

# **Philadelphia Department of Behavioral Health/Intellectual disAbility Services Infant/Toddler Early Intervention**

## **Make up Service Policy:** Supporting Family's Questions/Concerns about IFSP Services

All early intervention staff should routinely support the family to express their opinions about services provided on their child's Individualized Family Service Plan (IFSP). Early Intervention staff should maximize opportunities to support families in this area throughout the process of providing early intervention services. For the Service Coordinator, opportunities to elicit family input occur during the first home visit, after completing MDE's and IFSP's, during quarterly review meetings and during other interactions with the family. At these times the Service Coordinator should routinely encourage the family to bring any concerns and questions they have about services planned on their IFSP (those delivered as well as missed) to the attention of their Service Coordinator.

All other team members should routinely encourage and support the family to express their opinions, concerns and questions at team meetings, during individual sessions and at other times when they interact with the family.

## **Procedure:**

Support families to ask questions, give feedback and share concerns:

- Families should be supported to ask questions, express concerns and give feedback about areas such as the methods being used by Interventionists; difficulties in communicating with early intervention staff including their Service Coordinator; and any concerns or questions they may have about delays or interruptions that may have occurred in receiving services. The family should also be encouraged to describe and voice their satisfaction with the services being provided.
- The Service Coordinator and Early Interventionists must inform families of their procedural rights and the process they should follow regarding any complaints they may have.
- The Service Coordinator and Early Interventionists should seek support as needed from their supervisor and IDS Program Analyst depending on the nature and complexity of the concerns or questions that families may pose.

## **Issues related to delays and/or interruptions in service.**

The family may raise questions about a service that was planned on their IFSP but was either delayed or interrupted, because of a family or system reason.

- If the concern is expressed to the early intervention service provider, the service coordinator should be informed.
- If the family expresses a concern to the service coordinator, the service coordinator should discuss with the family any need for make up services after all services on the IFSP have

been started and delivered to the child. At that point the child's progress should be noted along with the status of addressing the outcomes on the IFSP.

- In these instances, the Service Coordinator will consult with the IFSP team to evaluate the potential clinical benefits to the child of providing additional IFSP services.
- If the child's transition meeting has already occurred, a service coordinator from Elwyn should be invited to the discussion about proposed changes to the IFSP.
- NO individual service provider on the team should 'offer' (at a team meeting or when meeting with a family) to provide make up services to a family. Provider Agencies will determine if they can pickup a service and only after the team determines that additional services are needed to help the child and family reach their IFSP outcomes, and then those additional services will be posted to the master referral list.
- If the team consider a change to the IFSP either at the next annual IFSP meeting , the next 6 month review or one of the next interim quarterly review meetings; that will be the best time to add the additional hours if additional services in either of these areas are suggested. And the team feels there is a clinical benefit to providing additional services for a short period of time, in addition to those already on the IFSP.
- As a general guideline, we should make every effort to provide all IFSP services, (including these additional services), prior to the child's third birthday. All IFSP services provided by the infant/toddler early intervention system should stop the day before the child's third birthday and no IFSP services are continued after age 3.
- If the team feels that there would be no benefit in adding extra services for a short period of time, this should be documented in the case file/case note and no change will be made to the child's IFSP
- The Service Coordinator will send a letter to the family explaining the outcome of the discussion with the family's team about adding extra services to the IFSP (make-up).