



NEW YORK CITY DEPARTMENT OF HEALTH AND MENTAL HYGIENE
EARLY INTERVENTION PROGRAM

Table for Service Coordination Standard

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|------------------------------|
| Initial Service Coordination |
|------------------------------|

1. All of the required consents are in the file and signed by the appropriate person. [ISC1](#)
2. A face to face meeting is held with the family within seven calendar days of the referral. [ISC2](#)
3. ISC's provide the family with a high quality introduction to the EI program. [ISC3](#)
4. Other forms of family services are made available to the family. [ISC4](#)
5. Children receiving ISC are given a full range of options in choosing OSC and a service provider with no undue influence. [ISC5](#)
6. When referring a family to an evaluation, the ISC proactively addresses applicable issues with the family. [ISC6](#)
7. If Interim IFSP is authorized, ISC ensures the child receives services. [ISC7](#)
8. IFSP meetings are held in a timely fashion and with full information. [ISC8](#)
9. Service plans are discussed and created at the IFSP meeting, not prior. [ISC9](#)
10. Parental concerns are addressed at the lowest possible level of intervention. [ISC10](#)
11. The families of children found eligible for EIP are given a thorough and timely orientation. [ISC11](#)
12. When the parent has not exercised their due process rights, non-eligible cases are closed within two weeks (of establishing non-eligibility) by the ISC. [ISC12](#)



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1. All of the required consents are in the file and signed by the appropriate person
Table for ISC

Federal Law and Regulations

20 USC 1436 (e)

(e) Parental consent

The contents of the individualized family service plan shall be fully explained to the parents and informed written consent from the parents shall be obtained prior to the provision of early intervention services described in such plan. If the parents do not provide consent with respect to a particular early intervention service, then only the early intervention services to which consent is obtained shall be provided.

34 CFR 303.404

(a) Written parental consent must be obtained before—

(1) Conducting the initial evaluation and assessment of a child under §303.322; and

(2) Initiating the provision of early intervention services (see §303.342(e)).

(b) If consent is not given, the public agency shall make reasonable efforts to ensure that the parent—

(1) Is fully aware of the nature of the evaluation and assessment or the services that would be available; and

(2) Understands that the child will not be able to receive the evaluation and assessment or services unless consent is given.

(Authority: 20 U.S.C. 1439)

Note 1: In addition to the consent requirements in this section, other consent requirements are included in (1) §303.460(a), regarding the exchange of personally identifiable information among agencies, and (2) the confidentiality provisions in the regulations under part B of the Act (34 CFR 300.571) and 34 CFR part 99 (Family Educational Rights and Privacy), both of which apply to this part.

Note 2: Under §300.504(b) of the part B regulations, a public agency may initiate procedures to challenge a parent's refusal to consent to the initial evaluation of the parent's child and, if successful, obtain the evaluation. This provision applies to eligible



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children under this part, since the part B evaluation requirement applies to all children with disabilities in a State, including infants and toddlers.

New York State Law and Regulations

10 NYCRR 69-4.26 (b) (2, 3)

(b) Agency and individual providers shall maintain Early Intervention Program records for each eligible child for whom the provider is authorized to deliver service coordination services, evaluations, and early intervention services. The early intervention record shall be maintained in a confidential manner in accordance with subdivision (c) of section 69-4.17 of this subpart and shall document the performance of activities required to be completed by the provider on behalf of the child and family, including:

- (1) written correspondence with or regarding the child/family and documentation of any relevant discussion with parents, other providers, or municipalities regarding the child and family;
- (2) signed and dated parental consents relevant to delivery of services to the child and/or family;
- (3) signed and dated consents related to the disclosure and/or exchange of information with other parties regarding services provided and/or the child's and family's participation in the Early Intervention Program;

New York State Memoranda

2003-1 Memo: Appendix H

Appendix H - Written Parent Consent Requirements

| Consent | Obtained By | Regulatory Citation |
|--|-------------|---------------------|
| For the initial multidisciplinary evaluation and/or screening | Evaluator | 69-4.8(a)(1)(ii) |
| To obtain the child's current health status and medical history | Evaluator | 69-4.8(a)(4)(ii) |
| To interview other family members or individuals with pertinent knowledge of the child | Evaluator | 69-4.8(a)(4)(iii) |
| To use findings from other current examinations, | Evaluator | 69-4.8(a)(5) |



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| evaluations or assessments and health assessments | | |
| To send the evaluation summary/report to the child's primary health care provider | Evaluator | 69-4.8(a)(9)(i) |
| To obtain repeat or supplemental evaluations | EIO/D | 69-4.8(a)(12) |
| To commence interim services | EIO/D | 69-4.11(c)(2)(i) |
| To invite other persons the parent wants to attend IFSP meetings | EIO/D | 69-4.11(a)(2)(v) |
| To commence services listed in the IFSP | EIO/D | 69-4.11(a)(8) |
| For the birth or adoptive parent to voluntarily appoint a surrogate parent | EIO/D | 69-4.16(e) |
| To release any information | EIO/D | 69-4.17(c)(5) |
| To transmit personally identifiable information to the Community Dispute Resolution Center if mediation is requested | EIO/D | 69-4.17(g)(6) |
| To extend the timeline for mediation proceedings | Community Dispute Resolution Center | 69-4.17(g)(9) |
| To incorporate the transition plan into the IFSP | OSC | 69-4.20(a)(2)(iii) |
| To implement transition procedures | EIO/D | 69-4.11(a)(10)(xiv)(c) |
| To transmit information to the CPSE | EIO/D | 69-4.11(a)(10)(xiv)(d) |
| To provide written notification to CPSE of potential transition to preschool special education (4410) services | EIO/D | 69-4.20(b) |
| To transfer appropriate evaluations, assessments, IFSPs, and other pertinent records during transition | OSC | 69-4.20(b)(2) |
| To convene a transition conference that includes the chairperson of the CPSE to review program options and establish a transition plan | EIO/D | 69-4.20(b)(3) |
| To notify the CPSE that the parent of a child potentially eligible for preschool special education (4410) services has elected to continue with EI services for the specified period of eligibility under PHL Sec. 2541(8) | EIO/D | 69-4.20(d) |



