

Welcome to Innovative Interventions!

Innovative Interventions, Inc., founded in 2001, provides speech, physical and occupational therapy, as well as educational services to a large client base in northern New Jersey. We focus on providing therapists with expertise and experience servicing children in the 0-3 age range, and with sensitivity to family and socio-economic issues.

Innovative Interventions, Inc., being therapist owned and operated, offers an extensive background in providing services in home, clinic and school-based programs. Therefore, the agency has been organized so that it is efficient and easily accessible to the institutions we service, as well as clients and practitioners.

Helpful Information for Families

Below is some general information, as well as some important policies regarding service delivery, that we hope will help you and your family get the most out of your New Jersey Early Intervention Services. Early Intervention Basics:

- The New Jersey Early Intervention System is a Family Coaching Model. Our goal is to support parents and caregivers in helping their child to develop and learn. We do this by providing you with activities and strategies that you can use throughout your day. Of note, there may be some differences between receiving services in a clinical setting versus your home.
- Parents/ Caregivers are active during our sessions —this allows you to ask questions in real time, become confident in new strategies, and develop a strong relationship with your practitioners. Success is measured by your report as well as ongoing practitioner assessment information. We look at your child's functional skills, in other words, how well they can participate in your family daily routines. Your practitioners will complete notes at the end of each session on your child's progress and a summary, which includes use of a developmental tool, at least every 6 months.
- Practice is important!! Infants and toddlers learn best through everyday experiences with the everyday people in their lives. Children that are experiencing delays in development need even more everyday practice. What happens in between sessions has a greatest impact on your child's development
- Play is hard work! Children learn through play. You will see our practitioners using what is available in your home and playing with you and your child in a variety of different ways. If you have any questions —please ask the practitioner. They will be more than happy to explain the reason behind all activities.
- Consistency — it takes time for your family and child to develop a strong rapport with your practitioners. Schedules need to be consistent to maximize the benefit of services.
- The IFSP that you developed with your Service Coordinator is a living document. As your child or your family's need change, the IFSP can be changed. There is a process in place that includes the

full team (family, practitioners, and service coordinator). IFSPs are reviewed at least every six months, but can be reviewed at any time that there is a need to do so.

- Communicate with your practitioners any family transitions you may be experiencing (changes in contact information, location, moving, divorce, illness, etc.). These transitions may have an impact on your child and family, and we would like to be supportive and assist in meeting your needs.

Practitioner Professional Experience/ Practitioner Requests

Innovative Interventions prides itself on providing high quality practitioners. All practitioners are personally interviewed, attend required agency and state orientations, and are provided with regular ongoing professional development opportunities, as well as ongoing clinical supports. All practitioners have recent fingerprint clearance, background checks, professional licensure, and professional liability insurance. If you have questions or concerns with your practitioner, please note below:

- Share your concern with your practitioner —Communication is the key to a strong professional relationship. The practitioner is there to support your child and family, if there are any questions, please let them know.
- Contact Innovative Interventions — If your questions were not answered or if you are not comfortable addressing your concerns directly, please call our agency. Our goal is to provide high quality services to your family. We will ask you to describe your concerns, and we will follow up with the practitioner.
- Replacement Practitioners —Practitioners are assigned based on service type and qualifications. We cannot replace a practitioner without just cause. Innovative Interventions takes all practitioner replacement requests seriously and will be talking with your family and the practitioners to be certain that that practitioner has the skills and knowledge to meet your family's needs.

Paperwork: Paperwork is necessary. The New Jersey Early Intervention System receives federal and state funding to provide supports and services to your family. Below are types of paperwork you will see from the Innovative Intervention practitioners:

- First Visit Checklist —during the first session with the practitioner, they will review policies and procedures related to service delivery and missed sessions. They will also confirm your ongoing schedule and verify that all contact information is correct. The practitioner will discuss the session flow and ask you questions about the information on the IFSP. This will not take the full first session, but is required.
- Service Encounter Verification Form —essentially, this is the practitioner's time sheet. At every session you or your child's caregiver will be asked to sign the Service Encounter Verification Form, which identifies the start and end time of each session. This should be the last thing the practitioner asks for, before leaving your home. Please be certain that all information is complete on the line before signing. You should not sign this form until right before the practitioner leaves. You should only sign for sessions held. The practitioner does need to note if

they or if your family cancelled a session. The cancellations will be indicated on the Service Encounter Verification Form, but do not sign for those. Parents and caregivers need only to sign for the services that they actively participated in.

