



Infant-Toddler Services Family Orientation Handbook

Early Intervention Services Mission

Early intervention services build upon and provide supports and resources to assist family members and caregivers to enhance children’s learning and development through everyday learning opportunities.

Dodge City Office

401 Edgemore
Dodge City, KS 67801
(620) 225-5177
(620) 227-8812 (fax)

Pratt Office

620 E. Second
Pratt, KS 67124
(620) 672-1005
(620) 933-2216 (fax)

Administration Office

1100 E. Wyatt Earp Blvd.
Dodge City, KS 67801
(620) 227-8803
(620) 227-8812 (fax)

Arrowhead West, Inc. is a non-profit corporation, which serves the needs of people with disabilities. The Infant-Toddler Services Division serves children with developmental delays and/or disabilities birth to three years of age in the following thirteen counties: Barber, Clark, Comanche, Edwards, Ford, Gray, Harper, Hodgeman, Kingman, Kiowa, Meade, Ness, and Pratt.

We are regulated and funded in part by the
Kansas Department of Health and Environment
Infant-Toddler Services Division

Arrowhead West Infant-Toddler Services



Like us on Facebook for fun developmental information and updates.

Family Orientation Handbook Index

<i>Index</i>	2
<i>Early Intervention Services Mission and Key Principles</i>	3
<i>Welcome to Arrowhead West Infant-Toddler Services</i>	4
<i>What is Kansas “Infant-Toddler Services” (KECDS)?</i>	4
<i>What is Early Intervention?</i>	4
<i>Using Primary Service Providers and Coaching</i>	5
GETTING STARTED	
<i>Referral for Early Intervention</i>	5
<i>Evaluation/Eligibility</i>	6
EARLY INTERVENTION SERVICES	
<i>Fees for Services</i>	7
<i>Individualized Family Service Plan (IFSP)</i>	7
<i>Early Intervention Services Available</i>	8
<i>Provider Qualifications</i>	9
<i>Natural Learning Environments</i>	10
<i>Family Responsibilities</i>	10
<i>Scheduling</i>	11
<i>Transition</i>	12
ADDITIONAL POLICIES	
<i>Discharge From Services (Policy 5.5)</i>	13
<i>Your Records & Confidentiality (Policy 4.2))</i>	13
<i>Grievances and Appeals (Policy 4.8)</i>	14
<i>Interagency Coordinating Councils</i>	14



ABOUT YOUR FAMILY ORIENTATION HANDBOOK

This Family Orientation Handbook will be your guide to Arrowhead West, Inc.'s Infant-Toddler Services Program and Kansas Infant-Toddler Services. The information provided is intended to help you learn about how services and support can meet your child's and family's needs and about your parental rights under Part C of the Federal IDEA Act. Your assigned Family Services Coordinator will go over this information with you and answer your questions. Many of our agencies written policies are summarized in this handbook, but they are referred to by policy number. If you want to see any complete policy, ask your Family Services Coordinator, who will be glad to get you the information and answer your questions. Also included is an explanation of the primary service provider & coaching approach in Infant-Toddler Service programs. This approach is evidence based practice used by Kansas Infant-Toddler services state wide.

Early Intervention Services Mission

Early intervention services build upon and provide supports and resources to assist family members and caregivers to enhance children's learning and development through everyday learning opportunities.

Key Principles

- 1) Infants and toddlers learn best through everyday experiences and interactions with familiar people in familiar contexts.
- 2) All families, with the necessary supports and resources, can enhance their children's learning and development.
- 3) The primary role of a service provider in early intervention is to work with and support family members and caregivers in children's lives.
- 4) The early intervention process, from initial contact through transition, must be dynamic and individualized to reflect the child's and family members' preferences, learning styles, and cultural beliefs.
- 5) IFSP outcomes must be functional and based on children's and families' needs and family-identified priorities.
- 6) The family's priorities, needs and interests are addressed most appropriately by a primary provider who represents and receives team and community support.
- 7) Interventions with young children and family members must be based on explicit principles, validated practices, best available research, and relevant laws and regulations.