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Clarification: Billing for Initial and Ongoing Service Coordination
p. 5

- With parent consent, discussion with relatives, caregivers, health care and child care providers, or other collateral contacts regarding:
 - An overview of the EIP.
 - Role and responsibilities of the service coordinator.
 - Concerns regarding the child's development or their ability to meet the child's needs.
 - Resources available from the EIP or other community programs.

- Assisting a parent when:
 - Opting to refer a child who is 2½ years or older at the time of EI referral to the CPSE.
 - Referring to or applying for public benefits and other programs for which the family is eligible.
 - Making appointments on behalf of parents to obtain needed services.
 - Sharing information and providing a referral to other supports and services in the community when the child is found not eligible.

New York City Policy and Procedures Manual as Amended

PP 11-A-2

PP 12-A-2



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2. A face to face meeting is held with the family within seven calendar days of the referral. [Table for ISC](#)

New York State Law and Regulations

PBH 2543 (2)

2. The initial service coordinator shall promptly arrange a contact with the parent after such designation, provided that such contact must be in a time, place and manner reasonably convenient for the parent and consistent with the timeliness requirements of this title.

10 NYCRR 69-4.7 (b)

(b) The initial service coordinator shall promptly arrange a contact with the parent in a time, place and manner reasonably convenient for the parent and consistent with applicable timeliness requirements.

New York City Policy and Procedure Manual as Amended

PP 3-A.1-1

PP 12-A-1



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3. ISC's provide the family with a high quality introduction to the EI program
- A. All applicable issues are discussed and documents provided to the family (Applicable issues includes the right to an interim IFSP) [Table for ISC](#)
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New York State Law and Regulations

10 NYCRR 69-4.7 (b-i)

(b) The initial service coordinator shall promptly arrange a contact with the parent in a time, place and manner reasonably convenient for the parent and consistent with applicable timeliness requirements.

(c) The initial service coordinator shall inform the parent of their rights and entitlement under the Early Intervention Program and shall document the information provided in the child's record.

(1) At the initial contact with the parent, the initial service coordinator shall ensure the parent has a copy of the Early Intervention Program parents' handbook, review the handbook, provide an overview of the early intervention system and services, discuss the role of the initial service coordinator, and review the parent's rights, responsibilities and entitlements under the program.

(d) The initial service coordinator shall ascertain if the child and family are presently receiving case management services or other services from public or private agencies. If so, the initial service coordinator shall discuss options for collaboration with the parent and obtain consent for the release of information for the purpose of collaboration with other case management services.

(e) All information provided to the parent shall be in the parent's dominant language or other mode of communication unless clearly not feasible to do so.

(g) The initial service coordinator shall inform the family that services must be at no cost to parents and use of Medicaid and/or third party insurance for payment of services is required under the Early Intervention Program.

(1) the service coordinator shall inform the parent that any deductible or co-payments will be paid by the municipality;

(2) the service coordinator shall inform the parent that use of third party insurance for payment of early intervention services will not be applied against lifetime or annual limits specified in their insurance policy, if such policy is subject to New York State law and regulation; and,



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(3) that the municipality will not obtain payment from their insurer if the insurer is not prohibited from and will apply payment for early intervention services to the annual and lifetime limits specified in their insurance policy.

(h) The initial service coordinator must obtain, and parents must provide, information about the status of the family's third party insurance coverage and Medicaid status and promptly notify the early intervention official of such status, including:

- (1) Medicaid enrollment status and identification number, if any;
- (2) type of health insurance policy or health benefits plan, name of insurer or plan administrator, and policy or plan identification number;
- (3) type of coverage extended to the family by the policy; and,
- (4) such additional information necessary for reimbursement.

(i) The service coordinator shall assist the parent in identifying and applying for benefit programs for which the family may be eligible, including:

- (1) the Medical Assistance Program;
- (2) Supplemental Social Security Income Program;
- (3) Physically Handicapped Children's Program;
- (4) Child Health Plus; and,
- (5) Social Security Disability Income.

PBH 2543 (3)

3. The parent of the eligible child shall provide and the early intervention official shall collect such information and or documentation as is necessary and sufficient to determine the eligible child's third party payer coverage and to seek payment from all third party payers including the medical assistance program and other governmental agency payers.

10 NYCRR 69-4.6 (d)

(d) Initial and ongoing service coordinators shall obtain, and parents shall supply, any information and documentation necessary to establish, and update periodically upon the request of the early intervention official, an eligible child's third party payer coverage, and the nature and extent of such coverage, including coverage through the medical assistance program, other state governmental insurance or benefit program, and/or other



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plan of insurance, and promptly transmit such information and documentation to the early intervention official.

