



# Early Intervention Handbook



*We're creating a more equitable world so people with developmental disabilities can choose their path. We do this by reimagining how care and support can be better connected to fill gaps in human services across an individual's lifespan.*





# WELCOME

Welcome to the Easterseals Hawaii’s Early Intervention Program for children birth to three years. This Handbook is provided to you as a resource, giving your family information about your rights and responsibilities while receiving services from us and providing an overview of our program. We feel that the partnership between the family and Easterseals Hawaii 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 (EI) services.

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

## OUR PURPOSE AND VALUES

At Easterseals Hawaii (ESH), we’re creating a more equitable world so people with developmental disabilities can choose their path. We do this by reimagining how care and support can be better connected to fill gaps in human services across an individual’s lifespan.

Values shape the culture and define the character of Easterseals Hawaii. Values guide how we, as an organization, behave and are the standards by which we make decisions. As an organization, our values are:

**BOLD**

**EQUITY-  
INFORMED**

**COMMUNITY-  
CENTERED**

**WELLBEING-  
DRIVEN**

## NON-DISCRIMINATION STATEMENT

Easterseals Hawaii treats all people the same. If your child meets the eligibility criteria, they will not be turned away because of ethnicity, age, religion, identity, socio-economic background or disability.

**tip**

**Set aside quiet time to review the Guidebook.** The information in this Guidebook is important. Take time to read all of the information.



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## 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 the Family Rights brochure provided by the Early Intervention Section of the Hawaii Department of Health with you. In addition to those rights, Easterseals Hawaii also provides you with the following rights and responsibilities.

**We are committed to protecting the rights of our clients at all times.**

You have the following rights:

- To receive services in a manner free from abuse, retaliation, humiliation, neglect and financial or other exploitation.
- To receive services voluntarily and of your own free will.
- To receive services that are sensitive to age, gender, sexual orientation, race, cultural or religious preference, health status and physical ability.
- To receive sufficient information prior to the start of any services, so that you can give informed consent.
- To refuse services offered after being notified of the benefits, alternatives, and consequences.
- To be an informed participant by receiving information regarding services in a reasonably prompt and confidential manner.
- To access information and records in sufficient time to facilitate decision making, as outlined in the Notice of Privacy Practices.
- To have your records protected as required by applicable privacy law, as described in our Notice of Privacy Practices.
- To receive relevant information regarding the individuals providing services, to the extent permitted by organizational policies and applicable privacy laws.

- To be provided on request, an accurate and current set of professional credentials of practitioners working with you.
- To file a complaint without fear of retaliation or the imposition of any barrier to service.
- To be provided with information on how to lodge complaints about professional practices of practitioners through the applicable professional licensing/credential board.
- To be provided with access to or referral to self-help support services, advocacy services, and legal entities for appropriate representation, when applicable.

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 Early Intervention Program Director 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.



## FILING A COMPLAINT OR GRIEVANCE

You may file a complaint at any time without fear of retaliation. When we receive a complaint, the ESH team works to remedy the concern and prevent an issue from happening again.

## STEPS TO FOLLOW IF YOU HAVE A COMPLAINT OR GRIEVANCE

STEP  
1

**Ask to meet with a member of your loved one's supervising team to discuss your concerns.** Usually this is the only step you need to take. We are committed to resolving issues quickly. If you are not satisfied after meeting with a supervisor or manager, please move on to the second step below.

STEP  
2

If the discussion with a supervisor or manager does not resolve the issue, **talk to your Program Director or a member of ESH's clinical leadership team** by contacting [info@eshawaii.org](mailto:info@eshawaii.org).

STEP  
3

If the issue is not resolved by the clinical leadership team, contact our **Quality Department at [Quality@catalight.org](mailto:Quality@catalight.org) to file a complaint or grievance.** You may also bypass steps 1 and 2 above and file a grievance at any time. Our Quality Department will work with you, your treatment team, and our leadership to resolve the issue in an unbiased and ethical manner.

You may also contact the Compliance Help Line at 1-833-44-PROTECT to report any concerns.



## YOUR RESPONSIBILITIES

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

### ILLNESS

- **You must report contagious illnesses to ESH Early Intervention 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 has 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, COVID-19, 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 any family member 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 is in good health and no longer contagious may be required before services can begin again.
- If your child takes medication(s), you must make accommodations to administer them, as ESH staff cannot administer medication to children.



## ATTENDANCE POLICY

- It is critical for treatment that you 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 three 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 ESH staff of legally binding custody agreements and/or if you are not the child's legal guardian/custodian (e.g., POA, TRO).
- We will obtain your permission prior to recording visits (e.g., video or audio). All recordings will be used only to help you carry out suggestions/techniques. You can review this in detail in our media consent form.
- 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 ESH staff, either in your home or in another agreed upon location. This includes not having any infestations in the environment (e.g. bed bugs, rats, etc.).
- You will refrain from smoking or using e-cigarettes/vape pens during your child's sessions.
- Pets must be secured (chained or put in a kennel) away from 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 during 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.