Welcome to Arrowhead West, Inc. Infant-Toddler Services Program

We are pleased to assist you as you begin learning about how early intervention services can support your role in enhancing your child's learning and development. We can help your family explore options and resources available to you in your community and assist you in setting new directions for this unfamiliar and sometimes confusing journey.

We will provide you with information and support to assist you in making decisions about what's best for you and your child. Your observations and thoughts are important to share with the caring professionals who will be a part of your team.

We encourage you to find and follow the dreams, hopes, and wishes you have for your family. There will be many opportunities for learning and growing on the road ahead. Think of our staff as guides who can help support and lead you and your family throughout your early intervention experience.

What is Kansas “Infant-Toddler Services” (Kansas Early Childhood Developmental Services KECDS)?

Infant-Toddler Services (ITS), also known as ‘KECDS’ is a comprehensive, statewide system of community-based, family-centered early intervention services for young children, ages 0-3, with developmental delay or disabilities and their families. The services are provided through the implementation of Part C of the Individuals with Disabilities Education Act (IDEA). This program is governed by the Kansas Department of Health and Environment (KDHE).

Kansas has thirty-three local early intervention networks to provide an array of services to eligible children and their families through a variety of public and private resources. AWI is your local network as designated by KDHE. Within each network, early intervention services are designed to meet the special needs of the children and families, taking into consideration the unique cultural and socio-economic factors in their local communities.

Each network is responsible for assuring that early intervention services are available to all eligible children and their families in areas such as speech-language, occupational and physical therapies; audiology, special instruction, family training, assistive technology, social work, vision, psychological, and nutrition services. There also are specific types of medical, health, nursing and transportation services that can be coordinated through the local network.

What is Early Intervention?

Early intervention supports a child's learning and development during the important time from birth to three years of age. Early intervention can help with the development of children who have developmental delays or assist in preventing delays in children who may be ‘at risk’ due to medical or environmental concerns. Arrowhead West, Inc. Infant-Toddler Services team is available to provide ideas on how to best help promote your child's development and how you can use their suggestions for intervention throughout their day. R.A. McWilliam, a researcher and father of a child with a disability, reminds us that “the child's learning occurs between home visits”. AWI team will help you identify opportunities for your child to learn and develop throughout their day.

Using Primary Service Providers & Coaching in Early Intervention

Arrowhead West Infant- Toddler Services provides services using the Primary Service Provider and Coaching Model. This was adopted statewide and all the Part C networks in Kansas now provide early intervention services using this approach. Below are the definitions of these two concepts.

Primary Service Provider Approach

Home-based service delivery by one person, with supporting services provided through joint visits as needed by other professionals. The idea of this approach is to maintain integrity of the team interaction while minimizing the number of professionals that families and childcare providers are required to interact with on a regular basis.

Coaching Approach

An interactive process of observation and reflection in which the coach promotes a parent's or other care provider's ability to support a child's participation in everyday experiences and interactions with family members and peers across settings. The concept of this is to allow parents/caregivers feel confident and competent in helping their child grow and develop during daily routines and activities through coaching. With the coaching approach, the parents/caregivers understand how to implement strategies during family routines so the child can benefit from these strategies several times throughout the day, every day. This will allow the family to become independent in their need for services and make for an easier transition to school based services.

GETTING STARTED

Referral for Early Intervention

When a child is identified by a referral source, through a developmental screening, any developmental concern, or based on an established risk factor (i.e. prematurity), the child is referred to the designated Kansas Infant-Toddler program in their community. Arrowhead West, Inc. is your local Infant-Toddler Program. Referrals come from many sources, such as you the parent/guardian, or with your permission, a doctor, hospital, health department, family member, daycare provider, or other professionals who know your child. When you are not the referral source, the person making the referral must do so as soon as possible, but no more than 7 days of the date you gave them your permission.

