

## Local Early Intervention System (LEIS) Meeting

**Location(s):** Florence and Sumter

**Date:** November 2024

**Agenda:**

**Welcome and Introductions**

**Members Present:**

Ready Set Go	Florence Eligibility office	Florence Eligibility office
Carolina EI	Leaps and Bounds EI	Leaps and Bounds EI
Family Ties	SCSDB	SCSDB
Bright Start	Meeting Milestones	Meeting Milestones
Sumter Eligibility office		

**Agenda Items:**

### **Presentations**

- Tara P. Carroll, MCD, CCC/A, Unit Manager, Newborn Hearing Screening, CYSHCN Audiology Consultant with the SC Department of Public Health discussed the newborn hearing screening process and associated follow up as well as offered support with hearing related issues among young children.
- Katrin Wood, MPH, IECMH Endorsement & Training Manager for SC Infant Mental Health Association discussed the importance of the endorsement and the available opportunities with the system.

### **Demographic Updates**

Please send demographic updates to [Babynet@scdhhs.gov](mailto:Babynet@scdhhs.gov) as the regional staff do not have access to change demographic information.

### **Record Closures**

- Therapy Services & No FT - Please make sure you and the family are communicating clearly. If a family no longer wants to receive FT/SI, but they still want to receive therapy services, the record should not be closed. Instead, you will continue to provide SC for the family.
- Foster Care – If you are working with a child who is in foster care, providing regular visits and communicating regularly, and then (you are told the child has received a different placement, the foster family no longer responds, etc.) you should not close the case. We understand that case workers change, and it can be difficult to locate the child, but we have a contact you can follow-up with. You can reach out to a DSS contact Trey Koon [lonnie.koon@dss.sc.gov](mailto:lonnie.koon@dss.sc.gov).

### **Medicaid & BabyNet Issues**

- If you are working with a family who has been told they no longer have Medicaid because the child has BabyNet services, that is false information. There are contracted employees or high turnover with Medicaid Eligibility staff who are not aware of what BabyNet services are. BabyNet is a program that offers early intervention services at no cost to the family. BabyNet is a Federal grant program and is not a payor source. This false information is not an error on BabyNet's behalf.
  - Majority of the families that are being told this information are going through their Medicaid re-enrollment, and are missing something that is needed.
  - The only way for us to know for sure the reason a family has lost their Medicaid is by having you guys escalate the issue to your Regional Coordinator.
    - Child's BRIDGES ID
    - Parent's Name
    - What the family is told about their Medicaid
- The issue will be escalated Medicaid management so they can look into the issue. We will provide the SC with a response once we receive follow up from Medicaid.

### **Finalizing IFSP's-Dec 1 Count**

- December 1 count will be due for Federal reporting. This is to show that as of December 1 the number of children who are receiving BabyNet services with active IFSP's. (will be done early this year due to Dec 1 is a Sunday)
- What does this mean to you?
  - If you have children on your caseload who are 3 years old, or that have records that should be closed, please be sure you have finalized the IFSP's, completed the exit COS, and closed the case. You will begin to receive notifications from BNSO regarding these record closures.
    - Exit COS – if a child has received 6 months of services, you MUST enter an EXIT COS before you will be able to close the record. This is logic that was built into BRIDGES, on purpose, because of need of this data for Federal reporting.
  - If a family becomes unable to contact, and has received 6 months of services, this is when EXIT COS planning should begin. We don't want to keep records open if we are not providing services. Be sure to send a PWN to let the family know the case will close if no response in 7 days. If they do not reach out, work with therapy providers and the most recent CBA you conducted to determine EXIT COS scores. Close the record.
  - Please get this completed, finalize IFSP's and close cases ASAP.

### **New PSC Companies**

- We have many (21) new SC agencies that have either in the process of providing services or have begun providing BabyNet services.
- Please be patient if Regional Coordinators are not as quick with our responses. We are developing a plan to split our time amongst those working in the field with their normal questions and needed support and assistance, but also providing new agencies with their more detailed support.

