

# Delivering and Monitoring Services in Early Intervention

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GOVERNOR OF OHIO



# Welcome to the Webinar!

**Communicating:** Use Q&A box to type questions.

**CPDUs:** CPDUs are not provided for this webinar.

**Recording:** This webinar is being recorded and will be uploaded to the Ohio Early Intervention website.

## Tech Tips:

- Close other open apps (Word, email, etc.)
- Use headset if having audio problems.
- Make sure Computer Audio is selected (arrow next to microphone button).
- Log off and back in.
- Use Dial-in option.



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# THANK YOU

First, we want to thank you for all the incredible work you to do support children and families in Ohio!

# Webinar Objectives

- Why we monitor service delivery
- Service delivery requirements – TRS and ongoing service delivery
- Service delivery and monitoring roles and responsibilities
- Documentation of service provision
- Where we are
- Where we are going
  - Summary of state plan going forward
  - Summary of local program expectations going forward



# Why We Monitor Service Delivery



**It's all about FAMILIES!**

# Additional Reasons for Monitoring Service Delivery



## **Federal Requirements**

- TRS
- Delivering ongoing services consistent with IFSP



## **Federal Reporting**

- APR indicator 1

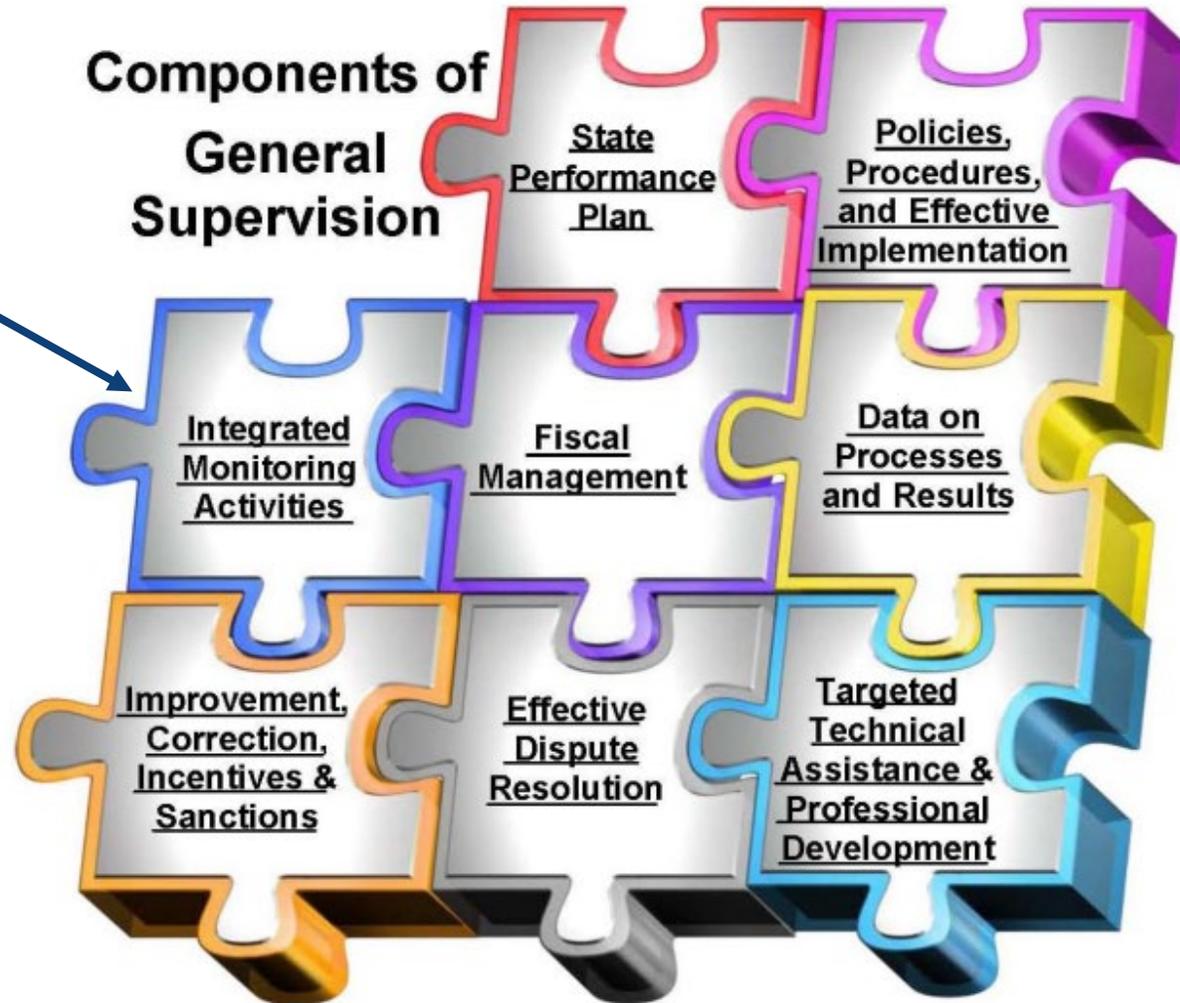


## **General Supervision**

- OSEP's increased focus on compliance

# Office of Special Education Programs (OSEP)

**You Are Here**



U.S. Department of Education, Office of Special Education Programs

# What Are You Here to Learn?

*Before we get into the rest of the content, we want to get some quick information from you – add your comments to the chat.*

- ❖ What are you here to learn?
- ❖ What parts of service delivery and monitoring service delivery are you confused about?
- ❖ What oversight activities does your county practice to ensure service delivery compliance?

# POLL



**Whose responsibility is it to monitor the delivery of EI services?**

- CBDD Supervisor
- Contract Manager
- EISC
- EISC Supervisor
- Service Provider
- The State
- All of these are correct

# Roles, Responsibilities, and Requirements

- EI Service Coordinator
- EI Provider
- Local EI Leadership (e.g., EISC Supervisor, Contract Manager, EI Supervisor, FCFC, etc.)
