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Dear parents of _____

Following your recent IFSP meeting, FRA was assigned as the agency to provide services for your child and family. We are looking forward to partnering with you to encourage your child's development in his or her areas of need.

The Practitioner (s) listed below will contact you directly, if they have not done so already to schedule the following services for your child

Practitioners Name	Discipline	Phone number
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Practitioners Name	Discipline	Phone number
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Please read this information and keep it handy for future reference. You can also find this on our website at www.frainc.org under Services & Programs, click on Our Children's Services and on the left click "Early Intervention Welcome Packet"

- Facts and Information about FRA
- FRA Policies regarding Scheduling Appointments, Cancellations and Make-ups
- FRA Conflict Resolution Procedures
- FRA Health Guidelines

Please do not hesitate to call if we can be of further assistance. You can reach me, the early intervention coordinator, at 732-747-5310 ext 115, or Sue Levine, the Early Intervention Administrator and Social Worker at ext 117.

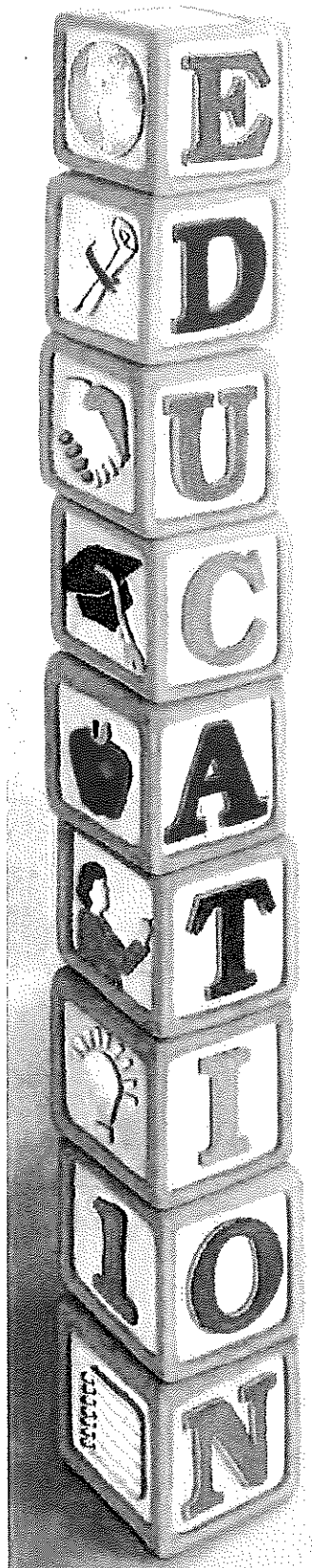
Again, we look forward to working with you!
Sincerely,

Vicky Butler - Early Intervention Coordinator



ALL ABOUT FRA AND EARLY INTERVENTION SERVICES

- Founded in 1979, Family Resource Associates (FRA) is a private, non-profit agency located in Red Bank, helping children, adolescents and people of all ages with developmental delays and disabilities to reach their fullest potential.
- FRA maintains a fine staff of over 50 highly qualified, caring professionals who are fully licensed and meet the highest standards for their professions. The early intervention staff includes speech, physical, and occupational therapists, a social worker, early childhood special educators, and behavior specialists.
- Our early intervention program provides home and community based services to nearly 200 children in Monmouth County each week.
- Our early intervention professionals are specialists with extensive training and experience with children aged birth to 3. Their goal is to teach you, the parent or caregiver, so you can teach your child through everyday experiences and activities.
- Among our early intervention therapists, we also have specialists (speech therapists and teachers) who work with children with hearing loss. They are skilled with children with cochlear implants, and utilize various strategies to promote the development of speech.
- The experienced therapists in our early intervention program also provide services to children with a diagnosis on the autism spectrum, using a curriculum designed specifically to enhance the skills of these little ones. All of our autism therapists have received specialized training.
- In addition to providing home-based early intervention for infants, FRA also provides therapeutic recreation programs including a specialized Gymboree class for children aged birth to 3.
- Because FRA is committed to supporting the entire family, parent and sibling support groups are also available for families with children with learning or behavioral challenges of any age.
- TECHConnection @ FRA is the largest assistive technology computer demonstration and learning lab open to the public in NJ. The Center offers programs and services that can make using the computer easier for people of all abilities and ages. Workshops for professionals are also provided. The center offers software ideas for young children to enhance learning, as well as making adapted toys and devices available for loan. You are welcome to explore the center for free. Therapists may also bring adapted toys or devices if they would be useful into your sessions.
- FRA maintains a small toy and book lending library for children. We also have many "how-to" books and disability-specific references for parents which can be borrowed.
- Our goal is to maximize every child's learning potential by working hand in hand with parents to educate and teach new skills.



