



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Implementing the Individualized Family Service Plan (IFSP)

November 26, 2024

Purpose of Today's Presentation

Provide expanded guidance and clarification on existing policy and procedure around the implementation of the Initial Individualized Family Service Plan (IFSP).



Service Coordinator Responsibilities After Completing an IFSP

Sharing the Individualized Family Service Plan

- The Service Coordinator at the time of the Individualized Family Service Plan (IFSP) is responsible for obtaining the parent's informed written consent which should occur the day the IFSP is completed.
- The Service Coordinator ensures the:
 - Parent receives a copy of the evaluation, if conducted, and the IFSP within ten (10) business days after the IFSP meeting.
 - IFSP team members receive a copy of the IFSP within ten (10) business days after the IFSP meeting.
 - IFSP is sent to others with whom the parent has consented to share, such as the pediatrician, Healthy Families, Early Head Start, Department of Child Safety, other early education or childcare programs
 - Complete child record, including the Initial IFSP, is provided to DDD if the child is eligible for DDD.
 - [Records Released Log \(GCI-1034A\)](#) is updated.

Updating I-TEAMS

- The Service Coordinator ensures all IFSP data is entered into I-TEAMS **as soon as possible** but no later than **ten (10) calendar days** after the parent has provided their informed written consent.
- The date of the IFSP entered into I-TEAMS is the date the meeting was held.
- The IFSP Team **must not** provide IFSP services until the parent's written consent has been obtained.

AHCCCS Member Service Request

When a child has AHCCCS and the family has consented to use their public health insurance, the service coordinator at the time of the IFSP is responsible for:

- Completing the AzEIP AHCCCS Member Service Request (AMSR) form ([AMPM Policy 430 - Attachment D](#)).
- Submitting the AMSR and all documentation to the AHCCCS MCH Coordinator (aka AHCCCS Contractor's AzEIP Coordinator) within **two (2) business days** of the Initial IFSP meeting.
- Including the DDD Support Coordinator on the email if the child is DDD eligible.

The ongoing service coordinator is responsible for following up on the AMSR until an approval or denial is received.

A copy of all documentation involved in the processing of the AMSR must be stored within the child's complete record.

DDD Eligible

When a child is determined DDD eligible prior to the Initial IFSP and DDD will be responsible for service coordination, the TBEIS Contractor service coordinator ensures:

- The complete child record is shared with DDD.
- I-TEAMS is accurate and up to date prior to transferring the record.
- Service coordination responsibilities are transferred to DDD after the completion of the Initial IFSP.

Please refer to the [Transfer of Service Coordination to the Division of Developmental Disabilities Technical Assistance Bulletin](#) for more detailed information.

Pending DDD Eligibility Determination

If DDD eligibility has not been determined prior to the completion of Initial IFSP, the service coordinator is responsible for:

- Collaborating with the DDD Eligibility Team until DDD eligibility determination is complete.
- Updating the DDD Eligibility Team if there are changes in the family's:
 - Phone number
 - Address
 - Email address
 - AzEIP status
- Transferring service coordination responsibilities to DDD when the child is determined DDD eligible and DDD is the designated service coordinator.

Potential Eligibility for ALTCS

After the Initial IFSP, when a child is DDD eligible and the AzEIP TBEIS Contractor is providing ongoing service coordination, the service coordinator:

- Discusses Arizona Long Term Care System (ALTCS) with the family.
- Submits an ALTCS referral if the family is interested.
- Communicates with DDD when the child's circumstances change indicating potential eligibility for AHCCCS and/or ALTCS.



IFSP Timely Services

IFSP Actual Start Date

After the IFSP is completed, each active IFSP team member:

- Provides their first service visit on or prior to the IFSP planned start date.
- Ensures the service coordinator has access to the first service visit contact log.

If the first service visit is cancelled or rescheduled, the IFSP team member:

- Communicates with the service coordinator that a delay was encountered and the steps they are taking to provide the service.
- Ensures that the visit is completed as soon as the exceptional family circumstance or team delay is resolved.
- Documents their communications with the family, including but not limited to:
 - Reason for the cancellation or rescheduling.
 - Dates and times offered to family to reschedule.

Please refer to the [Family Delay AzEIP Programmatic Meeting](#) - August 2023 for more detailed information.

Service Coordinator Monitors for Timely Service Delivery

After the Initial IFSP, the service coordinator is responsible for:

- Coordinating, facilitating, and monitoring the delivery of IFSP services to ensure that the services are provided in a timely manner.
- Ensuring the child and family receive the early intervention services identified on the IFSP by the planned start date (PSD).
- Documenting the actual start date (ASD) of each early intervention service in the child's record, including any delays and the reasons for delays of service(s) starting timely.
- Supporting the IFSP Team when challenges in the delivery of IFSP services are encountered.

