



Division of Disability and Rehabilitative Services

First Steps

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Date: 10/31/2019

To: First Steps Families, Providers, and Systems Point of Entry (SPOE)

From: First Steps State Office

Re: First Steps Make-up Session Policy and Procedures

I. Purpose:

To ensure early intervention services are provided in accordance to 34 CFR 303.20 to eligible infants and toddlers and their families according to their Individualized Family Service Plan (IFSP). This policy identifies procedures for First Steps early intervention service (EIS) providers in the event an early intervention service is not provided as outlined in the IFSP.

II. Definitions:

“Missed session” means a planned EIS session that is missed for any reason.

“Cancellation” means an EIS session is missed because the parent, provider, or other individual cancels the session before the provider arrives at the planned location and time.

“No-show” means an EIS session is missed because the parent, provider, or other individual is not present at the planned location and time **or** the parent, provider, or other individual declines the EIS session upon arrival of the provider.

“Make-up session” means an EIS session that replaces a missed session.

III. Procedures:

- a. Providers must offer make-up sessions to the family when the missed session occurs due to a provider or system-related reason (for example, the provider cancels the session).
- b. Providers may offer make-up sessions to the family when the missed session occurs due to a cancellation or no-show by the family or other individual. .
- c. Provider agencies have the option to offer a substitute provider to the family when the assigned provider is unavailable.
- d. The following procedures are to be followed for scheduling a make-up session:



- i. The provider and family determine together if there is an acceptable alternative date and time for the make-up session.
- ii. The family may decline a make-up for any reason.
- iii. The make-up session must:
 - 1. Occur after the date of the missed session and before the end or termination of the current IFSP;
 - 2. Be consistent with the length of the missed session as planned within the IFSP. (Example: IFSP indicates services will be provided one-time per week for 60 minutes. The make-up session shall be offered at 60 minutes in length and may not exceed 60 minutes.)
 - 3. Be provided on a different date than another session provided to the child and family by the same provider;
 - 4. Be limited to one per week per child and family per provider; and
 - 5. Be documented by the provider (date of the missed session and reason for the make-up session) within the provider billing system in accordance with the above definitions of cancellation or no-show when the provider claims reimbursement for the make-up session.
- e. If there are 3 or more consecutive missed sessions:
 - i. The provider must document all communication and/or communication attempts with the family regarding the missed sessions and offered make-up sessions,
 - ii. The provider must contact the Service Coordinator, and
 - iii. Service Coordinator must work with the IFSP team to determine whether an IFSP team meeting should be scheduled to discuss the reason(s) for missed sessions and to determine if changes should be made to the IFSP.
 - iv. EIS services may not be terminated without IFSP team agreement and adherence to procedural safeguards.

Contact the First Steps general mailbox (FirstStepsWeb@fssa.IN.gov) with questions or concerns.