



Early Intervention Guidebook



Leading the way to ensure individuals and families affected by disabilities can live, work and play to their full potential.



Early Intervention Program

FAMILY HANDBOOK

WELCOME to Easterseals Hawaii (ESH) Early Intervention Program for children birth to three years. This Handbook gives your family information about your rights and responsibilities while involved with the Program. We feel that the partnership between the family and Easterseals staff provides an essential opportunity in meeting the needs of your child. Services are voluntary and at any time you can refuse, decline, or withdraw from early intervention services.

Please let us know, if there is anything we can do to help or assist you.
See *IMPORTANT PHONE NUMBERS* for contact details

MISSION STATEMENT

“Easterseals Hawaii provides exceptional, individualized, family-centered services to empower people with disabilities or special needs to achieve their goals and live independent, fulfilling lives.”

NON DISCRIMINATION STATEMENT

ESH treats all people the same. If your child meets the eligibility criteria, he/she will not be turned away because of ethnicity, age, religion, socio-economic background or disability.

Table of Contents

SECTION ONE: Your Rights

Confidentiality	4
Family Rights	4
Resolving Complaints	5

SECTION TWO: Your Responsibilities

Health & Safety	5
Illnesses/Contagious Illnesses	6-7
Family Responsibilities	7-9
-Attendance Policy	
-Participation/Communication	
-Safe Environment	
Ethical Conduct	9

SECTION THREE: Program Philosophy and Process

Program Philosophy	9-10
Program Process	10-15
-Intake	
-Multidisciplinary Developmental Evaluation (MDE)	
-Eligibility Meeting/FDA	
-Individualized Family Support Plan (IFSP)	
-Evaluations	
-Transition	
-Discharge	
Visitors and Observations	15

SECTION FOUR: General Information

Program Hours	15
Copies of Records	15-16
Supplemental Security Income (SSI)	16
Gift Giving	16
Resources and Supports	17
Abbreviations	18
Important Phone Numbers	19

SECTION ONE

Your Rights

Confidentiality

Everything about your child and family is confidential. ESH must get your permission in writing before sharing your information with anyone outside of the EI system. Your Care Coordinator will review the Family Educational Rights and Privacy Act (FERPA) and Health Information Portability Accessibility Act (HIPAA) which describes your right to confidentiality.

Family Rights

Your Care Coordinator will review your rights in the ***"Family Rights"*** Brochure. If you do not understand your rights you can ask any staff member to explain them to you. If you have a concern with the services your child is receiving you can discuss it with your Care Coordinator, Program Manager, the ESH Senior Management representative or Department of Health Early Intervention Section Supervisor. Your Care Coordinator is able to assist you in filing a formal complaint with the Department of Health Early Intervention Section if needed. All services continue pending the outcome of any complaint, mediation and/or due process hearing.

Resolving Complaints

You are welcome to provide suggestions and input at any time. The Program Manager can be contacted to discuss any issues you may have. If there is no resolution, you can notify the ESH Director of Early Intervention.

SECTION TWO

Your Responsibilities

Health and Safety

- **All ESH staff are required by state law to report any suspected abuse or neglect of your child/children.**
- The ESH Senior Management representative will review all incident reports that involve injuries to children, staff, and volunteers.
- All staff meet the contractual requirements for their position as directed by the Department of Health Early Intervention Section. In addition, they maintain a CPR and First Aid certificate.
- In the event of a natural disaster, ESH will notify guardians/caregivers of any updates to programming. If ESH is unable to make contact, follow instructions given by the Department of Civil Defense and the State of Hawaii.

Illnesses/Contagious Illnesses

- **You must report contagious diseases to Program staff immediately**, so that any necessary precautions can be taken.
- You must cancel your child's appointment if your child or any family member present during the session have any of the following (including, but not limited to):
 - Temperature above 99.5 in the last 24 hours
 - Illnesses/conditions such as Tuberculosis (TB), Scabies, lice ("ukus"), conjunctivitis ("pink eye"), flu, strep throat, pinworms, viral infections, measles, mumps, chickenpox, scarlet fever, hand/foot/mouth, infected glands, etc.
 - Discharge from eyes/ears/nose or coughing up yellow/green mucus.
 - Skin rashes such as scabies, impetigo, etc.
 - Vomiting or diarrhea the day before or in the morning before services are scheduled.
- If at any time during your child's session your child or family members present develops any of the above symptoms, the session will end.

