



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

## **AzEIP Supplemental Technical Assistance IFSP Meetings and Obtaining Family Signatures**

**December 22, 2022**

AzEIP expectation is that all AzEIP meetings and AzEIP services are conducted in-person with the family from the initial visit through exit from AzEIP. Only when a family requests for a meeting or service to be provided through alternative means should the IFSP Team consider providing services virtually. If a family is having challenges with accessing or returning electronic documents; then this method may not be feasible for that family and alternative methods must be offered. The family's request for an alternative service delivery method must be thoroughly documented in the service coordinator (SC) and provider's contact notes. The most recent AzEIP statewide data show 24% of service delivery entries for IFSP meetings were completed in-person. AzEIP anticipates with the ongoing conversations among team members and families that this percentage will increase just as the number of in-person service delivery visits have increased.

In the event that an IFSP meeting is held virtually based on the family's request, the team must inform the family of the importance in obtaining their timely written consent on the IFSP. All attendees of the meeting should have the opportunity to either view the IFSP while it is being developed or have the opportunity to read the IFSP prior to obtaining family written consent. Each service providing agency must have internal procedures in place for obtaining timely valid written consent.

When identifying IFSP planned start dates, the team including the family must take into consideration the timeframe of obtaining the family's signature. Planned start dates are still required to be within 30 days of the IFSP unless the family requests the planned start date to occur beyond 30 days.

The family and team must develop a detailed plan to obtain the family's written consent if it is not obtained prior to the end of the IFSP meeting. SC contact notes must document the plan including timelines and a back-up option to obtain the signature as soon as possible but no later than prior to the planned start date. The IFSP team members will know written consent has been obtained when they receive a copy of the

IFSP from the SC. IFSP services may begin/continue once the family has provided their

The SC at the time of the IFSP is responsible for obtaining the family's written consent. For Initial IFSPs that will be assigned to DDD for service coordination, the TBEIS contractor retains service coordination until written consent on the Initial IFSP has been obtained. The DDD SC is assigned in I-TEAMS after the Initial IFSP has been signed and entered into I-TEAMS. If applicable, the DDD SC start date in I-TEAMS is the day after the Initial IFSP is signed.

IFSP information is entered into I-TEAMS as soon as possible but no later than 10 calendar days after obtaining family written consent. The date of the IFSP entered into I-TEAMS is the date the meeting was held.

Reminders on entering service catalog items on the I-TEAMS Service Delivery page:

- Child and Family Assessment may be entered after completion of the IFSP meeting.
- IFSP may be entered once written consent has been obtained and the IFSP has been entered into I-TEAMS.
- Meeting may only be used for meetings that are facilitated by a person or organization outside of the AzEIP Service Providing Agency. (ex: Drs visit, DCS meetings, MET/IEP).

On the rare occurrence when a SC is unable to obtain a signature prior to planned start date, unable to obtain a signature or other unique circumstances occur and assistance is needed, email [AzEIPQualityImprovement@azdes.gov](mailto:AzEIPQualityImprovement@azdes.gov) with a detailed explanation and attach corresponding documentation of attempts to obtain signature.

The AzEIP team appreciates you sharing your concerns and questions, as well as your patience in receiving guidance as we move from the virtual world back into our new normal. Please continue to send concerns and questions to [AzEIPQualityImprovement@azdes.gov](mailto:AzEIPQualityImprovement@azdes.gov).