- State/lead agency



# Service Delivery Requirements

- Timely Receipt of Services (TRS) - Each early intervention service must be provided as soon as possible after the parent provides consent for that service
  - In Ohio, this is 30 days (TRS)
- Ongoing services – ALL services must be provided as documented on the IFSP

# Part C & OAC Requirements

## Service Coordinators

### Service Coordination includes:

- Conducting referral and other activities to assist families in identifying available EIS providers
- Coordinating, facilitating, and **monitoring the delivery of services** required under this part to ensure that the services are provided in a timely manner
- Conducting follow-up activities to determine that appropriate part C services are being provided (303.34)
- Coordinating the funding sources for needed early intervention services in accordance with rule 5123-10-03 of the Administrative Code and other services identified in the individualized family service plan;

# Service Coordinator Requirements

Conducting follow-up activities to determine that appropriate Part C services are being provided.



- Reviewing provider documentation to ensure services consistent w/ IFSP
- Actively working to identify services needed, but not yet coordinated
- Observing service visits
- Coordinating referrals and consultations
- Conversations w/ families and/or providers about service(s)/progress
- Participating in EI team meetings
- Reviewing/updating IFSP based on child's progress and/or new needs

# IDEA Part C & OAC Requirements

## EI Service Providers

Early intervention service providers, other than early intervention service coordinators, will maintain early intervention case notes that are completed within 30 calendar days of the activity as well as the following records for each child that they serve:

- (a) Current individualized family service plan;
- (b) Copies of relevant forms and all early intervention program correspondence; and
- (c) Documentation of the early intervention services provided, including the date, length, duration, frequency, method of delivery, location, and all activities related to implementing the individualized family service plan.

As well as provide a copy of a child's record within **10** days of the request by an EISC.

