



To:
Service Providing
Agencies and Staff



Date:
April 1, 2026



Subject:
AzEIP Delay Reasons
Indicators 1, 7, and 8c



Arizona Early Intervention Program Technical Assistance Bulletin

Federal Timelines

IDEA Part C establishes timelines for the completion of:

- Indicator 1: Timely Services
- Indicator 7: 45-Day Timeline and
- Indicator 8: Transition Activities.

Timelines and Delay Reasons

AzEIP requires that service providing agencies (SPA) meet all IDEA Part C and AzEIP timelines. If a delay is encountered, all efforts must be made to meet the timeline.

Documentation of delays in the child's complete record must include:

- Reason for the delay(s);
- Successful and unsuccessful communication attempts with the family; and
- Intentional and active efforts by the team to meet the timeline as soon as possible once the delay has been resolved.

AzEIP identifies that an “**exceptional family circumstance**” has occurred when:

- The child or parent is unavailable to complete the screening (if applicable), the initial evaluation, the initial assessments of the child and family, initial IFSP meeting, IFSP planned start date or transition conference due to exceptional family circumstances that are documented in the child's early intervention records; and/or
- 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 service providing agency provider to obtain parental consent.

Service providing agencies may use “**family delay**” when:

- An exceptional family circumstance occurs,
- The exceptional family circumstance is fully documented, and
- The delayed activity occurs as soon as possible after the documented exceptional family circumstances no longer exist or parental consent is obtained.

AzEIP defines “**as soon as possible**” as:

- Within 10 business days of the resolution of the delay or
- When documentation supports that the activity could not be completed within 10 days due to the family's scheduling needs.

Purpose

To provide guidance on the identification of accurate delay reasons when a service providing agency does not meet IDEA Part C or AzEIP timelines.



Family Delay Reasons

Indicator 1: Timely Services and Indicator 7: 45-Day Timeline
Service Catalog Item: Family Delays

Reason	Definition
Family Cancellation	Family cancelled one or more visits which directly resulted in an impossible situation for the SPA to meet planned start date, eligibility and/or IFSP deadline.
Family Dispute	Two parents may disagree on whether or not to move forward with any part of the the initial planning process including screening, evaluation, and/or IFSP. This may include the parents needing to provide custody documentation and/or need to resolve the dispute using outside resources.
Family military deployment	Parent was unavailable due to a military deployment and another IDEA Parent was not identified contributed significantly resulting in IFSP start date or eligibility and/or the initial IFSP being completed late.
Family no show	Family no showed one or more visits which directly resulted in an impossible situation for the SPA to meet planned start date, eligibility and/or initial IFSP timelines.
Family not available	Family not available for an extended period of time which directly resulted in an impossible situation for the SPA to meet planned start date, eligibility and/or initial IFSP timelines.
Family not responding to attempts to contact	Family did not respond to multiple attempts to schedule which directly resulted in an impossible situation for the SPA to meet planned start date, eligibility and/or initial IFSP timelines.
Family/child moved	Family or child moved from one AzEIP region to another during the 45 day timeline or prior to the planned start date which directly resulted in an impossible situation for the SPA to meet planned start date, eligibility and/or initial IFSP timelines.
Family requested reopen	The record had been exited but was subsequently reopened which directly resulted in an impossible situation for the SPA to meet planned start date, eligibility and/or initial IFSP timelines.
Family requests scheduling delay	Family was offered times and dates that were prior to the planned start date or within the 45 day timeline but requested the meetings to be scheduled after the planned start date or 45 day timeline which directly resulted in an impossible situation for the SPA to meet eligibility and/or initial IFSP timelines.
Family rescheduled day of meeting	Family rescheduled one or more visits the day the meeting was supposed to occur which directly resulted in an impossible situation for the SPA to meet planned start date, eligibility and/or initial IFSP timelines.
Family/child hospitalization or illness	Family or child not available for an extended period of time due to hospitalization or illness which directly resulted in an impossible situation for the SPA to meet planned start date, eligibility and/or initial IFSP timelines.
Family other reason	Only available to AzEIP Help Desk. Another reason for family delay resulted in planned start date, the eligibility and/or initial IFSP being completed late.

