

Important Events to Document

Key Points:

- It is best to document events as they occur.
- When a person’s name first appears in **each** progress note (or other documentation), include the person’s role or relationship to the child, (e.g., Sara Brown, PT).
- When documenting an event, include the date, the situation, action, or task, agreements, decisions, and the people involved.
 - **S**ituation or **T**ask, **A**ction and/or **A**greement, **R**esult (“STAR”) format will be helpful for remembering what should be included when documenting events.

Referral through IFSP Development Meeting

45 Day Timeline

Event	Documentation should include:
<ul style="list-style-type: none"> • Referral is received from someone other than the parent – EISC or referral point person cannot contact parent 	<p>All attempts to contact parent (include: dates, times*, methods, and reason(s) for contact) and results or actions taken according to local timelines and procedures.</p> <p>Attempts to confirm correct contact information or to obtain alternate contact information from the referral source.</p> <p>Date and reason for any letters that are sent to the family.</p> <p><i>*Noting the times of contacts ensures comprehensive documentation of multiple and varied attempts to contact families.</i></p>
<ul style="list-style-type: none"> • An appointment is scheduled with the family 	<p>Method and date of each contact, type of appointment (e.g., intake, evaluation, IFSP meeting), all appointment dates and times offered, the appointment the parent accepted, and whether the parent accepted the first available appointment.</p>
<ul style="list-style-type: none"> • Parent has <u>specific scheduling request</u>, (e.g., wants only Thursday afternoons) 	<p>Method, date, and time of each contact, as well as information about the specific request (e.g., all appointments offered - day, dates, timeframes that work best for the family). <i>The times of contacts are helpful to demonstrate due diligence and comprehensive documentation of multiple and varied attempts to contact families and providers.</i></p>
<ul style="list-style-type: none"> • Parent cancels appointment 	<p>Date, method (e.g. call, text, email) used and reason for cancellation, if given. Any additional information given by the parent such as stating that s/he will call back to reschedule, family will be out of town for two weeks, etc. Attempts (specific dates, times, and methods) by the CDSA or provider to reschedule the appointment (e.g. reminders, telephone calls, letter sent).</p> <p><i>Noting the times of such requests is helpful especially when ensuring that multiple and varied attempts to contact is being documented.</i></p>
<ul style="list-style-type: none"> • CDSA cancels appointment 	<p>Date and method (e.g. call, text, email) used to inform the parent of the cancellation including the reason for cancellation. Any efforts to avoid having to cancel the appointment, if applicable (e.g., offer to send an alternate staff to the appointment, offer to hold the appointment via telephone, offer to reschedule for later in the day). Also, include attempts by the CDSA or provider to reschedule the appointment (e.g. reminders, telephone calls, letter sent).</p>
<ul style="list-style-type: none"> • Parent does not show for appointment 	<p>Information about the missed appointment and efforts to facilitate timely rescheduling of missed appointment (e.g., dates of reminder calls, texts, notes left at the home, phone calls made to parent to see if s/he is on her way to the appointment before leaving the home, any other communication attempts).</p>

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<ul style="list-style-type: none"> Parent reports an exceptional family circumstance, e.g., child in hospital, family vacation, etc. 	<p>Date and method used by parent to notify the CDSA. Detailed information about the exceptional circumstance, including expected duration, and agreement between parent and CDSA regarding follow-up (e.g., who will contact who and when). All efforts by CDSA to get in touch with family if the family does not contact the CDSA as agreed (e.g., telephone calls, letter sent including dates) and method of contacts.</p> <ul style="list-style-type: none"> <u>Example:</u> 8/4/16 Mother called to cancel Tommy’s appointment for today due to Tommy being sick. Offered for parent to reschedule was declined. Parent will call next week to reschedule. Informed parent EISC will attempt to contact her on 8/12/16 if she has not followed-up to reschedule. Parent agreed. <p><i>It is helpful to include times of contacts to ensure the documentation is comprehensive and detailed.</i></p>
<ul style="list-style-type: none"> Contact with family is lost. 	<p>Each attempt made by CDSA to follow-up with the family, referral sources, and any other parties, including method of contacts and dates, as well as the results of these actions.</p>

