

Welcome to the
March 28, 2023
AzEIP
Programmatic
Meeting!
We will begin
shortly.

A FEW REMINDERS:

- ❑ Please place your phone on **mute** when you are not talking
 - ❑ Please turn camera on when you are talking, if possible
 - ❑ Please turn camera off when you're not talking
 - ❑ Please do not place this call on hold
 - ❑ Please do not answer a second line during the call as this sometimes creates a disruption
 - ❑ To Mute/Unmute your phone dial *6 (star 6)
 - ❑ Please enter questions by clicking on the Activities Icon (circle, square, triangle) Q&A section so we can be sure to answer your questions
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AzEIP Programmatic Meeting

March 28, 2023

AzEIP Programmatic Meetings

will have a different topic each month that will provide technical assistance around AzEIP Policy and Procedure.

This month's topic is
Contact Logs

April's topic will focus
on FFY2021 Findings
Letters

Contact Logs Include

Case Notes

Progress Notes

Contact Notes

Provider Log / Provider Notes

Home Visit Logs

SC Logs

Home Visit Notes

SC Notes

Primary Caregiver Visit Logs

SOAP Notes

Therapy Notes

ACRONYM Test

	Acronyms in Contact Logs	Translation		Acronyms in Contact Logs	Translation
1	LVMTCB		10	IV	
2	TCT		11	TMC	
3	TCF		12	FD	
4	n/a		13	BUMCP	
5	HV		14	MR	
6	DX		15	DEC	
7	PCT		16	SOC	
8	PCF		17	EOC	
9	SR		18	FDG	

ACRONYM Test 2

	Acronyms in Contact Logs	Translation		Acronyms in Contact Logs	Translation
1	LVMTCB	left voice message to call back	10	IV	Initial Visit, Intravenous
2	TCT	telephone call to	11	TMC	Tucson Medical Center
3	TCF	telephone call from	12	FD	Family Delay
4	n/a	no answer, not applicable, not available	13	BUMCP	Banner University Medical Center Phoenix
5	HV	home visit	14	MR	Medical Records
6	DX	diagnosis	15	DEC	?
7	PCT	Phone call to	16	SOC	?
8	PCF	Phone call from	17	EOC	?
9	SR	Service request	18	FDG	Feeding

DEUAICL = Don't Ever Use Acronyms in Contact Logs



What Does Policy Say?

IDEA Part C

What does IDEA part C say about documentation of services?

Keep records and afford access to those records necessary to ensure compliance with the requirements of IDEA, the correctness and verification of reports, and the proper disbursement of funds.

https://sites.ed.gov/idea/regs/c_303.224b



AzEIP Policy

13. Contact Log

1. Every child record must contain a contact log that is maintained at all times by **each** early intervention service provider **providing services** to that child and family and at minimum contains:
 - A. the name(s) of the early intervention provider (SC's and core team members) and their role and credentials
 - B. detailed description of the activity
 - C. time in and time out (or start and end times) of each activity
 - D. total hours worked
 - E. parent signature or initials when applicable
 - F. all communication attempts (successful and unsuccessful).



AzEIP Policy continued

3.13.2

All home visits conducted by IFSP team members must be documented using a home visiting log, **signed by the family**.

When the home visit is an ongoing IFSP service; the team member shall include the **IFSP outcomes** and the appropriate **elements of coaching** used during the session, including the **joint plan** made by the team member(s) and the family at the end of the session.




FERPA and Contact Logs


The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.

Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.




Corrections Made to Contact Logs

- If a portion of the Contact Log needs to be deleted, it should be done by making a single line through the statement and adding the date and initials of the person who updated the document.
 - If information is added to the Contact Log after the event, it should be labeled as “late entry” with the date and initials of the person who updated the document.
 - Only the person who created the Contact Log should make corrections.
 - The corrected Contact Log must be maintained in the child’s record.
 - If the correction is made to a log that had been previously signed by the family a copy provided to the family.
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Let's Talk More About Contact Logs

