**North Carolina Infant-Toddler Program (ITP)   
COVID-19 Updated Procedures: Reasons for Delay related to COVID-19**

On March 18, 2020, the North Carolina Infant-Toddler Program (N.C. ITP) notified staff, providers, and stakeholders that face-to-face services were suspended until March 30, 2020, or until notified of any other timeframe due to the COVID-19 pandemic. A subsequent memo was sent on March 30, 2020, extending the suspension until April 29, 2020. To continue providing supports and services to children and families during this time, the N.C. ITP began implementing statewide teleservices, including teletherapy. The Office of Special Education Programs (OSEP) and the North Carolina Early Intervention Branch (N.C. EIB) understand that due to the ever-evolving nature of this pandemic, many of our required services may be delayed due to COVID-19-related circumstances.

As such, the N.C. ITP is adding three new reason for delay categories in HIS to account for delays associated with COVID-19: (1) COVID-19 Family Delay, (2) COVID-19 Provider Delay, and (3) COVID-19 CDSA Delay. Use of these categories will help the N.C. ITP make informed programmatic shifts as needed and is meant to cover only COVID-19-related events. It is imperative that documentation clearly reflects both the CDSA’s efforts and any barriers that impeded the CDSA’s ability to meet required timelines. The circumstance(s) with the greatest impact on the missed timeline should be considered the primary Reason for Delay and reported in the Health Information System (HIS). This data will not be used punitively, instead it will be used to track how many children and families were affected by COVID-19.

Reasons for delay are provided in the examples below to assist CDSAs in determining the appropriate Reason for Delay in HIS. These will be applicable until further notice. The examples below are not exhaustive but represent common situations that may arise.

**Relevant COVID-19 Reason for Delay Categories:**

**COVID-19 Family Delay**

Examples of COVID-19 family delay include, but are not limited to:

* Child and/or Family are sick and/or quarantined with COVID-19 related symptoms
* Caring for other family members outside of the home who are sick and/or quarantined with COVID-19 related symptoms
* Not allowing others in the home due to COVID-19
* Declining services during COVID-19
* Hospitalization due to COVID-19 related symptoms
* Family members are considered high risk

**COVID-19 Provider Delay**

Examples of COVID-19 provider delay include, but are not limited to:

* Agency suspended home visits due to COVID-19
* Agency closure due to COVID-19
* Provider technology issues
* Provider having trouble securing service orders due to COVID-19
* Provider and/or Provider’s family members are sick with COVID-19 related symptoms
* Provider caring for other family members who are sick and/or quarantined with COVID-19 related symptoms
* Provider is quarantined due to COVID-19
* Provider not offering teletherapy as an option
* Provider and/or Provider’s family are considered high risk
* Provider agency staffing shortages due to COVID-19

**COVID-19 CDSA Delay**

Examples of COVID-19 CDSA Delay include, but are not limited to:

* Agency suspended home visits due to COVID-19
* CDSA closure due to COVID-19
* CDSA technology issues
* CDSA staff having trouble securing service orders due to COVID-19
* CDSA staff and/or family members are sick with COVID-19 related symptoms
* Caring for other family members who are sick and/or quarantined with COVID-19 related symptoms
* CDSA Staff are quarantined due to COVID-19 related symptoms
* CDSA staff and/or family members are considered high risk
* CDSA staffing shortages due to COVID-19
* Family doesn’t have the technology for receiving teleservices and no other options are available or offered.