



## Technical Assistance Bulletin

**TO:** WV Birth to Three Payees, Practitioners, and Service Coordinators WV Birth to Three Regional Administrative Units

**FROM:** WV Birth to Three

**DATE:** July 1, 2020

**ISSUE:** **Ongoing Service Coordinator's Role in Providing Families WV Birth to Three Service Options After July 1, 2020 – Steps for Safety During COVID-19 Outbreak**

Effective July 1, 2020, WV Birth to Three is providing services by teleconference or face to face. This TA Bulletin outlines steps to be taken to ensure all families have been provided information and support in making the very difficult decision about how they choose to receive their services. All WV Birth to Three services will be reimbursed at the Home Rate during the COVID-19 Pandemic. These policies will be in effect until a later date identified by WVBTT. The following is guidance for WV Birth to Three Service Coordinators who play a vital role in supporting families in this process.

**AFTER JUNE 30, 2020 YOU WILL DISCONTINUE THE USE OF THIS FORM:**

- Notice/Consent for WV Birth to Three to Provide Virtual Services during COVID-19

### **COVID-19 Parent Packet**

Effective July 1, 2020, the ISC will provide and review with families the COVID-19 Parent Packet (Parent Letter, CDC- How to Protect Yourself and Others, and the WV Birth to Three Safety Protocol) for all families referred to WV Birth to Three in preparation for the evaluation/assessment and initial IFSP.

### **Initial IFSP – Understanding the Interim and Ongoing Service Coordinator's Roles**

Most initial IFSP meetings will be conducted by phone or teleconference since it may be difficult to socially distance yourselves within a home. The Interim Service Coordinator (ISC) is responsible for assuring the family and team members have the information needed to successfully access the technology selected for the meeting.

Steps to be completed during the Initial IFSP Meeting:

1. Once eligibility has been determined and IFSP outcomes and intervention strategies are recorded, the family will decide on a delivery method for each service.

**For families that would like any of their services to be provided through teleconference:**

2. Verbal consent may be provided to begin services.

**For families that would like any of their services to be provided face to face:**

3. The ISC will inform the family that the Ongoing Service Coordinator (OSC) will send them the **"Parental Consent for Face to Face IFSP Services During COVID-19 Pandemic- July 1, 2020"** form. This is due to the ISC not having access to BTT Online once the IFSP is written.
  - **Remind the family this form must be signed and returned to the OSC before services can be provided.**
  - The OSC will upload the signed form to BTT Online
  - The OSC will inform the individuals who will be completing the IFSP services that they may proceed.
4. Once the IFSP meeting is completed, the ISC will send a copy of the completed IFSP, and a copy of the signature pages to the family for review and sign.
  - Inform the family that it is required to have the signature pages returned to the ISC to document the family's decision and assure the accuracy of the child's early intervention record.
5. The ISC will record the names of all participating IFSP team members on the IFSP signature page.

**NOTE: The ISC, OSC, and at least one evaluation/assessment team member are required to participate in the Eligibility/IFSP Team meeting.**
6. Submit the *Teaming Activity* note and the *Authorization for Teaming Units and Documentation of Transition Conference* form to the RAU.

**NOTE: For all team meetings during this time, the ISC should enter the location of participating individuals as "Home" for face to face participants or 'Home-Virtual' for individuals participating by telecommunications.**
7. If the child is found not eligible, or the family chooses not to have any services, the ISC will follow steps to close the child's record.

#### **Consent for Assessment Activities**

1. When a new area of concern arises and the family would like additional assessment to be conducted, the OSC will seek the family's permission to proceed on the **Consent for Assessment Activities form**.
2. Document that verbal parental consent to proceed has been obtained by checking the Verbal Parent Consent box then date and sign your name. The OSC will also document that parental consent was obtained on the Service Coordination Activity Note.
3. **For families who select the assessment to occur face to face, review **"Parental Consent for F2F Assessment Options During COVID-19 Pandemic- July 1, 2020"** form**

and inform the family that the OSC must receive the signed original before the face to face assessment can occur. Provide the family options for how they may quickly return the forms to the OSC.

4. Assist the family in selecting an appropriate practitioner to complete the assessment. Remind the family that if the assessment will be completed by teleconference, practitioner will assist the family in successfully accessing the technology they will be using.

#### **Annual Re-Evaluation**

1. The OSC will plan well in advance of the annual IFSP date to assure all evaluation/assessment activities are completed.
2. When the family would like to proceed to evaluation/assessment, review the ***Notice and Consent for Multi-disciplinary Evaluation/Assessment form***. Document verbal parental consent to proceed has been obtained by checking the Verbal Parent Consent box, dating and signing OSC name. The OSC will also document that parental consent was obtained on the Service Coordination Activity Note.
3. Assist the family to determine the multi-disciplinary team members based on the family's priorities, concerns and selection of service delivery method. Remind the family that if the evaluation/assessment will be completed by telecommunications technology, the evaluation/assessment team members will assist the family in successfully accessing the technology they will be using.
4. For families who are selecting the evaluation/assessment to occur face to face, inform the family the OSC must receive the original, signed ***"Parental Consent for F2F Assessment Options During COVID-19 Pandemic- July 1, 2020"*** form before the annual evaluation/assessment process will happen. Provide the family options for how they may quickly return the forms to the OSC.

#### **Annual IFSP**

1. Once eligibility has been determined and IFSP outcomes and intervention strategies are recorded, the family will decide on a delivery method for each service.
2. When families would like any of their services provided through telecommunication technology, verbal consent may be provided to begin services.
3. For families that would like any of their services to be provided face to face, inform the family that WV Birth to Three must receive the original, signed ***"Parental Consent for Face to Face IFSP Services During COVID-19 Pandemic- July 1, 2020"*** form for services to proceed. Provide the family options for how they may return the forms to the OSC who will upload the form to BTT Online and inform the individuals who will be completing the IFSP services, they may proceed.
4. Once the IFSP meeting is completed, a copy of the IFSP and the original signature page will be sent to the family to review and sign for documentation of service decisions. Inform the family that it is required to have the signature pages to assure the accuracy of the child's early intervention record.
5. The OSC will record the names of all participating IFSP team members on the IFSP signature page.

6. If the child is found not eligible, or the family chooses not to have any services, the OSC will follow steps to close the child's record.

#### **Six Month Review**

1. During an IFSP Review, if there is a change of service delivery or a new service is added that will be provided face to face, **inform the family that WV Birth to Three must receive the original, signed *"Parental Consent for Face to Face IFSP Services During COVID-19 Pandemic- July 1, 2020"* form before those services can proceed.** Provide the family options for how they may return the forms to the OSC who will upload the form to BTT Online and inform the individuals who will be completing the IFSP services, they may proceed.

#### **Transition Conferences**

All children must have a Transition Conference at least 90 days prior to their third birthday. For children who's initial IFSP date is 150 days or closer to their third birthday, the ISC is responsible for completing the Transition conference at the initial IFSP meeting. For all other children, the OSC is responsible for making sure the transition conference is completed.

#### **Reminders:**

1. For families who are inviting Part B education personnel to their meetings, the Service Coordinator should try to contact the county school system to determine if they can participate in the Transition Conference.
2. The Service coordinator will record the transition conference date and other transition conference information on the *Authorization for Teaming Units and Documentation of Transition Conference* form and submit to the RAU.
3. The Service Coordinator should ensure all invited parties have the information needed to access the technology selected for the meeting.