



early steps

Updates to Early Steps Policy Handbook and Operations Guide

Effective October 1, 2013



Conference Call Etiquette



- We have muted your phone until the end of the call
- Do not put phone on hold
- If your phone line is making noises, please hang up and redial





"No one can whistle a symphony. It takes a whole orchestra to play it."



—H.E. Luccock



Today's Presenters

- *Renee Jenkins*
- *Carol Burch*
- *Dawn Lynch*
- *Kelly Rogers*



Purpose of Today's Call



- Orient field to changes in policy documents and related attachments to be implemented October 1, 2013
- Highlight major changes, additions, deletions
- Focus on what field is expected to do differently, change or cease
- Point out what was previously unclear, misinterpreted, etc.

About the Q & A Period



Q&A period at end, *if time allows*



- Write questions down during presentation by slide number





Component 1 – General Supervision and Administration

Fundraising



- Adds guidelines for conducting fundraising activities on behalf of Early Steps.



(1.2.22.B Guide)



Private Insurance



- Provides exception to using private insurance whenever Medicaid coverage does not exist and payment of insurance co-pay and/or deductible would cost more than using Part C funds for reduced Early Steps rate.



(1.4.4 & 1.6.3 Guide)



Financial Policies



- Deletes timeline for delivery of compensatory services after the child turns three. *(1.4.2.B.4 Guide)*
- Clarifies that consent is not required in order to use private insurance when Medicaid coverage exists.



(1.7.1.B Guide)





Component 3 – First Contacts/Evaluation/ Assessment



Eligibility



- Replaces NECTAC paper covering informed clinical opinion with a new ECTA Center version that provides more examples



(3.1.8 Guide-Link)





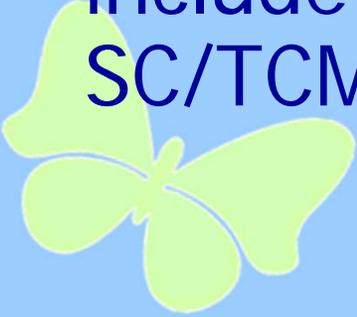
Component 4 – Service Coordination

Service Coordination/Targeted Case Management



- Adds requirement for service coordinator to complete SC/TCM assessment and plan
 - Requires service coordination, assessment, plan and case notes to include components in Medicaid SC/TCM Handbook
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(4.2.16 Policy)

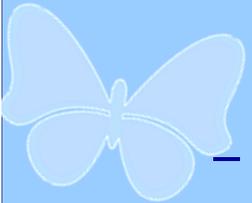


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Service Coordination/Targeted Case Management (SC/TCM)



- Clarifies that SC/TCM Assessment tool may be:
 - Selected from an existing tool such as Family Needs Scale, Family Resource Survey, Family Needs Assessment; or
 - Developed locally; or
 - The same tool used to conduct the family assessment
 - Requires SC/TCM Assessment tool to be:
 - Comprehensive enough to identify medical, social, educational, environmental & other needs
- 
- 
- 

(4.2.16 Guide)

Service Coordination/Targeted Case Management (SC/TCM)



- Family Strength Scale:

<http://www.edgewood.org/kssp/kinship-assets/knowledge-center-private/assessment-tools/family-strengths-scale.pdf>

- Family Needs Survey:

http://www.advancingmilestones.com/PDFs/m_resources_family-needs-survey.pdf

- Family Needs Survey:

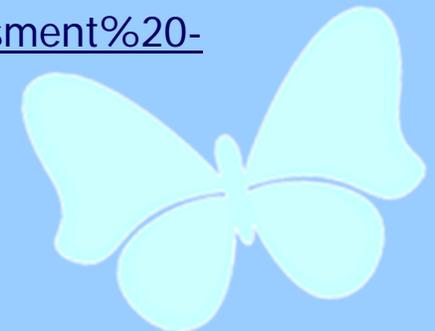
<http://projects.fpg.unc.edu/~eco/assets/pdfs/FOS-Revised.pdf>

- Family Needs Assessment:

<http://www.rcoe.k12.ca.us/childFamily/forms/Family%20Needs%20Assessment%20-%20ENG.pdf>



(4.2.16 Guide)



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Family Needs Assessment

Child's Name: _____

Person Completing Survey: _____

Date Completed: ____ / ____ / ____

Relationship to Child: _____

Dear Parent:

Many families of young children have needs for information or support. If you wish, our staff are very willing to discuss these needs with you and work with you to identify resources that might be helpful.