Important information about your child's Early Intervention Services

- Agency conflict resolution procedures
- FRA health guidelines
- FRA policies regarding scheduling of appointments, cancellations & make ups
- FRA holiday schedule
- FRA inclement weather notice

These materials are also available on our website at

www.frainc.org

210 Newman Springs Road, Red Bank, NJ 07701
732-747-5310 www.frainc.org



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GUIDELINES FOR CHILDREN WHO MAY BE SICK

Taken from Family Resource Associates, Inc.
Program Policies and Procedures

Please cancel your child's therapy services if he/she has these symptoms:

1. **Any known communicable disease** – chicken pox, measles, mumps, strep throat, conjunctivitis (pink eye), coxsackie virus, fifth's disease and all other flu-like symptoms and viruses
2. **Fever** over 100.4° F rectally, 100° F orally, or 99.6° axillary. Individual should be fever free, without the use of fever reducing medications for at least 24 hours before resuming services
3. **Diarrhea** – This means more than one abnormally loose stool. If a child has just one loose stool, he may have diarrhea. Observe for additional loose stools or other symptoms. Individual should be symptom free for at least 24 hours
4. **Severe coughing** – high pitched croupy or whooping sounds after coughs
5. **Excessive drainage from nose** – purulent (greenish color), runny nose, (unless diagnosed as allergy – please provide a note from the doctor for your child's records)
6. **Conjunctivitis (pink eye)** - redness of eyelid lining, irritation, tears, followed by swelling and discharge of pus
7. **Unusual spots or rashes**
8. **Sore throats or trouble swallowing**
9. **Infected skin patches** crusty, bright yellow, dry or gummy areas of skin
10. **Vomiting** – no vomiting for 24 hours from your child or any family member. Individual should be system free for at least 24 hours.
11. **Difficult or rapid breathing**
12. **Yellowish skin or eyes** – except when yellow skin is caused by child eating many yellow or orange vegetables
13. **Headache and stiff neck**
14. **Gray or yellow stool** from individual or family member
15. **Unusual behavior**: cranky or less active than usual; excessive crying, individual is in general discomfort or just seems unwell
16. **Loss of appetite** - persistent
17. **Severe itching** of body or scalp
18. **Unusually dark, tea colored urine**

If you or any family members have any of these symptoms: **Do not have a practitioner come for a scheduled home visit.** Please cancel the session if **you or another family member is contagious.**

If you have any questions, please call FRA at (732) 747-5310.

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FRA PROGRAM POLICIES AND PROCEDURES
EARLY CHILDHOOD DEVELOPMENT PROGRAM
IV. DELIVERY OF QUALITY DIRECT SERVICES
A. Procedural Safeguards

AGENCY CONFLICT RESOLUTION PROCEDURES

At FRA, we pride ourselves on providing quality services to our families. We hope that you will continue to be satisfied and comfortable with the services you receive here. Your satisfaction is important to us!

If you are at any time concerned about your services through FRA, please refer to the agency conflict resolution procedures below. Please be assured that your concerns will be kept confidential and will in no way jeopardize the services you receive through the early intervention system at FRA.

The steps to take for conflict resolution are as follows:

- a. Discuss the problem with the practitioner servicing your family.
- b. If you are uncomfortable speaking to the practitioner or if the problem is not resolved, contact our agency social worker and program supervisor, Sue Levine, at 732-747-5310 ext 117.
- c. If unresolved, contact the Executive Director, Nancy Phalanukorn, at 732-747-5310 ext 112.
- d. If unresolved, discuss with the Board of Trustees Chairperson, to be addressed at a special meeting regarding your conflict.
- e. You may also contact your service coordinator at Special Child Health Services at any time (main number is 732-224-6950) who can call the agency on your behalf to present your concerns and assist with the resolution of the problem.
- f. If still unresolved, please refer to the State's *Family Rights in Early Intervention Services* packet which you received upon entrance into the early intervention system. These can be viewed on the web at www.thefamilymatterswebsite.org . Click on "Family Rights in Early Intervention". Our Mid-Jersey Regional Early Intervention Collaborative provides technical assistance to families and Early Intervention programs, and ensures the protection of the families rights. The Mid-Jersey R.E.I.C. can be reached at 732-937-5437 and the Procedural Safeguards Office can be contacted at 877-258-6585

Should you have billing questions for infant program services, please contact your service coordinator at Special Child Health Services or the billing company, PCG, at 1-844-378-2936 (hit option #1).

