

Welcome to ESS
Service Coordination Module
TRUE/FALSE QUESTIONS

1. A child is assigned a service coordinator at the time of intake
TRUE FALSE
2. A Service Coordinator is responsible to make well-child appointments to assure that all children are receiving immunizations and well-child care.
TRUE FALSE
3. Families must be informed in writing who their service coordinator is.
TRUE FALSE
4. A Service Coordinator must possess a working knowledge of resources.
TRUE FALSE
5. A Service Coordinator may not also be a service provider.
TRUE FALSE
6. The Service Coordinator is responsible to conduct all necessary child evaluations.
TRUE FALSE
7. The Service Coordinator writes the transition plan for the family.
TRUE FALSE
8. All families require and deserve the same service coordination.
TRUE FALSE
9. The Service Coordinator is responsible to assure that the IFSP is up-to-date.
TRUE FALSE
10. The Service Coordinator completes written documentation of their activities for the child's file.
TRUE FALSE

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TRUE/FALSE QUESTIONS

1. A child is assigned a service coordinator at the time of intake

TRUE. This is most likely to be a temporary service coordinator so the family has a contact person. A regular service coordinator is assigned following the eligibility evaluation. Although the service coordinator may change multiple times, the child should always have one and the family should know who that is.

2. A Service Coordinator is responsible to make well-child appointments to assure that all children are receiving immunizations and well-child care.

FALSE. The Service Coordinator is not required to make appointments for well-child care however, she should help families access a primary care physician for any child that does not have one and help them apply for Healthy Kids insurance if needed.

3. Families must be informed in writing who their service coordinator is.

TRUE. The service coordinator's name and contact information must appear on the child's IFSP. This information must be updated regularly as changes occur.

4. A Service Coordinator must possess a working knowledge of resources.

TRUE. She needs to know about transition process and partners, family support, child care, evaluation resources, food pantries, fuel and weatherization programs to name just a few. However, the more important information is to know who to ask to find out what is available in your community and how to access it.

5. A Service Coordinator may not also be a service provider.

FALSE. Many programs in New Hampshire have the same person who is doing the direct service act as the child's Service Coordinator. A smaller number of programs have separate people conducting those functions.

6. The Service Coordinator is responsible to conduct all necessary child evaluations.

FALSE. A Service Coordinator assures that necessary evaluations are scheduled, completed and distributed to related agencies but may or may not be an evaluator.

7. The Service Coordinator writes the transition plan for the family.

FALSE. The transition plan is written WITH the family, is considered a part of the IFSP and requires the same parental agreement and signatures.

8. All families require and deserve the same service coordination.

FALSE. One size does not fit all. Children and their families' needs are extremely varied. A Service Coordinator's job is to assure that the mandates are met. Our role is to assist when assistance is needed and help parents become confident in their own abilities as they go forward.

9. The Service Coordinator is responsible to assure that the IFSP is up-to-date.

TRUE. An IFSP must be reviewed at six months and re-written at least annually. In addition changes to the IFSP may be needed at any time and require parental signature of approval. This responsibility falls to the Service Coordinator.

10. The Service Coordinator completes written documentation of their activities for the child's file.

TRUE. It is not good enough to provide the service coordination; it must also be documented in the file so that 1.) There is assurance that mandates are met and 2.) For billing purposes. In order to do this well, a Service Coordinator needs to understand what constitutes service coordination and what is not service coordination.