Listed below are some needs commonly expressed by families. The columns on the right will be used to check any topics you would like to discuss. At the end there is a place that we can write in any other topics not included in the list.

The information you provide through this form will be kept confidential.

Would you like to discuss this topic with a staff person from our program?

TOPICS	Would you like to discuss this topic with a staff person from our program?		
	No	Not Sure	Yes
Information			
1. How children grow and develop			
2. How to play or talk with my child			
3. How to teach my child			
4. How to handle my child's behavior			
5. Information about any condition or disability my child might have			
6. Information about services that are presently available for my child			
7. Information about the services my child might receive in the future			
Family & Social Support			
1. Talking with someone in my family about concerns			
2. Having friends to talk to			
3. Finding more time for myself			
4. Helping my spouse accept any condition our child might have			
5. Helping our family discuss problems and reach solutions			
6. Helping our family support each other during difficult times			
7. Deciding who will do household chores, child care, and other family tasks			
8. Deciding on and doing family recreational activities			
Financial			
1. Paying for expenses such as food, housing, medical care, clothing, or transportation			
2. Getting any special equipment my child needs			
3. Paying for therapy, day care, or other services my child needs			
4. Counseling or help in getting a job			
5. Paying for babysitting or respite care			
6. Paying for toys that my child needs			

Would you like to discuss this topic
with a staff person from our program?

TOPICS	No	Not Sure	Yes
Explaining to Others			
1. Explaining my child's condition to my parents or my spouse's parents			
2. Explaining my child's condition to his or her siblings			
3. Knowing how to respond when friends, neighbors, or strangers ask questions about my child			
4. Explaining my child's condition to other children			
5. Finding reading material about other families who have a child like mine			
Child Care			
1. Locating babysitters or respite care providers who are willing and able to care for my child.			
2. Locating a day care program or preschool for my child			
3. Getting appropriate care for my child in a church or synagogue during religious services			
Professional Support			
1. Meeting with a minister, priest, or rabbi			
2. Meeting with a counselor (psychologist, social worker, psychiatrist)			
3. More time to talk to my child's teacher or therapist			
Community Services			
1. Meeting & talking with other parents who have a child like mine			
2. Locating a doctor who understands me and my child's needs			
3. Locating a dentist who will see my child			

Other: Please list other topics or provide any other information that you would like to discuss.

Is there a particular person with whom you would prefer to meet?

Thank you for your time.

We hope this form will be helpful to you in identifying the services that you feel are important.

Attachments for Case Note



- Moves electronic Case Note Attachment and Instructions from Component 12 to Component 4
- Updates Case Note Drop Down List for TCM billable activities



(Component 4 Attachments: Early Steps Case Note Form; Instructions)





Component 5 – Individualized Family Support Plan (IFSP)

IFSP “Other Services”



- Revises “Other Services” to “Additional Supports”
- Clarifies that any service a family accesses that is not authorized by the IFSP team to meet an outcome would be included on the IFSP as “additional supports”



(4.2.2 B, 5.3.8 Policy & Guide, 6.2.3.D Guide, 6.2.19 Policy & Guide, IFSP Form G, IFSP Instructions for Forms C & G, Definitions)



Content of the IFSP



- Adds statement that IFSP Form C (combined with Forms A & B) serves as the SC/TCM Plan



(5.3.19 Policy)

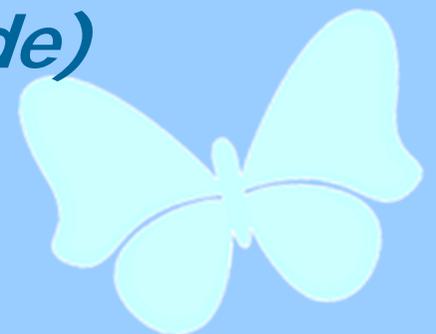


Documentation for IFSP Meeting



- Clarifies that provision of records is part of the provider's evaluation/assessment process and on-going service delivery and is not a separate billable activity
- 

