

Consistent with the provisions of the Individuals with Disabilities Education Act (IDEA), Part C, the frequency and length of SoonerStart services is decided by the family and SoonerStart staff at the Individualized Family Service Plan (IFSP) meeting. Unforeseen events, such as provider illnesses and family emergencies, as well as planned activities such as trainings or vacations etc. should be considered and discussed with the families when determining IFSP services.

Service providers schedule appointments with SoonerStart families at mutually agreed upon times according to the frequency and length of services outlined in the child's IFSP. These appointments may or may not be on the same day or time from week to week or month to month. It is the provider's responsibility to ensure that the total number of promised services to the child occur as outlined in the IFSP. Only a scheduled appointment that is cancelled by the provider or the family is considered a "missed service." When an official announcement is made which authorizes the local SoonerStart site or county health department to maintain only essential services due to hazardous weather conditions, any SoonerStart service previously scheduled for that day(s) is not considered a "missed service."

If a family cancels, refuses services from an assigned SoonerStart provider, or does not make the child available for the scheduled appointment, the family is not entitled to make-up services that result from missed services due to this action.

If a SoonerStart site or provider cancels or fails to provide services in accordance with a current IFSP, the site or provider must offer the family the opportunity to receive make-up services following the missed service. Make-up services must be provided within the IFSP effective dates whenever possible unless the family declines to make-up the missed service.

If the family agrees to make-up the missed service, but the family is unavailable or refuses to accept two *different* offered appointment dates, the family forfeits the missed service.

All missed services and the follow-up actions must be documented in the service providers' progress notes.

If the family fails to attend or cancels the scheduled eligibility evaluation or initial IFSP appointment, the service coordinator should attempt to reschedule the appointment as soon as possible. If the family fails to attend or cancels the second scheduled evaluation or initial IFSP appointment, the appointment may be rescheduled only after the service coordinator contacts the family to discern if they are interested in pursuing early intervention services. If unable to contact the family or family wishes to discontinue services, a letter and Prior Written Notice should be sent to the family informing them that their child will be placed in inactive status.

If a family fails to attend or cancels three regularly scheduled early intervention service visits, the service coordinator and/or service provider should document three attempts to contact the family to discern their continued interest in services before any additional visits are scheduled. If unable to

contact the family or family wishes to discontinue services, a letter and Prior Written Notice should be sent to the family informing them that their child will be placed in inactive status.