



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



AzEIP Programmatic Meeting - Family Delays

August 22, 2023

Family Delays

- ❑ What are they
- ❑ Utilizing intentional effective communication
- ❑ Steps must be taken
- ❑ When it can be used
- ❑ Why it must be fully documented
- ❑ Where to document

What is a Family Delay?

Due to exceptional family circumstances it is **impossible** to complete an IDEA Part C Activity within the required timelines.

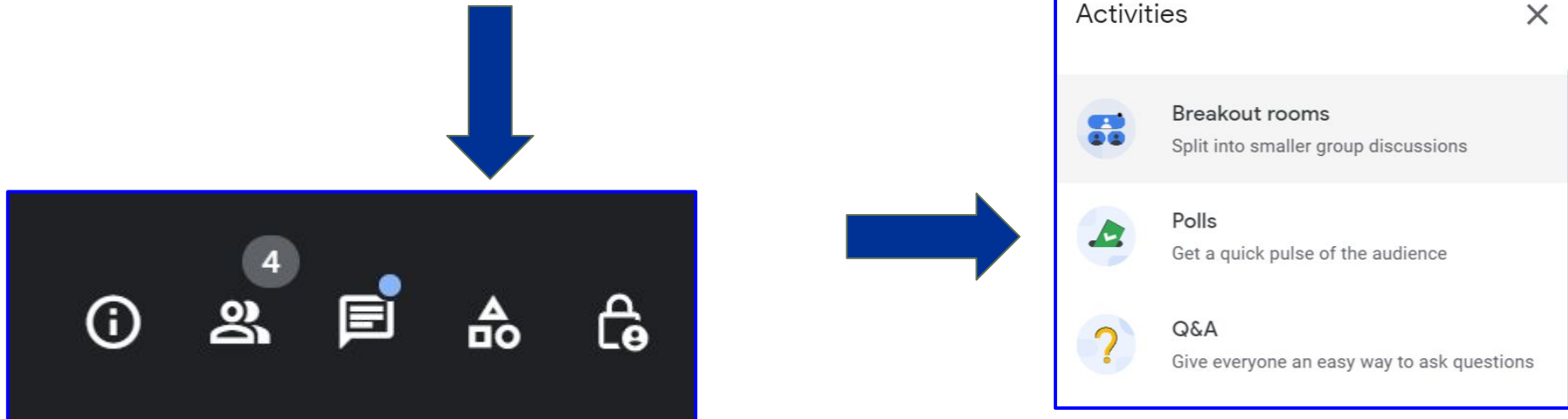
Polling our providers

At the bottom right corner of your screen, click Activities and then click Polls.

In the Poll, select your response and then click Vote.

Tip: After you click Vote, you can't change your response.

Responses will be anonymous.



During the Initial Planning Process

Share with us your agency's guidance to your providers on how much time between family contact attempts during the Initial Planning Process.

- Next Day
- 3 Days
- 7 Days
- 1 Month
- No set time

Intentional Effective Communication

- Consistently communicate with family in their preferred language
- Identify preferred type of communication (phone, email, text) and ensure it is the primary method for communication
- Determine through conversations with family what locations, times and dates are convenient for scheduling
- Re-establish communication
 - Don't wait to reinstate a rapport
 - Utilize different methods at different times and days
- Utilize the referral source to connect with the family

Steps to be taken when the team identifies a possible family delay situation

Service Coordinators and Service Providers must:

- Make intentional and active efforts and attempts to meet the timeline
- Complete the activity as soon as possible after the exceptional family circumstance(s) no longer exists or the consent is obtained
- Ensure that all steps taken are documented within Contact Logs including anticipated date for completion.

When can Family Delay be used?

When Planned Start Dates, 45-Day Timeline or Transition Conference timelines are not met due to exceptional family circumstances or consents cannot be obtained

AND

The team has documented:

- Repeated attempts to actively engage the family and complete the activity or obtain consent within the timelines
- Anticipated date for completion

When is a family delay identified?

