

NYC EARLY INTERVENTION PROGRAM

MAKE-UP POLICY - INFORMATION FOR FAMILIES

Your child's services should begin within two (2) weeks (14 days from the date of the IFSP authorization). Make-up sessions will not be provided from the date that services are authorized to the date that they begin.

Make-up sessions are not mandatory. The NYC Early Intervention Program expects that a make-up session will be held within **two (2) weeks** of the missed session. A session can only be made-up if medically or therapeutically appropriate for your child.

- Special child/family circumstances will be considered by the Early Intervention Official Designee (EOID).

Services can be made-up in the following ways:

1. When the make-up session is on a different **day** than a regularly scheduled visit.
(Example: If a visit is on Tuesday, the make-up session can happen on any day except Tuesday).
2. If the make-up session does not break any New York State billing rules. Talk to your service provider about how often services can be provided.
3. Group sessions may be made-up only if:
 - a. An appropriate group is available. Your service provider will need to make sure that the group is appropriate for your child.
 - b. An appropriate teacher or therapist is available. If the teacher or therapist does not know your child, s/he may not know how to work with him/her.
 - c. The bus company has room for you and your child.

Not all groups are right for all children, the needs of each child must be considered.

Services cannot be made-up in the following ways:

1. A session cannot be made longer to make-up for missed sessions. For example, if speech therapy is approved for a half-hour, it cannot be made-up as an hour session.
2. Sessions cannot be made-up before they are missed.
3. Sessions will not be made-up for family vacations.
4. Missed services cannot be made-up for scheduled agency closings. The agency providing services to your child should give you a copy of their calendar indicating the days that they will be closed.

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Therapist Absences

The therapist or the agency that s/he works for must tell you if a therapist will **NOT** able to provide your child with services for more than **14 days (two (2) weeks)**. You can choose to ask for a new therapist or to wait for him/her to come back as long as your child does not go without services for more than three (3) weeks. You should call your Service Coordinator if this happens.

You should also tell your Service Coordinator if your child's therapist or teacher:

- a. Keeps changing the schedule;
- b. Misses a lot of sessions;
- c. Asks you to combine services, (for example, a service is authorized two (2) times a week for 30 minutes. The therapist wants to come one (1) time a week for 60 minutes. This is not allowed);
- d. Asks you to sign session notes that are blank or are written for days that s/he did not give services to you or your child.

Remember: If you want to change the way that services are delivered (for example, you prefer one (1) time a week for 60 minutes week instead of two (2) times a week for 30 minutes) talk to your Service Coordinator. Changes to service authorizations can only happen after the IFSP team has been consulted. Ask your Service Coordinator for more information about this process.

If you have questions or concerns about services, call your service coordinator. If you still have concerns, call the Regional Office at the numbers below and ask for the EIOD or Assistant Director. You can also call Beverly Samuels, Director of Consumer Affairs at 212 219-0392.

Bronx: 718-410-4110

Brooklyn: 718-722-3310

Manhattan: 212-487-3920

Queens: 718-271-1003

Staten Island: 718-420-5350