Provision of IFSP Services by the Active IFSP Team

IFSP team members assigned to provide ongoing services for a family are responsible for:

- Scheduling at a time that works for the family.
- Documenting all communication attempts (successful and unsuccessful) with the family.
- Documenting service delivery.
- Ensuring that the number of sessions identified on the IFSP are provided prior to IFSP end date.
- Rescheduling visits that have been cancelled and documenting all attempts to reschedule.
- Collaborating with the IFSP Team when there are challenges in providing services to identify a solution.



Ongoing Service Coordinator Responsibilities

Direct Monthly Contact with the Family

- Intentional
- Active
- Ongoing
- Required

Direct Monthly Service Coordination

The Service Coordinator contacts the family monthly by the family's preferred method to:

- Ensure early intervention services are provided as planned.
- Determine the need to reconvene the IFSP Team to discuss new outcomes or changes in services.
- Ensure that the family has access to needed resources that were previously identified, such as WIC, Early Head Start, and other early education or childcare programs.
- Discuss any new questions or interests of the family.

Please refer to the [AzEIP Job Aid Service Coordinator Monthly Family Contact](#) for more detailed information.

Supporting Family with Resources

Through the family assessment and IFSP process, the service coordinator helps the family expand their resource network by supporting them in accessing community resources.

Discussions with the family may include, but are not limited to:

- Services that may not be covered by Part C funding.
- Community resources such as SSI, WIC, food banks, health insurance and child care resources.
- Opportunities in their community, such as participation in swimming lessons or activities with other children in their neighborhood.

The service coordinator documents the referrals and resources shared with the family in their contact log.

Community Partners



Collaborating with Community Partners

With the family's written consent, the IFSP Team should collaborate with community partners by:

- Engaging in active and ongoing communication
- Building rapport
- Inviting to meetings
- Sharing progress updates
- Identifying supports and needs of the family
- Supporting the family to maximize the community partner's resources

Ongoing Assessment of the IDEA Parent

The service coordinator:

- Ensures the correct identification of the IDEA parent throughout the child's involvement in early intervention.
- Reassesses the identification of the IDEA parent when they are not the biological or adoptive parent and:
 - There is a lack of documentation on how the IDEA parent was initially identified.
 - The child's permanency plan is reunification.
 - The child's placement or service coordinator has changed.
 - A new legal decision has been made.
 - Anytime the service coordinator learns new information that may affect the identification of the IDEA parent.

Ongoing IFSP team members are responsible for informing the service coordinator when they learn new information that may affect the identification of the IDEA parent.

Updating an IFSP Prior to Planned End Date

If a periodic review of the IFSP is required before the planned end date, the service coordinator is responsible for reviewing all pages of the IFSP and documenting:

- Any updates.
- The IFSP Team's plan to ensure that all current IFSP services are provided.
- Reduction, removal, or addition of services on the strategy section of the IFSP Outcome page, including:
 - Reason the service is no longer needed to support the family in achieving their outcomes.
 - Description of how the newly added service will support the family in achieving their outcomes.

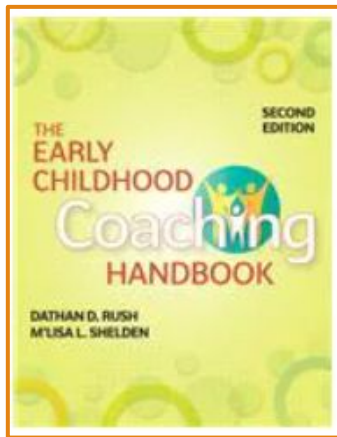
Early intervention services are determined based on the needs of the child and family in order to meet the outcomes on the IFSP.



Team Based Early Intervention Services

Coaching and Teaming Resources

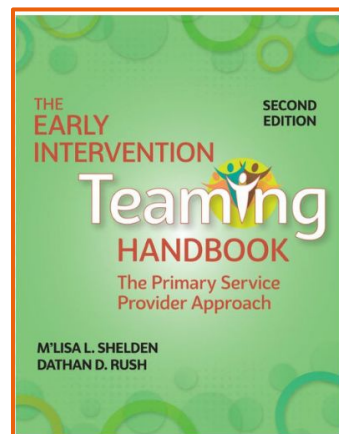
AzEIP highly recommends that all Service Providing Agencies support their staff in learning about Team Based Early Intervention utilizing:



The Early Childhood Coaching Handbook (Second Edition)

Dr. Dathan D. Rush Ed.D. CCC-SLP

Dr. M'Lisa L. Shelden PT Ph.D.



