

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. However, if a make-up session is held, the NYC Early Intervention Program (NYC EIP) expects that it will be held within **two (2) weeks** of the missed session. A session can only be made-up if it is are medically or therapeutically appropriate for your child. It will not be made-up if it violates your child's prescription for services.

- Six make-up sessions per service will be authorized at the time of the IFSP meeting.
- Make-up sessions must happen within two weeks of a missed session.

Special child/family circumstances will be considered by the EIOD. Your service coordinator will contact the Regional Office to discuss child/family circumstances.

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. **NYC will not give waivers for make-up sessions.** 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 or you can transport your child to and from the program.

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.

NYC EARLY INTERVENTION PROGRAM

MAKE-UP POLICY - INFORMATION FOR FAMILIES

Therapist Absences

The therapist or the agency that s/he works for must tell you if a therapist will not provide your child with services for more than 14 calendar 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, right away with your choice, 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.

If you have questions or concerns about services, call your service coordinator. If you still have concerns, call your 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 347-396-6828.

Bronx: 718-410-4110
Brooklyn: 718-722-3310
Manhattan: 347-396-6182
Queens: 718-291-1710
Staten Island: 718-420- 5357