Timely Services – 30 Day Timeline

Event	Documentation should include:
<ul style="list-style-type: none"> Services Offered to the family 	<p>Documentation should include: services discussed and/or agreed upon during the IFSP meeting; methods of service delivery available (e.g., virtual, in-person, combination); ALL options offered to the family; cost of services (e.g., sliding fee scale, insurance, out-of-pocket cost); reminders to the family about their right to decline any or all offered services or request to wait for provider with specific availability (e.g. face-to-face, virtual); family’s availability and/or preference for service provision (e.g. specific days of the week, time of day)</p>
<ul style="list-style-type: none"> Parent has not made a choice of provider 	<p>Attempts, including dates and methods of contact, to follow-up with parent to ascertain the parent’s decision; any assistance offered to the parent to facilitate selection and all options discussed (e.g., reviewing provider lists, providing provider profiles, answering any additional questions the family may have). Any reminders given to parent about how the delayed selection could delay the service start date and the parent’s response, including what EISC informed parent about the effect of not choosing a provider and how that impacts their right to have a service start within 30 days of adding it to the IFSP. Documentation should include the times and methods of communication and attempts.</p>
<ul style="list-style-type: none"> Selected provider is unable to make contact with family 	<p>Efforts to discuss the situation with the parent to confirm provider report and to find solutions, as appropriate. Frequent and varied attempts, by date, time, and method, to facilitate contact between parent and provider should be noted. Discussion with parent(s) about other options for service provision, as needed. Documentation should also include information provided to the EISC regarding specific dates, times and methods used by the provider to contact the family.</p>
<ul style="list-style-type: none"> EISC makes a referral to the selected provider 	<p>Date of referral. Confirmation that the referral is received and accepted by the provider. If the provider is having problems acquiring prior approval, document the steps taken to assist the provider.</p>
<ul style="list-style-type: none"> Have not heard back from provider after a service referral has been made 	<p>Date referral made. Efforts to follow-up with provider to ascertain the status of the referral. Discussion with parent(s) about contacts made with provider, other provider options, and/or other services and supports available, if necessary. Parent’s decisions and choices.</p>

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<ul style="list-style-type: none"> • Provider not available 	<p>Efforts to schedule a network provider using all CDSA options, if available. Conversations with parent(s) about service options, including financial implications for the family and rights to services in the natural environment, and the parent’s decisions. Efforts to assist parent with identifying outside service provider for child when network provider is not available, along with financial considerations related to selecting a provider who is out of network. Note in documentation supervisory consultation. (Ensure that meeting with supervisor takes place early enough to provide ample time to resolve the issues well in advance of the 30-day timeline expiration). <i>Documentation should include dates, times, and methods of contact.</i></p>
<ul style="list-style-type: none"> • Follow-up to ensure timely service provision 	<p>Document frequent and varied attempts to verify actual start date with family and provider, with dates, times, and methods of contact. Documentation should reflect all efforts taken to facilitate a timely start of services throughout the 30-day timeline.</p>
<ul style="list-style-type: none"> • Selected Provider’s first available date is close to the 30-day timeline 	<p>Document contacts with the selected provider to see if earlier dates can be or were offered. Document communications with the parent to inform them of their right to have the service start within 30 days. These discussions with the parent about the possible issues and implications of scheduling the service so close to the timeline should be documented as thoroughly as possible, including any offers to the parent to locate other providers that could start the service earlier. Be sure to include the parents’ decision in your documentation. <i>This should include dates, times, and methods of contact.</i></p>
<ul style="list-style-type: none"> • Parent reports an exceptional family circumstance, e.g., child in hospital, family vacation, etc. 	<p>Date, timing, and method (e.g., call, text, email) used by parent to notify the CDSA of an exceptional family circumstance. Information about the exceptional circumstance, including expected duration, and agreement between parent and CDSA regarding follow-up (who will contact whom and when), also need to be documented. Also, be sure to document all efforts by the CDSA to get in touch with the family if the family does not contact the CDSA as agreed (e.g., telephone calls, letter sent).</p>
<ul style="list-style-type: none"> • Parent cancels appointment 	<p>Date, timing, and method (e.g., call, text, email) used to inform CDSA of cancellation. Reason, if provided, should also be documented, as well as any additional information given by the parent, such as stating that s/he will call back to reschedule or that the family will be out of town for two weeks, etc. Attempts (specific dates, times, and methods) by the CDSA or provider to reschedule the appointment are to be noted (e.g., reminders, telephone calls, letter sent).</p>
<ul style="list-style-type: none"> • CDSA Clinician or Provider cancels appointment 	<p>Date, time, and method (e.g., call, text, email) used to inform the parent of the cancellation, including the reason for cancellation. Be sure to document any efforts to avoid having to cancel the appointment or reschedule it (e.g., offering to send another staff member or provider to the appointment, offering to hold the appointment via telephone, offering to reschedule for later in the day). Attempts by the CDSA clinician or provider to reschedule the appointment, including dates, times, and methods should be noted (e.g., reminders, telephone calls, letters sent).</p>

