



## Technical Assistance Bulletin

**TO:** WV Birth to Three Direct Service Practitioners, Ongoing Service Coordinators, and RAU Staff

**FROM:** WV Birth to Three

**DATE:** December 8, 2023

**ISSUE:** Clarification on IFSP Service Delivery Method, IFSP Review Requirements, and Defined Procedure for Virtual Services

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*The purpose of this Technical Assistance Bulletin is to clarify:*

- *how to determine the best service delivery method to meet the needs of the child and family,*
- *when an IFSP Review is required, and*
- *additional clarification on how virtual services should be delivered.*

WV Birth to Three (WVBTT) teams should be intentional in the development of the IFSP when it comes to the determination of intensity, frequency, location, and the method of service delivery. WV BTT services are intended to support the family in assisting their child in participating in the family's daily routines. These serve as naturally occurring opportunities for learning.

**Face to Face is the preferred service delivery method for WVBTT services.** Virtual services should not be offered unless there is a documented parent request or there is no practitioner available to provide face to face. Virtual services may be provided until a practitioner is available to go into the home. Face to face and virtual services are to be conducted through a family coaching model to support the family and other caregivers in learning how they can promote the child's development.

**The IFSP is a commitment to the family.** IFSP services should be delivered as identified on the IFSP. An IFSP review is required when there is a decrease/ increase to intensity/frequency, change in location, or method of delivery of services. The IFSP Review at the minimum must include the parent, the Ongoing Service Coordinator\*, and the practitioner whose services are changing.

\* An Ongoing Service Coordinator may complete an IFSP Review with the parent without team members present when the parent has identified a need for additional service coordination.

\*An IFSP Review is not required when removing or replacing a practitioner from an IFSP team. The Ongoing Service Coordinator will complete the IFSP review pages with the parent and complete a Practitioner Confirmation Form.

When an IFSP service is listed as “Face-to-Face” on the IFSP, those services should always be provided face to face. Practitioners should not be substituting virtual for face to face when individual circumstances occur. Such as:

- a family has a family member at home sick or,
- a practitioner is ill at home, or
- inclement weather or,
- a practitioner has a conflict that is preventing them from conducting the service face to face.

When a service commitment cannot occur, the appointment should be cancelled and rescheduled for another day. A *Missed Appointment Form* should be completed to document the missed appointment.

When an IFSP service is listed as “*Virtual*” and individual circumstances occur such as:

- a. a family has a family member at home sick, or
- b. a practitioner is ill at home, or
- c. a practitioner is not at their home office or safe place to provide the virtual service.

The appointment should be cancelled and rescheduled for another day.

A *Missed Appointment Form* is to be completed to document the missed appointment.

When an IFSP service is listed as “*Face to Face*” and the family requests the service to be provided virtually on an ongoing basis, an IFSP Review must occur with the team to revise the IFSP service delivery method to say “*Virtual*.” The IFSP Review at the minimum must include the parent, the Ongoing Service Coordinator, and the practitioner whose services are changing.

When an IFSP service is listed as “*Virtual*” and a practitioner becomes available to provide services face to face, the family should be provided the option to move to the face-to-face service. **An IFSP Review must occur with the team to document the change in service delivery to “Face to Face”.** The IFSP Review must include the parent, Ongoing Service Coordinator and at least the practitioner who has been selected to provide the face-to-face service.

When a service is being provided virtually, the practitioner/service coordinator must provide the service following the defined procedure for “*delivery of virtual early intervention services*” for that service to be billable:

- a. The practitioner/service coordinator is using a secure video conferencing platform such as Zoom, Google Meet, Microsoft Teams, Go to Meeting, Doxy.me, or Thera platform.
- b. The family can see the practitioner or service coordinator on screen in real time.
- c. The practitioner or service coordinator can share information on screen allowing the family to see forms that are being discussed such as the IFSP, Intervention or Service Coordination Activity Notes, consents and other forms that need to be signed.
- d. When providing direct services, the practitioner asks the family to turn on their camera to see the child and family on screen when providing family coaching.
- e. When providing Interim/Ongoing Service Coordinator, the service coordinator asks the family to turn on their camera so the service coordinator can see the family and has opportunities to see the child.
- f. When attending an initial IFSP, annual IFSP or 6-month review, the family must see the Interim and/or Ongoing Service Coordinator and all team members present. In situations where a camera is unavailable, there must be documentation for every occurrence on the Teaming Activity Note detailing why the practitioner did not have a camera on. Approved exceptions to the use of cameras during team meetings:
  - 1. when the family shares that their internet speed will not allow for the team to be on camera,
  - 2. there is no internet available to the family,

3. the practitioner has let the Service Coordinator know in advance that their internet speed will not allow for the use of their camera.

**NOTE:** *Please keep in mind that these situations are inappropriate during a WVBTT virtual meeting.*

- *While driving.*
- *While shopping.*
- *While taking care of your child/children.*
- *Any other activities that do not relate to the provision of WV Birth to Three services.*

*The family and the BTT team need to see and know that you are being attentive and engaged during the video conference.*

Questions may be directed to your WVBTT Regional Technical Assistance Specialist.