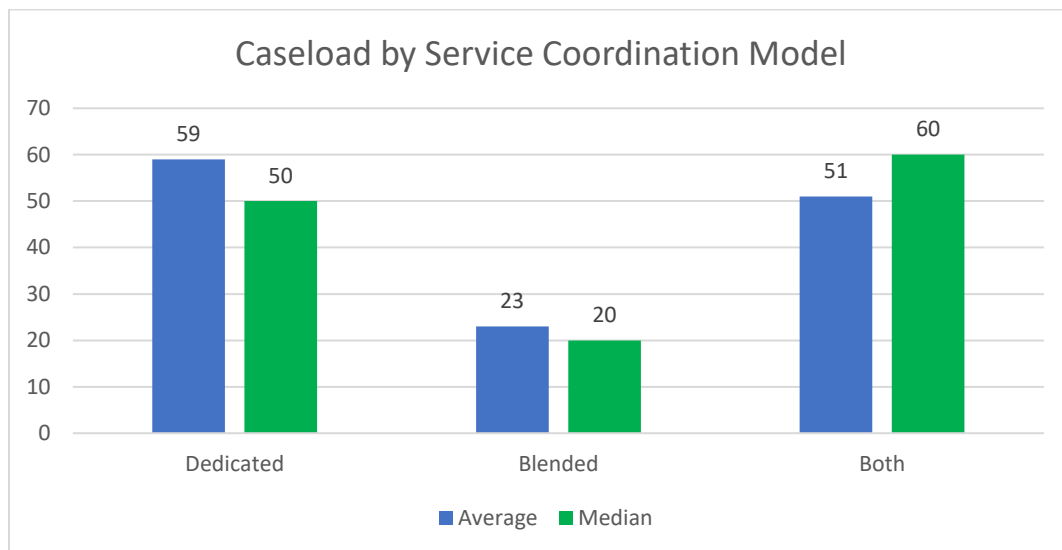
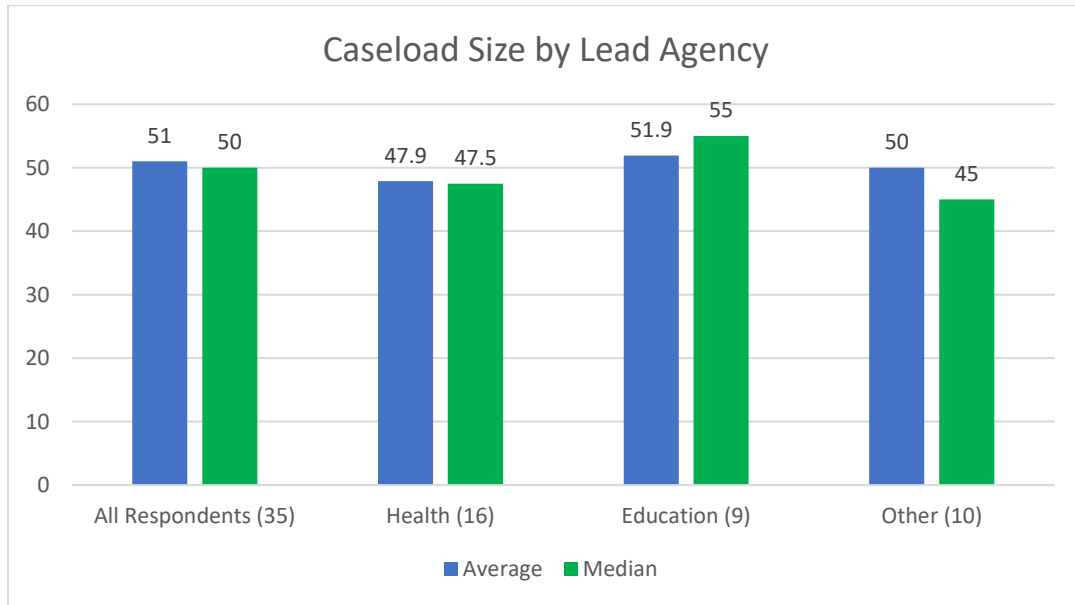
Comments from respondents:

- Some local provider agencies use dedicated service coordinators, and some use a blended model
- Coaching Service Coordinators (provide peer coaching on Evidence Based Practices)
- Some regions have dedicated, and others have blended
- There are 40 localities and they determine how SC is provided. It can be dedicated or blended.
- Varies by local service area
- Program Manager and Service Providers may carry-out Service Coordination activities, as needed.
- Both dedicated and blended
- Both types of Service Coordination are used
- Blended, but we contract out at the local level for direct service due to staffing resources. Local staff fill in as and when needed or asked.



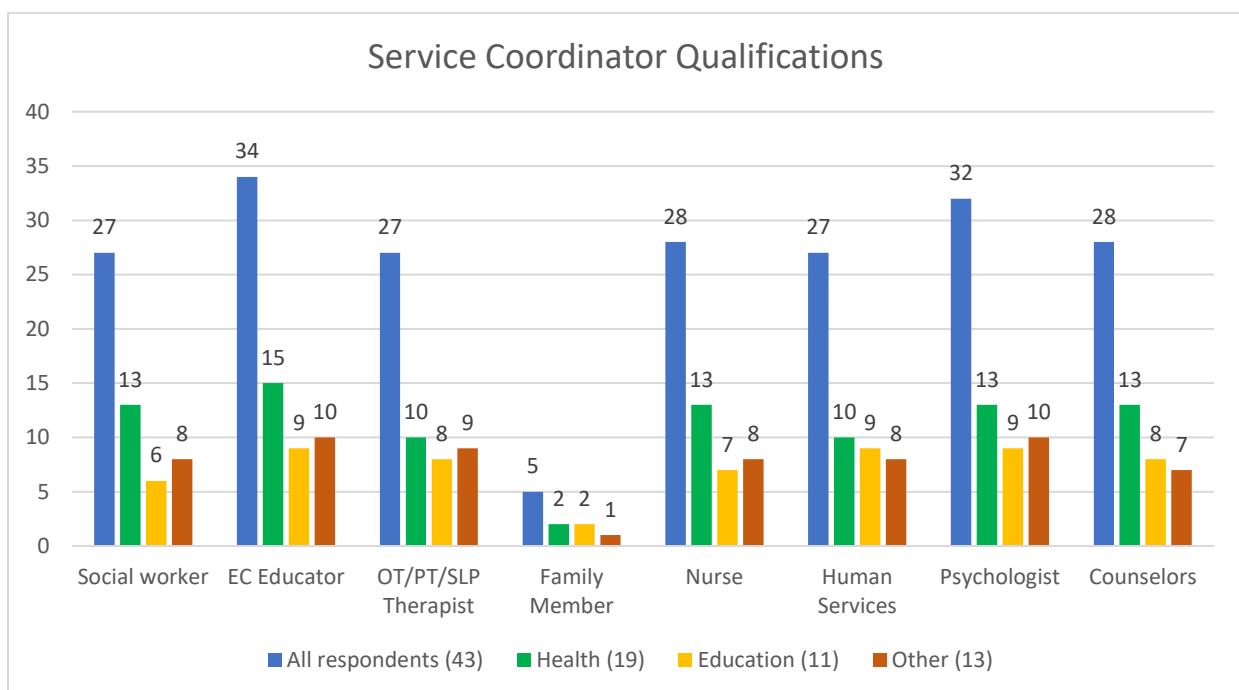
Question 3: What is the average caseload for service coordinators in your state?

Thirty-five of the 43 states were able to provide data regarding caseload sizes. The average caseload was 51 with a median caseload of 50. The caseload range was 11 to 100. Nine of Education Lead Agencies, sixteen of Health Lead Agencies and ten of Other Lead Agencies were able to provide data on caseload size. The chart below shows the average and median caseload sizes by lead agency.