- A doctor's written clearance verifying that your child or family member present during the session are in good health and no longer contagious may be required before services can begin again.
- ESH staff cannot administer medication to children.

Family Responsibilities

In order for ESH staff to support your child and family, you are required to respect the following guidelines:

- ***Attendance Policy***
 - You will keep all scheduled appointments. If you need to cancel an appointment, please call at least 48 hours before your scheduled time.
 - If you and your child are not at the agreed upon location at the appointment time, this will be considered a no-show. Two consecutive no-shows or 3 consecutive cancellations with less than 24 hours notice (or a combination of both) will result in a suspension of services. Services will be reinstated once the family contacts the program . An IFSP or MDE may need to occur prior to reinstating services.
- ***Participation/Communication***
 - You will inform the program of legally binding custody agreements and/or if you are not the child's legal guardian/custodian (e.g. POA, TRO)
 - You will obtain permission prior to recording (e.g. video or audio) visits. All recordings will be used only to help you carry out suggestions/techniques.
 - You will participate during your child's sessions by providing feedback, trying new suggestions, asking questions, etc.
 - You will implement the suggestions/strategies developed by you and your team throughout your child's daily routines and activities.
 - Please be respectful and appropriate during sessions (e.g. refrain from use of all electronics, etc.).
- ***Safe Environment***
 - You are responsible to provide a safe environment for the service providers; in your home or other agreed upon location. This includes any infestations in the (e.g. bed bugs, rats, etc.).
 - You will refrain from smoking or using e-cigs/vape pens during your child's sessions.
 - Pets must be secured (chained, put in a kennel) away from the entries and walkways. You will not let pets loose when the service providers are present.

Indoor pets must be secured in another room or put outside for the time the service providers are at your home.

- ESH has the right to discontinue services if the home or agreed upon location is unsafe. Other options/solutions will be considered so services can resume.

Ethical Conduct

- ESH staff will act with honesty, integrity, and respect.
- ESH staff will adhere to ESH's code of ethics, their individual professional code of ethics, and advocate for children and families, as appropriate.

SECTION THREE

Program Philosophy and Process

Program Philosophy

- We believe in Family Centered Care, which is the recognition that families are the constant in the child's life.
- We believe, as a parent, you are your child's first teacher.
- We believe children learn through play and routines. We will develop strategies, to support your child's development, in your family's naturally occurring routines.
- Services will be provided in your child's natural environment (home, child care provider, preschool, or other community setting such as a playground or park).
- A **primary service provider (PSP)** approach will be used when working with your child and family. This means one provider will be selected to see you regularly and other providers will consult with the team (family and providers). **Coaching** strategies will be used to support your family and the service providers in meeting the outcomes developed for your child.

Program Process

The following will occur **within 45 days** of the date of the referral:

Intake

- Your Care Coordinator will gather information, discuss program services, and obtained consents required.
- Upon completion of the Intake, your Care __Coordinator will schedule a Multidisciplinary Developmental Evaluation.

Multidisciplinary Developmental Evaluation (MDE)

- Two professional staff will complete the MDE using the standardized Battelle Developmental Inventory-2 (BDI-2).
- You will participate by answering questions and sharing background information.
- We will observe your child and engage him/her in various activities that helps determine his/her developmental ranges.

- You will be provided with a written report within two weeks of completing the MDE.

Eligible for Early Intervention Services

Eligibility Meeting/Family Directed Assessment (FDA)

Your Care Coordinator will review the evaluation results and answer any questions you have. The FDA gathers information about your family's strengths, priorities, and daily routines which will be used in the development of your child's IFSP.