We hope the above information clarifies our procedures. If you have any further questions, please feel free to contact the office.

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VI. SERVICE DELIVERY FOR THE INFANT INTERVENTION PROGRAM

- A. SCHEDULING / CANCELLATIONS- FRA shall ensure that our service delivery will be implemented as identified in the child's IFSP, to the best of our ability, following the policies below. FRA respects and values each member of the team for their time and dedication as well as the family's dedication to serving/helping the child and family.**

1. Initiating Services

- a. Once a child is assigned to FRA by SCHS, every effort will be made to begin services within 12 days (no later than 15 days – see Policy 16 II D, III. A. 5, 6, and 9). If services cannot begin in a timely fashion, the referral will not be accepted. In all cases, services will begin within 30 days. Documentation will exist for any delays beyond 12 days in starting the service with specific reasons as to the delay.
- b. The date FRA receives the signed IFSP from SCHS shall be documented by FRA (State Policy 16 IV. C.1). The date the practitioner is assigned shall be recorded by FRA. The first actual date of service by the practitioner shall also be documented. (State Policy 16 D. 1, 2 and E. 1.)
- c. Families will be provided with an annual calendar of scheduled closings including holidays, in-service trainings and other planned closings. (as per policy #14)
- d. Practitioners shall confirm a scheduled appointment with each family for their first few visits. Once routine sessions are established and the staff member is reasonably sure that the family knows the schedule, then this activity is not necessary.

2. Scheduling new children

- a. In setting up initial appointments for newly enrolled children and/or with a new practitioner, staff will offer as many appointment times as possible and shall document all dates and times offered to the family (Policy 16 III. A. 9).
- b. Families shall be made aware that other children are already in service with established appointments with each practitioner assigned to them. Consideration shall also be given to where the provider is driving for their current home visits. These logistical issues may create real limitations on the flexibility of a provider to schedule a new child/family immediately at a time and in a way that meets the time preferences for the family.
- c. Practitioners will make every reasonable effort to schedule new families in a way that considers the needs of the newly assigned child / family. If they are unable to immediately meet the family's preference, practitioners are to indicate to a family an approximate time that they may be able to offer a time slot to better meet their preference. The provider shall document all options offered electronically on the NJEI website.
- d. Practitioners will offer the first available appointment and document electronically all subsequent time offers, if the parent does not accept this time. If the parent is unable to accommodate the practitioners schedule for a few weeks, then we can seek other alternatives such as finding another practitioner to provide the service or referring the child back to SCHS. If the later date is accepted, then we will not consider the prior weeks as missed sessions nor need to make them up. Detailed information regarding start date, family decline of dates and or times, difficulty in reaching the family to schedule, etc. shall be written on the Electronic Broadcast by administrative staff so the Service Coordinator is also aware of the attempts to schedule.(State Policy 16 III. A. 9, 10, 11, 12, 13.) (State Policy 14 II. B)
- e. Practitioners shall also keep new children in mind for scheduling as a fill-in appointment when there are cancellations and they are in reasonable driving distance to the home.

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Childhood Development Programs • Family Support Services • Creative Recreation • Adult Experiences Programs
Phone: 732-747-5310 • Fax 732-747-1896 210 Newman Springs Road, Red Bank, New Jersey 07701

www.frainc.org

www.techconnection.org

TECHConnection

Families can determine if they are willing to be put on a list to be called if there is a cancellation and can be fit into a practitioners schedule on short notice.

- f. The needs of all families served must be considered as well as the practitioner's need to schedule appointments in an efficient manner to deal with driving distances. This requires that families may need to alter their current schedule as possible; be flexible (i.e., as their child grows and can change for a later time to allow other infants to have early morning appointments, etc.) and recognize that there are ever-changing travel and time logistics with each new family that enters the system and a practitioners caseload.

