



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



# AzEIP and COVID19 Response

# Welcome

Your health and safety is our  
number one priority!

---

# Objectives



Share information on what we can do right away



Discuss the evolving situation and opportunities to connect and communicate



Offer opportunity for questions

Please type them in chat if possible so we can address any clarification at the end.

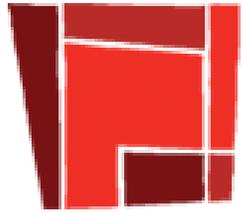
---

# COVID-19

- For specific information on confirmed cases in your county, contact your local county health department:  
<https://www.azdhs.gov/preparedness/epidemiology-disease-control/index.php#resources-county>
-

# Where to Find Accurate Information

To access the most **up-to-date** and **accurate** information regarding COVID-19, we recommend visiting the following websites:



ARIZONA DEPARTMENT OF HEALTH SERVICES  
*Health and Wellness for All Arizonans*

- Arizona Department of Health Services <https://www.azdhs.gov/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/index.php#novel-coronavirus-home>
  - Centers for Disease Control and Prevention <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
  - World Health Organization: <https://www.who.int/health-topics/coronavirus>
-

# Change of Business Operations

- If AzEIP or the local Early Intervention Program closes, services to families are not required during that closure.
  - If AzEIP is open but the program is closed due to public health and safety concerns from an outbreak in a particular region, then services to families are not required during that closure.
  - Once the offices re-opens,
    - Services must be resumed as soon as possible, without delay
    - Teams must decide if IFSP services need to be updated. If so, they should schedule an addendum to determine:
      - What changes are needed to support the child's current needs
      - Whether or not compensatory services are needed to support the family
-

# Change of AzEIP Business Operations

In the event of an emergency change in Business Operations from the AzEIP level:

AzEIP will communicate directly with

- Contract Program Leaders
- DDD Supervisors
- ASDB Leadership

Within an hour, Contract Program Leaders, DDD Supervisors, and ASDB Leaders will need to ensure all staff are informed.

---

# Child or Family Infected with COVID-19

- Prior to entering the home, ask if the family is comfortable having you in their home
  - Prior to entering the home, ask if everyone in the home is feeling well
  - Send AzEIP an incident report if you have a family with a confirmed case of COVID-19 on your caseload
  - Services may be provided in an alternate location
  - Early Intervention Program may use a different provider
  - The provider may provide consultative services to the parent by telephone or teleconference
  - IFSPs by telephone or teleconference
-

# Provider Infected with COVID-19

- Providers should not provide home visits if they suspect they are sick or may have COVID-19
  - Send AzEIP an incident report if you have a provider with a confirmed case of COVID-19
  - The local Early Intervention Program may use a different provider
  - The provider may provide consultative services to the parent by telephone or teleconference
  - IFSPs by telephone or teleconference
-

# School Closures

- All schools are currently closed through March 27th
  - Service Coordinators should complete transition steps, if possible
  - PEA Notifications should be sent to the school, even if they are closed, and ADE
  - If the school is not available for a transition conference, the SC can consider having the transition conference with the family but without the school
  - Reassure the families that once the school district reopens, a meeting can be set up to include the school
-

# ASDB Response to COVID-19

- The Arizona State Schools for the Deaf and the Blind serve children across the state from birth through grade 12. Therefore, we follow guidance from both the Arizona Early Intervention Program and the Arizona Department of Education.
  - By order of Governor Doug Ducey and Arizona Superintendent of Public Instruction Kathy Hoffman, we closed our campus programs effective March 16, 2020. Simultaneously, we suspended all birth to three in-home services.
-

# ASDB Response to COVID-19

- Agency leadership is meeting first thing every morning to discuss 1) updates regarding COVID-19, 2) the impact of COVID-19 on our programs, 3) and the impact of COVID-19 on our employees.
  - The ASDB lead nurse is a part of these discussions as to ensure that the decisions we are making as a team are based on accurate and timely information.
-

# ASDB Birth to Three Response

- Birth to three leadership meets following agency leadership briefings to determine means by which to continue supporting our families. Remote services under consideration include tele-intervention (online, one-to-one meetings with families via Zoom or the like), online parent group meetings, and mini webinars (informative videos on various topics related to children's growth and development). For families without access to internet, regular phone calls, emails and exchange of text messages may be used.
  - Our providers are in the process of reaching out to families to discuss what options will work best for each family.
  - ASDB has staff experienced in tele-intervention and will be relying on them to support staff unfamiliar with this method of service delivery.
-

# Documenting Child and Family Illness

- Document the delay reason in progress notes
  - Document the Delay Reason in notes and I-TEAMS as family delay when:
    - The child, family, or someone in the house is sick
    - The family requests to delay or hold off on visits
-

# Documenting Provider Illness

- Document the delay reason in progress notes as “provider cancelled the visit”.
  - Document the Delay Reason in notes and I-TEAMS as Team or SC delay when:
    - The provider cancels the visit due to illness
-

# Documenting Program Closure

- Document the delay reason in progress notes as “program closed due to COVID-19”.
  - Document the Delay Reason in notes and I-TEAMS as Weather/Natural Disaster delay when:
    - The program is temporarily closed
-

# What to do if a family contacts you

- Reassure the family that they are still entitled to:
  - Continue with the Initial Planning Process
  - IFSP services, if eligible and have an IFSP
- Remind the family that you can provide additional information
- Help the family identify ways to build in prevention in to their daily routines
- Thank them for contact you to reschedule when they are sick



# Telehealth/Virtual Visits

- Contact families to find out about their technology access. Cell phone, computer, video, email etc.
  - Determine the best approach to visits if family would like to continue them virtually
  - Discuss a back-up plan for if technology is not meeting needs or working as expected
  - Visits should continue to focus on family education and coaching around child interests and activities (Procedure Manual: Chapter 3, Section 3.7.5 and 3.7.6)
  - Using the Joint Planning Tool will support in planning for visits
  - Privacy is key, be sure provider is in a space where no one can overhear or see visits.
-

# Next Steps/Additional Recommendations

- Each agency should be considering their response to the current situation
  - Each agency should consider their response to changes in the current situation
  - Contingency plans/Pandemic Plans
  - Individual meetings with AzEIP office
-

# Billing and reimbursement for services

- If there are children who are still receiving services in home/community etc. continue to follow Policies and Procedures in providing services and billing.
  - If children are receiving services through telehealth or other virtual means, track these children by their name, I-TEAMS ID, service delivery approach and other relevant information.
    - Document these services in accordance with guidance.
  - OSEP has released guidance in use of Part C funds allowing flexibility in service delivery methodology
  - Reimbursement through multiple entities including AHCCCS and state emergency funds are evolving.
-

# Resources and information

AzEIP Website:

<https://des.az.gov/services/disabilities/developmental-infant>

Please refer families and providers to the AzEIP website for current information

---

# Further Information

- Weekly Communication:
  - We may send information out in an email or identify additional webinar opportunities.
  - We appreciate your patience and support through these evolving times. We will continue to provide information as it is received.
  - Continue to contact with questions or feedback with the subject line COVID-19 at the [allazeip2@azdes.gov](mailto:allazeip2@azdes.gov) email address.
  - EIPs may choose to schedule meetings with the AzEIP team if there are EIP specific questions.
-



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



**Questions?**