



Technical Assistance Bulletin

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

FROM: Mel Woodcock, CSPD and Policy Coordinator
WV Birth to Three

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ISSUE: **Reminder Regarding Provision and Documentation of Timely Services**

Under Part C of the Individuals with Disabilities Education Act (IDEA), WV Birth to Three must assure that eligible children receive early intervention services in a timely manner, and at the intensity and frequency as called for on their Individualized Family Service Plan (IFSP). In West Virginia, 'timely receipt of service' is identified as 'within 30 days of parent consent/start date on the IFSP'. Regardless of the intensity/frequency of the service on the IFSP, the initial delivery of each new service (including service coordination) must occur within 30 days of the parent consent/IFSP start date.

The following examples are provided to clarify the meaning of timely delivery of services:

- If the IFSP calls for a service to be delivered weekly, the first visit will be scheduled to occur within 30 days of the parent consent/IFSP start date, with service provided weekly from that point forward; or
- If the IFSP calls for a service to be provided 2x/month, the first visit will be scheduled to occur within 30 days of the parent consent/IFSP start date, with service provided 2x/month from that point forward; or
- If the IFSP calls for a service to be provided 1x/month, the first visit will be scheduled to occur within 30 days of the parent consent/IFSP start date, with service provided 1x/month from that point forward.

WV Birth to Three must report each year to the United States Department of Education on the percentage of children/families that received all of their IFSP services in a timely manner. This data is reported under Indicator #1 of the Annual Performance Report (APR). Indicator #1 requires the State to measure the timely delivery of every new IFSP service. In order to be in compliance, a child must receive all services in a timely manner. For example, if the child has three services listed on his/her IFSP and two were delivered timely but one was not, then that child cannot be reported as 'timely'.

For the services that are not provided timely, BTT must report the reason that the service was not timely. BTT has an integrated data management system that collects data for national and state reporting purposes. BTT uses this system to report on the timely delivery of IFSP services by matching IFSP service start dates with dates of service from billing claims.

The BTT data system does not capture the reason when a service is provided late. For purposes of reporting on this Indicator, and for assuring that children/families receive their IFSP services, it is

critical that the child's record contains appropriate documentation whenever a visit cannot be scheduled timely or is cancelled.

It is the responsibility of Interim Service Coordinators, Service Coordinators, and Practitioners to inform families that they have a right to receive initial services within 30 days of parent consent/IFSP start date. However, there may be instances when inclement weather is significant enough to prevent scheduling or cause cancellation of a visit. Certain reasons, such as family reasons or inclement weather, are not considered out of compliance for Federal reporting purposes as long as there is appropriate documentation in the child's record to substantiate these reasons.

It is important that service coordinators and practitioners document all instances of difficulties in scheduling and/or completing a scheduled visit and submit that documentation to the Regional Administrative Unit (RAU) to be included in the child's educational record. Cancellation or inability to complete scheduled visits is documented on the 'Missed Appointment' form. Inability to reach the family to schedule a visit must be documented in accordance with required procedures. Originals of all correspondence logs and copies of letters will be sent to the child's record.

Service Coordinators are responsible for helping families to coordinate and monitor the delivery of their IFSP services in order to assure that services are meeting families' needs and being provided as called for on the IFSP. The delivery of IFSP services, including service coordination, is also monitored by the WV Birth to Three State Office.

Service Coordinators and Practitioners are responsible for maintaining a record of missed appointments or inability to schedule appointments for children on their individual caseloads. This information may show patterns of missed visits that could indicate that a family is dealing with other competing issues or has other reasons to reconsider the IFSP services. This documentation may be requested from Service Coordinators or Practitioners during any monitoring activity. Related TA Bulletins on "Missed Appointment Documentation", "Inability to Provide IFSP Services", and "Clarification of Documentation of Service Components Not Provided Face-to-Face Revised" are posted on the WV Birth to Three website.

If you have any questions about this or any other Technical Assistance Bulletin, please contact your respective WV Birth to Three Regional Technical Assistance Specialist, or email the State Office at dhrwvbt@wv.gov