

NEW YORK STATE DEPARTMENT OF HEALTH
BUREAU OF EARLY INTERVENTION

IFSP IMPLEMENTATION
Tool Kit for Service Coordinators

Tool Kit Items:

1. Guidance For Ongoing Service Coordinators: IFSP Implementation
2. IFSP Implementation: Questions And Answers

**GUIDANCE FOR ONGOING SERVICE COORDINATORS
IFSP IMPLEMENTATION**

I. Arrange for providers to deliver Early Intervention Program services

1. Consult with the initial service coordinator immediately regarding any scheduling or other demographic needs that the family may have that will impact the assignment of providers
2. Review the IFSP to identify service needs, including type, frequency, specialties, etc.
3. Contact parents to confirm scheduling, service, and other needs
4. Identify providers who can deliver services in the geographic area of service provision, with consideration for providers' special expertise that may be needed by a child/family*
 - a. Use the search functionality in NYEIS (see documentation for NYEIS Version 2.0)
5. Contact providers to determine availability; request reply within two days
 - a. E-mail can be used as a resource for canvassing providers
 - i. Information regarding service needs such as specialty, service type, frequency, length, geographic area, etc., can be sent
 - ii. E-mail can be sent to multiple agencies/individuals at one time, increasing the likelihood of identifying available providers quickly
 - iii. Reminder: e-mail is not secure. Child and family identifying information should not be included in emails to providers
6. Make frequent and persistent attempts to contact providers if a timely reply is not received
7. Receive verbal commitment from provider(s) who is available to deliver services
 - a. Identify for provider the date by which services must begin
 - b. Identify the provider's planned service start date
8. Maintain documentation in case notes of all efforts to identify providers to deliver services
9. Amend service authorizations with assigned provider information and submit for municipal authorization
10. Follow up frequently with municipal staff to ensure amended service authorizations are processed
11. Ensure that service authorizations are issued, received, and accepted in NYEIS by assigned providers

II. Ensure implementation of the child's and family's IFSP, in accordance with the IFSP, including ensuring the timely delivery of Early Intervention Program services within 30 calendar days from the projected dates for initiation of services as set forth in the plan. The projected dates for the initiation of services in the IFSP must be as soon as possible after the parent provides written consent for the service(s) in the IFSP, except in circumstances of intermittent or infrequent service delivery planned by the IFSP team and documented on the IFSP to occur more than 30 calendar days after the parent has signed the IFSP and provided written consent for the services.

1. Ensure that providers have IFSP and parent contact information
2. Facilitate contact between providers and parents
3. Offer and provide assistance as needed by providers and parents to facilitate scheduling and provision of the first service session
4. Follow up with providers and parents frequently to ensure the scheduling and first date of service occurs within the required timeframe
5. Document in service coordination notes and NYEIS, where applicable, all circumstances related to the start of IFSP services, including all factors which affect timeliness, especially family circumstances, and all steps taken to facilitate timeliness

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Important Reminders

*A service provider should be chosen based on the best interests of the child and family. When arranging for services included in a child's IFSP, the service coordinator should consider the individualized needs of each child and family, and should consider a range of factors when identifying an appropriate service provider(s) for the child and family, such as the:

- the child's specific diagnosed condition(s) and/or areas of developmental delay, include level of delay;
- unique developmental strengths and needs of the child;
- goals, strategies, outcomes, and intervention modalities included in the child's and family's IFSP;
- strengths and needs of the family with respect to enhancing their child's development;
- expertise and experience of the provider relative to the child's and family's needs;
- language and cultural considerations;
- provider capacity to deliver the services the child and family needs;
- setting/location in which services are to be provided (e.g., the proximity of a provider to the home or community-based setting, transportation needs of the child, etc.); and,

**Remember that it is the service coordinator's responsibility to ensure the IFSP is implemented and services identified in the IFSP begin timely. Compliance with meeting the 30-day timeline will be subject to review upon monitoring of service coordinators.

***Service coordinators should be actively involved with families and providers during this 30-day period, in order to facilitate parent-provider contact, and assist with resolving any scheduling or other difficulties.

****Face-to-face and telephone contacts with parents, providers, and municipal staff for the purpose of assigning providers and ensuring the timely delivery of services are billable service coordination activities. Contacts made by e-mail are not billable.

*****The municipality is responsible for oversight. Under Public Health Law (PHL) §2552, the service coordinator is required to report, in a manner and format determined by the municipality, on the delivery of services to children. The municipality may request that the parent select a new service coordinator, or require that the service coordinator select a new provider of services if the municipality finds that the service coordinator has not been performing his or her responsibilities or that services have not been provided in accordance with the child's and family's IFSP.

IFSP IMPLEMENTATION

Questions and Answers

1. Will service coordinators receive regional lists of EIP providers to assist in selecting available service providers?

Answer: NYEIS users can search for providers to add to a service authorization by using a number of search criteria, including, agreement type and status. Users may also use catchment area to search for providers in a particular geographic location. More details about these changes can be found in the NYEIS Version 2.0 Release Notes which are available on the CMA NYEIS informational webpage at: <http://www.cma.com/nyeis/NYEISReleaseNotes.html>

2. Is the 30-day timeline for start of services from the day the parent signs the IFSP, from the date of the IFSP, or from the projected start date when services are scheduled to begin?

Answer: In accordance with PHL § 2545, the 30-day timeline for start of services commences on the projected date for the initiation of services in the IFSP, which must be as soon as possible after the parent provides written consent for the service(s) in the IFSP, except in circumstances of intermittent or infrequent service delivery planned by the IFSP team and documented on the IFSP to occur more than 30 days after the parent provides written consent for the service.

3. Do you mean 30 business days or 30 calendar days?

Answer: The 30-day timeline for start of services is based on 30 calendar days.

4. How do we document if a service does not start on time?

Answer: Service coordinators should fully document all circumstances that affect the timeliness of services in their service coordination notes. Providers must also maintain documentation of these circumstances.

If it is known at the time of the IFSP meeting that some or all services on the IFSP will be delayed, the person creating the IFSP in NYEIS can enter this information in the "Late Services" cluster on the NYEIS IFSP page. In addition, if the start of services is delayed beyond thirty days, a task is sent to the provider in NYEIS to record the reason for delay. The reason entered by the provider for the late start of services is then stored on the service authorization in NYEIS.

5. If services are not able to be implemented timely, who should the service coordinator report this information to and what steps must be followed to ensure compliance?

Answer: The service coordinator will be responsible to report information regarding the delivery of services to an eligible child in accordance with the child's IFSP, in a manner and format determined by the municipality. Service coordinators should maintain consistent and frequent contact with parents and providers to facilitate the timely start of services, including trouble-shooting any contact or scheduling difficulties. It is recommended that service coordinators identify parent scheduling needs as early in the EIP process as possible and assign providers who can best meet those needs.

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6. What will happen if the services do not begin on time?

Answer: The service coordinator must make every attempt to ensure that the services, as authorized on the IFSP, start as soon as possible and within the required timeline. If for some reason services are delayed, the service coordinator must document the reasons for the delay in the child's record and in NYEIS. Compliance with meeting the 30-day timeline will be subject to review upon monitoring of service coordinators and may result in a finding during a monitoring review.

In addition, compliance is subject to municipal monitoring. Under PHL §2552, the municipality may request that the parent select a new service coordinator, or that the service coordinator select a new provider of services if the municipality finds that the service coordinator has not been performing his or her responsibilities or that services have not been provided in accordance with the child's and family's IFSP.