

The UPDATE

News and Information for Massachusetts EI Providers October 2019



Important Dates...Mark your Calendar!

October 22, 2019: EI Webinar—Topics include:

- **Important Updates from Human Services Transportation—Standards and Forms**

November 7, 2019: ICC Meeting, Best Western Royal Plaza Hotel, Marlborough, MA

- **9:30am—12:30pm: ICC Business Meeting**
- **1pm—2:30pm: Standing Committee Meetings and Task Groups**



DPH Updates

DPH EI Client System

Thank you all for your efforts, input, and patience as we transition to a new DPH EI Web-Based Client system. On October 18th, we will launch what has been dubbed the "Front Desk Implementation" and includes some critical additional functionality. Phase 1 includes EIIS functionality, TSS functionality, Waivers and Personnel data. The following information highlights some of the common questions that have arisen, especially from the Directors' training session on October 2.

Access. In order to access the training "sandbox" environment, system users are required to go through training provided by the Department. EI Program Directors have been set up with the role that will allow them to add staff to the training "sandbox" environment. They need to follow the personnel flow for non-clinical staff and add the following two roles, `ROLE_EI_FRONT_DESK` and `ROLE_EI_SPECIALIST`.

In general, many of those who attended session have been able to get in with only a few people running into issues. Here are some pointers to share with your teams as they access the training "sandbox":

- Use modern browsers (Chrome, Safari, Edge, et. al.). Internet Explorer is not considered modern as it is no longer supported by Microsoft.
- The "Forget Password?" functionality requires pop-up blockers to be disabled for the site. Work with your IT team to determine the optimal settings.
- The Commonwealth has defined a high standard for passwords. Here are some tips:
 - ◇ Passwords should be ideally 14 characters/digits that contain at least:
 - ◆ One Uppercase
 - ◆ One lowercase
 - ◆ One special character (like !,@,#,\$,% , et.al.)
 - ◆ One number
 - ◇ Do not use common words that can be found in the dictionary
 - ◇ Do not use common sequences (123,789, !@#, #\$,%, years)
 - ◇ Do not repeat characters (111,222,aaa,bbb, ###,???, etc.)
 - ◇ Do not use any of your prior 9 passwords.

• If someone on your team has an issue with access to the training "sandbox", please have them send an email to MAEI-Casetivity-Support@ssg-llc.com. They will need to provide the browser that they are using and if possible, a screenshot of the error that they are getting. SSG, vendor, will have someone review your email and respond as promptly as possible.

Note: the training environment will be shut down during go-live so no one get confused and puts data in the wrong place. "Production" system access will be up to the agency discretion and each agency will need to assign roles within the Client System. Each user will need an individual email in order to create a secure system log-in. Users will be able to access the system on any computer with an up-to-date browser and internet access.

Data. All data currently stored in the EIIS, TSS, Waiver and Personnel databases will be migrated including the old DPH ID #. For Phase 1, all data entry is intended to remain in the hands of the front desk or office staff. The system follows a certain pre-determined workflow so it will take a little practice. As mentioned at the Program Director Training make sure you have all of your EIIS and TSS data up to date or the information will not be migrated into the new system.

Workflow. During Phase 1, data collection, consents and billing will follow the same process as today with a few exceptions. To start the bridge to the full client and billing functionality, Phase 1 includes referrals, waivers for reimbursement and personnel database.

Referrals should be entered into the system in real time, though we understand this might take some practice.

The new Client System data collection forms and instructions will support programs in ensuring that the required data is entered into the Client System during Release 1. Required data will include:

- Referrals
- Data required to complete claims processing at DPH
- Data required for Federal Reporting
- Data required to move through the workflow in the Client System

BDI. The raw scores for each subdomain will continue to be entered into the Client System and the calculation will be done by the system. There will be an opportunity to confirm the scores and update, if the Developmental Quotients do not match the submitted scores.

IFSP. During Release 1, the only components of the IFSP that will be required to be entered into the Client System will be the Service Plan and at least one Child & Family Outcome at the same frequency as EIIS IFSP data is entered now.

Waivers for Reimbursement. Waiver for Reimbursement requests will occur within the Client System. A Waiver can be requested by EI staff, but the EI Program Director must approve and submit to DPH for review.

Reports. The system offers a data extract for programs..

We appreciate everyone's efforts supporting the staggered rollout of the system. DPH staff will be reaching out to each program after the trainings are completed to help to assess the needs at the program to be ready for the Go Live date. Please remember to send in your Program Implementation Survey to noah.feldman@state.ma.us.

Complaint, Mediation and Due Process Hearing Materials for Parents

DPH is releasing new forms and materials for parents who wish to file a formal complaint or request mediation or a due process hearing. These forms were the recommendation of a stakeholders group after completing an OSEP-directed self-assessment of the Family Rights Notice and policies related to Dispute Resolution.

