



45-day Timeline

There are a variety of activities that must be conducted in the initial 45 days between a First Steps referral and Individualized Family Service Plan (IFSP). Therefore, Service Coordinators must:

- Enter regular case notes (weekly, if applicable) in order to document these activities.
- Complete an initial contact with the family within two business days of the referral (according to the SPOE contract).
- Plan an initial IFSP meeting: A family/guardian must be provided with a minimum of 10 days written meeting notification prior to scheduling the initial IFSP meeting. The 10-day notification may be waived by the parent/guardian and must be documented in case notes by the service coordinator. Service coordinators must ensure that meeting notification occurs no later than the 35th day, for a meeting occurring on the 45th day of the timeline.

Exceeding the 45-Day Timeline

If the initial IFSP is not held on or before the 45th day, a compliance note and a reason for the delay must be entered into WebSPOE. Compliance notes should not be entered prior to the 45th day, but rather entered on or within a day of the 45th day in order to accurately reflect the delay. Compliance notes are not case notes; they should represent a summary of what is in case notes. A Service Coordinator's case notes must support the information that is provided in the compliance note.

There are 4 options in WebSPOE when entering a reason for exceeding the 45-day timeline:

- *Parent Reason:* this would be for situations such as child/family member is sick or in the hospital, no show or no response from parent to phone calls, appointments, etc. or any other delay initiated by the parent for any reason.
- *SPOE Reason:* this would be for situations such as not contacting the parent in a timely fashion, cancelling or delaying meetings due to Service Coordinator vacation, illness, unavailability, etc. or any other delay initiated by the SPOE for any reason
- *Provider Reason:* this would be for situations such as an evaluator not scheduling evaluations or sending reports in a timely manner, not being able to obtain medical reports from physicians/hospitals to document a medical condition for eligibility, or any other delay initiated by a provider for any reason.
- *Provider Unavailability:* this would be for situations such as not being able to find a provider to evaluate the child, not being able to find an interpreter to assist with the service/eligibility process, or any other situation where not having a provider delays the 45-day timeline.

Service Coordinators must use the following guidance when determining which reason to enter in the WebSPOE:

- *Referral:* If the first case note by the service coordinator is several days into the 45 day timeline, the number of days expired since the referral will be counted as “SPOE delay.”
- *Case notes:* Lack of sufficient case notes to describe or explain a situation or large gaps in time where there are no case notes in the WebSPOE to explain delays in processing referrals will be counted as a “SPOE delay.”
- *Eligibility:* A delay in eligibility due to parent reason does not mean that the amount of the delay can be added to the 45-day timeline. For example, if the child was scheduled for an evaluation on day 10 and the parent rescheduled the evaluation for day 15 (which “lost” 5 days in the timeline), this does not mean that those 5 days can be added on at the end of the 45 day timeline.
- *Initial IFSP:* Giving the family less than 10 days to schedule the meeting cannot be coded as a parent delay (e.g., if a service coordinator calls a family on day 40, and they are unable to meet in the next 5 days or want the full 10 days notice, then it cannot be coded as “Parent delay” for this reason).
- *Multiple Reasons:* When there are multiple reasons for delaying the 45-day timeline, the decision of how to code this in WebSPOE should be based upon what caused the most significant delay. The following is an example of multiple reasons for a delay: The evaluation for eligibility took 35 days to complete due to provider delay and the initial IFSP meeting was scheduled in time (on day 43); however, the parent cancelled the meeting at the last minute (on day 40) and the re-scheduled it for day 47 (delaying the meeting 4 days). Since the majority of the delay was caused by provider delay in this situation, the final reason entered in the WebSPOE should state “Provider Delay.”