(5.5.4, 5.6.3.B & 5.7.5 Guide)



Periodic Review of the IFSP



- Adds review of services, goals and objectives on SC/TCM Plan

(5.6.1 Guide)



Annual IFSP Meeting



- Requires review of needs identified in SC/TCM Plan

(5.7.3 Guide)



IFSP Attachments



- IFSP Form C
 - Adds components of SC/TCM Plan
 - Will print as one page
- IFSP Instructions
 - Adds instructions for completing SC/TCM plan





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Component 6 – Early Intervention Services and Supports

Consultation



- Clarifies that consultation occurs between direct service providers



(6.3.2 Guide and Definition)



Timely Services & Early Closure



- Clarifies start date for determining timely services *(6.11.1 Policy)*
- Clarifies the use of the IFSP for compensatory services after the child turns three *(6.12.3.C Guide)*





Component 8 – Procedural Safeguards

Parental Consent



- Replaces outdated DCF Memo regarding consent *(8.5.1 Guide)*
- Adds requirements for consent in electronic format *(8.5.8 Guide)*



Due Process Hearing



- Adds the role of DOH Counsel in a due process request *(8.10.6 Policy)*
- Clarifies role of hearing officer for determining due process request sufficiency *(8.10.8 Policy, Guide, and Attachments)*



Complaints



- Adds internal process for determining sufficiency of a complaint

(8.11.5 Guide)



Authorization to Disclose Confidential Information



- Adds “Department of Health Newborn Screening Program” to form

(Attachment)





Component 9 – Family Involvement

State Parent Consultant Roles



- Deletes roles of State Parent Consultant in the interview, evaluation, and termination process for Family Resource Specialists



(9.1.1.B.9 – 9.1.1.B.11 Guide)



Family Resource Specialist Roles



- Adds roles for Family Resource Specialists:
 - Promote statewide public participation process
 - Coordinate with Training Coordinators
 - Assist in family outcome process
 - Participate in local QA
- 

(9.2.2 Guide)



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System of Family Involvement



- Merges sections 9.3.0 and 9.4.0
(Policy & Guide)
- Creates new System of Family
Involvement Plan *(Attachment)*





Component 12 – Data Collection/Reporting & Record Keeping



Data Requirements



- Changes the data entry process for re-referrals, requiring the date to change every time a child is re-referred, regardless of former eligibility status



(12.3.2 Guide)



Data Requirements



- Adds the Florida Department of Education as an agency that must receive notification when a child is potentially eligible for preschool services under the Prekindergarten Program for Children with Disabilities



(12.3.10 Policy)



Adoption



- Adds an adoption data process and related attachments to assist with data entry when a child is adopted

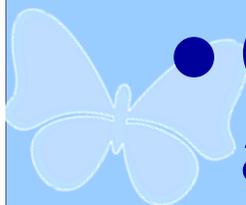
(12.5.1F Guide)



Electronic Records



- Requires electronic records to be secure and accessible *(12.5.1.C Guide)*
- Clarifies that “correspondence” includes any communication exchanged electronically, regardless of the sender, recipient or method of electronic exchange *(12.5.2 M and 12.5.3.G Policy)*



Electronic Records



- Clarifies that specific types of information relayed or exchanged electronically must be printed and filed in the Early Steps record *(12.5.5 Policy)*
- Adds a statement to clarify that a reference to closed Early Steps records includes all records kept in electronic form *(12.5.6 Policy)*



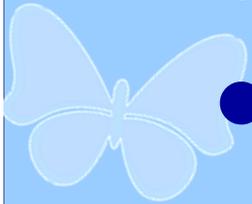
Questions



ESSO Next Steps



- Ensure implementation
- Incorporate changes into training materials
- Ensure performance standards are consistent
- Update policies and guidance as an on-going process
- Other



LES Next Steps



- Review all policy documents
- Orient staff, providers, families, and other stakeholders
- Inform program manager of questions or need for further clarification
- Make changes to local systems as necessary to implement revised policies





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More Information at Early Steps website

www.cms-kids.com/families/early_steps/early_steps.html





If everyone is moving forward together, then success takes care of itself."



—Henry Ford

Thank You!