New York State Memoranda

Clarification; Billing for Initial and Ongoing Service Coordination PP. 4-5

INITIAL SERVICE COORDINATION - BILLABLE ACTIVITIES

The following is a list of billable service coordination activities that should be performed per 10 NYCRR 69-4.6 and 69-4.7 and billed by initial service coordinators:

- Discussion with parents or surrogate parents regarding:
 - An overview of the EIP, including the various steps in the program, *The Early Intervention Program: A Parent's Guide*, and the role of the service coordinator.
 - The potential benefits of EI services for the child and family.
 - The parent's option to make a direct referral to the CPSE for children who are 2½ years or older at the time of referral.
 - Parent responsibilities, including providing informed consents, insurance, and Medicaid information that include information on insurance protections.
 - Parent concerns, priorities, and resources related to the child's development.
 - Family priorities and needs for other than EI services (e.g. food, housing, health care).
 - EI eligibility criteria.
 - The need for consent before information can be shared regarding the child and family.
 - Any current receipt of case management services or other services from public or private agencies. Children who are dually enrolled in Medicaid receive either EI service coordination or case management through a Medicaid waiver program. Only one provider can bill Medicaid for case management services.
 - The evaluation process, including voluntary family assessment, transportation arrangements, and the parent's role during the evaluation.
 - Pertinent information about evaluators so that parents can make an informed choice.
 - Receipt and understanding of the evaluation report.
 - Parent rights and availability of due process.
 - The types of services available through the EIP.
 - Where EI services can be delivered, including a discussion of natural environments.
 - The IFSP process, including members of the team, required components of the IFSP, and the right of parents to choose an ongoing service coordinator.
 - Parent availability for the initial IFSP meeting.
 - Steps the parent will need to follow if not in agreement with any part of the IFSP.



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- Information about potential service providers.
 - Information regarding other programs or services the parent may choose to access.
 - Confirmation of appointments.
 - Availability of community advocacy services.
- With parent consent, discussion with relatives, caregivers, health care and child care providers, or other collateral contacts regarding:
- An overview of the EIP.
 - Role and responsibilities of the service coordinator.
 - Concerns regarding the child's development or their ability to meet the child's needs.
 - Resources available from the EIP or other community programs.
- Discussion with foster care workers regarding:
- An overview of the EIP and the role of the service coordinator.
 - Evaluation/assessment results and the child's eligibility status.
 - The selection of a surrogate parent, if necessary. (It is the responsibility of the EIO/D to determine when there is a need for a surrogate parent and to appoint an appropriate and qualified person.)
 - Their availability for the initial IFSP meeting.
 - Initial IFSP content.
 - Problems encountered from the time of the referral to the initial IFSP meeting.
- Assisting a parent when:
- Opting to refer a child who is 2½ years or older at the time of EI referral to the CPSE.
 - Referring to or applying for public benefits and other programs for which the family is eligible.
 - Making appointments on behalf of parents to obtain needed services.
 - Sharing information and providing a referral to other supports and services in the community when the child is found not eligible.

New York City Provider Contract

Section 3.13 (e)

(e) Insurance Information.

(i) The Initial Service Coordinator shall obtain information about a Referred Child's health insurance coverage, including:



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(1) the Referred Child's Medicaid Client Identification Number, if applicable, and enrollment status, including the period of Medicaid eligibility and re-certification dates;

(2) the type of health insurance policy or health benefit plan, including whether the Referred Child is insured through Child Health Plus B;

(3) the name of the insurer or plan administrator;

(4) the policy or plan identification number;

(5) a photocopy of both sides of the insurance identification card, prior to or during the IFSP meeting;

(6) the name of the Referred Child's primary care provider.

(ii) If a Parent refuses to provide the Initial Service Coordinator with the health insurance information required in this Section, the Initial Service Coordinator shall document such refusal in writing on a form provided by the Department and shall submit the completed form to the Department.

(iii) The Department will not reimburse the Provider of Initial Service Coordination for Contract Services provided for a particular Referred Child until the health insurance information for such Referred Child required in this Section is provided to the Department or documentation of the Parent's refusal to provide such information is provided to the Department.

(iv) The Ongoing Service Coordinator shall update information on an Eligible Child's insurance information as part of the six-month review and annual evaluation of the IFSP.

New York City Policy and Procedure Manual as Amended

PP 3-A- 1-2

PP 12-A-1



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4. Other forms of family services are made available to the family. [Table for ISC](#)

Federal Law and Regulations

34 CFR 303.23 (a, b)

(a) *General.*

(1) As used in this part, except in §303.12(d)(11), *service coordination* means the activities carried out by a service coordinator to assist and enable a child eligible under this part and the child's family to receive the rights, procedural safeguards, and services that are authorized to be provided under the State's early intervention program.

(2) Each child eligible under this part and the child's family must be provided with one service coordinator who is responsible for—

(ii) Serving as the single point of contact in helping parents to obtain the services and assistance they need.

(3) Service coordination is an active, ongoing process that involves—

(ii) Coordinating the provision of early intervention services and other services (such as medical services for other than diagnostic and evaluation purposes) that the child needs or is being provided;

(iv) Continuously seeking the appropriate services and situations necessary to benefit the development of each child being served for the duration of the child's eligibility.

