

**New York City Billable AND Non-Billable Service Coordination Activities**

Service Coordination activities are cumulative on a daily basis.

**12-D. POST IFSP MEETING (ONGOING SERVICE COORDINATION)**

**Please Note:** Detailed information about the Ongoing Service Coordinator (OSC)'s responsibilities after the Initial IFSP meeting can be found in the NYS Early Intervention Program Regulations, 10NYCRR 69-4.6 and 4.11(a) – (b).

CATEGORY	BILLABLE SC ACTIVITIES	NONBILLABLE SC ACTIVITIES
<b>Contacts</b>	<ul style="list-style-type: none"> <li>• Speaking with parent, EIOD, provider, or any other person involved with the child or family on the phone when he/she responds to the Service Coordinator (SC)'s message.</li> <li>• Leaving one (1) or more messages in the same day for a parent, an EIOD, a provider, or other person involved with the child/family where the total time spent is five (5) minutes or more. (You may consolidate activities for the same child done on the same day that together add up to a full unit of service coordination – e.g., three phone calls at two (2) minutes each; two (2) or more activities that together total at least five (5) minutes.)</li> </ul>	<ul style="list-style-type: none"> <li>• Billing for contacts that takes less than five (5) minutes (e.g. leaving a message for a parent, an EIOD, a provider, or other person involved with the child/family) when the total time spent on the child for that day is less than five (5) minutes).</li> <li>• Receiving a message, leaving a message on voicemail.</li> <li>• Providing counseling or other clinical services to parents.</li> </ul>
<b>Meetings</b>	<ul style="list-style-type: none"> <li>• Scheduling Six (6) Month Reviews, Annual Reviews, or meetings to amend Individualized Family Service Plan (IFSP) (e.g., speaking with the participants on the phone, writing letters to participants.).</li> <li>• Participating in Six (6) Month Reviews, Annual Reviews, or meetings to amend IFSP.</li> </ul>	<ul style="list-style-type: none"> <li>• Traveling to and from IFSP meetings.</li> <li>• Time spent waiting for any individual who is late or fails to keep an appointment</li> </ul>
<b>IFSP Follow-up</b>	<ul style="list-style-type: none"> <li>• Following up on all issues assigned to the OSC at the Individualized Family Service Plan (IFSP) meeting (such as referrals needed by the family to non-EI services)</li> </ul>	<ul style="list-style-type: none"> <li>• Performing any Service Coordination activity by the OSC on or before the day of the Initial IFSP.</li> </ul>
<b>Delivery of Services</b>	<ul style="list-style-type: none"> <li>• Ensuring that the family/guardian and service providers listed on the IFSP are notified after the Initial IFSP, six (6) month and annual reviews, and any subsequent amendments</li> <li>• Assisting families in obtaining EI services by contacting service provider agencies or service provision coordinators.</li> <li>• At the parent's request, contacting any therapists working with the child.</li> </ul>	<ul style="list-style-type: none"> <li>• Meeting/speaking with interventionist which does not eventually result in conveying information back to parent.</li> <li>• Faxing and mailing forms</li> </ul>

	<ul style="list-style-type: none"> <li>• Locating other EI service providers when a parent is dissatisfied with the current provider or when a service agreed to in the IFSP is not being delivered.</li> <li>• Speaking with parents on a regular basis to ensure that the IFSP is being implemented as written, e.g. the service is being delivered at the agreed upon frequency, intensity, and duration.</li> <li>• Contacting the Regional Office if there are problems with service delivery that the SC cannot resolve.</li> <li>• Ensuring that providers receive information about closed cases and cancelled services.</li> <li>• Attending mediations, if invited; impartial hearings, if required.</li> </ul>	
<b>Providing Information to Families</b>	<p>Explaining to parents, both in-person and on the phone, such topics as:</p> <ul style="list-style-type: none"> <li>• Family's rights and responsibilities under the Early Intervention Program (EIP);</li> <li>• Family's due process rights;</li> <li>• Parents' satisfaction with the Early Intervention (EI) services child/family is receiving.</li> </ul> <p>Contacting parent when there are issues of child's availability for services</p>	<ul style="list-style-type: none"> <li>• Billing for SC delivered to more than (1) child/family during the same period of time (In the event of multiple births or two (2) or more EI children in the same family, the SC time should be divided among the children and billed accordingly or can be billed to one (1) child but not the others. Ex: 32 min split between 2 or more children cannot result in more than 3 units in total);</li> <li>• Providing clinical counseling to parent(s).</li> <li>• Writing notes in child's case.</li> <li>• Traveling to and from home visit or any other destination.</li> </ul>
<b>Gathering Information</b>	<ul style="list-style-type: none"> <li>• Updating Insurance Information obtained from parent/caregiver.</li> <li>• Assisting parent in requesting and/or arranging additional core and/or supplemental evaluations (after Initial IFSP).</li> <li>• Securing progress reports from provider agencies.</li> </ul>	
<b>Assistive</b>	Providing information about the AT process,	

<b>Technology (AT)</b>	and monitoring receipt as authorized in IFSP or amendment to the IFSP.	
<b>Transportation</b>	Reporting a transportation problem for a specific child at the request of the parent.	<ul style="list-style-type: none"> <li>• Escorting child from bus.</li> <li>• Coordinating the arrival and dismissal of children by school bus.</li> <li>• Attending field trips.</li> </ul>
<b>Transition</b>	<p>Transition out of EI: (Refer to Transition out of Early Intervention Chapter):</p> <ul style="list-style-type: none"> <li>• At the parent’s request, assisting in making a referral to the Committee of Pre-school Special Education (CPSE);</li> <li>• With parental consent, scheduling a Transition Conference with the parent, EIOD, CPSE designee, and ACS/Foster Care Case worker (if applicable) at the IFSP closest to the child’s second birthday;</li> <li>• Participating in the development of a Transition Plan;</li> <li>• Implementing the Transition Plan;</li> <li>• Ensuring that EI receives a copy of required CPSE paperwork to extend services.</li> <li>• Attending the CPSE meeting if invited by the parent.</li> </ul>	<ul style="list-style-type: none"> <li>• Faxing and mailing forms.</li> <li>• Accompanying parents to tour or visit special education programs that the child may be transitioning to under the CPSE.</li> </ul>
<b>Administrative Tasks</b>	At the parent’s request writing a letter on behalf of the child/family, (e.g., to the Housing Authority regarding the child’s special needs).	<p>Performing administrative/clerical activities including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Xeroxing;</li> <li>• Filling out billing forms;</li> <li>• Scheduling evaluators who are employed by the same EI provider as the SC;</li> <li>• Organizing paperwork;</li> <li>• Mailing, faxing, or receiving a letter or form;</li> <li>• Asking the Regional Office for forms or how to fill out forms;</li> <li>• Completing EI forms;</li> <li>• Completing and sending form letters (introductory letters about the agency or SC).</li> </ul>

<b>Due Process</b>	<ul style="list-style-type: none"><li>• Attending mediations, if invited.</li><li>• Attending impartial hearings, if required.</li></ul>	
--------------------	--	--