

| Description of possible interruptions of EI services | Responsible for Documentation | | Supervision | |
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| | Interventionist | Agency Staff | Data collection | Monitoring |
| 1. Service started within 2 weeks from the start date | Interventionists mails, sends fax or emails to gaps @cityprogroup.com to CPG "Start of service date form". Reminds family that no make up session are allowed for | Completes "start of service form" and sends to OSC by mail or fax. Copy of the form kept on file with date sent to OSC. | Weekly "Dash Board" meeting with monitors | Director of QA |
| 2. Service started after 2 weeks from start date | Interventionists mails, sends fax or emails to gaps @cityprogroup.com to CPG "Start of service date form". Reminds family that no make up session are allowed for | 2 weeks after the start date Monitoring department reports delayed start to Director of operations. DO investigates reason for delay and if needed takes administrative actions to prevent further instances of delay. Monitoring sends explanation of delay and anticipated start date to parent, OSC and Regional office. Copy of explanation is filed | | |
| 3. Agency can not locate provider for the assigned case | | 2 weeks after the start date monitor reports delayed start to Director of QA. QA investigates why agency accepted case that can not be staffed. Monitor sends explanation of delay and request to re assign case to another agency to parent, OSC & Regional office. Copy of request is filed | | |
| 4. Gap in services for 3 or more scheduled sessions because the child is sick, interventionist is sick, family cancelled sessions for any reason | Therapist documents gap on "Absence Note" form (section 2) and mails, faxes or emails it to City Pro within 48 hours of the 3-rd missed session. In addition the gap is documented on the daily notes. One note can be used for documentation of gap and discussion with parents make up sessions if appropriate.* Parents signature is allowed but not required for this entry.*" | Monitoring department sends "Absent Note" within 3 days from the 3-rd missed session to OSC and Regional office. Absence note and proof of mailing to OSC/RO are filed. | Billing software generates monthly "gap report" | Program Director Reviews gaps occurred per month and monitor that they are handled by current P&P |
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| <p>5. Parent requested to modify frequency and/or duration of authorized IFSP services</p> | <p>Interventionist immediately notifies monitoring department and OSC about parent request. When needed completes justification form (form is available on agency website - www.Findcase.com) and sends it to City Pro monitoring department. The therapist is encouraged to consult Program Director when he/she is not certain about the procedure or questions parent request. Service authorization can not be changed until provider receives approved new IFSP authorization from RO/OSC</p> | <p>Monitoring Department will forward justification form to Program Director. Once approved the monitor will send it to OSC. Monitor assigned to the case will follow up on status of changes every 2 weeks and will update the therapist of the status of parent request.</p> | <p>Copies of all changes in services forms are filed in QA binder "Changes in services"</p> | <p>Program Director or assigned staff member monitor approvals of "Change in service forms"</p> |
| <p>6. Anticipated Extended Absence up to 2 weeks due to therapist absence (vacation, medical, etc.)</p> | <p>Interventionist must send "Absence Note" with completed section 3 to City Pro 5 days prior to the absence</p> | <p>Monitoring Department within 24 hours of receipt of the notification will contact family to confirm that family does not want to replace the provider for the period of anticipated gap and reminds family of make up policy. If family requested to wait until the provider is back (not more than 2 weeks) monitor will send the Absence Note to OSC and Regional office and will file it in the child's file. If the family is requested to replace or substitute the provider, monitor will request staffing department to replace the interventionist as requested by family.</p> | <p>All gaps are appearing on the monthly "gap report"</p> | <p>QA Director on monthly basis verifies that gaps related to therapist reasons are agreed with families and properly documented</p> |
| <p>7. Anticipated Extended Absence for more than 2 weeks due to therapist absence (vacation, medical, etc.)</p> | <p>Interventionist must send "Absence Note" with completed section 4 to City Pro 5 days prior to the absence.</p> | <p>Monitoring department within 24 hour of receipt of the note sends staffing request to staffing department to replace interventionist. Monitoring department sends Absence note to OSC. Staffing department will contact the family as soon as the new interventionist is assigned to introduce substitute provider.</p> | <p>No gaps occurred.</p> | |

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| 8. Family Vacation | Interventionist must send "Absence Note" with completed section 5 to City Pro as soon as they learn about family vacation | Monitoring Department within 24 hours of receipt of the notification will contact family to confirm vacation period and to remind family of make up policy. Within 2 days after notification is received monitor sends Absence Note to OSC and Regional office and files in the child binder. Monitor will follow up with the family on anticipate "come back" day to renew services. | All gaps are appearing on the monthly "gap report" | QA Director on monthly basis verifies that gaps related to therapist reasons are agreed with families and properly documented |
| 9. Family requested to terminate service(s) | Interventionist must send "Absence Note" with completed section 6 to City Pro as soon as they learn about family request to terminate services. | Monitoring Department within 24 hours of receipt of the notification will contact family to confirm termination of service(s). Within 2 days after notification is received monitor sends notification of termination and written request for "Closure form" to OSC. Monitor will also send notification of termination to Regional office and files it in the child binder. | | QA Director |
| 10. Other gaps/interruptions not described in this policy | Interventionist must send "Absence Note" with completed section 6 or call monitoring when other gaps interruption are anticipated or occurred. | Monitoring department will take appropriate measures on case by case basis to assure continuity of services in each particular situation reported | | Program Director |