When AWI receives your referral, an intake team member will contact you to discuss concerns, to explain early intervention program and to help plan for your child's evaluation. An evaluation date is then set at a place and time that is convenient for your family. Orientation, evaluation, and the Individual Family Service Plan (IFSP) must be completed within 45 days of the referral, in accordance with Part C regulations, except in the event of exceptional circumstances (see 2.F). The Part C Procedure Manual is also available for more detailed explanations at www.ksits.org

Evaluation/Eligibility

To be eligible, your child:

- Must be age birth to three (Part C early intervention services end on a child's third birthday)
- Results of assessment/evaluation must show at least a 25% delay in one or 20% delay in 2 or more developmental area or show a child is at risk for delay due to a medical condition/diagnosis
- Identifiable/Diagnosed physical or developmental disability or delay
- Must be living within Arrowhead West's 13 county service area

Evaluation and eligibility process:

- Early intervention services are provided to families only at their request. Before the eligibility process can be started, a signed written consent for our team to complete an evaluation will be needed. You may also be asked to sign a "release of information" so that we can get a copy of your child's medical records and any other relevant documents that can assist us in determining your child's eligibility for our services. It is important for us to have a complete picture of your child's health and development to consider, in addition to information that will be obtained through our developmental evaluation.
- Once consent is secured, a comprehensive, multidisciplinary evaluation will be provided to your child at no cost. The evaluation(s) may be held in your home or in another place familiar to your child, depending on your family preference. The family is considered an integral part of the evaluation process, and your opinions about your child's development, abilities, and needs will be included in the evaluation findings.
- We have 45 days in which to complete the evaluation process, determine eligibility, and conduct an IFSP meeting (if your child qualifies).
- A comprehensive, multidisciplinary evaluation of your child is necessary to determine if and what early intervention services are needed to enhance your child's development. The evaluation team will consist of at least two licensed and qualified professionals, but can include as many as necessary based on the needs of your child. We will make every effort to include a professional on your child's evaluation team most closely related to the needs your child was referred for (i.e. speech-language therapist, physical therapist, etc.).
- Your child's initial evaluation must include information regarding five developmental domains:
 - Physical development – must include health and nutritional status, vision, hearing, and fine and gross motor skills
 - Cognitive development – such as thinking, learning, reasoning, and problem solving
 - Communication development – such as understanding and using words or gestures
 - Social/Emotional development – such as feelings, getting along with others, relationships
 - Adaptive/Self Help development – such as bathing, feeding, dressing, toileting
- Your child's evaluation will be conducted by professionals trained to utilize appropriate methods and procedures. To determine your child's level of functioning, the evaluation team will use any or all of the following:
 - Assessment, Evaluation, And Programming System for Infants and Children (AEPS)
 - Routines Based Interview (RBI)
 - Other instruments and tests that meet acceptable professional standards
 - Clinical judgement of the professionals using parental input
 - Observation of the child

In the event of exceptional circumstances (i.e. diagnosed medical conditions, illnesses, etc.), it may be impossible to complete an evaluation within the 45-day time frame. In this event, the exceptional circumstances shall be documented and an interim IFSP may be developed and implemented (See Section IFSP).

- After evaluations are completed, the information gathered throughout the process will be presented and reviewed with you. Based on this information, you and your child's evaluation team will determine if services are needed. The team decision for eligibility is shared with the original referral source. This is documented on a referral follow up form.
- If your child meets eligibility criteria to be enrolled in our early intervention program, you will be assigned a Family Services Coordinator and primary service provider. This professional(s) will schedule a meeting(s) with your family to create the Individualized Family Service Plan (IFSP) and complete our orientation process. At this meeting, it is important that we complete Routines Based Interview of your family's daily routines and activities to help us determine your family's resources, priorities, and concerns related to enhancing the development of your child.

EARLY INTERVENTION SERVICES

Fees for Services

Arrowhead West, Inc. does not charge the family for the services they receive. Funding for your child's program comes from many sources including federal, state, and county funds, as well as private grants and donations. If your child is eligible for Medicaid, this funding can be used to provide a wide variety of the services our agency offers.