Non-Family Delay Reasons

Indicator 1: Timely Services and Indicator 7: 45-Day Timelines	
Reason	Definition
Another TBEIS Contractor	Delay to planned start date, eligibility and/or initial IFSP caused by another TBEIS Contractor, not the TBEIS Contractor who was assigned when the planned start date or 45 day timeline was due.
ASDB	Delay to planned start date, eligibility and/or initial IFSP caused by ASDB staff, not the TBEIS Contractor who was assigned when the planned start date or 45 day timeline was due.
AzEIP	Delay to planned start date, eligibility and/or initial IFSP caused by AzEIP staff or process, not the TBEIS Contractor who was assigned when the 45 day timeline was due.
Central Referral Agency	Delay to planned start date, eligibility and/or initial IFSP caused by the Central Referral Agency (RSK), not the TBEIS Contractor who was assigned when the planned start date, 45 day timeline was due.
CPS	Delay to planned start date, eligibility and/or initial IFSP caused by the unresponsiveness of the Service Coordinator in attempting to contact te identification of the IDEA parent so that it is impossible for the activity to be completed timely.
DDD	Delay to eligibility and/or initial IFSP caused by DDD staff, not the TBEIS Contractor who was assigned when the 45 day timeline was due. (Not available for Indicator 1:Timely Services).
Delay in Identifying IDEA Parent	Delay caused by the SC not identifying the IDEA Parent in a timely manner. When the whereabouts of the biological parent are unknown or the parent is incarcerated, and the biological parent is not attempting to act as the parent, an individual identified in IDEA Part C §303.27, including the foster parent would be presumed to be the parent unless State law, regulations, or contractual obligations with a State or local entity prohibit a foster parent from acting as a parent.
Other Reason	Only available to AzEIP Help Desk. Another reason for delay not found on the list resulted in planned start date, the eligibility and/or initial IFSP being completed late.
Records Delay	Lack of records created a delay to eligibility and/or initial IFSP caused by either SC or TBEIS Contractor not moving to eligibility and/or initial IFSP to complete within 45 days. (Not available for Indicator 1: Timely Services)
TBEIS Other Team Member Reason	A TBEIS Administrator or team member action or lack of action resulted in the planned start date, eligibility and/or initial IFSP being completed late.
TBEIS Service Coordinator	A TBEIS Service Coordinator action or lack of action resulted in the planned start date, eligibility and/or initial IFSP being completed late.
TBEIS Team Member	A TBEIS Core Team Member action or lack of action resulted in the planned start date, eligibility and/or initial IFSP being completed late.
Weather/Natural Disaster	A weather/natural disaster occurred which directly resulted in an impossible situation for the SPA to meet the planned start date, eligibility and/or initial IFSP timelines (wildfire, mudslide, flash flooding, etc). Must be accompanied by an Incident Report.

Indicator 8c: Transition Conference Delay Reasons

Transition Conference Service Catalog Item: Delay Reasons	
Service Catalog Item	Definition
Family	Due to exceptional family circumstances it was impossible for the transition conference to be completed on time.
Family initially declined transition conference and then changed their mind.	Parent opt-ed out at the time of transition planning or declined to have a transition conference and changed their mind which directly resulted in it being impossible for the transition conference to be completed on time.
Parent no longer wishes to have a transition conference.	Parent initially requested a transition conference and then changed their mind.
Service Coordinator	A Service Coordinator action or lack of action resulted in the transition conference being completed late.
Weather/Natural Disaster	A weather/natural disaster occurred which directly resulted in the transition conference being completed late. (wildfire, mudslide, flash flooding, etc). Only available to the Help Desk and must be accompanied by an Incident Report.

Delay Reason Reminders

- All delay reasons must be supported by documentation located within the Child's Complete Record.
- The delay reason entered into the DES Data System is identified after the timeline has not been met. All documentation must be reviewed prior to identifying the most significant factor that caused the timeline not to be met.
- If the team identifies that the family's scheduling needs as a challenge, the complete child record should include documentation of the steps completed to meet the family's scheduling needs.
- Analysis of delay reasons support the SPA in identifying root causes and programmatic corrections.

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