



# City-Pro Group, Inc.

## Early Intervention Agency

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### Policy and Procedures on Service Delivery

#### Continuity of services

This policy reflects changes in NYS RR article 49.6 which was revised on 06.3.2010 and NYC EIP P&P on service delivery which became effective 10.17.2010.

EI Agencies are responsible for delivery of EI services as they were authorized at IFSP. This applies but is not limited to frequency, duration, type and place of delivery, number of authorized sessions, functional outcomes and short term goals.

In some cases service (s) can be interrupted due to different reasons such as child is sick, family cancelled session (s), natural disasters or emergency situations, therapist is sick or on vacations, parent changes schedule, day care center can not accommodate therapist, family canceled service(s), etc. Regardless of the reason(s) of gaps in service delivery, the Agency and subsequently agency's providers are responsible for compliance with NYS and NYC EIP provisions, in particular to assure that all EI services are provided as per the IFSP. This policy describes how City Pro interventionists and staff should address different situations when EI services are interrupted or stopped.

A lot of activities in this policy are performed by City-Pro monitors. As many of you know all services provided by City-Pro Group, Inc. are monitored by the Monitoring Department. The department has 6 monitors responsible for cases assigned to City-Pro. In addition our agency employs 3 full time monitors for ABA cases. All monitors have extensive EI experience and most of them have worked as EI service coordinators. Cases are assigned to monitors in alphabetical order of the children. When you receive assignments for your case it says who is monitoring the case and provides contact information for the monitor. If for any reason you are not sure who is monitoring the EI service for the child you work with, please feel free to call our main number 718-769-2698 and the front desk will transfer you to the person in charge. We strongly encourage all interventionists to constantly communicate with our monitoring department, especially when you are not sure about EI procedures or something goes wrong. Please remember that City- Pro monitors are not Service Coordinators for the cases you work with. They just assure compliance of EI services provided by our agency.