## **STAFF RESPONSIBILITIES**

### **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.

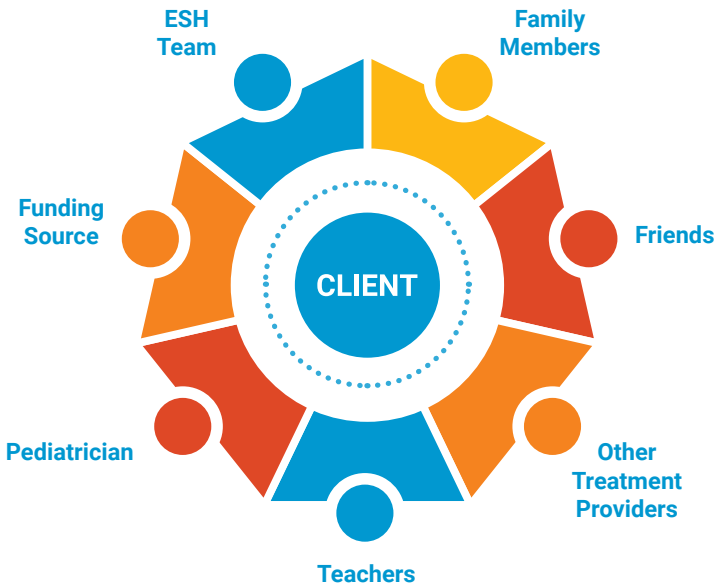
### **HEALTH AND SAFETY**

- All ESH staff are required by state law to report any suspected abuse or neglect of your child/children.
- The ESH Early Intervention Program Director 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.

# 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.
- We will provide services in your child's natural environment (home, childcare 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 a team (family and other 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 obtain consents required.
- Upon completion of the Intake, your Care Coordinator will schedule a Multidisciplinary Developmental Evaluation.

### MULTIDISCIPLINARY DEVELOPMENTAL EVALUATION (MDE)

- Two Early Intervention 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 help determine his/her developmental ranges.
- You will be provided with a written report within two weeks of completing the MDE.





## **ELIGIBILITY 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 Individualized Family Support Plan (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 third 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



## IF YOU ARE 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.
  - If 3 months have passed since 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 childcare setting.

### Discharge

- Early Intervention services will end the day before your child's third 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, such as 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.



# GENERAL INFORMATION

## PROGRAM HOURS

- Monday through Friday; 8:30am 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) in a timely manner upon their completion and at no cost to you. 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/they have a disability 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 on to [www.ssa.gov](http://www.ssa.gov).
- You can contact your Care Coordinator for additional assistance.







## **GIFT GIVING**

ESH staff cannot accept gifts from clients and families, including cash or cash equivalents such as gift cards, dining vouchers, event tickets or other entertainment. Certain exceptions may include gifts of nominal value, that are perishable, or intended to be shared, such as baked goods, flowers, fruits, etc. Gifts of a personal nature, such as perfume and clothing, are not permitted.

## **RESOURCES AND SUPPORTS**

Your Early Intervention team may assist you in finding information on the following topics:

- 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 caregivers about your child
- Providing support to your other children
- Activities in the community

## ABBREVIATIONS

<b>BDI-III</b>	Battelle Developmental Inventory-2
<b>BSS</b>	Behavior Support Specialist
<b>CC</b>	Care Coordinator
<b>CCC-SLP</b>	Certificate of Clinical Competence in Speech Language Pathology
<b>DAYC-2</b>	Developmental Assessment of Young Children Second Edition
<b>DOE</b>	Department of Education
<b>DOH EIS</b>	Department of Health Early Intervention Section
<b>FDA</b>	Family Directed Assessment
<b>EI</b>	Early Intervention
<b>ESH</b>	Easterseals Hawaii
<b>FERPA</b>	Family Educational Rights and Privacy Act
<b>FTCHV</b>	Family Training, Counseling, Home Visiting
<b>FST</b>	Family Support Team
<b>HELP</b>	Hawaii Early Learning Profile
<b>HIPAA</b>	Health Insurance Portability & Accountability Act
<b>IFSP</b>	Individualized Family Support Plan
<b>LSW</b>	Licensed Social Worker
<b>MDE</b>	Multidisciplinary Developmental Evaluation
<b>M.Ed.</b>	Master of Education
<b>MSW</b>	Master of Social Work
<b>OTR</b>	Occupational Therapist Registered
<b>PHN</b>	Public Health Nurse
<b>PLOD</b>	Present Levels of Development
<b>PT</b>	Physical Therapist
<b>SPIN</b>	Special Instruction
<b>SSI</b>	Supplemental Security Income



**EASTERSEALS HAWAII  
EARLY INTERVENTION PROGRAM**

Phone: (808) 536-1015  
Email: [info@eshawaii.org](mailto:info@eshawaii.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

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and can be reached at

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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](http://www.EastersealsHawaii.org)



EastersealsHawaii.org



## EASTERSEALS HAWAII MAIN OFFICE

710 Green Street  
Honolulu, HI 96813  
Phone: (808) 536-1015  
Fax: (808) 536-3765  
Toll free: (888) 241-3765

### HOURS

M-F 8:30am – 4:30pm  
(Clinical hours may vary  
by office and service)

*Easterseals Hawaii has been  
awarded the highest level  
of accreditation by CARF  
International for its Home  
and Community Based  
Services Program.*



### OAHU

#### Central Oahu Early Intervention

Mililani Tech Park  
100 Kahelu Avenue, Suite 230  
Mililani, HI 96789  
Phone: (808) 457-1402 | Fax: (808) 888-0268

#### Kailua Early Intervention

970 N. Kalaheo Ave., Suite C-200  
Kailua, HI 96734  
Phone: (808) 261-4999 | Fax: (808) 261-1120

#### Napuakea Early Intervention

92-461 Makakilo Drive  
Kapolei, HI 96707  
Phone: (808) 678-3814 | Fax: (808) 678-3820

#### Sultan Early Intervention

710 Green Street  
Honolulu, HI 96813  
Phone: (808) 536-3764 | Fax: (808) 521-4491

### HAWAII ISLAND

#### Hilo Early Intervention

49 Kaiulani Street  
Hilo, HI 96720  
Phone: (808) 961-3081 | Fax: (808) 961-6847

### KAUAI

#### Kauai Early Intervention

3115 Akahi Street  
Lihue, HI 96766  
Phone: (808) 245-7141 | Fax: (808) 245-6246