5123-10-02 OAC(O)

# POLL



**EISCs only need to review provider notes to ensure TRS is met.**

***True or False?***

# Documentation and Verification



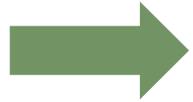
## Verification Components

Section 4 - Outcome(s)

Section 6 - Services grid

Section 7 - Team Participation

Section 8 - Signature page and parent consent



## Prior Written Notice



## Service Provider Notes

# Verification Components

Component	Verification document	Source of information	Indicator requirements	Additional requirements
ETID # on child record	Every document	Upper right corner of each page, if not already on page	Must be on all pages	
IFSP date, PWN of the start of a new EI service, and consent	IFSP	Header  Section 8	IFSP type and date  Parent signature and date EI Service Coordinator signature and date Service Provider/s signature and date for any new service Waiver of timeline initialed and dated if service to start within 10 days	The contents of the IFSP must be fully explained to the parents and informed written consent must be obtained prior to the provision of EI services described in the IFSP.  Informed consent and PWN need to be documented in case notes.  303.342, 303.420, 303.421
New service added	IFSP	Section 4 and/or 5  Section 6  Section 7	Functional outcome written Date added complete  All new EI services listed on the grid Service type (including PSP or SSP), Method, Location, Frequency, Session length, Provider agency, Funding source, Projected start date, and Projected end date complete Projected end date not past third birthday or more than 180 days from IFSP  Provider details documented under Team Participation Provider box and applicable disciplines checked	The IFSP must include the specific EI services, based on peer-reviewed research (to the extent practicable), that are necessary to meet the unique needs of the child and the family to achieve the results or outcomes identified.  The IFSP must include a statement that each EI service is provided in the natural environment for that child or service to the maximum extent appropriate, or a justification as to why an early intervention service will not be provided in the natural environment.  303.344

# IFSP Section 4

## Outcome

Outcome number: 1	This <b>child</b> outcome addresses:	<input type="checkbox"/> Developing positive social relationships	<input type="checkbox"/> Acquiring and using new skills and knowledge	<input checked="" type="checkbox"/> Taking action to meet own needs	This <b>family</b> outcome addresses:	<input type="checkbox"/> Family well-being, family participation, or information
Date outcome added: 4/1/2024	<b>Outcome:</b> When Sami finishes the yogurt bites on her highchair during breakfast and wants more, she will sign "more" to Dad.					

# IFSP Section 6 Services Grid

Using all the information available, the IFSP team has identified the following EI services to support our outcomes:

Date of IFSP: 8/1/2024

IE Service Type	Method	Location	Frequency	Session Length	Provider Agency	Funding Source	Projected Start Date*	Projected End Date	Outcome Number(s)
Special Instruction <input checked="" type="checkbox"/> PSP <input type="checkbox"/> SSP	P	H/C	24X/180 days	60 minutes	CBDD	CBDD	4/15/2024 <input type="checkbox"/> New Service	1/28/2025	2, 3, 4
Occupational Therapy <input type="checkbox"/> PSP <input checked="" type="checkbox"/> SSP	P/T	H/C	6x/180 days	60 minutes	ABC Therapy	DCP	8/7/2024 <input checked="" type="checkbox"/> New Service	1/28/2025	2, 3, 4
<input type="checkbox"/> PSP <input type="checkbox"/> SSP							<input type="checkbox"/> New Service		
<input type="checkbox"/> PSP <input type="checkbox"/> SSP							<input type="checkbox"/> New Service		
<input type="checkbox"/> PSP <input type="checkbox"/> SSP							<input type="checkbox"/> New Service		

Method: In-person (P); Technology (T)

Location: Home (H); Community (C); Other (O)