(b) *Specific service coordination activities.* Service coordination activities include—

(5) Informing families of the availability of advocacy services;

(6) Coordinating with medical and health providers; and

New York State Law and Regulations

PBH 2544 (10) (a)

10. (a) If the screening indicates that the infant or toddler is not an eligible child and the parent elects not to have an evaluation, or if the evaluation indicates that the infant or toddler is not an eligible child, the service coordinator shall inform the parent of other programs or services that may benefit such child, and the child's family and, with parental consent, refer such child to such programs or services.



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PBH 2545 (2) (g)

(g) a statement of other public programs under which the child and family may be eligible for benefits, and a referral, where indicated;

10 NYCRR 69-4.6 (b) (5)

(5) continuously seeking the appropriate services and situations necessary to benefit the development of the child for the duration of the child's eligibility.

10 NYCRR 69-4.6 (a) (1);

(a) All agencies and individuals approved to provide early intervention service coordination shall fulfill those functions and activities necessary to assist and enable an eligible infant and toddler and parent to receive the rights, procedural safeguards and services that are authorized to be provided under State and federal law, including other services not required under the Early Intervention Program, but for which the family may be eligible.

(1) Each eligible infant and toddler and their family shall be provided with one service coordinator who shall be responsible for:

(i) coordinating all services across agency lines; and,

(ii) serving as the single point of contact in helping parents to obtain the services and/or assistance they need.

New York State Memoranda

Clarification; Billing for Initial and Ongoing Service Coordination p. 4

INITIAL SERVICE COORDINATION - BILLABLE ACTIVITIES

The following is a list of billable service coordination activities that should be performed per 10 NYCRR 69-4.6 and 69-4.7 and billed by initial service coordinators:

- Discussion with parents or surrogate parents regarding:
 - Parent concerns, priorities, and resources related to the child's development.
 - Family priorities and needs for other than EI services (e.g. food, housing, health care).
 - The types of services available through the EIP.
 - Where EI services can be delivered, including a discussion of natural environments.
 - Information regarding other programs or services the parent may choose to access.



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- Availability of community advocacy services.

Clarification: Billing for Initial and Ongoing Service Coordination p. 6
ONGOING SERVICE COORDINATION – BILLABLE ACTIVITIES

The following is a list of billable service coordination activities as required in 10 NYCRR 69-4.7 that should be performed and billed by ongoing service coordinators:

- Discussions and other activities with parents or surrogate parents regarding:
 - Continued education regarding the following: the EIP, types of services available, where EI services can be delivered, discussion of natural environments, the IFSP process, pertinent information about service providers.
 - Availability of community advocacy services.
- With parent consent, discussion with relatives, caregivers, health care and child care providers, or other collateral contacts regarding:
 - Concerns regarding the child's development or their ability to meet the child's needs.
 - Resources available from the EIP or other community programs.

New York City Policy and Procedure Manual as Amended
PP 3-A, 1-2-4

PP 12-A-1



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5. Children receiving ISC are given a full range of options in choosing OSC and a service provider with no undue influence. [Table for ISC](#)

Federal Law and Regulations

34 CFR 303.344 (g)

(g) Service coordinator.

(1) The IFSP must include the name of the service coordinator from the profession most immediately relevant to the child's or family's needs (or who is otherwise qualified to carry out all applicable responsibilities under this part), who will be responsible for the implementation of the IFSP and coordination with other agencies and persons.

(2) In meeting the requirements in paragraph (g)(1) of this section, the public agency may—

(i) Assign the same service coordinator who was appointed at the time that the child was initially referred for evaluation to be responsible for implementing a child's and family's IFSP; or

(ii) Appoint a new service coordinator.

(3) As used in paragraph (g)(1) of this section, the term profession includes “service coordination.”

PBH 2545 (2) (i)

2. The early intervention official initial service coordinator, parent and evaluator shall develop an IFSP for an eligible child whose parents request services. The IFSP shall be in writing and shall include, but not be limited to:

(i) the name of the service coordinator selected by the parent who will be responsible for the implementation of the IFSP and coordination with other agencies and persons;

10 NYCRR 69-4.7 (j, k, l)

(j) The initial service coordinator shall review all options for evaluation and screening with the parent from the list of approved evaluators including location, types of evaluations performed, and settings for evaluations (e.g., home vs. evaluation agency). Upon selection of an evaluator by the parent, the initial service coordinator shall ascertain from the parent any needs the parent may have in accessing the evaluation.



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(k) The initial service coordinator shall at the parent's request assist the parent in arrangement of the evaluation after the parent selects from the list of approved evaluators.

(l) If the parent has accessed an approved evaluator prior to contact by the initial service coordinator, the initial service coordinator shall contact the parent to assure that the parent has received information concerning alternative approved evaluators and ascertain from the parent any needs the parent may have in accessing the evaluation.

10 NYCRR 69-4.7 (o) (5)

(o) Upon determination of the child's eligibility for the early intervention program, the initial service coordinator shall discuss the Individualized Family Service Plan process with the parent and shall inform the parent:

(5) of the opportunity to select an ongoing service coordinator, who may be different from the initial service coordinator, at the Individualized Family Service Plan meeting or at any other time after the formulation of the Individualized Family Service Plan.