A delay reason may be identified as a Family Delay after the required activity timeline has passed and team has completed the required steps.

Why is the Family Delay documented?

- Ensure families receive the services and support they need
- Communication tool amongst team members, SPA Leadership and AzEIP Office identifying:
 - Reason for the delay
 - Steps being taken to resolve the delay and complete the activity
- When is it helpful-
 - Child is transferred to a new region or team
 - New Team Member
- If it's not documented it, it didn't happen

Where is the Family Delay documented?

Indicator 1: Timely Services

- Contact Logs
- Team Meeting Notes

Indicator 7: 45-Day Timeline

- Contact Logs
- I-TEAMS Eligibility Page
- Team Meeting Notes

Indicator 8: Transition Conference

- Contact Logs
- I-TEAMS Transition Page
- Team Meeting Notes

Successful and Unsuccessful Communication MUST be Documented in Contact Logs

Verbal Communication

- Phone Calls
- Voicemails
- In-Person Conversations

Written Communication*

- Emails
- Letters (No Contact Letter)
- Text Messages

*Copies must be maintained in Child Record

Delay Reason Examples

Arizona Early Intervention Program Delay Reason Examples

The Individuals with Disabilities Education Act (IDEA), Part C requires that certain activities like the 45-day timeline (determination of eligibility and, if eligible, creating the initial IFSP within 45 days, transition activities, and timely services occur on time for all children. However, when these activities do not occur on time either due to exceptional family circumstances or due to system delays, they are required to be reported. The following tables include some common scenarios of delay reasons that may occur as well as how they should be reported in the AzEIP data system. Accurately reporting delay reasons will support with monitoring each program and the overall Statewide adherence to IDEA, Part C and AzEIP policy.

Reminder

Delay reasons are not needed if an activity occurs within the timeframes specified in policy.

Indicator 7: 45-Day Timeline

Percentage of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline. Indicator 7 is a compliance indicator with a performance target of 100%.

45-Day Timeline Delay Reasons	Examples
Agency Partner	<ul style="list-style-type: none">Central Referral provided the notification to the contracted agency significantly in to the 45-day timelineDDD or ASDB received the referral first and did not send to contractor and/or Central Referral
CPS	<ul style="list-style-type: none">SC made reasonable attempts to contact the DCS worker and the DCS worker did not respond back. And, the SC did not move on to identifying the potential IDEA Parent in order to complete eligibility or IFSP before 45-day timeline
Family	<ul style="list-style-type: none">No show, cancelled, rescheduledFamily did not return phone calls after the SC made reasonable attempts to contactFamily not available due to being sick, on vacation, short-term military deploymentFamily moved to another region near the end of the 45-day timeline after the team made reasonable attempts to complete the initial planning process, eligibility and/or IFSPChild hospitalized and family is unable to complete interim IFSP or initial IFSPChild was moved to a different DCS placementWaiting for bio family to be available to provide consent to initial planning process, eligibility, or IFSP before moving on to determine foster placement (parent is out of state, incarcerated, treatment facility)

Arizona Early Intervention Program Delay Reason Examples

Monitoring Family Delay Usage (Poll)

How often does your agency review documentation to ensure it supports the appropriate use of Family Delay?

- ❑ Monthly
- ❑ Quarterly
- ❑ Yearly
- ❑ When discussed at Team Meeting
- ❑ When submitting documents for AzEIP Monitoring
- ❑ We don't monitor documentation for appropriate use of Family Delays

Family Delay or Not?

Family unable to meet when school district is available	Family not available on the date and time offered
Family No Shows or cancels appointment	Family has not provided written consent
Family moved to another region	Child moved to a different DCS placement
Unable to obtain medical records to determine eligibility	Family wants activity to be completed in-person at their home
Parent unavailable due to short term military deployment	Parents can only meet on Mondays due to work schedule
Family does not respond to phone calls	Unable to communicate with the biological parents
Family is on vacation	

Scenario 1: Family Delay or Not?

