

IV. Services and Case Management

5. **Services are provided by qualified personnel.** [[34 CFR §303.13](#); [34 CFR §303.31](#); [40 TAC §§108.303-108.319](#)]

- Services provided match the IFSP grid.

6. **Services are delivered according to the IFSP.** [[34 CFR §303.13](#); [40 TAC §108.1103](#)]

- Each service is delivered as planned in terms of frequency, duration, and discipline, unless there is a family reason.

7. **Case management services provided include assisting the family in identifying available services and making referrals to address identified needs and achieve goals specified in the IFSP.** [[34 CFR §303.34](#); [40 TAC §108.405](#)]

- Case management documentation shows that the service coordinator made appropriate efforts to assist the family by making referrals, coordinating resources, and following up.

8. **Case management services include following up with the family to assist the child with timely access to services and to determine if services have met the child's identified needs.** [[34 CFR §303.34](#); [40 TAC §108.405](#)]

- After each CM need is identified, follow up occurs timely (as agreed upon by the monitoring team) unless documentation justifies the delay.

9. Documentation of each service contact includes the name of the child, name of the ECI contractor and service provider, date, start time, length of time, location, and service provider's signature. [\[40 TAC §108.1111\]](#)

Are all elements complete?

10. Documentation of each service contact includes a description of the contact, the child's progress, and family or routine caregiver participation in the activities. [\[40 TAC §108.1111\]](#)

Examples of documented caregiver participation may include (but is not limited to) a description of any of the following:

- What the parent observed during the visit
- What was demonstrated to the parent
- What activity the parent did with the provider
- Input given by the parent to the provider during the visit
