

# Research and Training Center on Service Coordination

A.J. Pappanikou Center for Developmental Disabilities



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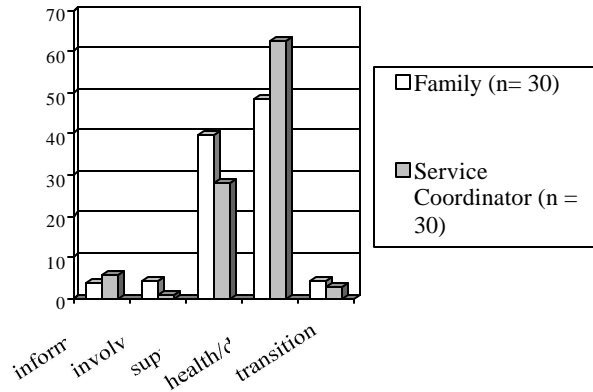
## SPOTLIGHT: FAMILY AND SERVICE COORDINATOR INTERVIEWS

The Research and Training Center in Service Coordination (RTC) is in the third year of a five-year project to study early intervention service coordination. To read what we are learning in our studies, see our complete data reports (available in PDF downloadable formats) along with previous issues of our newsletter at our website: [www.uconned.org/rtc/rtchome.htm](http://www.uconned.org/rtc/rtchome.htm).

The RTC project team recently conducted individual interviews with 100 families and their service coordinators in four states (Connecticut, Indiana, Massachusetts, and North Carolina). We asked both families and service coordinators to tell us what outcomes the family was working toward, who helped the family to pursue these outcomes, and what they did to help.

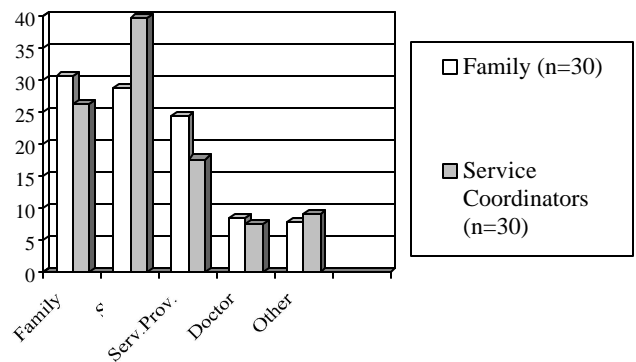
The interview transcripts of 30 families and their service coordinators have been reviewed to date. Data show that both groups identified the outcome of “child’s health and development is enhanced” with the greatest frequency (families 48.5%, service coordinators 62.6%), followed by “receives appropriate supports and services” (families 39.8%, service coordinators 28.0%). The response offered by families with the least frequency was “families are informed” (3.6%). Service coordinators responded with “families are involved in decision-making” with the least frequency (0.9%).

### What outcomes would you like to see for your child /family?



We asked families and service coordinators, “Who helped the child and family pursue the outcomes that were important to families?” Both cited other family members, service coordinators, service providers (therapists, teachers, nurses, and other personnel from Birth to Three agencies), doctors, daycares, and other community programs.

### Who helped the child/family pursue the outcomes important to the child/family?



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We continue to review interview transcripts to learn more about the outcomes that are important to families and the practices that lead to those outcomes.

## **NATIONAL PARENT SURVEY OF SERVICE COORDINATION AND EARLY INTERVENTION**

In October, we will distribute a survey to 5,000 parents across all 50 states and the District of Columbia. The purpose of the survey is to gain a better understanding of parents' experiences with early intervention service coordination. The survey contains the following 18 sections:

1. Information about your child
2. Information about your service coordinator
3. Types of service coordination
4. Experiences with your service coordinator
5. Parent choice with service coordination
6. Child and family behavior
7. Individualized Family Service Plan
8. Early intervention program or provider
9. Types of early intervention
10. Collaboration with service coordinator
11. Experiences with early intervention staff
12. Parent choice with early intervention
13. Where early intervention takes place
14. Parenting supports
15. Child progress
16. Everyday child behavior
17. Parent and family well being
18. Family quality of life

### Site Visit Update

In August 2002 the Research and Training Center in Service Coordination project was reviewed by a panel of experts in the field of early intervention as part of the Office of Special Education Programs (OSEP) monitoring requirements. The panel's report and recommendations are expected within the next several months. See our next newsletter for an update on the site visit report.

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