The Early Intervention Teaming Handbook: The Primary Service Provider Approach (Second Edition)

Dr. M'Lisa L. Shelden PT Ph.D.

Dr. Dathan D. Rush Ed.D. CCC-CLP

Five Coaching Characteristics

During IFSP service delivery the IFSP team utilizes the five (5) coaching characteristics:

Joint Planning

Observation

Action/Practice

Reflection

Feedback

Team members document in their contact logs the IFSP outcomes and the appropriate elements of coaching used during the session including the joint plan made at the end of the session.

Team Meetings

Team Meeting requirements:

- Occur weekly
- Include the service coordinator and all core team members
- Each child reviewed quarterly
- Coaching team members
- Family is invited if their child is being discussed

Team Meeting Agendas include:

- Welcome to the Program
- Coaching Opportunities
- Quarterly Progress Updates and Reports
- Transition*
- Closures*
- Scheduling*

*Optional

Children Reviewed Quarterly

- Each service coordinator is responsible for ensuring every child on their caseload is discussed at a minimum of quarterly at team meetings.
- The service coordinator or team lead (TL) is responsible for inviting the parent to the team meeting.
- If the parent does not participate in the team meeting, the team lead summarizes and shares the team's discussion with the family at the next home visit.
- Documentation that the child has been discussed quarterly should be located within the child's complete record.

Quarterly Progress Report

Quarterly Progress Reports (GCI-1097A) are:

- Completed by the TL for every child (if the TL is not providing direct services, TL and SC should work together to complete)
- Maintained in the child's record
- Shared with anyone the family has consented to share with (e.g., pediatrician, other home visiting programs, etc.)

Required Components of Quarterly Progress Reports:

- Support or Intervention Child is Receiving
- Child and Family Outcomes
- Progress Since Last Report
- How visits are progressing
- Recommendations
- Team Lead Signature and Date
- Service Coordinator Name and Phone Number



Supporting Families

Loss of Contact with an Active IFSP

- If a core team member is unable to make contact with the family, they should:
 - Notify the service coordinator
 - Add the child to be discussed at the next scheduled team meeting.
 - Work as a team to identify alternate methods to contact the family.
- The IFSP team should make at least three (3) attempts to contact the family with at least one of these attempts made by the service coordinator.
- Attempts should be made over the course of three (3) weeks at different times of the day, including evenings, with each attempt documented in the contact log.
- AzEIP recommends reaching out to community partners with whom the family provided consent to share for assistance in contacting the family.
- The last contact attempt must be made in writing using the [AzEIP Prior Written Notice](#) form (GCI-1050A).

Exiting a Child Due to Loss of Contact

- The family must be given at least 30 days to respond before the child's record is exited.
- The service coordinator should notify all active IFSP team members when a Prior Written Notice due to loss of contact has been sent to the family.
- If the child is DDD eligible and the TBEIS contractor provides service coordination, the TBEIS contractor service coordinator must notify the DDD Supervisor of the loss of contact.
- Prior to exiting a child from early intervention that is also eligible for DDD or ASDB, the TBEIS contractor service coordinator must coordinate with DDD or ASDB on closure procedures.
- All communication attempts (successful and unsuccessful) must be documented within the IFSP team's contact logs.

Supporting Families with Concerns

If a family contacts an IFSP team member identifying they do not feel they are being supported by early intervention or are not in agreement with their IFSP services, it is the responsibility of the team to support the family.

- Parents must be informed of all of their options for dispute resolution and provided assistance in accessing these options.
- The service coordinator should be notified if a family has contacted one of the IFSP team members with concerns about their services.
- The service coordinator should communicate with the family to discuss their concerns and explore options for how the family would like to resolve it.

Some examples of ways to resolve the concern are:

- Invite the family and discuss the child at the next team meeting.
- Conduct an IFSP periodic review.
- Have a member of SPA leadership contact the family to discuss their concerns.

Resolving Conflicts

- If the family and team are unable to come to an agreement, the service coordinator is responsible for:
 - Providing the family with a Prior Written Notice identifying what the team is proposing or refusing to do with the reason for their action.
 - Discussing with the family their dispute resolution options.
- IFSP teams should ensure that family informal concerns are shared with their SPA Supervisor, and/or SPA Program Director.
- The service coordinator and SPA shall respond to these concerns in a timely manner and must be available to discuss the situation and determine a resolution.
- SPAs must maintain logs to track informal concerns, including how and when the concerns were resolved.
- Refer to [Explaining Family Rights and Supporting Families with their Dispute Resolution Options Programmatic Meeting](#) for more information.