**New York City Policy and Procedure Manual as Amended
PP 3-A, 1-2-4**



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6. When referring a family to an evaluation, the ISC proactively addresses applicable issues with the family. [Table for ISC](#)

Federal Law and Regulations

34 CFR 303.23 (b)(1)

(b) *Specific service coordination activities.* Service coordination activities include—

- (1) Coordinating the performance of evaluations and assessments;
-

New York State Law and Regulations

18 NYCRR 69-4.6 (c)(1)

(c) Specific service coordination activities shall include:

- (1) coordinating the performance of evaluations and assessments;

10 NYCRR 4.6 (b) (1)

(b) Service coordination shall be an active ongoing process that involves:

- (1) assisting parents of eligible infants and toddlers in gaining access to the early intervention services and other services identified in the Individualized Family Service Plan;
-

New York State Memoranda

2005-2 Memo, Standards and Procedures for Evaluations, Evaluation Reimbursement, and Eligibility Requirements and Determination. Under the Early Intervention Program

p. 6 (2nd paragraph)

The initial multidisciplinary evaluation and assessment results are fundamental to documenting children's eligibility for services under the EIP. While the evaluation includes an assessment of the unique needs of the child in each developmental domain, including the identification of services appropriate to meet those needs, the evaluator should avoid making recommendations regarding the frequency, intensity, and duration of specific services until such time as the family's total priorities, resources, and concerns have been assessed and the total plan for services under the IFSP is under discussion.

p. 45 (q. 21)



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21. If a child's and family's dominant language is a language other than English, and the child is referred due to a concern about communication development in his/her native language, and there is no professional available to evaluate the child in his/her native language, what is the responsibility of the EIP?

EIP regulations at 10 NYCRR §69-4.8(a)(14) require that tests and other evaluation materials and procedures must be administered in the dominant or other mode of communication of the child, unless it is clearly not feasible to do so. Dominant language is defined at 10 NYCRR §69- 4.1(i) to mean the language or mode of communication used by parent or the potentially eligible child, including Braille, sign language, or other mode of communication. For purposes of the multidisciplinary evaluation, the dominant language of the potentially eligible child, and not the parent, is relevant. The EIO and initial service coordinator should assist the family in accessing a bilingual evaluation if possible. If an evaluator cannot be identified to conduct a bilingual evaluation, the EIO and initial service coordinator should arrange for the services of an interpreter to assist in the evaluation process.

Clarification: Billing for Initial and Ongoing Service Coordination p. 4

INITIAL SERVICE COORDINATION - BILLABLE ACTIVITIES

The following is a list of billable service coordination activities that should be performed per 10 NYCRR 69-4.6 and 69-4.7 and billed by initial service coordinators:

- Discussion with parents or surrogate parents regarding:
 - Parent concerns, priorities, and resources related to the child's development.
 - The evaluation process, including voluntary family assessment, transportation arrangements, and the parent's role during the evaluation.
 - Pertinent information about evaluators so that parents can make an informed choice.

New York City Provider Contract

Section 3.14 (d)

(d) All Evaluations of children whose primary language is not English should be bilingual if reasonably possible. If such an Evaluation is not bilingual, the Provider must submit documentation of the attempts made to locate a bilingual Evaluator. At least one member of the team that conducts the multidisciplinary Evaluation must be an expert in the primary area of concern identified by the Parent.

New York City Policy and Procedure Manual as Amended

PP 3-A, 1-2-4

PP 3-B.1-1-2



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7. If Interim IFSP is authorized, ISC ensures the child receives services. [Table for ISC](#)

New York State Laws and Regulations

PBH 2546

Interim services.

1. Early intervention services for an eligible child and the child's family may commence before the completion of the evaluation and assessment in sections twenty-five hundred forty-four and twenty-five hundred forty-five of this title, if the following conditions are met:

- (a) Parental consent is obtained;
- (b) An interim IFSP is developed that includes:
 - (i) the name of a service coordinator who will be responsible for implementation of the interim IFSP and coordination with other agencies and persons; and
 - (ii) the early intervention services that have been determined to be needed immediately by the child and the child's family; and
- (c) The evaluation and assessment are completed within forty-five days from the date the early intervention official was first contacted regarding the child.

10 NYCRR 69-4.11 (c)

c) Interim services.

(1) The initial service coordinator shall inform the parent of the availability of interim services for the child and/or family in immediate need of early intervention services.

(2) Interim early intervention services for an eligible child and the child's family may commence before the completion of the evaluation and assessment, if the following conditions are met:

- (i) parental consent is obtained;
- (ii) the parent and the early intervention official agree to an interim IFSP that includes:



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- (a) the name of a service coordinator who will be responsible for implementation of the interim IFSP and coordination with other agencies and persons;
 - (b) a physician's or nurse practitioner's order pertaining to those early intervention services which require such an order and which includes a diagnostic statement and purpose of treatment; and
 - (c) the early intervention services needed immediately by the child and the child's family, including the location, frequency, and intensity and providers of such services;
- (iii) the evaluation and assessment are completed and an individualized family service plan meeting is convened within 45 days of referral to the early intervention official.



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8. IFSP meetings are held in a timely fashion and with full information. [Table for ISC](#)

Federal Law and Regulations

34 CFR 303.342 (a)

(a) Meeting to develop initial IFSP— timelines. For a child who has been evaluated for the first time and determined to be eligible, a meeting to develop the initial IFSP must be conducted within the 45-day time period in § 303.321(e).

34 CFR 303.321 (e)

(e) Timelines for public agencies to act on referrals.

(1) Once the public agency receives a referral, it shall appoint a service coordinator as soon as possible.

