



Service Coordinator Competency Course Overview

August 18, 2025 revised

Acknowledgements

2025:

- Tonya Krueger, Child Health Specialty Clinics Early ACCESS Liaison and Program Manager
- Dee Waddell, Department of Education, Early ACCESS Part C Coordinator
- Becky Dodd, Department of Education, Early ACCESS Part C Data Manager
- Meghan Miller, Department of Health and Human Services, Early ACCESS Liaison
- Abby Patterson, Department of Health and Human Services, Early ACCESS Liaison
- Heather Dingbaum, Grant Wood Area Education Agency, Early ACCESS

2008-2021:

- Melissa Schnurr, Department of Education, Early ACCESS Part C CSPD Consultant coordinated process
- Early ACCESS state team reviewed content
- Early ACCESS liaisons, service coordinators and Area Education Agencies reviewed content
- Dr. Juliann Woods reviewed content
- Dr. Carol Trivette, Puckett Institute reviewed content
- Wayla Murrow and Laura Merrill, Colorado granted permission to use Colorado's service coordinators training materials
- Lezlie Cline and Florida Center for Interactive Media, Florida State University designed and developed the modules
- AEA Directors of Special Education (Approved on February 26, 2014)

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Early ACCESS Service Coordinator Competency Course

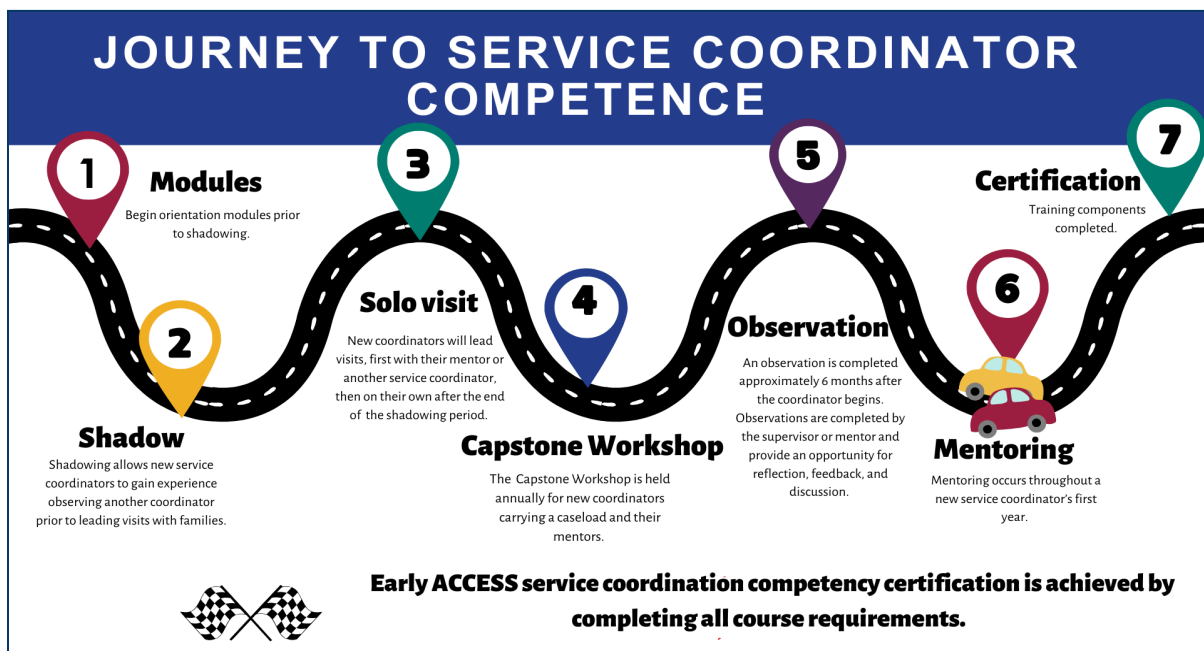
Iowa's Early ACCESS Service Coordinator Competency Course ensures compliance with Iowa's Administrative Code, specifically [281—120.34\(34CFR303\) Service coordination services \(case management\)](#)

The six required components in the course include:

1. Learn essential content by completing training modules
2. Submit five activities from the content modules
3. Shadow experienced service coordinators
4. Receive mentoring
5. Attend Service Coordinator Capstone Workshop
6. Receive feedback after a home visit observation

The service coordinator training will take approximately six months while mentoring continues for the duration of the service coordinator's first year.

- Service coordinators assigned to provide service coordination are required to complete the six required components in the service coordination course.
- Staff whose responsibilities are limited to initial contacts with families referred to Early ACCESS are not required to complete the following components: 5) Attend Service Coordinator Capstone Workshops; and 6) Receive feedback after a home visit observation.



