



Timely Services

Question 1: What is the definition of “timely services” in First Steps?

Indicator 1 of the State Performance Plan/Annual Performance Report measures the following: “Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner.” DESE determines this measure by comparing the first date of service to the date of parental consent (assumed to be the date of the IFSP meeting at which the service was authorized) for each service type. If a child’s first service for a given service type was first delivered more than 30 days after the meeting date, then that child did not receive IFSP services “in a timely manner.” This also includes No Provider Available (NPA) authorizations.

In order to track Timely Services, WebSPOE involves the following process: When the first billed service date comes 30 days after the meeting date, or when 60 days have passed without billing of any kind, the child’s name will appear on the “Timely Services” list on a Service Coordinator’s WebSPOE home page. The child’s name is listed, along with the type of service, meeting date, and first billed service date (if any exists). After reviewing the child’s progress notes, case notes, and/or speaking with members of the IFSP team, the Service Coordinator should enter a reason for untimely service.

Question 2: What are the reasons coded in WebSPOE?

The five reasons for timely services delay are as follows:

- 1) Parent / child delay – Examples include the following: the family did not return the call to schedule a provider visit; the family was not home when the provider attempted to deliver service; family schedule (i.e., vacation) or illness interfered.
- 2) Service Coordinator delay – Examples include the following: service coordinator did not contact family or provider in a timely manner or was unable to locate a provider (in an instance where an NPA authorization should have been initiated); service coordinator was delayed in entry of IFSP data, thus no authorizations were generated in a timely fashion.
- 3) Team decision – Delay in service was expected because the team decided the service would not occur in the first 30 days. Examples include the following: a service is authorized to occur every other month or once a quarter, or services were simply not expected to begin until after the first month of the IFSP.
- 4) Provider delay – Examples include the following: provider did not contact the family to schedule visit, provider did not attempt to deliver the service to the family.
- 5) Authorization / Billing issue – Either there was an entry error on the authorization or billing level, or the provider simply has yet to bill for a provided service.