**Question 4: What background qualifies an individual to be a service coordinator?
Check all that apply.**

Forty-three states responded to this question. Thirty-four states (79.1%) identified early childhood educators. Thirty-two states (74.4%) identified psychologists. Twenty-eight states (65.1%) identified both nurses and counselors as qualified service coordinators. Twenty-seven states (62.3%) identified social workers and therapists as qualified providers of service coordination. Five states (11.6%) include family members as qualified service coordinators.



Comments from respondents:

- BA or BS degree in a related field
- Applicants must have a "related" degree
- Service coordinator qualifications are outlined in Administrative Code
- EI/ECSE Specialist
- Have a bachelor's degree in education, health studies, nutrition, social welfare, or human services field. They must also have experience in early childhood. have experience in early childhood development and must successfully completed the

Introduction to Family Service Coordination training within three months of assuming their role. In addition, personnel serving as a PSP could also serve as an FSC if they hold current and valid credentials in their professional field of practice as listed in our procedural manual.

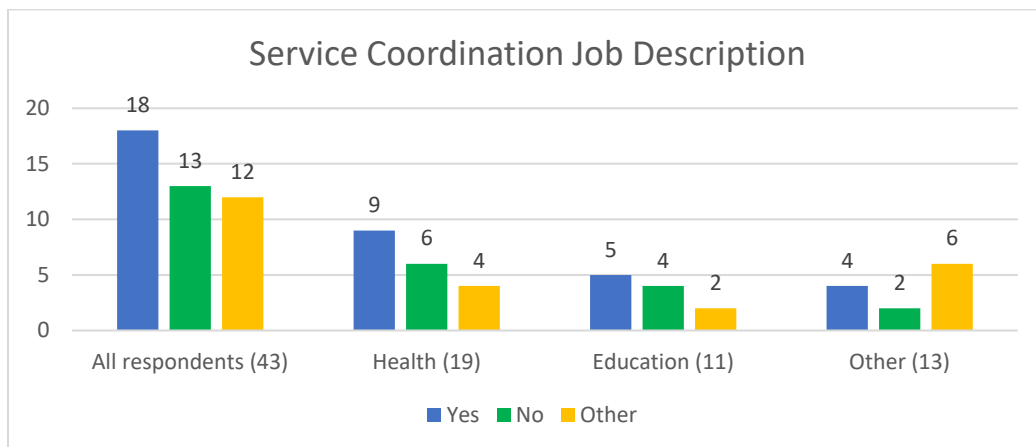
- Any other professional sped credential
- 1) Baccalaureate degree in an approved human services field such as social work, elementary education, special education, nursing, psychology, counseling, sociology, speech and language pathology or approved equivalent program of study OR 2) Baccalaureate degree in a non-related area with at least 9 hours of related coursework in an approved human services field such as social work, elementary education, special education, nursing, psychology, counseling, sociology, speech and language pathology or equivalent program of study OR 3) a biological or adoptive parent of a child three years of age or older who was eligible for and received either WV Birth to Three or Preschool Special Education services. Parent must possess a high school diploma or GED. Service Coordinators must complete required WV Birth to Three training hours to be credentialed as a Service Coordinator. Service Coordinators are employed through an approved WV Birth to Three Service Coordination agency.
- Bachelor's in child development or special education
- Must have at least a GED and meet certain skills and abilities as well as certification by the lead agency
- Developmental Therapist (fully qualified), Orientation and Mobility Specialist, Vision Specialist, Teacher for the Visually Impaired, Registered Dietician, Physician, or Nurse Practitioner
- Personnel standard is Licensed Social Worker; however, a bachelor's in social services meets the qualification for CC.
- ECSE Teacher Certification for Blended; 4-year degree in related field for designated
- Two years' experience in a health and/or human services field OR 24 semester hours of post high school education in behavioral sciences, social sciences or closely related

field OR any combination of education and experience that equates to two years in human services, behavioral sciences, social sciences, or closely related field.