- Session Notes — at the end of each session, the practitioner will complete a session log in the on-line Early Intervention Management System (EIMS) on the progress you reported took place in between sessions, new concerns, activities and strategies worked on, and what to practice from one session to the next. You and the practitioner can discuss how you would like to receive this information at the first visit. Based on your preference, it can either be a verbal discussion, or practitioners can copy their session log into an email to you, or screenshot and send the information to you via text or email. This EIMS session log is to be completed at the last 10 minutes of each session.
- NJEIS: Form 25 — Practitioner IFSP Review Summary—this is a state form to summarize progress. This form needs to be completed at least every six months. If a member of the team (which includes the parent) believes that the current IFSP is not meeting the needs of your family or child, the practitioner is required to complete this form to summarize progress and note new concerns. All notes and summaries are done with your participation, and may be completed in part, during session time. A developmental assessment tool will likely be used to assist in the determination of progress.

NJEIS and Innovative Interventions Policies: All NJEIS policies and procedures can be found on the NJEIS website: <http://www.ni~ov/health/fhs/eis/>. Some highlighted policies:

- NJEIS-14: Make Up or Compensation for Missed/Disrupted Early Intervention Services (Link: <http://www.ni~ov/health/fhs/eis/documents/policies/nieis-14.pdf>). This policy identifies the circumstances and procedures for offering make-up and/or compensation for missed/ disrupted early intervention services. A copy of this policy is enclosed.
 - Practitioners are required to offer a “rescheduled” or “make-up” session when the missed or disrupted service is due to a practitioner cancellation or a system delay.
 - Practitioners may NOT make-up a session due to family cancellation or family “no show”, an extreme weather/natural disaster, or if the scheduled service falls on a State, Federal or religious holiday when the EIP agency is closed for services.
 - A “Rescheduled” session: Practitioners can offer the family a rescheduled session if there is a family cancellation. This services must occur within the week, bi-week or month that the session was to occur (as authorized in the child’s IFSP). A week is considered Sunday through Saturday. Therefore, if a session normally occurs on a Friday, the “rescheduled” session can only take place the following day on Saturday. Outside of that “week” is then considered a “Make-Up” session.
 - A “Make-Up” session: means providing a service to replace a service that did not occur due to a practitioner or system cancelation (i.e. IFSP meeting took place during your session) that was not able to be rescheduled within that authorized period.

If services are missed due to a scheduled practitioner vacation/leave, those missed sessions can only be made up AFTER the vacation, not in advance.

- Innovative Interventions: Practitioner and Family Sick Policy— Practitioners are required to inform families as soon as possible if a session will be canceled due to illness. We request the same of families. Additionally, all practitioners are required to use Standard Safety Precautions.
- Family Sick Policy: Because practitioners see multiple families in a day and some of these children are medically compromised, we request that families notify their practitioner as soon as possible to cancel a session when their child is ill.

Symptoms of a significant illness are:

- Fever: defined as having a temperature of 100 degrees or higher if taken under the arm, or 101 degrees taken orally.
- Fever and sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
- Respiratory distress, coughing and runny nose.
- Frequent scratching of body or scalp; lice, rash or any other spots that resemble childhood diseases, including ringworm, chicken pox, etc.
- NJEIS services may not resume until 24 hours after the condition has returned to normal and sessions may resume 24-48 hours after the first dose of antibiotics. Families may be required to provide documentation from the child's medical provider that symptoms are not contagious and/or services can resume.

Standard Safety Precautions/Recommended practices:

- Hand hygiene – hand washing at the beginning and throughout the session/use of hand sanitizer.
 - Gloves – may be worn when a child has a diagnosis that compromises their immune system, or when a practitioner is concerned that they will be in contact with body fluids, secretions, mucous membranes or non-intact skin.
 - Environmental cleaning – routine cleaning of materials, toys and surfaces by the practitioner and the family to ensure play areas are free from contaminants.
- NJEIS-03: Temporary Substitute (<http://www.ni~ov/health/fhs/eis/documents/policies/nieis-03.pdf>). This policy notes that a known temporary absence (extended vacation, bereavement, etc.) of an assigned practitioner may be covered for up to a period of three consecutive weeks with a qualified substitute practitioner. Of note: Families who decline a temporary substitution of practitioner are not entitled to make up services. If there are multiple practitioners providing the same service in the home, Innovative Interventions will first ask that one of those practitioners act as substitute.

Innovative Interventions Office Hours and Office Closures —Office staff are available Monday through Friday 9AM to 5PM. The office is closed: New Year's Day, President's Day, Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, The day after Thanksgiving Day, and Christmas Day. Please feel free to call or email our office with any questions or concerns. We are here to assist.

We look forward to working with your family!