(2) Within 45 days after it receives a referral, the public agency shall—

(i) Complete the evaluation and assessment activities in §303.322; and

(ii) Hold an IFSP meeting, in accordance with §303.342.

34 CFR 303.23 (a)

(a) *General.* (1) As used in this part, except in §303.12(d)(11), *service coordination* means the activities carried out by a service coordinator to assist and enable a child eligible under this part and the child's family to receive the rights, procedural safeguards, and services that are authorized to be provided under the State's early intervention program.

(2) Each child eligible under this part and the child's family must be provided with one service coordinator who is responsible for—

(i) Coordinating all services across agency lines; and

(ii) Serving as the single point of contact in helping parents to obtain the services and assistance they need.

(3) Service coordination is an active, ongoing process that involves—

(i) Assisting parents of eligible children in gaining access to the early intervention services and other services identified in the individualized family service plan;



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34 CFR 303.342 (d)

(d) *Accessibility and convenience of meetings.* (1) IFSP meetings must be conducted—

- (i) In settings and at times that are convenient to families; and
 - (ii) In the native language of the family or other mode of communication used by the family, unless it is clearly not feasible to do so.
- (2) Meeting arrangements must be made with, and written notice provided to, the family and other participants early enough before the meeting date to ensure that they will be able to attend.

34 CFR 303.23 (b) (2)

(b) Specific service coordination activities. Service coordination activities include—

- (2) Facilitating and participating in the development, review, and evaluation of individualized family service plans;

34 CFR 303.344 (b)

(b) Family information. With the concurrence of the family, the IFS must include a statement of the family's resources, priorities, and concerns related to enhancing the development of the child.

New York State Law and Regulations

PBH 2545 (1)

1. If the evaluator determines that the infant or toddler is an eligible child, the early intervention official shall convene a meeting, at a time and place convenient to the parent, consisting of the parent, such official, the evaluator, the initial service coordinator and any other persons who the parent or the initial service coordinator, with the parent's consent, invite, provided that such meeting shall be held no later than forty-five days from the date that the early intervention official was first contacted regarding the child, except under exceptional circumstances prescribed by the commissioner. The early intervention official, at or prior to the time of scheduling the meeting, shall inform the parent of the right to invite any person to the meeting.

10 NYCRR 69-4.6 (c) (2)

(c) Specific service coordination activities shall include:

- (1) coordinating the performance of evaluations and assessments;



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(2) facilitating and participating in the development, review and evaluation of Individualized Family Service Plans;

PBH 2545 (2)

2. The early intervention official, initial service coordinator, parent and evaluator shall develop an IFSP for an eligible child whose parents request services. The IFSP shall be in writing and shall include, but not be limited to:

(a) a statement, based on objective criteria, of the infant's or toddler's present levels of physical development, including vision and hearing; cognitive development; communication development; social or emotional development; and adaptive development;

(b) with parental consent, a statement of the family's strengths, priorities and concerns that relate to enhancing the development of the infant or toddler;

10 NYCRR 69.4.6 (b) (2)

(b) Service coordination shall be an active ongoing process that involves:

(2) ensuring the individualized family service plan outcomes and strategies reflect the family's priorities, concerns and resources, and that changes are made as the family's priorities, concerns and resources change;

PBH 2545 (1 2)

1. If the evaluator determines that the infant or toddler is an eligible child, the early intervention official shall convene a meeting, at a time and place convenient to the parent, consisting of the parent, such official, the evaluator, the initial service coordinator and any other persons who the parent or the initial service coordinator, with the parent's consent, invite, provided that such meeting shall be held no later than forty-five days from the date that the early intervention official was first contacted regarding the child, except under exceptional circumstances prescribed by the commissioner. The early intervention official, at or prior to the time of scheduling the meeting, shall inform the parent of the right to invite any person to the meeting.

2. The early intervention official, initial service coordinator, parent and evaluator shall develop an IFSP for an eligible child whose parents request services. The IFSP shall be in writing and shall include, but not be limited to:

New York State Memoranda



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Clarification: Billing for Initial and Ongoing Service Coordination pp. 4-7
INITIAL SERVICE COORDINATION - BILLABLE ACTIVITIES

The following is a list of billable service coordination activities that should be performed per 10 NYCRR 69-4.6 and 69-4.7 and billed by initial service coordinators:

- The IFSP process, including members of the team, required components of the IFSP, and the right of parents to choose an ongoing service coordinator.
- Parent availability for the initial IFSP meeting.
- Confirmation of appointments.

- Discussion with foster care workers regarding:
 - Their availability for the initial IFSP meeting.
 - Initial IFSP content.
 - Problems encountered from the time of the referral to the initial IFSP meeting.

- Attendance at:
 - The child's evaluation, if invited by the parent.
 - Meetings between the parent/caregiver and evaluator, if invited.
 - The initial IFSP meeting.
 - The initial contact visit(s).

- Attendance at:
 - IFSP meetings.

- Assisting parents when:
 - Making appointments on behalf of parents to obtain needed services.

New York City Provider Contract

Section 3.13 (a) (i)

Section 3.13 Provisions Applicable to Service Coordinators.

A) Availability.

(i) The Provider shall make staff available continuously throughout the course of the year to perform Service Coordination services, including attendance at IFSP meetings, conferences with the Committee on Preschool Special Education pursuant to New York Public Health Law Section 2548, and other meetings or appointments.



