

Coordinated Care Meeting

Head Start Performance Standards

§ 1302.17 (a) (3)

Policy

The Coordinated Care Meeting is an opportunity for staff and parent(s)/guardian(s) to meet to explore concerns, strengths, barriers, consider additional resources, problem solve, answer questions and develop a behavior plan to support a child's developmental classroom success.

Procedure

Arrange a Coordinated Care Meeting

When a staff member has a concern about a child, such as a behavioral or health concern, attendance or family situation, and it has not been able to be resolved at the site level, a Coordinated Care Meeting (CCM) should be arranged with the child's parent(s)/guardian(s). For CCM's regarding behavior concerns, please refer to the **Promoting Social Emotional Competence in Infants and Young Children Policy and Procedure**.

The Teacher or Home Visitor are usually responsible for arranging CCMs. However, a Family Services Teacher (FST), Assistant Teacher, Program Area Supervisor (PAS) or a component supervisor may also request a CCM.

The purpose of these meetings is to support the family. Attendees will be limited to only those individuals who may provide resources and/or strategies directly related to the topic of discussion. It is best practice to limit the number of staff members and partners at a CCM.

The child's Teacher/Home Visitor will act as the meeting organizer by arranging the meeting invitation and inviting the appropriate individuals, who may include:

- Education Services Supervisor
- Disabilities and Mental Health Services Supervisor
- Health Services Supervisor
- Program Area Supervisor
- Family Services Supervisor
- Family Services Teacher
- Behavioral Specialist
- A sibling's Teacher
- Other classroom or transportation staff
- An interpreter in the family's primary language (if needed).
- The child's Service Coordinator from the Northwest Regional Education Service District, when applicable
- A Mental Health Consultant, when applicable

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The Disabilities and Mental Health Supervisor **must** be informed of and invited to the CCM when the child involved is:

- Receiving Early Intervention/Early Childhood Special Education (EI/ECSE) services. The child's Early Childhood Education Service Coordinator **must also** be invited.
- Receiving Mental Health services. The child's Mental Health Consultant **must also** be invited.

Staff and partners may choose to meet without the parent(s)/guardian(s) prior to the CCM to discuss the issues and identify specific concerns to address in the meeting. This allows staff to gather information from others in advance to ensure that the issues/concerns are universally understood and reduce the number of attendees at the CCM.

Parent(s)/Guardian(s) must be invited to the actual meeting in which the strategies to address the concern are discussed and plans are made, as well as any follow up meetings. If the parent(s)/guardian(s) declines the invitation to participate, contact the Family Services Supervisor for support.

The Coordinated Care Meeting Process

- A recorder will be appointed to take notes using the **Coordinated Care Meeting Notes** form. Information recorded must include attendees, recommendations, strategies, follow-up needed, ownership for follow-up and timeline.
- The Teacher, Home Visitor or Coffee Creek FA calls the meeting to order by introducing all staff and their individual roles to the parent(s)/guardian(s). They will then:
 - Reassure the parent(s)/guardian(s) that the purpose of the meeting is to provide support for the concern and/or issue being discussed and
 - Make a summary statement about the concerns leading to the CCM.
- Parent(s)/Guardian(s) will be asked if they want to provide any information about barriers, they are facing which may affect the concern/issue being discussed.
- Staff will collaborate with the parent(s)/guardian(s) to develop strategies and identify resources to assist them in addressing the concern and fully document this information on the **Coordinated Care Meeting Notes** form.
- The parent(s)/guardian(s) will be asked to sign the **Coordinated Care Meeting Notes** form, indicating that they understand and agree with the strategies and/or resources discussed. A copy of the form will be given to the parent(s)/guardian(s). A follow-up meeting date will be set no later than one month later to review the progress and revise the plan if needed. When a CCM is done remotely, parent/guardian provide verbal consent and it will be noted in the parent signature line.
- **Coordinated Care Meeting Notes** forms are kept in the child's file and scanned into ChildPlus. Copies will be made available only to individuals with follow-up assignments as a result of the meeting. After the follow-up assignments are completed, each individual will shred their copy. After the meeting, the organizer of the meeting documents the meeting in ChildPlus as a Coordinated Care Meeting event type in the Family Services module.

When parent(s)/guardian(s) do not engage in the CCM process or miss two consecutive CCMs, contact the Family Services Supervisor to plan ways to engage and provide needed services to this family.

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Documentation Standards

The Teacher or Home Visitor are also responsible for tracking any follow-up on strategies agreed to and/or resources discussed on the notes form. The follow-up information is documented as an action in the same Coordinated Care Meeting event note in ChildPlus. See the Family Services section of the ChildPlus Portal [Document a Coordinated Care Meeting](#) article for more information on documentation.

Document notes and follow up entries in ChildPlus as soon as possible after the encounter but no later than 36 hours after the meeting.

To maintain consistency and objectivity throughout the record and throughout the program, see the **Documentation Standards** ChildPlus article to apply the appropriate documentation standards to all your updates.