# IFSP Section 7

## Team Participation

Section 7: Team Participation	
<p>This section provides the family with a list of all team members and participants that contributed to the development of the current IFSP. This includes the EI service coordinator and providers, as well as any school personnel, family members other than the parents, family friends, childcare personnel, and students conducting clinicals or fellowships.</p>	
<p>In addition to your valuable contributions to the development of this IFSP, the following individuals participated in the eligibility determination, assessment, and/or IFSP development:</p>	
<p><b>EI Service Coordinator name:</b>  <b>Henry Davidson</b>      Phone: 614-555-5555      Email: <a href="mailto:Henry.davidson@cbdd.gov">Henry.davidson@cbdd.gov</a></p>	
<p><b>Name:</b> <b>Melissa Rodriguez</b>            Phone: 614-555-5555            Email: <a href="mailto:melissa.rodriguez@cbdd.gov">melissa.rodriguez@cbdd.gov</a></p>	<p><b>Discipline:</b>  <input checked="" type="checkbox"/> Developmental Specialist    <input type="checkbox"/> Speech-Language Pathologist  <input type="checkbox"/> Pre-K/K Educator                    <input type="checkbox"/> Occupational Therapist  <input type="checkbox"/> Social Worker                        <input type="checkbox"/> Physical Therapist  <input type="checkbox"/> Vision Specialist                    <input type="checkbox"/> Nurse  <input type="checkbox"/> Hearing Specialist                   <input type="checkbox"/> Other:</p>
<p>Role:    <input type="checkbox"/> Evaluator/Assessor                    <input checked="" type="checkbox"/> Provider</p>	
<p><b>Name:</b> <b>Anna Hurley</b>            Phone: 614-555-5555            Email: <a href="mailto:anna.hurley@cbdd.gov">anna.hurley@cbdd.gov</a></p>	<p><b>Discipline:</b>  <input type="checkbox"/> Developmental Specialist    <input type="checkbox"/> Speech-Language Pathologist  <input type="checkbox"/> Pre-K/K Educator                    <input checked="" type="checkbox"/> Occupational Therapist  <input type="checkbox"/> Social Worker                        <input type="checkbox"/> Physical Therapist  <input type="checkbox"/> Vision Specialist                    <input type="checkbox"/> Nurse  <input type="checkbox"/> Hearing Specialist                   <input type="checkbox"/> Other:</p>
<p>Role:    <input type="checkbox"/> Evaluator/Assessor                    <input checked="" type="checkbox"/> Provider</p>	
<p><b>Name:</b>            Phone:            Email:</p>	<p><b>Discipline:</b>  <input type="checkbox"/> Developmental Specialist    <input type="checkbox"/> Speech-Language Pathologist  <input type="checkbox"/> Pre-K/K Educator                    <input type="checkbox"/> Occupational Therapist  <input type="checkbox"/> Social Worker                        <input type="checkbox"/> Physical Therapist  <input type="checkbox"/> Vision Specialist                    <input type="checkbox"/> Nurse  <input type="checkbox"/> Hearing Specialist                   <input type="checkbox"/> Other:</p>
<p>Role:    <input type="checkbox"/> Evaluator/Assessor                    <input type="checkbox"/> Provider</p>	
<p><b>Name:</b>            Phone:            Email:</p>	<p><b>Discipline:</b>  <input type="checkbox"/> Developmental Specialist    <input type="checkbox"/> Speech-Language Pathologist  <input type="checkbox"/> Pre-K/K Educator                    <input type="checkbox"/> Occupational Therapist  <input type="checkbox"/> Social Worker                        <input type="checkbox"/> Physical Therapist  <input type="checkbox"/> Vision Specialist                    <input type="checkbox"/> Nurse  <input type="checkbox"/> Hearing Specialist                   <input type="checkbox"/> Other:</p>
<p>Role:    <input type="checkbox"/> Evaluator/Assessor                    <input type="checkbox"/> Provider</p>	
<p><b>Other participant names</b>  <a href="#">Maggie Smith</a></p>	<p><b>Role/Relationship to family</b>  <a href="#">Family friend/babysitter</a></p>

# IFSP Section 8

## Signature Page – Parent Consent

<b>Parent Consent</b>		
<p>I agree to the provision of these Early Intervention services described in this IFSP. I participated in the development of this IFSP and have been fully informed and understand all information related to the provision of Early Intervention services described in this IFSP. I have a copy of the Ohio Early Intervention Parent Rights brochure and understand my rights for giving consent. I understand that I have dispute resolution options if I have an Early Intervention complaint.</p> <p>I understand that when any Ohio Early Intervention (EI) service provider recommends or proposes to begin (initiate) or change the EI services that will be provided to my family and child, I must receive prior written notice at least ten calendar days before beginning or changing that EI service. I understand that this IFSP constitutes prior written notice about the proposed Early Intervention services and the details of the proposed initiation or change of services are described within Section 6 of the IFSP.</p>		
<b>Waiver of Timeline (optional)</b>		
<p>I understand and agree to waive my right to receive written notice 10 calendar days prior to changing or beginning an EI service.</p>		
<u>NL</u> Initials of parent(s)	<u>8/1/2024</u> Date	
<u>Nathan Long</u> Parent name	<u>Nathan Long</u> Parent signature	<u>8/1/2024</u> Date
<u>Estelle Long</u> Parent name	<u>Estelle Long</u> Parent signature	<u>8/1/2024</u> Date