3. Cancellations By Practitioners

- a. If the therapist cannot keep a scheduled appointment, the family must be given a minimum of 24 hours notice of the cancellation unless prevented by an emergency.
- b. FRA part-time and full time practitioners have paid holiday, sick and vacation time. Therapists are to inform the family a week in advance of any planned time off. In the case of illness, therapists shall give families as much notice as possible to cancel the appointment. The Annual Holiday calendar shall be sent to families upon enrollment and annually thereafter. However, time missed as a result of holidays will not be made up by the practitioner unless it can be rescheduled for a day/time later in the same calendar week.
- c. When a practitioner is unable to keep a regularly scheduled service and rescheduling is not an option, the following procedures are to be followed: 1.) The practitioner and family determine together the next acceptable alternative day and time to make-up the missed service. 2.) Regularly scheduled services must be provided as planned and are not affected by the addition of a make-up service. 3.) The make-up service must be consistent with the planned frequency of the missed service. Example: a one-time per week service may not exceed more than a one-time per week make-up. 4.) The make-up service must be consistent with the planned length of the missed service. Example: a make-up one-hour Physical Therapy service cannot exceed a one-hour Physical Therapy. 5.) If a make-up service is less than the IFSP service time (e.g. 45 minutes instead of an hour), the "shortfall" in time cannot be made-up at another time. 6.) The practitioner documents make-up services in the EIMS including: (a) Reason for the cancellation/disruption; (b) Date(s) of missed service being made-up; and (c) Communication with family regarding the cancellation and any attempt/offer made to make-up the service. 7.) After the service has been provided, the practitioner logs it in the EIMS as a "Make-Up" service. Make-up sessions can only be provided after a planned session was missed, not before. (State Policy NJEIS 14)
- d. In the event of difficulty in arranging for the makeup and several options have been provided to a family, a substitute practitioner may be able to be arranged. Substitute practitioners can be arranged for short periods to cover for staff extended vacation or illness (the electronic billing system will be adjusted accordingly).
- e. If a parent has concerns about excessive staff cancellations then they are to bring this matter to the attention of the FRA Program Administrator and/or to their Service Coordinator to gain resolution.

4. Substitute Practitioner

- a. A substitute practitioner is also used on occasion when requested by the parent or the practitioner, to provide new ideas and activities to both the ongoing practitioner and family. An OT, PT, ST, and other DI or Behavior Specialist all may substitute for DI provided that the parent approves this and understands the reasons for doing so. This does NOT constitute an assessment and does not substitute for one. However, in certain cases, it may confirm for the ongoing practitioner that it might be appropriate to request an assessment.

5. Cancellations by Families

- a. Parents must call and cancel any scheduled practitioner when their child is ill (or if there is significant illness in the home), especially with any communicable illness. Phone calls should be made the evening before or in the early morning, between 7:00 - 8:00 a.m., via

practitioner's cell phones. If unable to reach the scheduled provider, parents will call the office as soon as possible. Home-based appointments can be kept at the discretion of the provider after discussion of the specific health issue. Center based appointments, especially in groups, are to be canceled so as not to infect others.

- b. ***While we are not required to make up a session cancelled by the parent/guardian due to the child's illness or family vacation, practitioners may do so as a courtesy if an alternate time can be arranged within the same calendar week. If not rescheduled within the week, there cannot be a makeup.*** Any concern regarding this can be addressed by calling the Procedural Safeguards Office (877-937-5437)
- c. If no one is home upon arrival, practitioners will wait for 15 minutes and then leave a note on the door indicating their missed appointment. This constitutes a "No Show". If an acceptable rescheduled (alternative) service cannot be arranged within the scheduled week, bi-week, month, the practitioner documents the following in the EIMS electronic data base: (1) Person who cancelled; (2) Reason for the cancellation, including description of any extreme weather event; (3) Date of missed service; and (4) Communication with family regarding the cancellation and any attempt/offer made to reschedule. Practitioners must fully document the reasons for the cancellation by the family on their electronic contact log and on the child's verification log. (State Policy 14) As per state regulations, this time cannot be billed.

6. Scheduling Makeups

- a. It is critical to attend to the end dates of the IFSP and the authorization period to schedule make up sessions. There is no flexibility to schedule make-up sessions beyond the authorization period as we cannot bill for these services after these dates unless the Procedural Safeguards Office (PSO) has evaluated the situation and provided authorization to do so. (State Policy 14)

7. Frequent Cancellations by Families

- a. Appointments that are frequently missed will be reported to the SCHS/SC in an effort to determine any conditions that may warrant further attention, or a change in services or a change in practitioners.
- b. Families, who have frequently missed appointments, will also be contacted by mail by SCHS if neither SCHS or the practitioners are unable to reach them after three documented attempts by phone. Services will not be restarted until there is clarification to the problem and resolution to maintain appointments.
- c. Practitioners will not continue to keep a space open for families who we have not been able to contact in over three weeks and until there is clarification from SCHS as to how to proceed.
- d. Once the problem is resolved and approval given to reactivate services, the provider is to phone the family in advance to confirm the appointment before going to the home by calling the family directly and/or checking in with the office if there is no response by phone.