Purposes for Contact Logs

- IDEA Part C Requirement
 - AzEIP Policy Requirement
 - Document what occurred during the visit
 - Accountability
 - Monitoring
 - Fiscal
 - Dispute Resolution
 - If it's not documented it didn't happen!
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Who May Have Access to a Contact Log

- Family
- Foster Family
- Office of Special Education Programs (OSEP)
- AzEIP
- Service Providing Agency
- Early Intervention Team
- Arizona Department of Education
- Public Education Agency
- Early Childhood Programs (e.g., Early Head Start, home visiting programs)
- Department of Child Safety (DCS)
- Court/Attorneys
- Law Enforcement
- Social Security and other potential services
- Early Intervention Programs in another state
- Funding Sources (e.g., insurance company, health plans)



Beyond the Minimum Requirements, What Should Be Documented?

Include In the contact log:

- IFSP Date, Number of Services on IFSP
- Who was present at visit & modality of service
- Documentation shared or completed during the visit
- Information shared with family
- Progress Updates
- Direct Observations
- New concerns or questions
- Actions taken by SC or provider during visit
- Changes in family demographic or insurance information
- Successful and Unsuccessful attempts to reach the family
- All communication related to the child with
 - Family
 - Team Members
 - Others with whom the family has provided consent
- Other Important Updates

Do not include in the contact log:

- Information that is inaccurate, misleading, or in violation of the family's privacy or rights
- Gossip and/or hearsay
- Information not applicable to the child
- Subjective Information
- Acronyms

Reminders from the QI Team:

- 1) Write Contact Log as if it was going to be
 - a) Regularly requested and reviewed by a parent who reviews details
 - b) Presented in a court as documentation of services received
 - c) Reviewed by OSEP as justification for use of Part C Funding
- 2) Use correct specific caregiver labels (foster parent, bio-mom, bio-dad, guardian-grandmother) to avoid misinterpretation
- 3) Contact Log must be objective and based on facts
- 4) Use “parent reports” and “parent shared” when not observed first hand
- 5) Avoid using text message jargon and acronyms in Contact Logs
- 6) Include in description all steps and requirements identified by IDEA Part C and AzEIP Policy
- 7) If it is not documented then it did not happen

General Reminders

- [AzEIP Monitoring Rally](#) is scheduled for March 31, 2023 from 10 am to 12 pm.
- Invite SCs and EI Service Providers to the Programmatic Meetings or share the information with them.
- If an SC is aware that a child has a pending ALTCS application, it **must** be marked on the DDD Eligibility Cover Sheet.
- Communicate with the DDD Eligibility Team (address or insurance changes, child exiting, family declines to apply, packet delayed for any reason, etc.)
- ICC and CSPD are seeking families who would like to participate, please let your staff know to discuss with families.
- The complete child's record must be stored securely (physically in locked cabinet and/or electronically with password protection).
- The complete child record must be accessible by SPA leadership upon request.

Resources we would like to share

- [Part 303 \(Part C\) Early Intervention for Infants and Toddlers with Disabilities](#)
 - [AzEIP Policy Manual](#)
 - [AzEIP Procedure Manual](#)
 - [AzEIP Billing Manual](#)
 - [IDEA and FERPA Crosswalk](#)
 - [Child and Family Rights in Arizona Early Intervention Program](#)
 - Progress Notes Documentation Best Practices - DEDD4107
 - FOCUS Electronic Progress Notes - DEDD3112
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Thank you for attending!

AzEIP Quality Improvement Team

- Erica Melies, AzEIP Quality Improvement Manager
- Tanya Goitia, AzEIP Continuous Quality Improvement Manager
- Lidia Gonzales, AzEIP Continuous Quality Improvement Manager
- Anissa Albert, AzEIP Technical Assistance Specialist
- Chantelle Curtis, AzEIP Professional Development Coordinator
- Amanda Honeywood, AzEIP Administrative Assistant

Next Meeting Topic: Findings Letters

Send your questions around the topic to AzEIPQualityImprovement@azdes.gov prior to 04/21/2023.

Date/Time: 04/25/2023 3pm-4pm

Video call link:

<https://meet.google.com/wkk-oxzv-qfk>

Call In: (US) +1 530-487-5062 PIN: 733 700 198#