### **General Supervision**

- Findings Overview – 10% sample of data for Indicators 1, 7 and 8 w analyzed on September 1, 2024 for the months of July 1, 2023 – June 30, 2024. Service Coordinators were given one month to work with their IFSP team to determine if the data was accurate, or if corrections needed to be made. Possible corrections: missing data, typos, errors, incorrect delay reasons, and missing service logs.
- **Indicator 1** – Timely Services – service begins within 30 days of identification of the service on the IFSP. Total timeliness should be 100%.
  - Examples of the services for Indicator 1 are Family Training, Speech Therapy, Physical Therapy, Occupational Therapy, etc.
  - All seven districts received findings for Indicator 1.
    - Anderson – 2
    - Charleston – 12
    - Colleton – 2
    - Horry – 7
    - Richland – 6
    - Spartanburg – 2
    - York – 7
  - Previous Non-Compliance – all previous non-compliance was cleared prior to September 1, 2024, so no Corrective Action Plans (CAP) are required for Indicator 1.
- **Indicator 7** – initial IFSP is completed within 45 days of referral to BabyNet.
  - 45-day timeline requirements are divided amongst BabyNet Eligibility & Ongoing Service Coordinators (SCDDSN & SCSDDB). Total timeliness should be 100%.
  - Intake Coordinator has 25 days to process the referral, determine eligibility, and transfer the record to the SC.
  - Ongoing Service Coordinator has 20 days to complete the child and family assessments and conduct the initial IFSP meeting.
  - Findings can be attributed to BN Eligibility, ongoing SC's or the State (staffing shortages).
  - All 7 districts received findings for Indicator 7.
    - Anderson – 8

- Charleston – 40
- Colleton – 6
- Horry – 24
- Richland – 29
- Spartanburg – 23
- York – 8
- The State (Intake Coordinators) experienced staffing shortages throughout FFY 2023, but implemented several strategies to improve the intake and eligibility timelines.
- Due to the improvements, Indicator 7 compliance improved from 58.55% to 82.45%
- All districts except Horry had previously cleared their findings. Horry is the only district with a Corrective Action Plan (CAP) for longstanding non-compliance.
- **Indicator 8C – timely Transition Conferences**
  - Timely transition conferences must occur when the child is between 2 years 3 months (27 months old) and 2 years 9 months (33 months old). Total Timeliness should be 100%
  - Two of the 7 districts received findings for Indicator 8C.
    - Charleston – 1
    - Richland – 2
  - All previous non-compliance was cleared prior to September 1, 2023 for Charleston, but Richland will be required to complete a CAP.
- **Verification of Correction Through Subsequent Data**
  - In January 2025, subsequent data reports will be run for Indicators 1, 7, 8C. We will analyze services, initial IFSP's and transition conferences due in November 2024.
  - If correction of the findings is found, the findings will be cleared.
  - All findings will be reported in the APR.
  - Correction is a 2-prong approach:
    - Prong 1 – although there was a finding, did the event eventually occur?
    - Prong 2 – Were there any additional findings? Need 100% to clear the finding.

## **Service Coordinators & Service Provider Updates**

- **Payor Sources**
  - Service Coordinators – please be sure to inform Service Providers of a family's payor source at the time of referral. If there are any changes/updates to payor source, please be sure the Consent to Use Insurance form matches what you put on planned services, and inform all IFSP team members.
  - Service Providers – prior to accepting a referral, please be sure you are aware of the payor source the family will be using. The family has signed a consent form, so payor sources on planned services should reflect the decision made when the consent was signed.
  - SC Supervisors - to cut down on some of the billing mistakes that are occurring, you might want to develop a tracking system for payor source/consent to use insurance form to use when reviewing records.
- **End of Year Submission**
  - Service Providers – please be sure to submit and approve any pending claims by the end of December. What does this mean for you in terms of BRIDGES? Anything you have on Accounts Payable that is at the top portion (pending AP), those need to be submitted by the end of December.
  - If they are pending because of an error that needs to be corrected, please reach out to the SC so that corrections can be made, service logs can be deleted and re-entered (if needed).
- **Service Logs**
  - SC's and SP's – please be sure you are entering your service logs within 7 days. This is important for record reviews, data clean-up, parent complaints, problem-solving billing errors.
  - SP's – even when a child is enrolled in an MCO, service logs still need to be entered in BRIDGES because this is the child's educational record and all encounters should be documented.
- **Natural Environment**
  - Please remember that services should be provided in the natural environment.

- When providing services to families, our goal is to coach families in their natural environment, during activities they are already doing. We want to empower families to feel confident and competent in helping their child learn to grow and develop so they can teach their child new skills without relying on someone else.

### **Community Partner Updates**

- **Transition/LEA Updates**
  - Remember to notify the LEA if you close a child's case after they have been referred to the LEA.
- **Babynet Eligibility Updates**
  - The Florence and Sumter offices were represented.
- **Community Agency Updates**
  - Family Connection has ongoing training posted on their website. Their conference Hopes and Dreams will be held March 27 in Columbia.
  - The LOOK event is also ongoing and there is information posted on their website. There is upcoming support parent training on Dec 7 through 9.

**Next LEIS Meeting:** February 2025