- Service Coordinator scheduled Transition Conference with Family, Team Lead and Local School District to be completed when child was 2 years 7 months.
- Family moved within the same region but to a new school district when child was 2 years 6 months.
- Service Coordinator rescheduled Transition Conference with Family, Team Lead and New School District to be completed on the date the child was 2 years 8.5 months.
- Family moved again to a different region but same school district 2 days prior to the scheduled Transition Conference and family reported to the current Service Coordinator that they are unable to keep the scheduled appointment because they are busy with the move.
- Documentation submitted shows communication between previous and current Service Coordinator, family and School District to reschedule the Transition Conference with the new school district as soon as possible.

Scenario 2: Family Delay or Not?

- Initial Call held on Day 2
- Initial Visit held on Day 11
- Family signed/returned consents on Day 12
- Evaluation scheduled for Day 21
- On date of Eval, family cancelled
- Eval rescheduled for Day 28
- DER showing child eligible provided to SC on Day 31
- SC texted family on Day 31 to schedule the Initial IFSP:
 - Two dates offered: Day 40 (morning or early afternoon) and Day 47* (two afternoon times)
- Family selected Day 47 to hold Initial IFSP

**Note: the second date offered is beyond the 45 day timeline which makes the IFSP late*

Scenario 3: Family Delay or Not?

- Service Coordinator met with family on Day 5 to complete the Initial Visit/Screening.
- Evaluation scheduled with family to complete evaluation on Day 12.
- On Day 10, Family cancelled evaluation and requested a transfer.
- On Day 11, New SPA acknowledged transfer.
- On Day 55, Evaluation and eligibility was completed.*
- On Day 63, the IFSP was completed.

*Contact Logs do not identify communication between the family and team between Day 11 and Day 55.

Scenario 4: Family Delay or Not?

- Service Coordinator calls family 2 days after receiving referral and leaves a voicemail.
- Service Coordinator follows up with family 30 days after the initial voicemail and reaches the family to schedule the initial visit.*
- Child evaluated and determined eligible on day 39.
- IFSP cannot be scheduled due to family's work schedule until day 46.

*Contact Logs do not identify communication between the family and team between Day 2 and Day 30.

Reminders for the Use of Family Delay

- Teams must continue to attempt to meet timelines even if they encounter an exceptional family circumstance.
- Teams are recommended to plan ahead when they have encountered delays to ensure that timelines are met.
- Utilize Intentional Effective Communication
- Child Record must include:
 - All steps taken to meet the required timelines once the delay reason has resolved
 - Documentation of all verbal and written documentation with a family
 - Copies of all written communication (emails, letters, texts)

General Reminders

- The Consent to Bill Health Insurance Form should be completed at the Initial Visit.
- If a Service Providing Agency receives a referral directly from a referral source they must send the referral to the Central Referral Agency within one (1) business day and identify the date referral was received. The AzEIP referral date starting the 45 day timeline is the date the original referral was received.
- The child must be present at the Initial Visit, Evaluation, and Child and Family Assessment.
- All AzEIP meetings should be conducted in person unless otherwise requested by the family and the request is documented in the child record.
- SPAs must have internal processes in place to continuously monitor that all staff understand and are implementing services and supports in accordance with AzEIP Policy and Procedure and current technical assistance.

Resources we would like to share*

*IDEA Regulations and AzEIP Policy/Procedure references specific to the slide show will be available in the PDF copy of the presentation for attendees to reference.

[AzEIP Policy Manual](#)

[AzEIP Procedure Manual](#)

[AzEIP Billing Manual](#)

[Delay Reasons: Indicator 1, 7, 8](#)

Guidance Utilized in the Creation of Presentation

- IDEA Part C Regulations
- AzEIP Policy Manual
- AzEIP Procedure Manual

IDEA Part C Regulations

IDEA, Part C: 303.310 (page 60262) Post-Referral Procedures—Screening Evaluations, and Assessments

§ 303.310 Post-referral timeline (45 days).

