



First Steps

ISSUE CLARIFICATION

NUMBER: 603-10-045

DATE: June 2003

TOPIC: Family selection of providers within the First Steps system

RELEVANT SECTIONS OF THE MANUAL: Section 10

**AUDIENCE: SPOE Staff
Service Coordinators
First Steps Providers**

ISSUE FOR CLARIFICATION:

Service Coordinators have requested clarification on the appropriateness of First Steps therapists making recommendations to families on their selection of providers.

CLARIFICATION:

No provider within the First Steps system should recommend to a family, a specific therapist/provider. The Service Coordinator through use of the matrix should facilitate provider selection. Providers may assist families in identifying important qualities to look for in a provider. For example, a Physical Therapist working with the family may discuss the importance of identifying a provider having experience and knowledge of a specific diagnosis or condition.

The actual selection process must be facilitated through the Service Coordinator. The Service Coordinator must provide the family with information on all available providers serving that area. The Service Coordinator must also ensure that the family has been provided with their rights regarding the provider selection and change in service.

Concerns related to the breach of this procedure should be directed to the Local Planning and Coordinating Council (LPCC) as a system concern. If local intervention is unsuccessful in addressing the issue, the concern may then be directed to the county consultant within the Bureau of Child Development.

Please retain this Clarification in your Implementation/Practice Manual in the designated Section. If you have questions about this document, please contact your First Steps County Consultant.