- Knowledge of early childhood development with an AA or better
- Any from the above list however the state provides a service coordinator orientation which all above must attend is going to provide service coordination.
- BS in a related area (allow SPOEs to individually evaluate candidate for SC), however, many have a Bachelors in SW
- Must have a minimum of a bachelor’s degree in a related field to early intervention.
- All SCs must be credentialed by the lead agency. At least a two-year degree in an area related to child development, one of the EI services, or case management is required.
- Bachelors or higher in human services, behavioral science, social science or health related field, licensed RN - plus required EI training
- Any education or experience in early intervention
- Bachelor’s in human services is most typical
- Anyone on list of qualified providers who complete EC training.

Question 5: Do you have a job description for a service coordinator?

Forty-three states responded to this question. Eighteen states (41.8%) indicated they have a job description for service coordinators. Thirteen states (30.2%) do not have job descriptions. Twelve states (28%) provided comments.



Comments from respondents:

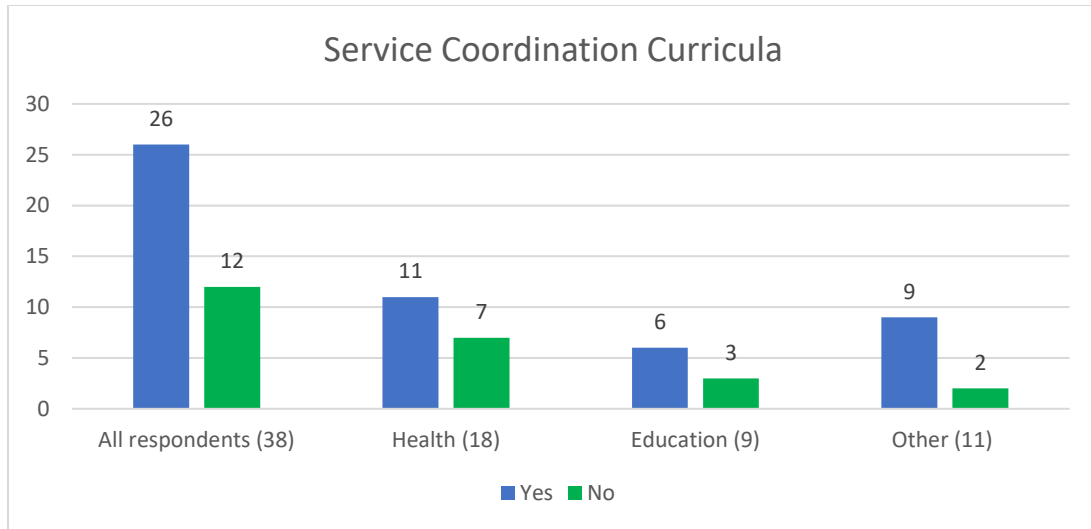
- Each early intervention program develops their job description. The lead agency outlines credential requirements in our CSPD Policy.
- For the state employed SCs, otherwise the contract agency develops it based on P&P
- Job duties are described in our Standards and Definitions and to a limited extent in the Provider Agreement that the agency signs
- Local EI programs have job description as they do all the hiring.
- We have a Job Functions and Qualifications document for services coordinators.
- Not at the state level, but local agencies likely do
- Qualifications are laid out in Administrative Code.
- SPOEs have job descriptions for SCs
- There is a policy statement that defines the role of a service coordinator
- Varies by local Service Area
- We allow some variation at the local level
- We don't have a "job description" but we have certain skills that are written into the agency contract that SC must have.

Question 6. Have you developed a set of competencies for a service coordinator?

Forty-three states responded to this question. Twenty-nine states (67.4%) of states have not developed competencies. Fourteen states (32.6%) indicated they have developed competencies. Of the fourteen states with competencies, eight were health lead, four were education leads and 2 were other leads.

Question 7. Do you have a curriculum that all service coordinators must take before working with families?

Thirty-eight states responded to this question. Twenty-six states (68.4%) indicated they have curricula for their service coordinators. Twelve states (31.6%) responded that they have no curricula.



