

## **The Child Service Coordination Program**

The Child Service Coordination Program is a **FREE** case management service for eligible children from **birth up to five years of age**. We serve

- children born at risk for developmental delays
- children who have difficulty learning to speak or doing other things that a typical toddler or preschooler can do
- children whose parents have a concern that “something isn’t right.”

**Eligibility is always based on a set of risk factors and diagnoses, never income.**

Children can be referred to the Child Service Coordination Program directly from a hospital. A Health Department employee called a **Community Transition Coordinator** collaborates with hospital staff to receive referrals. Others who can make referrals on behalf of children up to age five are

- Parents
- Pediatricians
- Social Workers
- Other county and state agencies.

One of our specially trained nurses and social workers called **Child Service Coordinators**, or **CSC’s**, will contact the parent or guardian of the child to arrange a visit. We will develop a plan of care based on the family’s concerns. Services we might provide include

- assistance with communicating with doctors
- making appointments
- exploring child care options
- making referrals to other agencies and programs.

The CSC will also provide information regarding age-appropriate growth and development. One of the best benefits of the program is that the CSC is able to offer periodic developmental screenings, if needed, until the child turns five.

Families are contacted every one to three months. Contact might be

- face-to-face
- in the home or another place convenient for the family
- by phone, e-mail or letter.

Appointment times are flexible to meet the needs of the family and the CSC.

If you live in Guilford County and think your child might qualify for Child Service Coordination, or if you have questions about the program, please contact the **Community Transition Coordinator** at (336) 641-3181.