Individualized Family Support Plan (IFSP)

- You will help develop an IFSP with your early intervention team. The IFSP will include information about your child's strengths, concerns, and priorities you have for your child.
- Other information in the IFSP will include:
 - Present levels of development (PLOD)
 - Outcomes
 - Transition plan (plans for your child when exiting early intervention).
 - Services and how often your child will receive them.
- Your child's IFSP is valid for one year or up until the day before your child's 3rd birthday; whichever comes first. A new IFSP will be developed annually if your child continues to be eligible following a re-evaluation.
- The IFSP will be reviewed at least six months after the initial IFSP date and every six months thereafter.
- Your rights (Family Rights Brochure) and the FERPA notification will be reviewed and a copy offered to you any time changes are made to your child's IFSP.

Direct Service Providers

Occupational Therapist

- addresses self-care, sensory and fine motor needs

Physical Therapist

- addresses gross motor skills including walking, climbing, and running

Special Instruction/Special Educator

- addresses cognitive, personal-social and challenging behaviors

Speech/Language Pathologist

- addresses how a child understands and uses language

Not Eligible for Early Intervention Services

- Your Care Coordinator will schedule an Eligibility Meeting to review the evaluation results, answer your questions, and if applicable provide community resource information and/or home activity suggestions.
- If you choose to have a meeting, your rights (Family Rights Brochure) will be reviewed and a copy offered to you.
- If you continue to have a concern about your child's development:
 - In less than 3 months of the MDE, you may, at your own expense, have an additional developmental evaluation (using a standardized tool) from an outside source.
 - In more than 3 months of the MDE, you may contact this program again for another MDE.

Evaluation for Continued Eligibility

All children will be re-evaluated prior to the annual IFSP meeting. These evaluations will help determine whether your child continues to be eligible for early intervention services. You or the early intervention service provider may request an evaluation prior to your child's annual IFSP meeting if your child has met their IFSP outcomes and/or to redetermine your child's eligibility for early intervention services.

Transition

- Your Care Coordinator will assist you in transitioning your child to the next appropriate setting (i.e. Department of Education (DOE), other preschool options, playgroups, home, etc.).
- A transition plan will be reviewed at each IFSP meeting and as needed.
- You will be offered a Transition Conference which is a meeting with you, your Care Coordinator and at least one other representative from any of the following groups: Department of Education, private pre-schools and/or other community child care setting.

Discharge

- Early Intervention services will end the day before your child's 3rd birthday, when your child no longer meets State of Hawaii Early Intervention eligibility criteria, the day after your child's IFSP expires, or when you request to end services.

Visitors and Observations

- ESH collaborates with a variety of organizations and individuals, for example practicum students from various colleges. This partnership involves, on occasion, students observing/participating in your child's sessions. You can decline to have students/other observers participate in your child's session.

SECTION FOUR

General Information

Program Hours

- Monday through Friday; 8:00am to 4:30pm
- A voicemail may be left on the office's main number outside of program hours.
- The Program is closed in observance of most federal and state holidays. A holiday schedule is available upon request.

Copies of Records/Reports

- While your child is enrolled in our program, you will receive copies of all reports (evaluations, assessments, and IFSPs) at no cost to you in a timely manner upon their completion. Copies of reports will also be sent to others upon your request and with your written consent.
- Additional copies of reports and records can be provided to families at no cost. Please note that there could be a substantial cost to Programs to provide the additional copies to families. Therefore it is important for families to keep original copies of documents even after your child has discharged from the program.

Supplemental Security Income (SSI)

- SSI is a benefit your child may be eligible to receive if he/she has a disability or is blind and if you have limited income and resources.
- To get SSI your child must have a physical or mental condition(s) which results in marked and severe functional limitations and is expected to last at least 12 months or result in death.
- SSI is sponsored by the Federal Government.
- The only way to get SSI is to apply, by calling—1-800-772-1213 or logging-onto www.ssa.gov
- You can contact your Care Coordinator for additional assistance.

