

## **CHAPTER 3: EARLY INTERVENTION SERVICES**

REVISION DATES: 07/01/2021, 12/14/2018

EFFECTIVE DATES: 04/01/2022, 07/01/2019

INTENDED USER(S): All ADES/AzEIP personnel, AzEIP Service Providing Agencies including all employees, contractors, subcontractors, and volunteers.

REFERENCES/AUTHORITY: 20 U.S.C. §§ 1431, et seq.; 34 C.F.R. §§ 303.303-346, 420, and 421, 34 C.F.R. §§ 303.340; 342(a), 343(a) and § 303.344, § 303.342(b) and § 303.342(c), Rush, D. D., & Shelden, M. L. (2011). The early childhood coaching handbook. Baltimore, MD: Paul H. Brookes Publishing Co.

### **3.3 Initial Call**

- 3.3.1 Once the designated AzEIP TBEIS Contractor has the child's referral information, an IPP service coordinator is assigned to make the initial contact with the family, generally by telephone (unless the family has specified otherwise) or by letter for families without a telephone. The service coordinator documents all activities and maintains a contact log in the child's record.
- 3.3.2 The service coordinator contacts the family as soon as possible, and no later than two (2) business days from the date the referral was received, to complete all the following activities:
- A. confirm receipt of the referral
  - B. verify spelling of child and parent's names, child's date of birth, family's physical and mailing addresses or living arrangements
  - C. if a parent or other individual with whom the child lives informs the service coordinator that s/he is part of Arizona's Address Confidentiality Program (ACP), the service coordinator must ensure compliance with the ACP law, DES policies, and AzEIP policies and procedures. (See AzEIP Policy and Procedure Manuals, Chapter 7: *Procedural Safeguards*).
  - D. if referral information indicates the child is or may be involved with DCS, the service coordinator obtains contact information for the DCS case manager and determines who is able to act as the parent for AzEIP purposes (see AzEIP Policy and Procedure Manuals, Chapter 7: *Procedural Safeguards*, for identification of parent).
  - E. if the referral information indicates the child may have a vision loss or hearing difference, the Service Coordinator will send the record to ASDB for simultaneous eligibility determination.
  - F. briefly describe the purpose of early intervention and the early intervention process, including expectations for the initial visit and eligibility determination,
  - G. share information about the following early intervention key principles<sup>1</sup>

- 1) Infants and toddlers learn best through everyday experiences and interactions with familiar people in familiar contexts.
  - 2) All families, with the necessary support and resources, can enhance their children's learning and development.
  - 3) The primary role of a service provider in early intervention is to work with and support family members and caregivers in children's lives.
  - 4) The early intervention process, from initial contacts through transition, must be dynamic and individualized to reflect the child's and family members' preferences, learning styles and cultural beliefs.
  - 5) IFSP outcomes must be functional and based on children's and families' needs and family-identified priorities.
  - 6) The family's priorities, needs and interests are addressed most appropriately by a primary provider who represents and receives team and community support.
  - 7) Interventions with young children and family members must be based on explicit principles, validated practices, best available research, and relevant laws and regulations.
- H. Verify the family's interest in proceeding with early intervention and discuss how parents can prepare for the initial visit, including having the following available:
- 1) contact information for the child's doctor(s)
  - 2) insurance information, including insurance card
  - 3) medical/developmental records
  - 4) Other programs with information the parent is involved with such as a home visiting program or Head Start
  - 5) questions with which the family would like support.
- 3.3.3 If the service coordinator is unable to reach the family, s/he must make repeated attempts to contact the family over a two (2) to three (3) week period on different days of the week and at different times of the day.
- A. Attempts to contact the family must be documented in the child's record.
  - B. If the family does not have a telephone, other means, such as sending a letter, should be used, allowing the family sufficient time to respond.
  - C. The service coordinator should also contact the referral source to determine if there are other means to contact the family.