

2505: APPOINTMENTS AND MISSED SERVICES

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."

NOTE: If the IFSP Service Delivery page indicates **weekly or bi-weekly** services then the provider is obligated to provide the service as written. For example, if the family's typical early intervention services occur on Mondays, but a holiday falls on a Monday, the service provider must offer the family an intervention visit on another day of that same week.

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.

If a SoonerStart provider cancels or fails to provide services in accordance with a current IFSP, the site/provider must offer the family the opportunity to receive make-up services following the missed services. Make-up services must be provided within the IFSP effective dates whenever possible unless the family declines to make-up the missed services. If the family agrees to make-up the missed services, but the family is unavailable or refuses to accept two different offered appointment dates, the family forfeits the missed services.

All missed services and the follow-up actions must be documented on a service provider progress note or in the EdPlan contact log.

Intake/Screening Appointments:

- If a family **cancels** the first scheduled intake/screening appointment, the RC should make 2 attempts to reschedule the appointment with one attempt being in writing (letter) as soon as possible. If the family does not respond to the letter by the specified date, the RC will cancel the referral and inactivate the record.
- If a family **misses/no shows** a scheduled intake/screening appointment, the Resource Coordinator (RC) should attempt to reschedule the appointment. The RC will make **one** contact

attempt in writing (letter) and will require the family to contact the RC within 5 working days (letter must include a “contact by” date). If the family does not respond by the specified date, the RC will cancel the referral and inactivate the record.

- If a family **cancels** a “rescheduled” intake/screening appointment the RC will make **one** contact attempt in writing (letter) and will require the family to contact the RC within 5 working days (letter must include a “contact by” date). If the family responds, the RC will offer to schedule the child in the first available evaluation slot to ensure that the 45 day timeline is met. If the family does not respond by the specified date, the RC will cancel the referral and inactivate the record.
- If a family **misses/no shows** a “rescheduled” intake/screening appointment and the family does not contact the SoonerStart office *within 24 hours* following the missed/no show appointment to reschedule, the RC will cancel the referral and inactivate the child’s record.
- Intake/screenings that are cancelled by the RC should be rescheduled as soon as possible.

Eligibility Evaluation Appointments:

- If a family **cancels** the first scheduled evaluation appointment, the RC should make 2 attempts to reschedule the appointment with one attempt being in writing (letter) as soon as possible. If the family does not respond to the letter by the specified date, the RC will cancel the referral and inactivate the record (If a screening was completed prior to the evaluation, do not cancel the referral before inactivating).
- If a family **misses/no shows** the first scheduled eligibility evaluation appointment, the RC should attempt to reschedule the appointment. The RC will make **one** contact attempt in writing (letter) and will require the family to contact the RC within 5 working days (letter must include a “contact by” date). If the family does not respond to the letter by the specified date, the RC will cancel the referral and inactivate the record (If a screening was completed prior to the evaluation, do not cancel the referral before inactivating).
- If a family **cancels** a “rescheduled” evaluation appointment, the RC will make **one** contact attempt in writing (letter) and will require the family to contact the RC within 5 working days (letter must include a “contact by” date). . If the family does not respond to the letter by the specified date, the RC will cancel the referral and inactivate the record (If a screening was completed prior to the evaluation, do not cancel the referral before inactivating).
- If a family **misses/no shows** a “rescheduled” evaluation and does not contact the SoonerStart office *within 24 hours* following the missed/no show appointment to reschedule, the RC will cancel the referral and inactivate the child’s record. (If a screening was completed prior to the evaluation, do not cancel the referral before inactivating).
- Evaluations that are cancelled by SoonerStart staff should be rescheduled as soon as possible.

Initial IFSP Appointments:

- If a family **cancels** the first scheduled Initial IFSP appointment, the RC should make 2 attempts to reschedule the appointment with one attempt being in writing (letter). If the family does not respond to either contact attempt, the RC will send a PWN to the family which includes the date of the cancelled appointment and inactivate the record.
- If a family **misses/no shows** the first scheduled Initial IFSP appointment, the RC will make **one** contact attempt in writing (letter) and will require the family to contact the RC within 5 working

days (letter must include a “contact by” date). If the family does not respond by the specified date, the RC will send a PWN to the family which includes the date of the missed appointment and inactivate the record.

- If a family **cancels** a “rescheduled” IFSP appointment, the RC will make **one** contact attempt in writing (letter) and will require the family to contact the RC within 5 working days (letter must include a “contact by” date). If the family does not respond by the specified date, the RC will send a PWN to the family which includes the date of the cancelled appointment and inactivate the record.
- If a family **misses/no shows** a “rescheduled” Initial IFSP appointment and does not contact the SoonerStart office *within 24 hours* following the missed/no show appointment to reschedule, the RC will make **one** attempt to contact the family.
 - *The contact attempt must be in writing (letter) and will require the family to contact the RC within 5 working days (letter must include a “contact by” date). The letter must also be accompanied by a Prior Written Notice notifying the family of the missed IFSP appointment(s) including the date(s) of the missed appointment(s).*
 - *If the family does not respond by the specified date, the RC will inactivate the record.*
 - *If the family responds to the letter and requests to continue SoonerStart services, another Initial IFSP appointment will be rescheduled.*
 - *If the family responds and declines to participate in further services, the RC will document the family’s request in the EdPlan Contact Log and inactivate the child’s record.*
- Initial IFSP appointments that are cancelled by SoonerStart staff should be rescheduled as soon as possible

Ongoing Intervention Appointments:

- If a family **misses/no shows or cancels** three consecutive ongoing early intervention appointments, the service provider will make one attempt to contact the family by phone to determine whether or not they are interested in continuing SoonerStart services. Service providers should document this attempt to contact either in the EdPlan Contact Log.
 - If the service provider is unable to make contact with the family by phone or upon reaching the family and the family declines to continue services, the service provider will then notify the RC. If the family has declined further services, the RC will send PWN to the family and inactivate the child’s record. If the service provider was unable to make contact with the family, the RC will send a contact letter asking the family to contact the RC and/or Service Provider within 5 working days (letter must include a “contact by” date). The letter must also be accompanied by a Prior Written Notice notifying the family of the attempts to contact/reschedule and the timeframe for the record closure (the “contact by” date).
 - If the family does not respond by the specified date, the RC and/or Service Provider will take necessary steps to inactivate the record.
 - If the family responds to the contact attempts and requests to continue services, an intervention appointment will be rescheduled.

- If the family responds to the letter and declines to participate in further services, the RC and/or Service Provider will take steps to inactivate the child's record and will send a Prior Written Notice regarding the family's request to decline further services.
- Ongoing intervention appointments that are cancelled by the family or SoonerStart staff should be rescheduled. (This includes missed/no show appointments that are followed by a call from the family with 24 hours of the missed/no show appointment.)