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(ii) The Provider shall ensure that Service Coordination services are reasonably available in a manner that does not limit service access to daytime, weekday hours and does not limit access to a specific location. The Provider shall ensure that opportunities for Service Coordination are available to Parents in non-traditional schedules and a variety of methods and locations. Service Coordinators shall be responsible for informing Parents of their contact information and as to the specific times and places of their accessibility.

New York City Policy and Procedure Manual as Amended

PP 3-A, 1-6

PP 5-A-1

PP 5-B-1

PP 5-B-2

PP 12-C



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9. Service plans are discussed and created at the IFSP meeting, not prior. [Table for ISC](#)

Federal Law and Regulations

20 USC 1436 (e);

(e) Parental consent. The contents of the individualized family service plan shall be fully explained to the parents and informed written consent from the parents shall be obtained prior to the provision of early intervention services described in such plan. If the parents do not provide consent with respect to a particular early intervention service, then only the early intervention services to which consent is obtained shall be provided.

34 CFR 303.342 (e)

(e) Parental consent. The contents of the IFSP must be fully explained to the parents and informed written consent from the parents must be obtained prior to the provision of early intervention services described in the plan. If the parents do not provide consent with respect to a particular early intervention service or withdraw consent after first providing it, that service may not be provided. The early intervention services to which parental consent is obtained must be provided.

New York State Law and Regulations

PBH 2544 (5)

5. An evaluation shall not include a reference to any specific provider of early intervention services.

10 NYCRR 69-4.6 (c) (2)

(c) Specific service coordination activities shall include:

(2) facilitating and participating in the development, review and evaluation of Individualized Family Service Plans;

10 NYCRR 69-4.7 (p)

(p) The initial service coordinator shall assist the parent in preparing for the meeting to develop the individualized family service plan, including facilitating their understanding of the child's multidisciplinary evaluation and identifying their resources, priorities, and concerns related to their child's development.

(1) The initial service coordinator shall discuss with the parent the options for early intervention services and facilitate the parent's investigation of various options as requested by the parent.



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New York State Memoranda

2005-2, Memo, Standards and Procedures for Evaluations, Evaluation Reimbursement, and Eligibility Requirements and Determination Under the Early Intervention Program p. 21

As previously mentioned, although evaluators make recommendations about the type of services that may be needed by the child and family, based on the results of the evaluation, the EIP regulations at 10 NYCRR §69-4.8(a)(4)(iv) require evaluators to avoid making recommendations regarding the frequency, duration, and intensity of specific services until such time as the family's total priorities, resources, and concerns have been assessed, and the total plan for services under the IFSP is under discussion with the IFSP team. The multidisciplinary evaluation team is responsible for making clinically appropriate service recommendations, based on their evaluation and assessment of the child's developmental strengths and needs, to inform the IFSP decision-making process. The evaluation and assessment of the child cannot include any reference to a specific service provider.⁴⁷ Municipal staff, service coordinators, and service providers should also refrain from making recommendations about the frequency, duration, and intensity of services to parents prior to IFSP meetings.

Clarification: Billing for Initial and Ongoing Service Coordination p. 4
INITIAL SERVICE COORDINATION - BILLABLE ACTIVITIES

The following is a list of billable service coordination activities that should be performed per 10 NYCRR 69-4.6 and 69-4.7 and billed by initial service coordinators:

- Discussion with parents or surrogate parents regarding:
 - Parent rights and availability of due process.
 - The types of services available through the EIP.
 - The IFSP process, including members of the team, required components of the IFSP, and the right of parents to choose an ongoing service coordinator.
 - Steps the parent will need to follow if not in agreement with any part of the IFSP.

New York City Policy and Procedure Manual as Amended

PP 3-A.1-5
PP 5-B-2
PP 12- D- 2



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10. Parental concerns are addressed at the lowest possible level of intervention.

[Table for ISC](#)

New York State Law and Regulations

18 NYCRR 69-4.6 (a) (1) (ii)

(a) All agencies and individuals approved to provide early intervention service coordination shall fulfill those functions and activities necessary to assist and enable an eligible infant and toddler and parent to receive the rights, procedural safeguards and services that are authorized to be provided under State and federal law, including other services not required under the Early Intervention Program, but for which the family may be eligible.

(1) Each eligible infant and toddler and their family shall be provided with one service coordinator who shall be responsible for:

(ii) serving as the single point of contact in helping parents to obtain the services and/or assistance they need.

18 NYCRR 69-4.6 (b) (1)

(b) Service coordination shall be an active ongoing process that involves:

(1) assisting parents of eligible infants and toddlers in gaining access to the early intervention services and other services identified in the Individualized Family Service Plan;

PBH 2544 (7) (8) (9) (11)

7. Following completion of the evaluation, the evaluator shall provide the parent and service coordinator with a copy of a summary of the full evaluation. To the extent practicable, the summary shall be provided in the native language of the parent. Upon request of the parent, early intervention official or service coordinator, the evaluator shall provide a copy of the full evaluation to such parent, early intervention official or service coordinator.

8. A parent who disagrees with the results of an evaluation may obtain an additional evaluation or partial evaluation at public expense to the extent authorized by federal law or regulation.