Early ACCESS Service Coordination Mentors

The Early ACCESS service coordination mentor provides general guidance and support for the new service coordinator as they complete the course requirements through the first year of service coordination.

Mentor Qualifications

1. Approved mentor at agency
2. Expertise in service coordination
 - a. Recommend experience of at least 1 year providing service coordination beyond completing the service coordination requirements
3. Access to ACHIEVE
 - a. Recommend an active service coordination caseload

Mentor Required Activities

1. Support the new service coordinator through regular mentoring meetings
 - a. Recommend meeting weekly during completion of the online modules
 - b. Recommend meeting monthly through the completion of the Early ACCESS Service Coordination Capstone Workshop
2. Answer questions and guide the service coordinator through training components
 - a. Reflection questions are imbedded in the training modules as discussions
 - b. Review and discuss activities submitted at the end of each module
 - c. Additional discussion topics may include:
 - Service Coordination Capstone Workshop
 - Service Coordination Webinars
 - Caseload questions that arise after family contacts or home visits
 - ACHIEVE documentation
 - Early ACCESS procedures on i3
3. Participate in the Early ACCESS Service Coordination Capstone Workshop
 - a. Prepare to share experience
 - b. Guide small group discussions which highlight an assigned service coordination milestone
4. Observe the new service coordinator during a home visit approximately 6 months after beginning solo home visits and provide the completed observation form to the service coordinator to upload in the training course (may also be done by supervisor)

Early ACCESS Service Coordinator Certification Components

Early ACCESS Service Coordination Modules

The new service coordinator and assigned service coordination mentor will receive an e-mail inviting them to the Early ACCESS Service Coordinator Competency Course. It is estimated the content modules will take at least 2 hours each to complete. There will be additional time spent shadowing and mentoring. The content is to be applied in the activity and reflected upon with the assigned mentor.

Once registered, the user is able to log-in and must complete the modules in order. All quizzes must be passed with 80% accuracy and all modules must be completed to obtain a certificate of completion. Service coordination mentors will be assigned to the course as observers and can view course content including completed quizzes and assignments with feedback.

The content modules include required discussions, activities and quizzes. New service coordinators may begin shadowing after completing the first content module. They must complete all five content modules prior to completing a home visit without the support of another service coordinator. Service coordinators must complete the content modules prior to completing solo home visits:

1. IDEA Part C and Iowa's Early ACCESS System
2. Family-Centered Practices and Coaching
3. Teaming and Resources in Early ACCESS
4. Child Development and Early Childhood Outcomes
5. IFSP Development, Implementation and Monitoring

The competency modules include the mentoring and shadowing logs, Capstone Workshop information and the visit observation. All required components will be documented and tracked within the course. A certificate of completion will be issued when all course requirements have been met.

Activities

In order to apply the content in the online modules, service coordinators will complete five discussions and activities (one each per module). In addition, the completed activities and discussion posts will be reviewed with their mentor (see mentoring requirement).

Discussions:

1. Early ACCESS Websites
2. Culture and Service Coordination
3. Medical Home Collaboration
4. Early ACCESS Nutrition Services
5. Monitoring Service Delivery

Activities:

1. Procedural Safeguards
2. Service Coordination and FGRBI
3. Local Resources for Families
4. Family Assessment and RIOT
5. Part C Indicator Crosswalk

Shadowing

Following the completion of module 1, the new service coordinator will begin shadowing an experienced service coordinator. Shadowing more than one service coordinator is ideal; however, it is not required.

The new service coordinator must shadow each of the following components prior to leading the respective activity with families:

- initial phone call to the family,
- initial visit,
- initial IFSP meeting,
- modification (with and/or without a meeting)
- periodic review (with and/or without a meeting),
- annual review meeting, and
- transition planning meeting.

Mentoring

Regular mentoring meetings are required to review content modules including discussions and activities. The new service coordinator needs to complete the mentoring log that documents each meeting. Resources and suggested topics are included for five meetings, but additional meetings are encouraged to develop service coordination knowledge and skills.

Service Coordination Capstone Workshop

The Service Coordination Capstone Workshop is offered via Zoom annually. It is an opportunity for service coordinators to engage with each other and share their experiences. They will teach others what they have learned, give and receive feedback from their peers and have time to reflect on their practice.

Requirements to attend part 2 of the Capstone Workshop include: completion of all online modules (including shadowing and mentoring logs) and have an active caseload of service coordination for at least 60 days prior to the day of the workshop. Service coordinators who begin providing service coordination within 60 days of the workshop must wait until the following year to attend the workshop.

Observation

Approximately six months after the new service coordinator begins solo home visits, the mentor or service coordinator's supervisor will observe the new service coordinator doing a home visit. With a family's signed consent, it is acceptable to record the entire home visit for the mentor to watch the recording. Complete the Home Observation Feedback Form, including the open-ended item about next steps and upload this in the corresponding module.