Additional information regarding System of Payments for Families Notice may be found in the Kansas Infant-Toddler Services Child and Family Rights and KS ITS Complaints Process Brochure given to you by your Family Service Coordinator.

Individualized Family Service Plan (IFSP)

Individualized – a plan written specifically for your child and family

Family – a plan that focuses on changes that you want to see for your child and family as a result of your participation in early intervention

Service – a plan that includes details of the early intervention services your child and family will participate in together – including what, when, where, and how often services will be provided

Plan – a plan that is a written document that can be changed as your child's and family's needs change

Once you have completed evaluation and established eligibility, your Family Services Coordinator will schedule the IFSP meeting at a time convenient for you and other people that you would like to attend. The IFSP will include outcomes that are set based on the needs of your child and family. You and your family are an integral part of the early intervention team who assists in planning your child's program.

What to expect when creating the IFSP:

A Routines Based Interview (RBI) will be discussed to go through your family's day-to-day activities to find out what you really want and need from early intervention. It is a semi-structured interview designed to help families decide on outcomes/goals for their individualized plans and identify priorities and concerns. Resources ranging from personal to medical will also be discussed.

The information shared through the RBI will be written into the IFSP document. Contact information, health, "My Child's story", family concerns and priorities, strengths, services, and transition plan will also be included in the IFSP. Service providers and frequency will be decided based on your family's need to help you meet your child's outcome(s).

Your IFSP Team includes:

- You (one or both parents, guardians, foster, or surrogate parents)
- Your Family Service Coordinator and Primary Service Provider
- Other professionals (developmental specialists, therapists, nurse, etc.)
- Other people you'd like to include (such as extended family, friends, daycare providers or other community programs).

The IFSP is a document that will change as the needs of your child and family change. It should always reflect the current services and supports that you are receiving. A formal review of the plan will be conducted at least every six (6) months and a new plan will be written every twelve (12) months. Changes to plans can occur anytime needed, and must be discussed, documented, signed and initialed by you and your Family Service Coordinator.

Early Intervention Services Available

Early intervention services are designed to meet the unique strengths and needs of an eligible child and their family in order to achieve the developed outcomes written in an Individual Family Service Plan. Early intervention services coordinated for your child may include, but are not limited to:

- **Assistive Technology** – services to help children use specialized equipment/devices as needed.
- **Audiology** –hearing assessment and assistance with specific hearing disorders, delays, and abilities.
- **Occupational Therapy** – services to help the day-to-day self-help skills of the child.
- **Physical Therapy** – services to help the way a child moves and develops motor coordination skills.
- **Special Instruction** – services to provide families with information, skills, and support to help enhance child development provided within natural family routines/environments.
- **Speech-Language Pathology** – services to help the child's communication skills.
- **Sign Language and Cued Language**
- **Family Training, Counseling, and Home visits-** assist the family of an infant or toddler with a disability in understanding the special needs of the child and enhancing the child's development.
- **Nutrition Services** – information on good eating habits and assistance with feeding concerns.
- **Family Services Coordination** – coordination of all early intervention services for child/family.
- **Health Services** – health services that will help a child participate in early intervention programs.
- **Medical Services for evaluation** – medical testing to determine disability diagnosis or address special health concerns as needed.
- **Nursing services** – nursing care for special health problems of eligible medically fragile children.
- **Psychological Services** – coordination of testing and referrals for behavioral concerns.

- **Social Work Services** – family assessment of parent-child interactions/environments to assure their ability to maximize utilization of early intervention services & community resources.
- **Transportation** – assist with travel arrangements/costs to assure families can access needed services.
- **Vision** – vision assessment and assistance with specific visual disorders, delays, and abilities.

Arrowhead West does not provide all of these services directly. Your FSC will help refer you for needed services.