# IFSP Section 8

## Signature Page – EISC & Provider Signatures

**EI Service Coordinator and Provider Consent**

We acknowledge that the outcomes reflect the family's priorities and concerns, and the EI services support those outcomes. We agree to implement this IFSP in a manner that supports the family's ability to help their child participate in and learn from their everyday activities whenever possible.

Name	Discipline	Signature	Date
Henry Davidson	EI Service Coordinator	<i>Henry Davidson</i>	8/1/2024
Melissa Rodriguez	DS	<i>Melissa Rodriguez</i>	8/1/2024
Anna Hurley	OT	<i>Anna Hurley</i>	8/1/2024

# POLL



## How long do providers have to comply with an EISC request for case notes?

- 14 calendar days
- 14 business days
- 10 business days
- 10 calendar days
- 30 days from date of service
- 10 days from date of service

# Prior Written Notice (PWN)

## Form EI-11

Today's date \_\_\_\_\_ Child's name \_\_\_\_\_ Child's DOB \_\_\_\_\_ ETID number \_\_\_\_\_  
Parent name(s) \_\_\_\_\_

### Prior Written Notice of Proposed Change to Services

Ohio Early Intervention (EI) services are determined through the Individualized Family Service Plan (IFSP) process. Prior written notice for those services is provided through the IFSP form at the IFSP meeting. However, when any Ohio EI service provider proposes to end an EI service prior to an IFSP meeting, you must be given this prior written notice at least ten calendar days before ending that EI service. Your service coordinator will contact you to schedule an IFSP meeting to determine the next steps.

Ohio Early Intervention is proposing to end one or more EI service(s) for your child and your family.

Details about proposed change

\_\_\_\_\_

Reason for proposed change

\_\_\_\_\_

Proposed date of change (no fewer than 10 days from today's date) \_\_\_\_\_

Please contact me as soon as possible if you have any questions about this action.

\_\_\_\_\_ (name/role)  
EI service provider name \_\_\_\_\_ EI service provider contact information \_\_\_\_\_

As the parent, you have dispute resolution options available. A copy of your Ohio Early Intervention Parent Rights brochure ([ohioearlyintervention.org/printed-materials](http://ohioearlyintervention.org/printed-materials)) is enclosed. If you have any questions, please contact your EI service coordinator at:

\_\_\_\_\_ (name/role)  
EI Service Coordinator name \_\_\_\_\_ EI Service Coordinator contact information \_\_\_\_\_

#### Waiver of Timeline (optional)

I understand and agree to waive my right to receive written notice 10 calendar days prior to changing the proposed activity.

\_\_\_\_\_  
Initials of parent(s) \_\_\_\_\_ Date \_\_\_\_\_

On \_\_\_\_\_ (date) \_\_\_\_\_ (name/role)  
provided a copy of this notice and consent form to the parent(s)  
 in-person  via mail  via email.

*If this form is completed by a person other than the EI Service Coordinator, the EI provider must send a copy to the EI Service Coordinator within five calendar days of providing notice to the parent.*

PWN built into Section 8 of IFSP

EI-11 used when ending service prior to IFSP review

Document provision of PWN in case notes

# Service Provider Note Components

**Services were provided as written on the IFSP in accordance with rule 5123-10-02(O)(2)**

- Documentation of the EI services provided, including date, length, duration, frequency, method of delivery, location, and all activities related to IFSP outcomes
- Information was provided to, or intervention occurred with, the family
- Provider name, discipline, and additional relevant details included in documentation
- Provider signature (physical or electronic signature) or name entered into role-based system (e.g., Gatekeeper, Brittco, etc.) that identifies and authenticates the author of the note.
- Documentation of the reasons for any delays in service delivery, including all correspondence and/or conversations, contact attempts, scheduling conflicts for the family, etc.
- Documentation of the reasons for any inconsistencies between IFSP grid and service delivery (e.g., length of service, location, method, etc.)