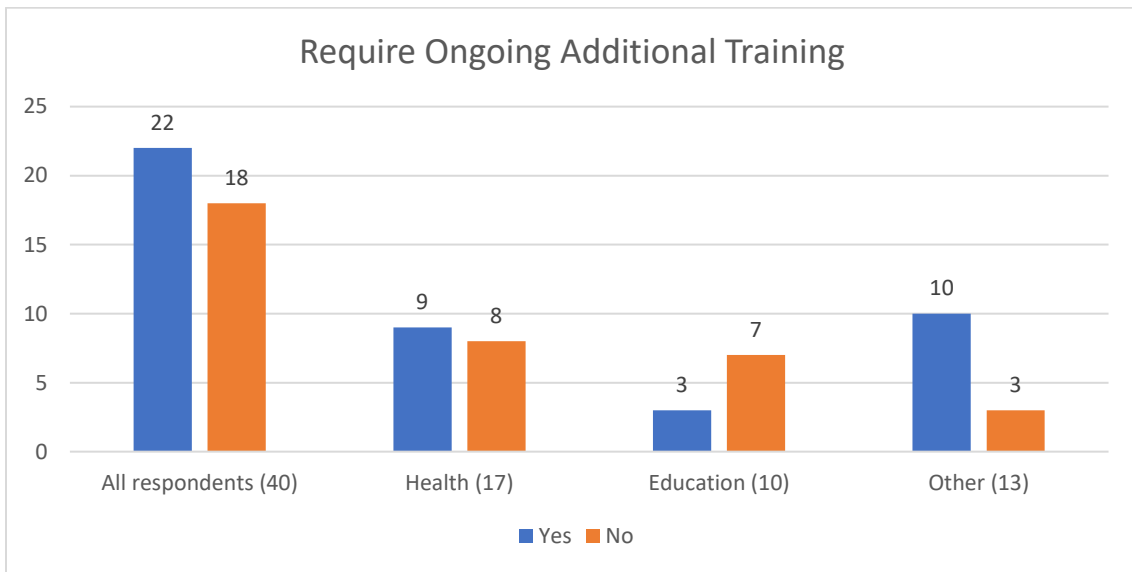
Comments from respondents:

- Currently working on standards/onboarding for anyone working EI
- Don't have a standardized curriculum. Left up to each region.
- Essentials of Early On
- Full training protocol on model, state and federal regulations, and Part C process in Maine
- However, we are working a redesign.
- We provide a service coordinator orientation.
- Service Coordinators have some training at the state office and with their agency before serving kids.
- Staff must complete the training within six months of hire. However, we have a secondary system that we use to ensure hired staff can full fill the role prior to hire.
- There are required trainings prior to starting, but not a curriculum
- They must take modules related to EI and be certified
- We are completely revamping this in CY2019. We would be happy to share once this work is more underway.
- We are working on this, but right now, each local lead does its own training.
- We do have training modules, however
- We have online trainings and two day in person training

- Would be helpful to have guidance
- Would like to get this in place. It would be good if National TA could put this together.

Question 8: Do you require ongoing additional training hours related to service coordination?

Forty states responded to this question. Twenty-two states (55%) require ongoing training hours while eighteen states (45%) have no requirement.



Comments from respondents:

- 10 contact hours
- 24 hours of training annually
- 40 hours/ year
- Currently working on standards/onboarding that will include annual training requirements for all personnel working in EI
- In process
- Requirements in administrative code

- The Co-Leads identify in-state conferences and/or meetings that are required attendance for services coordinators and their supervisors on an annual basis.
- We have annual and monthly training/TA that takes place.
- We would say yes but this question needs to be more specific
- Would be helpful to have guidance around topics in questions 8-11
- Would like to get this in place. It would be good if National TA could put this together.
- Would require it to be added to state rules

Question 9: Is there a need for national standards on the following topics for service coordination?

Forty-three states responded to this question. There was significant support for national standards for skills and knowledge (62.8%), curricula (54.8%) and topical content (55.8%). There was less interest in developing a national job description (40.5%) or national standards regarding qualifications (34.9%).