Provider Qualifications

Many individuals will play a role in the provision of your child’s early intervention services. Personnel providing Kansas Infant-Toddler/KECDS services must hold current and valid credentials in their field of practice. The following are job titles of the AWI Infant-Toddler staff who may be included in your Individual Family Service Plan and the minimum qualification for these positions:

Early Childhood Special Educator: shall be licensed by the Kansas State Board of Education in Early Childhood Special Education or Early Childhood Unified Education.

Speech-Language Pathologist: must be licensed by the Kansas Department for Aging and Disability Services

Occupational Therapist: must be registered by the Kansas Board of Healing Arts.

Physical Therapist: shall be licensed by the Kansas Board of Healing Arts.

Physical Therapy Assistant: Associate degree from an accredited college in physical therapy and registration as a certified Physical Therapy Assistant by the Kansas Board of Healing Arts.

Nurse: Registered professional nurse licensed by the Kansas State Board of Nursing.

Early Childhood Paraprofessional: in the local KECDS programs providing early intervention support must meet the requirements set forth by the Kansas State Board of Education

Family Service Coordinator: have a bachelor’s degree in education, health studies, nutrition, social welfare, or the human services field. Additionally, each individual working as a family service coordinator with a local KECDS program before June 1, 2013 will be grandfather and viewed as meeting requirements. They also need experience, knowledge, and training as outlined by KDHE.

Early Intervention Social Worker: must hold a current and valid license issued by the Behavioral Sciences Regulatory Board at Licensed Master Social Worker (LMSW), Licensed Specialist Clinical Social Worker (LSCSW), or Temporary Licensed Master’s Social Worker (TLMSW) level.

Teacher of the Blind and Visually Impaired: shall be licensed as a teacher of the blind and the visually impaired by the Kansas State Board of Education

Each family will be designated a Family Service Coordinator and Primary Service Provider. Your family has the right to choose who is designated for this role. The above professional staff are available to serve in this role for your IFSP. We have Bilingual Interpreters available for non-English speaking families.

Natural Learning Environments

All program services must be provided in a natural environment. Federal law defines natural environment as settings that are natural or normal for the child's peers who have no disabilities.

“To the maximum extent appropriate to the needs of the child, early intervention services must be provided in natural environments, including the home and community settings in which children without disabilities participate.” [CFR 303.12 (b)]

During your child's IFSP process, the most appropriate setting will be determined jointly by you and your Family Service Coordinator. Services must be provided in the settings where your child typically spends his/her day. This can include your home, other family members' homes, daycare centers, or other community locations familiar to your child and family. It is important for people who spend time with your child to be familiar with activities and opportunities to enhance your child's development. These environments will be identified during orientation, as you prepare for the IFSP meeting. Services will be identified and delivered within the context of your existing family routines. The staff will give you ideas of how to incorporate learning activities into your child's typical daily routines, such as meals, bathtime, playtime, etc. You will decide which routines you can adjust to accommodate the intervention ideas.

Family Responsibilities

- We ask that you be available for scheduled sessions. **Please contact our office in advance if you cannot be available for any scheduled appointment** (illness in the home, sudden change of plans, etc.). We will make every effort to reschedule missed sessions. On the same note Infant-Toddler services staff will call you if they need to cancel a session for any reason.
- We ask that you have person(s) responsible to participate in your child's session. This could be any family (or all) member, extended family, friends, baby-sitter etc. A person(s) must be present at all sessions. If the person responsible is not the parent or foster parent, a release of information will need to be on file before the visit.
- We ask that you be present for and participate in your child's IFSP meeting. Goals and outcomes will be written for your child and your family based on your preferences and needs.
- We ask that you notify staff of any concerns, problems, and/or changes regarding your child's program.
- Your input about the services you receive and our agency is important. Twice a year, an IFSP review will be held. You will be asked about any suggestions and/or concerns you may have and review your child's progress at this meeting.
- Your comments and suggestions do not need to wait for a formal meeting. Feel free to visit with staff or your Family Services Coordinator at any time.
- At your child's IFSP meeting, plans are made regarding the services you need/want to receive for your child/family based on your input.
- You will be asked to complete a Family Satisfaction Survey annually. It is very important for you to return the satisfaction surveys immediately to our agency. This provides us with vital information we use to plan and/or change program services.