Transition

Event	Documentation should include:
<ul style="list-style-type: none"> • Transition Planning Meeting 	<p>Document all appointments offered (by date), family scheduling preferences, and the appointment the parent accepted. Be sure to include specifics, such as times, dates, and methods of offering appointments. Document efforts to invite all required parties. Document IFSP team meeting discussion with parent(s) to develop the transition planning</p>

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	<p>page of the child’s IFSP. Document details regarding transition, including: providing parent’s rights; all possible community options, including Part B Preschool Program; child find notification; mandatory Part B follow-up contact to the parent; signed consent for Part B and/or other community services; and any new IFSP outcomes that may be needed to ready the child for exiting Part C. Document any decisions the parent makes regarding Part B Preschool Program and/or other community options.</p>
<ul style="list-style-type: none"> • Child Find Notification 	<p>Date and method for providing child find notification to PSU. Conversation with the parent that Child Find Notification will be provided to the PSU when the child turns 2 years, 6 months, or as soon as possible, when the child is determined eligible for ITP after the age of 2 years, 6 months. Child Find Notification includes child’s name, Date of Birth, parent name, parent contact information (address, email, phone number), EISC, county child resides.</p>
<ul style="list-style-type: none"> • Scheduling the Transition Planning Conference (TPC) 	<p>Document all appointments offered (by date), family scheduling preferences, and the appointment the parent accepted. Be sure to include specifics, such as times, dates, and methods of offering appointments for the TPC. In addition, document efforts to invite all required parties: EI Service Coordinator, the family, and with the approval of the family, other appropriate parties to discuss any services that the child may need upon exiting from the Infant Toddler Program. Other appropriate parties include the Local Education Agency (LEA)/Public School Unit (PSU) or other community programs offering services to young children. The sending of the meeting invitation to appropriate parties.</p>
<ul style="list-style-type: none"> • TPC Conference 	<p>Document, in detail, the date of the TPC, who attended the meeting, review and discussion of the previously developed transition plan, including individualized steps, activities, and services to prepare the child for changes in service delivery and help the child adjust to and function within a new setting.</p> <p>Document what was discussed with the parent about the need for service coordination beyond age three and referral to the Care Management for At Risk Children (CMARC) or another community provider, as appropriate. Document decisions made by the team.</p>
<ul style="list-style-type: none"> • Parent cancels or no-shows TPC 	<p>Reason for cancellation, if known. Dates of attempts to reschedule the TPC, all appointments offered (by date), family scheduling preferences, and the appointment the parent accepted. Documentation should include dates, timing, and methods of these contacts.</p>
<ul style="list-style-type: none"> • Children determined eligible <90 days from the child’s 3rd birthday. 	<p>Discussions with the parent, including steps in the transition process and possible service options in situations when children are determined eligible close to their 3rd birthday. Attempts to notify and link the family to Part B services if the parent consents, as well as any other community resources discussed with the parent. (See the <i>“Transition Guidance for Children Referred and Determined Eligible 135 days or less”</i>)</p>