# Provider Note Example

**9/21/19**

**Outcome:** Savi will sleep through the night.

## **Visit 1 of 22**

10:00-10:45. Home visit with Savi, and her aunt, Bridget Jones and DS Steve Hunnaman. DS checked in with aunt to see how everything has been going since the IFSP meeting. Aunt shared that there haven't been any significant changes. DS discussed infant massage and its benefits with Bridget. DS requested permission to demonstrate some infant massage techniques. DS demonstrated how to use firm pressure from head to feet and then allowed aunt to practice. DS and aunt discussed each part of Savi's bedtime routine. Discussed adding some calming activities after bathtime, aunt wants to try using a lavender lotion during infant massage to possibly help with relaxation. Aunt showed crib and described how Savi rolls over, discussed options for positioning.

# Documentation of Late or Missing Service

## **Acceptable noncompliance** reasons include:

- Parent/child reason (e.g., family cancellation or no-show, parent/child illness/hospitalization, parent scheduling conflict, etc.)
- Couldn't locate/reach parent (e.g., parent did not respond to communication attempts or response delayed, parent not home or no show for scheduled visit, etc.)
- Documented emergency-related closure (e.g., weather-related closure, flooding, water main break, etc.)

## **Unacceptable noncompliance** reasons include:

- Staff error (e.g., EI staff missed deadline, staff oversight with scheduling, etc.)
- System reason (e.g., insufficient staff/available times, staff canceled and did not offer additional dates within timeline, etc.)

# Documentation of Late or Missing Service

## It's All About Details!



All contacts and attempted contacts



Meetings, cancellations, and no shows



Conversations with the family



Attempts to reschedule missed appointments ASAP



Scheduling process – dates offered, dates declined, preferences, limitations



Prior Written Notice before a service is ended outside of an IFSP

*Document the overall process, not just the result*

# Case Note Example

(Provider) received text message from mom, XXX XXXX requesting to cancel the appointment for the following day (8/16/2022) due to her older child having a fever. She requested to leave time to allow the illness to get through the rest of the family.

(Provider) offered next available time slots of 8/29/2022 @ 11:30am and 8/31/2022 @ 1pm, mom declined both slots and requested the next early morning time slot,

(Provider) offered first available time slot of 9/7/2022 @ 9am, mom accepted.

# Additional Considerations

- Legibility
- Variations from IFSP
- Communication with EISC
  - ❖ Timeline
  - ❖ Loss of contact
  - ❖ Potential changes/review
  - ❖ Provide documents within 10 business days of EISC request



# Documentation Matters

- 1 Does it tell the whole story, from initial contact attempts through the next IFSP?
- 2 Does it clearly describe how service provision supports the outcome(s)?
- 3 Are there gaps in time where documentation is missing?
- 4 Could someone easily pick up where you left off?

# POLL



**Scenario:** An initial IFSP is completed and signed by the parent on 10/1/24. The SLP reaches out to the family on 10/8 to schedule her initial speech therapy service visit. Her schedule is pretty booked, but she has openings at 10:30 am on 10/28 and 1:00 pm on 10/29. Unfortunately, the child’s mom has conflicts both days and will not be available. The SLP lets the mom know that the next available opening is on 11/4, which is past the TRS deadline. The parent accepts and the initial visit is scheduled for 1:30 pm on 11/4. The SLP documents the NCR as parent/child reason in her case notes. **Is this the appropriate NCR based on the situation?**

# Where We Are

- ➔ Gathering information
  - 2024 EI Program Report
- ➔ Putting together information and resources for local program provider monitoring
- ➔ Planning for DCP provider monitoring



# 2024 EI Program Report

## Service Delivery Monitoring

### We asked.....

- How often do you monitor whether service delivery is consistent with what is documented on the IFSP grid?
- How do you address service delivery that is inconsistent with the IFSP grid?
- Any additional information about how you monitor ongoing service delivery?
- Any applicable plans to improve or enhance your monitoring of service delivery?
- What additional supports do you need or questions do you have?