- You will be asked to complete a Discharge Satisfaction Survey when your child exits the ITS program.

Scheduling

Infant Toddler services staff are regularly available Monday through Friday from 8:00 A.M. to 5:00 P.M. to schedule sessions with your family or daycare. However, the schedule can be flexible depending on family work schedules, illnesses, etc.

Arrowhead West, Inc. Infant Toddler services is a twelve (12) month program. Our offices are open year round, with the exception of the following holidays:

New Year's Day	Labor Day
Friday before Easter	Memorial Day
Thanksgiving Day and following Friday	Independence Day (July 4)
Christmas Eve and Christmas Day	

Child/Family Not Available

There are instances in which families are not home when the service provider arrives and the visit has not been canceled ahead of time. In such a case, the service provider should leave a note explaining she or he will contact the family to reschedule and remind them of the need to cancel appointments prior to the visit whenever possible. If the family is not home for three consecutive scheduled visits without any advance cancellation (or appropriate explanation), the program may send the family written notice of an IFSP review and inform them services will be suspended until the plan can be reviewed. Documentation of all attempts to contact the family will be maintained. If possible, the Family Service Coordinator will try to convene an IFSP review meeting with the family to determine what, if any, services the family wants to receive and how those services can best be configured to meet the family's needs. If the family states at the meeting that they no longer want to receive services, the family service coordinator should document the family's desire to withdraw by completing the Declining Participation form. At a minimum, hold an immediate exit meeting with the family to discuss other available community resources.

Child/Family Cannot Be Located

If a family cannot be reached as described above, the local KECDS program should send a letter to the address on file, requesting the family contact the program with new contact information. If the family does not respond to the first letter, the program should send a certified letter to the address on file giving the family written notice of an IFSP review and inform the family that services will be suspended until the IFSP can be reviewed. If the family does not contact the local KECDS program by the time the IFSP expires, the program can exit the infant or toddler upon expiration of the IFSP. Documentation of all attempts to contact the family is to be maintained.

Transition

As your child approaches three (3) years of age, your Family Service Coordinator will discuss with you options for your child after they leave Kansas Infant-Toddler Services. A transition plan will describe what needs to happen to make the transition successful and as smooth as possible.

For a child who is potentially eligible for Part B services, the local KECDS program must refer the child no more than 9 months but not fewer than 90 days before the toddler's third birthday, to the State Education Agency (SEA) and the Local Education Agency (LEA) for the area where the toddler resides. Parental consent for the referral to the LEA and SEA is not required and must be made even if the child's parents do not give consent to hold a transition conference. Parents cannot deny referral to Part B.

With your permission, at least ninety (90) days before your child reaches three (3) years of age, a transition meeting and conference must be held to write a plan to be implemented that will guide the steps necessary to move to Part B services (public school system). Staff from your area Local Education Agency (LEA) will be present at this meeting to discuss appropriate and available options for your child after he/she turns three (3). If your child no longer needs services a transition plan is not needed.

During this meeting, your child's needs, options for placement, materials, and your priorities and parental rights will be discussed. Participants will include family, Arrowhead West staff, appropriate school personnel, and anyone else you would like to have present. The LEA will determine, with your help, your child's eligibility for Part B Services. Upon your request, if your child is eligible to transition to Part B services, an Infant-Toddler staff person will attend your child's Individual Education Plan (IEP) meeting.

What to expect at your child's transition meeting:

Your family should:

- share your hopes and concerns for your child;
- ask about supports for your family beyond early intervention; and
- ask questions about anything that is unclear or confusing.

Early intervention staff will:

- share information about your child's progress in the AWI Infant-Toddler Program;
- help write a transition plan that details the steps that will occur throughout the process;
- with your permission, make sure that the new program has all the information they will need about your child (evaluation and assessment information; a copy of the IFSP); and
- help you identify additional community resources and support.

