



## Technical Assistance Bulletin

**TO:** WV Birth to Three Service Coordinators  
WV Birth to Three Regional Administrative Units

**FROM:** WV Birth to Three State Office

**DATE:** March 8, 2022

**ISSUE:** Providing for Flexibility in Service Coordination Services

The Individuals with Disabilities Education Act (IDEA) defines Service Coordination as *an active, ongoing process that assists and enables families to access services and assures their rights and procedural safeguards.* A family's need for information, resources and support changes over time requiring the ability of the Service Coordinator to be flexible in their provision of services.

In situations where the family has identified a new need for information, resources, referral, or linkage to a community service, the Service Coordinator with the family will determine:

- 1) is this need something that can be taken care of through a non-Face to Face Service Coordination activity?

OR

- 2) is this need something that will need more intensive support and will require an increase in the intensity and frequency of Service Coordination?

If the decision is to increase the intensity and frequency of Service Coordination services, it is not necessary to have a full IFSP team meeting. The Service Coordinator will schedule a visit to develop a Family Outcome to address the identified need. The Service Coordinator will also complete an IFSP review form with the family to document the increase in services. The Service Coordinator will bill as a Service Coordination visit. Once the Family Outcome has been achieved, the Service Coordinator and family can meet to revise the intensity and frequency as appropriate.

If the Service Coordinator is finding that they are increasing and decreasing services to a specific family on a frequent basis, it might be appropriate at the next IFSP review to discuss the continued needs of the child and family to evaluate if the IFSP outcomes and services as currently provided need revised.

[WV Birth to Three Service Definitions and Billing Manual](#) requires that source documents are submitted to the child's record *prior to billing* for any service. There should be documentation that the family has asked for additional assistance in the child's record. If there is no documentation that the family requested assistance, the Service Coordinator will be responsible for reimbursement of the amount paid.