

## Family Centered Services and Support

### Service Coordination Unit Rate Calculation Narrative and Example

This narrative is structured to give direction and examples of how to calculate the unit rate to charge for service coordination on a per hour basis for face to face time spent with families who are accepted into Family and Children First Council (FCFC) Service Coordination and who have a family team and a family plan. A chart with an example of how to calculate the unit rate is also included. The numbers provided in the example are not intended to guide the county in estimating hours, but were inserted solely for the purpose of providing an example. Please refer to the FCSS Guidance, in addition to this document, for further explanation of FCFC service coordination requirements.

If a county employs a service coordinator to provide all of the functions of service coordination for that county, please follow this example and refer to Chart A.

1. Begin by estimating the average number of hours the service coordinator spends providing the activities listed in Column A for a single family in service coordination throughout the entire period of time the family is in service coordination.
2. Record each estimated amount of time in Column B for each activity listed in Rows 1-6.
3. Total the number of hours listed in Column B and record in Column B, Row 7.
4. Record the hourly salary and cost of fringe benefits for the service coordinator in Column C, Row 7.
5. In Column D, Row 7, multiply the number of hours listed in Column B, Row 7 by the hourly salary of the service coordinator listed in Column C, Row 7 and record the result.
6. In Column E, Row 7, divide the amount listed in Column D by the total number of face to face hours spent with a family listed in Column B, Row 7. This will give you the hourly unit rate that can be charged for each face to face hour that the service coordinator spends with a family.

If the county contracts with multiple providers who each employ one service coordinator to provide FCFC service coordination to families, each provider should calculate the unit rate for service coordination based on these directions and examples.

<b>Activity</b>	<b>Average # Hours</b>	<b>Service Coordinator Hourly Salary + fringe</b>	<b>Multiply total hours times hourly salary</b>	<b>Divide amount in previous column by Ave. # Face to Face Hours = UNIT RATE</b>
Ave. # of hours spent with family face to face	30			
Average number of hours spent with family on phone.	8			
Ave. # hours spent preparing paperwork for ind. family case, family plan or family meeting, including reporting & entering data into a reporting system.	25			
Ave. # of hours spent traveling to individual family meetings	5			
Ave. # of hours spent organizing meetings for an individual family.	10			
Ave.# hours spent communicating with team members(phone,email)	10			
Ave. # hours spent setting up services for family with service providers	10			
Total hours	98	\$20/hour	98 x \$20 = \$1960	\$1960 divided by 30 hours of face to face = <b>\$65.33 (Unit Rate)</b>