Special Education Cooperative staff / School personnel will:

- explain the eligibility requirements and your rights;
- explain the process for enrolling (if necessary) your child for services;
- discuss options for the delivery of services needed by your child; and
- help to determine whether any additional evaluations will be needed prior to transition.

ADDITIONAL POLICIES

Discharge From Services: Policy 5.5

Your family may leave Arrowhead West, Inc. services for a variety of reasons which may include, but not be limited to, the following conditions:

- If, after reassessment, it is determined that your child does not qualify for continued early intervention services and has met age level goals.
- You decide to move outside of our service area or seek services through another service provider. We will assist in referring and transferring records to another Part C network.
- Transition from Part C to Part B services. When your child turns three (3) years of age, AWI will notify the local education agency of potentially eligible children at least 90 days prior to the child's third birthday.
- When you feel your family/child no longer needs the services of Arrowhead West, Inc. you may terminate services at any time by signing a declining of services form.
- Your family is unavailable or unable to be located and IFSP services expired.

Your child may be considered for eligibility back into our program at any time, if the child is under the age of 2 years 9 months (if your child is older, referral to local Part B program will be made for eligibility determination for Part B services). This eligibility will be determined according to our policy and procedures for eligibility determination.

We will hold an IFSP review meeting with your family to exit your child from services. A final dismissal summary of progress made towards IFSP outcomes will be documented and shall be reviewed and signed by you. We will request your permission, in writing, for one follow-up phone visit and to destruct your child's records in six years. You may request copies of all of your child's records upon discharge from Arrowhead West, Inc.

Your Records and Confidentiality: Policy 4.2

Files developed by Arrowhead West, Inc. about your family and your child(ren) are an aid to staff in the provision of services. All information in these records is confidential. It is the responsibility of this agency and our staff to keep this information safe. AWI complies with The Health Insurance Portability and Accountability Act (HIPPA).

Any employee or consultant of Arrowhead West may have access to your file according to established procedures, if the employee or consultant of Arrowhead West has a "need to know" by reason of providing a

service to you or for record keeping. In addition, certain other individuals representing education or accreditation agencies may have access to the files. [State Board of Education, CARF, Kansas Dept. of Health and Environment, etc.] Funding sources such as state and federal government agencies may also receive reports. You can be permitted to inspect and review any personally identifiable data generated by the agency related to your child without unnecessary delay.

Your permission is requested to release your child's records to the Special Education Cooperative in the school district where you live. The specific release is included in the handbook acknowledgment for this manual.

Except as described above and in procedures, no file, record, or any portion of it, or information contained in it will be released to, discussed or shared without your written permission. A copy of the written permission will be placed in the file. You may request changes to records which you believe are wrong or in violation of your or your child's rights, according to the established procedures.

All records containing confidential information are stored under lock and key. Your child's records are destroyed according to established procedures six years after your child leaves our services. Your permission to destroy these records is obtained during orientation.

AWI complies with HIPPA requirements. You are given and are asked to sign a HIPPA acknowledgement during the orientation process.

Grievances and Appeals: Policy 4.8

You have a right to file a complaint or appeal about an agency or staff decision or action. Tell your Family Services Coordinator if you have a complaint and they will inform you of your right to appeal and how to proceed. You will get a response, from AWI, in a timely manner. If you do not agree with the agency decision, then you can ask for mediation or a due process hearing outside the agency.

Your Family Services Coordinator should also provide to you the Kansas Infant-Toddler Services Child and Family Rights and KS ITS Complaints Process brochure with more information regarding privacy, procedural safeguards, family rights, and the Kansas Dispute Complaints Resolution Options.

Interagency Coordinating Councils

These councils are formed in communities to address local early intervention needs and encourage interagency cooperation in providing services for children. Members of the local council should include parents of children with developmental delays. We encourage you to participate on your local council. You can contact the Infant –Toddler Services Manager at any time for further information regarding these local councils and how to become involved at (620) 225-5177 ext. 1301.