Topic Specific Reminders

- Service Coordinators and core team members work together to ensure that families receive all of their IFSP services.
- IFSP services must be provided using the five (5) coaching characteristics.
- Monthly direct service coordination contact is more than a check in.
- If a family is not in agreement with their IFSP services, one of the most effective means to resolve disagreement is open and active communication.
- At a minimum of quarterly:
 - All children must be discussed at a team meeting.
 - An [AzEIP Quarterly Progress Report](#) (GCI-1097A) must be completed.

New Technical Assistance

- [Transition Conference Agenda Job Aid](#)
- [Transition Conference Sample Script Job Aid](#)
- [Documenting Other Services on the IFSP](#)
- [AzEIP Guidance on the Use of Alternative Services](#)

General Reminders

- DDD Eligibility
 - If a child moves to a new region while DDD eligibility is being determined, the service coordinator must notify the DDD eligibility specialist of the family's new address.
 - If a child has an active IFSP at the time the DDD application packet is submitted to the DDD eligibility team, a copy of the IFSP should be included with the DDD application packet.
- Transition
 - AzEIP strongly encourages that Service Providing Agencies and school districts meet at least annually to develop and review written transition processes that are mutually agreeable and identify and resolve transition issues. (AzEIP Policy 4.8.3)
 - When scheduling the Transition Conference, the Service Coordinator is responsible for:
 - Contacting the appropriate school district to schedule the transition conference at a time that works for all parties, including the parent and school district representative.
 - Scheduling far enough in advance so that the school district will be able to attend.

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.

[Arizona Policy Manual](#)

[Arizona Procedure Manual](#)

[AzEIP Billing Manual](#)

Technical Assistance - Webinars

- [Service Coordination Services AzEIP Programmatic Meeting](#) - June 2023
 - [Explaining Family Rights and Dispute Resolution Options AzEIP Programmatic Meeting](#) - March 2024
 - [Family Delay AzEIP Programmatic Meeting](#) - August 2023
 - [Review of an IFSP AzEIP Programmatic Meeting](#) - July 2023
 - [Contact Logs AzEIP Programmatic Meeting](#) - March 2023
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Technical Assistance - TA Bulletins

- [AzEIP Guidance on the Use of Alternative Services](#) - 11/15/2024
 - [Early Head Start \(EHS\) Program Collaboration](#) - 10/24/2024
 - [Transfer of Service Coordination to DDD](#) - 04/30/2024
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Technical Assistance - Job Aids

- [AzEIP Job Aid Service Coordinator Monthly Family Contact](#)
 - [Sharing with Community Partners](#)
 - [AzEIP AHCCCS Member Service Request](#)
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Thank you for attending!

AzEIP Quality Improvement Team

- **Erica Melies**, AzEIP Quality Improvement Manager
- **Tanya Goitia**, AzEIP Continuous Quality Improvement Coordinator
- **Lidia Gonzales**, AzEIP Continuous Quality Improvement Coordinator
- **Pamela Meurer**, AzEIP Continuous Quality Improvement Coordinator
- **Anissa Albert**, AzEIP Technical Assistance Specialist
- **Amanda Tipotsch**, AzEIP Technical Assistance Specialist
- **Chantelle Curtis**, AzEIP Professional Development Coordinator
- **Amanda Honeywood**, AzEIP Administrative Assistant
- **Jessica Jimmerson**, AzEIP Policy Analyst

Acronym List

Acronym	Meaning	Acronym	Meaning
AHCCCS	Arizona Health Care Cost Containment System	IDEA	Individuals with Disabilities Education Act
ALTCS	Arizona Long Term Care System	IFSP	Individualized Family Service Plan
AMPM	AHCCCS Medical Policy Manual	I-TEAMS	Infant Toddler Electronic Administration and Monitoring System
AMSR	AHCCCS Member Service Request	MCH	Maternal Child Health
ASD	Actual Start Date	PEA	Public Education Agency
ASDB	Arizona State Schools for the Deaf and the Blind	PSD	Planned Start Date
AzEIP	Arizona Early Intervention Program	RSK	Raising Special Kids
DCS	Department of Child Safety	SC	Service Coordinator
DDD	Division of Developmental Disabilities	SPA	Service Providing Agency
EHS	Early Head Start	SSI	Supplemental Security Income
EI	Early Intervention	TBEIS	Team Based Early Intervention Service
EIP	Early Intervention Program	TL	Team Lead
EPSDT	Early and Periodic Screening, Diagnostic and Treatment	WIC	Women, Infants & Children