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9. Upon receipt of the results of an evaluation, a service coordinator may, with parental consent, require additional diagnostic information regarding the condition of the child, provided, however, that such evaluation or assessment is not unnecessarily duplicative or invasive to the child, and provided further, that:

(a) where the evaluation has established the child's eligibility, such additional diagnostic information shall be used solely to provide additional information to the parent and service coordinator regarding the child's need for services and cannot be a basis for refuting eligibility;

(b) the service coordinator provides the parent with a written explanation of the basis for requiring additional diagnostic information

11. Not with standing any other provision of law to the contrary, where a request has been made to review an IFSP prior to the six-month interval provided in subdivision seven of section twenty-five hundred forty-five of this title for purposes of increasing frequency or duration of an approved service, including service coordination, the early intervention official may require an additional evaluation or partial evaluation at public expense by an approved evaluator other than the current provider of service, with parent consent.

NYCRR 69-4.6 (c) (1)

(c) Specific service coordination activities shall include:

(1) coordinating the performance of evaluations and assessments;

New York State Memoranda

Clarification: Billing for Initial and Ongoing Service Coordination p. 4

INITIAL SERVICE COORDINATION - BILLABLE ACTIVITIES

The following is a list of billable service coordination activities that should be performed per 10 NYCRR 69-4.6 and 69-4.7 and billed by initial service coordinators:

- Discussion with parents or surrogate parents regarding:
 - Parent rights and availability of due process.
 - EI eligibility criteria.
 - The evaluation process, including voluntary family assessment, transportation arrangements, and the parent's role during the evaluation.
 - Receipt and understanding of the evaluation report.
 - Parent rights and availability of due process.



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2005-2 Memo, Standards and Procedures for Evaluations, Evaluation Reimbursement, and Eligibility Requirements and Determination. Under the Early Intervention Program Memo, p. 22

When the results of the multidisciplinary evaluation show that children are typically developing, or developing at a level above the EIP eligibility criteria, the multidisciplinary evaluation team and the service coordinator should ensure that the child's parents receive practical information regarding possible next steps as appropriate. For example, the multidisciplinary evaluation team can provide parents with information about child development milestones and what to look for as their child grows and develops to ensure they continue to make age-appropriate progress. If a child does not meet the threshold for eligibility for service delivery under the Early Intervention Program, but there are concerns about the child's progress, it may be reasonable for the family to seek assistance through other service delivery systems or other early childhood programs (e.g., Early Head Start, community-based programs). The multidisciplinary evaluation team is responsible for providing clinical information and making recommendations about alternative resources or services that may be beneficial to the child and family. For children who appear to be at-risk for developmental problems in the future, the multidisciplinary evaluation team may recommend that the child be included in municipal child find activities for at-risk children (screening and tracking), with parent consent. Service coordinators can provide parents with information about available resources in their communities, including contact information for such programs and services.

New York City Policy and Procedure Manual as Amended

PP 11-C-1-2

PP 3-A.1-5



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11. The families of children found eligible for EIP are given a thorough and timely orientation. [Table for ISC](#)

Federal Law and Regulations

34 CFR 303.23 (b) (2)

(b) *Specific service coordination activities.* Service coordination activities include—

- (1) Coordinating the performance of evaluations and assessments;
 - (2) Facilitating and participating in the development, review, and evaluation of individualized family service plans;
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New York State Law and Regulations

18 NYCRR 69-4.7 (o)

(o) Upon determination of the child's eligibility for the early intervention program, the initial service coordinator shall discuss the Individualized Family Service Plan process with the parent and shall inform the parent:

- (1) of the required participants in the Individualized Family Service Plan meeting, and the parent's option to invite other parties;
- (2) that the initial service coordinator may invite other participants, provided that the service coordinator obtains the parent's consent and explains the purpose of this person's participation;
- (3) that inclusion of family assessment information is optional;
- (4) that their priorities, concerns and resources shall play a major role in the establishment of outcomes and strategies among the parent, evaluator, service coordinator and early intervention official;
- (5) of the opportunity to select an ongoing service coordinator, who may be different from the initial service coordinator, at the Individualized Family Service Plan meeting or at any other time after the formulation of the Individualized Family Service Plan.
- (6) that the final decisions about the services to be provided to the child will be made by the parent and the early intervention official; and,



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(7) that services can be delivered in a range of settings such as an approved provider's facility, as well as a variety of natural environments, including the child's home, child care site or other community settings.

New York State Memoranda

Clarification: Billing for Initial and Ongoing Service Coordination PP. 4-5

INITIAL SERVICE COORDINATION - BILLABLE ACTIVITIES

The following is a list of billable service coordination activities that should be performed per 10 NYCRR 69-4.6 and 69-4.7 and billed by initial service coordinators:

- Receipt and understanding of the evaluation report.
 - Discussion with parents or surrogate parents regarding:
 - The IFSP process, including members of the team, required components of the IFSP, and the right of parents to choose an ongoing service coordinator.
 - Parent availability for the initial IFSP meeting.
 - Steps the parent will need to follow if not in agreement with any part of the IFSP.
 - Information about potential service providers.
 - Information regarding other programs or services the parent may choose to access.
 - Confirmation of appointments.
 - Discussion with foster care workers regarding:
 - Initial IFSP content.
-

New York City Policy and Procedures as Amended

PP 3-A, 1-5

PP 12-B-2

PP 12-C



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12. When the parent has not exercised their due process rights, non-eligible cases are closed within two weeks (of establishing non-eligibility) by the ISC. [Table for ISC](#)

New York City Policy and Procedures as Amended

PP 6-J