# Current Service Delivery Monitoring Practices

- EISCs monitoring in many counties
- Provider monitoring occurring via observation, review of provider notes, team meetings, reflective supervision, and conversations with providers, supervisors, and/or families
- Visit # tracked in provider notes (e.g., visit 2/12)
- Audit to determine if gap/issue is systemic or isolated incident
- Schedule/conduct IFSP review to adjust service(s) if needed
- Ongoing trainings – scheduled or as needed
- Family complaints/conversations
- Many counties not aware of any services not being delivered as written

# Service Delivery Monitoring Needs/Wants

- Guidance on monitoring roles/responsibilities
- Examples of strong monitoring plans
- Examples of what other counties keep for supervision records/notes
- Opportunities to discuss provider monitoring with other supervisors
- Tracking sheet for service delivery

# Service Delivery Monitoring Challenges

- Inconsistencies often due to family schedules/family cancellations
- Differences between CBDD providers vs. others (e.g., POLR) in some counties and if CBDD is not EISC agency
- Limited funding/staffing
- Would like reports from Brittco/EIDS/Gatekeeper - a more automatic way to monitor service delivery

# Reports and Tools for Service Delivery Monitoring

- Brittco Reports
  - IFSP summary tool from Brittco
  - Service tracking forms – some counties have this in Brittco
- EIDS Reports
- Team joint calendar
- EISC Conversation Guide
- Child record audit tool
- Inter-IFSP checklist



# Where We Are Going

- State for provider monitoring
- Local program monitoring



# State Provider Monitoring Plan

- Cyclical process like we do with our baseline compliance indicators (45-Day, TRS, Transition)
- Includes Department Contracted Providers (DCPs) - Hearing, Vision, Nutrition, and POLR providers, and COGs
- SFY25 – Hearing, Vision, and Nutrition providers
  - Includes services due to be delivered July through September 2024
  - Activities related to analysis will begin in November 2024
- SFY26 and beyond – Other DCPs
- Timeframe of data and schedule of activities for SFY26 and beyond will be communicated to applicable providers in their respective analysis years

# Local Program and Provider Monitoring Plan

- Continue to ensure services are delivered as documented on the IFSP grid
- Address any discrepancies between the IFSP grid and service delivery
  - If services are inconsistent with IFSP grid, identify cause(s), determine whether IFSP review is needed
- Respond to state inquiries regarding provider monitoring
- Participate in applicable compliance analyses

# POLL



## Was this helpful?

- I found it very helpful.
- I found it helpful, but it didn't answer all my questions.
- I already knew most of this, but it was good to hear again.
- I really didn't get much out of this.
- I was disappointed because it didn't meet my needs.

# Quotes from 2024 EI Family Questionnaire

“ I am forever grateful finding this foundation. I will always remember how much they turned my life and my daughter's life around for the better. She's doing so much better now, and is learning things so quick now. A lot less frustrated when it comes to learning new things. ”

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“ The progress we've seen in our child and his speech development has had the biggest impact on our family. Before starting our journey with EI, our child (at 18 months) was saying a handful of words. After a year with Help Me Grow, I was reflecting on how far he had come, and it brought tears to my eyes. His vocabulary is incredible now, and he's working on using 3 and 4 word sentences more often. He's conversing with us at the dinner table and in the car, singing songs, and is able to communicate his needs. ”

# Quotes from 2024 EI Family Questionnaire

“ We love every aspect and has helped both of my kids so much. Our child is autistic and thriving in school now and I credit early intervention for this. Our provider has helped progress so much there are not enough words to express how thankful we have been for her and the program. ”

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“ We have truly enjoyed working with our therapist, our interventionist, and all of the team we've come into contact with through early intervention. It's never been a dull moment and without that I don't think we would've had the understanding we do now of how our son goes through daily life and how it's different for him and how we can better help assist to make it better for him and us. Everyone has always been so kind and compassionate and caring and that doesn't go unnoticed. We will miss everyone considering we've been with them the last three years so thank you for everything. ”

# Quotes from 2024 EI Family Questionnaire

“ I was hesitant about the Early Intervention program, as I wasn't sure how I felt about having people that I didn't know coming to my home and if the visits would be beneficial on top of our already loaded schedule of doctor visits. I am so glad I made the decision to move forward with the Early Intervention program. We have connected with the most wonderful people to work with our son and the whole family looks forward to each visit!