(a) Except as provided in paragraph (b) of this section, any screening under § 303.320 (if the State has adopted a policy and elects, and the parent consents, to conduct a screening of a child); the initial evaluation and the initial assessments of the child and family under § 303.321; and the initial IFSP meeting under § 303.342 must be completed within 45 days from the date the lead agency or EIS provider receives the referral of the child.

IDEA Part C Regulations 2

(b) Subject to paragraph (c) of this section, the 45-day timeline described in paragraph (a) of this section does not apply for any period when—

- (1) The child or parent is unavailable to complete the screening (if applicable), the initial evaluation, the initial assessments of the child and family, or the initial IFSP meeting due to exceptional family circumstances that are documented in the child's early intervention records; or
- (2) The parent has not provided consent for the screening (if applicable), the initial evaluation, or the initial assessment of the child, despite documented, repeated attempts by the lead agency or EIS provider to obtain parental consent.

IDEA Part C Regulations 3

(c) The lead agency must develop procedures to ensure that in the event the circumstances described in (b)(1) or (b)(2) of this section exist, the lead agency or EIS provider must—

(1) Document in the child's early intervention records the exceptional family circumstances or repeated attempts by the lead agency or EIS provider to obtain parental consent;

(2) Complete the screening (if applicable), the initial evaluation, the initial assessments (of the child and family), and the initial IFSP meeting as soon as possible after the documented exceptional family circumstances described in paragraph (b)(1) of this section no longer exist or parental consent is obtained for the screening (if applicable), the initial evaluation, and the initial assessment of the child; and IFSP, to the extent appropriate and consistent with § 303.345.

IDEA Part C Regulations 4

(d) The initial family assessment must be conducted within the 45-day timeline in paragraph (a) of this section if the parent concurs and even if other family members are unavailable.

(Authority: 20 U.S.C. 1433, 1435(a), 1436(c))

AzEIP Policy Manual

3.1.3 The 45-day timeline does not apply when:

- a. the child or parent is unavailable to complete the screening, initial evaluation, or assessment, or the initial IFSP meeting due to exceptional family circumstances that are documented in the child's early intervention records
- b. the parent has not provided consent to screen, evaluate, or assess the child, despite documented, repeated attempts by the early intervention program (EIP) to obtain parental consent.

AzEIP Policy Manual 2

3.8.18 If exceptional circumstances make it impossible to complete the initial IFSP within 45 days of referral, the service coordinator shall document the reason for delay in the child's record and enter it into the ADES data system(s).

AzEIP Procedure Manual

3.1 Initial Planning Process (IPP) 3.1.1 The initial planning process (IPP) includes referral, screening, evaluation, eligibility determination, and if AzEIP eligible: assessment, identification of family priorities, resources, and interests, and the development of the Individualized Family Service Plan (IFSP), must be completed within 45 days from the date the referral is received by AzEIP or an AzEIP Service Providing Agency

AzEIP Procedure Manual 2

3.1.2 If exceptional family circumstances (events initiated and/or undertaken by the family, such as a move to a different region or a family member's illness) make it impossible to complete the Initial Planning Process within 45 days from the initial referral date, OR the parent has not provided consent for screening, evaluation, or assessment, despite repeated attempts by the service coordinator (SC) to obtain consent, the SC documents this information in the contact log and the **anticipated date for completion**.

AzEIP Procedure Manual 3

3.3.3 If the service coordinator is unable to reach the family, s/he must make repeated attempts to contact the family over a two (2) to three (3) week period on different days of the week and at different times of the day.

- A. Attempts to contact the family must be documented in the child's record.
- B. If the family does not have a telephone, other means, such as sending a letter, should be used, allowing the family sufficient time to respond.
- C. The service coordinator should also contact the referral source to determine if there are other means to contact the family.

Thank you for attending!

AzEIP Quality Improvement Team

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