Gift Giving

Staff cannot accept gifts of more than \$25.00 and they are not allowed to receive tips from families. If you would like specific information regarding the gift acceptance policy or to make a program donation, you can ask your Care Coordinator.

Resources and Supports

For items listed below, your early intervention team may assist you in finding information, refer you to an agency that can assist, or may have information on hand to share with you:

- Developmental stages/Managing Behavior
- Feeding and nutrition
- Role of the professionals involved with your child
- Equipment and Supplies applicable to your child's needs

RESOURCES IN THE COMMUNITY:

- Education/Childcare
- Service Coordination Services (Quest Integration)
- Hawaii Home Visiting Network (HHVN)
- Interpreter Services
- Transportation
- Legal Services
- Health Services
- In-home nursing
- Physician or Dentist referrals
- Housing
- Government Benefits

FAMILY SUPPORTS:

- Involving family and friends with your child
- Helping your child develop social skills
- Talking to care givers about your child
- Providing support to your other children
- Activities in the community

ABBREVIATIONS

BDI-2=Battelle Developmental Inventory-2

BSS=Behavior Support Specialist

CC=Care Coordinator

CCC-SLP=Certificate of Clinical Competence- Speech Language Therapy

DOE=Department of Education

DOH EIS=Department of Health Early Intervention Section

FDA=Family Directed Assessment

EI=Early Intervention

ESH=Easterseals Hawaii

FERPA=Family Educational Rights and Privacy Act

FTCHV=Family Training, Counseling, Home Visiting

FST=Family Support Team

HELP=Hawaii Early Learning Profile

HIPAA=Health Information Portability & Accessibility Act

IFSP=Individualized Family Support Plan

LSW=Licensed Social Worker

MDE=Multidisciplinary Developmental Evaluation

M.Ed.=Master of Education

MSW=Master of Social Work

OTR=Occupational Therapist Registered

PHN=Public Health Nurse

PLOD=Present Levels of Development

PT=Physical Therapist

SPIN=Special Instruction

SSI=Supplemental Security Income

Easterseals Hawaii Early Intervention Program Locations

OAHU

East Sultan Easterseals

@ Holy Trinity School

5919 Kalanianaʻole Hwy., Honolulu, HI 96821

Phone: (808) 735-6981/Fax: (808) 735-6984

Kailua Easterseals

970 N. Kalaheo Ave. A203, Kailua, HI 96734

Phone: (808) 261-4999/Fax: (808) 261-1120

Kapolei Easterseals

92-461 Makakilo Drive, Kapolei, HI 96707

Phone: (808) 678-3814/Fax: (808) 678-3820

Sultan Easterseals

710 Green Street, Honolulu, HI 96813

Phone: (808) 536-3764/Fax: (808) 521-4491

Central Oahu Easterseals

92-461 Makakilo Drive, Kapolei, HI 96707

Phone: (808) 457-1402/Fax: (808) 672-7550

BIG ISLAND

Hilo Easterseals

49 Kaiulani Street, Hilo, HI 96720

Phone: (808) 961-3081/Fax: (808) 961-6847

KAUAI

Kauai Easterseals

3115 Akahi Street, Lihue, HI 96766

Phone: (808) 245-7141/Fax: (808) 245-6246

Easterseals Hawaii Main Office

710 Green Street, Honolulu, HI 96813
Phone: (808) 536-1015/Fax: (808) 536-3765
Toll free number: (888) 241-3765
www.EastersealsHawaii.org

Director of Easterseals Hawaii Early Intervention

Luke Kusumoto, LSW
Phone: (808) 529-1730
Email: LukeK@eastersealshawaii.org

DOH EARLY INTERVENTION SECTION

1010 Richard Street Suite 811
Honolulu, HI 96813
Phone: (808) 594-0000/Fax: (808)586-0015

My Care-Coordinator is

and can be reached at

Easterseals Hawaii Early Intervention
Program is sponsored by the
Hawai'i State Department of Health,
Early Intervention Section

To learn more about Easterseals Hawaii,
visit our website at www.EastersealsHawaii.org

Revised: 02.14.20