“ Everyone we have worked with through Early Intervention has always believed in my daughter and her abilities. Even in the past when doctors were being negative, everyone at Early Intervention was so supportive and saw her potential. It made a huge difference for us during the time when we heard so much negativity. I can't emphasize enough how important that was for us and for her.

# Quotes from 2024 EI Family Questionnaire

“ The genuine care and support. We foster and adopt and that in itself is incredibly stressful and emotional. You guys have been excellent support people for us through the process. You always prioritize wanting to know how things are going for our boys with regard to their cases and we truly love how much you care about them and our whole family. ”

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“ During a stressful time as a parent in being worried about my daughter’s development, early intervention provided a unified service for assessment, support and therapy. Being new to the area, I didn’t know where to turn and was overwhelmed in determining a path forward. Without early intervention my daughter would have fallen further behind as I would have struggled to find appropriate care. My family is grateful for the program and have loved hearing my daughters voice come alive with her new words. ”

# Quotes from 2024 EI Family Questionnaire

“ I was extremely hesitant to initially call for an evaluation. I am so unbelievably glad I did. My son would not have grown as much as he has. Early Intervention was crucial for his success. He has learned so much, I have been thoroughly supported and given resources to help, and everyone was so willing to work around my work schedule. EI made it easy to help my son. I could not be more grateful to have this program! ”

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“ Love all the staff! Very kind and passionate girls. Thank you for all you have done for my family. There were days I felt I wasn't doing enough and with your support I felt like I was moving mountains. ”

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“ The biggest impact for me is that our worker treats my child and the rest of our family like their own family. It means a lot to know that EI wants my child to succeed. ”

## Quotes from 2024 EI Family Questionnaire

“ Early intervention has helped me become more confident in caring for my son. I am disabled and I was uncertain of how I could care for a baby. I learned helpful adaptive skills and gained confidence in caring for my son. This allowed me to help him surpass his expectations in his development. I will forever be grateful!

“ We have been extremely happy with the care we have been shown while navigating the first year of our daughter’s life and understanding Down Syndrome. All of our providers are helpful, supportive, professional and extremely compassionate and empathetic. They have all been great with listening to our concerns and helping to ease them. We couldn’t ask for a better team to help our little girl and our family. We are truly grateful to this organization with all they have done and are doing to ensure our daughter’s best life.

# Resources

- **Early Intervention Service Delivery**

<https://ohioearlyintervention.org/guidance-documents-and-memos>

- **Verification Compliance Standards**

<https://ohioearlyintervention.org/monitoring>

- **Federal Part C Regulations**

<https://www.govinfo.gov/content/pkg/FR-2011-09-28/pdf/2011-22783.pdf>

- **Rule 5123-10-02 OAC**

<https://dodd.ohio.gov/forms-and-rules/rules-in-effect/5123-10-02>

# EI Program Updates – Tuesday Times

## Tuesday Times

This ongoing correspondence focuses on essential business-related information, providing important updates for our partners. These updates encompass practice and policy adjustments, data dashboard enhancements, funding prospects, program details, training initiatives, and various other pertinent topics.

## Updates by Program Area



### Identification

Children Services  
Home Visiting  
Ohio Children's Trust Fund  
Maternal and Infant Vitality Programming



### Early Education

Early Intervention  
Publicly Funded Child Care  
Early Childhood Education  
Preschool Special Education  
Licensing  
Dolly Parton's Imagination Library of Ohio



### Support

Ohio Commission on Fatherhood  
Ohio Family Children First Council  
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# MIKE DEWINE

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