

I am a parent and I have a concern or I am not satisfied with my Infant Toddler Early Intervention services or staff*

We want to address your concerns. We encourage you to use your *Philadelphia options* as a first step and to get a prompt resolution of your concerns. However, you can choose any of these options at any time:

PHILADELPHIA OPTIONS

- Tell your Service Coordinator or Service Provider your concern(s)
- Or contact:
 - Your Service Coordinator's Supervisor
ChildLink: 215-985-6891 or
Partnership for Community Supports: 267-350-4500
 - Your Service Provider's Supervisor - Use agency phone number or email address
- You can expect that your concerns will be addressed right away

or

- Tell your Service Coordinator that you want to meet with the Philadelphia County representative. Philadelphia Intellectual disAbility Services [IDS] oversees the Philadelphia County Infant Toddler Early Intervention Program
- Your Service Coordinator will inform their Supervisor within 24 hours of your request for a meeting
- Someone from the Early Intervention unit at IDS (County Representative) will contact you within 2 business days to schedule a meeting (face to face or by phone). The meeting is held within 7 business days of your request and based on your availability
- The County Representative will send you a letter within 5 days of the meeting to document how your concern was addressed

or

- Contact the State Office of Child Development and Learning (OCDEL) at 717-346-9320 to discuss your concern
- The OCDEL Early Intervention Advisor will contact the County Administrator at Philadelphia Infant Toddler Early Intervention to see if an immediate resolution is available
- If you still have not resolved your concerns, you can file a written complaint with OCDEL that will be investigated within 60 days
- If a problem is identified, a plan of correction will be developed within 30 days

or

- Contact your Service Coordinator or the Pennsylvania Office for Dispute Resolution (ODR) at 1-800-222-3353 or at <http://odr-pa.org> to request:
 - **Individualized Family Service Plan Meeting Facilitation:** Neutral person present at meeting to hear everyone's concerns and help all persons reach a solution
 - **Mediation:** Trained mediator assists in the meeting without taking sides, to reach agreement
 - **Due Process Hearing:** Formal hearing within 30 days where all sides present witnesses, including experts. A hearing officer will make a final decision as to the resolution