

# FAQ

## AZEIP INDICATOR 1 AND 7: TIMELY SERVICES

### INDICATOR 1: TIMELY SERVICE DELIVERY

The % of children with IFSPs receiving services on their IFSP in a timely manner.

### INDICATOR 7: TIMELINESS OF IFSP

The % of eligible children with IFSPs with evaluation, assessment, and initial IFSP meeting, within 45-day timeline.

### WHAT IF I CAN'T REACH THE FAMILY DURING THE INITIAL PLANNING PROCESS OR AFTER THE IFSP HAS BEEN WRITTEN?

If you are unable to reach the family when scheduling an initial visit, evaluation, initial IFSP or when you have planned your first home visit be sure to document your attempts in your contact or progress notes. Be sure to try at different times and different days of the week just in case it is an inconvenient time for the family member to communicate with you or other team members.

### IS A DCS AND/OR RECORD DELAY COMPLIANT?

No, delays that are due to DCS, the team and/or delay in obtaining records are not considered compliant. If you have concerns with reaching a DCS case manager or getting records ask for support within your program. Your supervisor or program manager will notify AzEIP if there are continued concerns in one area or with one provider.

### WHEN SHOULD DATA BE ENTERED INTO I-TEAMS?

Data shall be entered into I-Teams within ten (10) calendar days of the service or event. Timely data entry is not only policy but it enables the program to function and identify missing information or meetings when there is still time to meet timelines.



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## HOW SHOULD I RECORD MY FIRST HOME VISIT WITH A FAMILY?

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All home visits by IFSP team members (other than a service coordinator or during an IFSP meeting) must be documented using a home visiting log, signed by the family, which includes the IFSP outcomes and the appropriate elements of coaching used during the session including the joint plan made by the team member(s) and family at the end of the session. Team members may use the Primary Caregiver Visit log on the AzEIP website or an agency specific form that meets the requirements of AzEIP policy.

## DOES THE ENTIRE IFSP TEAM NEED TO BE PRESENT FOR AN IFSP?

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IFSP team members currently providing services to the child and family are required to attend IFSP meetings in person with the one exception of the team member who conducted the assessment who, if unable to attend the meeting in person, may have arrangements for the person's involvement through other means, including:

- A. Participating in a telephone conference call;
- B. Having a knowledgeable authorized representative attend the meeting; or
- C. Make pertinent records available at the meeting, such as a quarterly report.

For more information on specific meetings, please access the *Who must Attend the Meeting?* guidance document on our website at: [https://des.az.gov/sites/default/files/17\\_Who\\_must\\_attend\\_the\\_meeting.pdf](https://des.az.gov/sites/default/files/17_Who_must_attend_the_meeting.pdf)



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