8. Punctuality of Practitioners

- a. Practitioners will always attempt to maintain a punctual schedule. We appreciate your help in maintaining our schedule by not delaying our departure.
- b. Due to extenuating circumstances or unexpected traveling conditions, a **half hour leeway** must be allowed for staff arrival. However, practitioners will also contact families as soon as possible to inform them of the delay. All attempts will be made to contact you if a later time needs to be scheduled.
- c. Parents should not schedule other appointments too close to the end of the session, if possible and should inform the practitioner in advance of any closely scheduled appointment to assure the full session, or for them to make other arrangements if necessary.

9. Inclement Weather

- a. Cancellations may occur due to bad weather affecting the driving conditions for services. Practitioners will contact families individually to determine if it is possible to maintain appointments on an individual basis.
- b. For the protection of our staff, appointments are to be kept as long as the following safety standards are met.
 - i. The storm is not intensifying
 - ii. The roadways are passable to the family's home including main roads and side streets in their neighborhood.
 - iii. The driveway into the home is passable, clear from ice and debris and poses no obvious potential hazard.
 - iv. The home must have a safe and clear access into the home, including sidewalks and stairs or an alternative is provided, such as using the garage entry that is clear and safe to walk through.
- c. Rescheduling the appointment will be worked out between the family and practitioner. However, if the home is not passable and safe forcing the provider to cancel, that session will not be made up.
- d. In cases of storms- or situations that have been determined to be "A State of Emergency", it is expected that all practitioners will be off the roads and not conducting any business for FRA. If the agency closes due to a weather emergency, the staff will cancel their appointments. If the visit cannot be rescheduled for another day of the same week, the visit will not be made up in accordance with the state missed services policy (NJEIS Policy 14)



Infant & Toddler
Connection of Virginia

What to expect during an early intervention visit:

Early Intervention providers use coaching during visits to help parents and other caregivers interact with their child in ways that support learning and development.

- At the beginning of the visit, you and your provider will talk about what you tried with your child since the last visit - what did and didn't work. Tell your provider about anything new since the last visit. Talk about what you want to focus on during today's visit.
- Your provider joins in what you and your child are already doing when he or she arrives, or you may begin an activity you have chosen to focus on during this visit. Your provider observes how you and your child play and interact during your daily routines and activities, shows you a strategy to use, then asks you to try it.
- Your provider helps you practice new ways to help your child meet his/her goals and you talk about how to include the strategies in your daily routines. Between visits, you can put into action strategies you came up with together.
- You and your provider discuss the activities and strategies practiced during the visit -- what went well, what didn't, and what you can do the next time.
- Your provider shares information with you and helps you figure out what strategies will best help your child meet his/her goals.
- At the end of the visit, you and your provider create a plan of what you want to try with your child between visits and you schedule your next visit. Visits can be scheduled in your home or other community locations.

We would like to thank the Infant & Toddler Connection of Virginia for allowing us to use their materials



To make a Referral in New Jersey call 888-653-4463

February 2017

For more information go to www.nj.gov/health/fhs/eis



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PARENT PACKET CHECK LIST

Childs name _____ (Please print)

I have been given a copy of the "Welcome Letter from FRA" with my Practitioner(s) contact information along with the following paperwork from FRA.

- _____ All About FRA
- _____ Agency Conflict Resolution Procedures
- _____ Guidelines for children who may be sick

Service Delivery For The Infant Intervention Program which includes:

- _____ Initiating Services
- _____ Scheduling new Children
- _____ Cancellations By Practitioners
- _____ Substitute Practitioner
- _____ Cancellation by Families
- _____ Scheduling Makeups
- _____ Frequent Cancellations by Families
- _____ Punctuality of Practitioners
- _____ Inclement Weather
- _____ Holiday Schedule

Parent/Caregiver (Please print) _____ Date

Parent/Caregiver Signature

Practitioner Name (Please print) _____ Date

Practitioner Signature

*If you would like to opt out of getting program information from FRA via email please initial here. _____