Stakeholders included an ICC parent, EI Program Director, staff from the Department of Elementary and Secondary Education (Problem Resolution System), Bureau of Special Education Appeals, and the Federation for Children with Special Needs. The outcome of the review was that the EIOS policies and procedures substantively met the corresponding regulations.

The feedback related to the content in the Family Rights Notice about the options for Dispute Resolution (formal complaint, mediation and due process hearing) was mixed. There were positive comments about the family-friendly language; however, there was also general consensus that the content was limited and did not provide parents with sufficient information to determine which option best suited their needs.

The forms and FAQs have been translated into multiple languages and will be available on the DPH website. DPH will do a brief presentation of the materials during the October 22nd webinar.

Battelle Scoring Booklets

We are almost there! Riverside Insights has been awarded the MA DPH Standard contract for educational materials. Once the signed documents are returned we can move forward with the order. Once again thank you for your patience in this process.

Please help the Early Intervention Parent Leadership Project (EIPLP) reach more families!

EIPLP maintains a data base of over 14,000 families, providers and friends. For many years we have published the **Parent Perspective** newsletter to share important information about Early Intervention and opportunities for skill building and involvement.

Most families receive the PLP **Universal Database Sign Up Form**, now available in Spanish and Portuguese in their enrollment packets which programs send in to EIPLP on paper.

Families can now sign up directly on the EIPLP website at: <https://eiplp.org/parent-perspective/>. Having families sign up electronically will reduce the data entry, the data entry errors and the number of hard copies we need to print and mail.

Thanks for your help in making this valuable resource available to more families in a way they most like to receive information. Any questions contact EIPLP at: eiplp@live.com or by phone at 1-877-353-4757.

NCSEAM Family Survey Reminder

October is NCSEAM Family Survey distribution month. Please make sure Service Coordinators are giving eligible families, those whose children have been enrolled in EI for at least 6 months who did not complete a Survey last March; a Survey, stamped self-address return envelope and a flyer describing the purpose of the Survey.

All programs should have received a list of eligible children and families from Linda Mosesso in September.

For any questions or concerns please contact Suzanne Gottlieb at: Suzanne.gottlieb@state.ma.us or EIPLP at: eiplp@live.com.



Forms & Materials

Please note: Most forms and materials from the Dropbox have moved over to the new DPH website at mass.gov/dph/earlyintervention. Please use the website to find materials, including brochures.



Specialty Services Updates

DDS Autism Waiver Webinar: Thursday, October 10, 3:30pm

The Department of Developmental Services Children's Autism Waiver is an Home- and Community- Based Services waiver program serving 280 children in MA between the ages of 3 and 9 diagnosed with autism who meet a list of eligibility criteria, including being eligible for MassHealth Standard (income-based). The program uses a participant directed model to allow the participants to access in-home services as well as optional ancillary services that aim to treat the core symptoms of autism. The program is currently near capacity, but new spots become available regularly. Potential participants are selected from a randomized list of candidates that completed an interest form during the last open enrollment period. There are reserved spots for children aging out of EI services.

DDS is currently preparing for the annual open enrollment period. The 2019 Autism Waiver Open Interest Period will be held from October 17 – 31, 2019. The DDS website now has the open enrollment interest form available in many languages including English, Spanish, Portuguese, Vietnamese, Amharic, Arabic, Chinese, French, Gujarati, Haitian Creole, Khmer, Russian, Thai, and Turkish. We hope that you can partner with DDS to spreading the word about the Autism Waiver Program Open Enrollment 2019. Anyone who believes their child may be eligible within the next 12 months is encouraged to submit an interest form. [Autism Waiver Program EI Handout in English](#)

www.mass.gov/lists/dds-autism-waiver-program-awp-open-interest-period-2019

The link to access the webinar is below:

<https://statema.webex.com/statema/onstage/g.php?MTID=e83aeae7e242088a99e195d63ea1ebddf>

GPS: Guide to Providing Services to Deaf and Hard of Hearing Infants and Toddlers Workshop

Monday, November 4, 2019
8:30am to 3:30pm

The Learning Center for the Deaf
848 Central Street
Framingham, MA 01701

This workshop offers a unique opportunity for Early Intervention Service Providers to come together to learn information and to network. Light breakfast and lunch will be provided. Certificates of attendance will be issued at the end of the workshop.

To Register and for more information: <https://www.tldeaf.org/page.cfm?p=720>



EI Training Center Updates

Webinar October 16, 2019; 12–2pm: Engaging and Supporting Families Affected by Substance Use Disorders



How does a substance use disorder (SUD) influence the parent-child relationship? During this webinar participants will learn about the current research on the neurobiological influences of SUDs on the parent-child attachment process. Participants will explore the factors impacting engagement in Early Intervention by hearing perspectives from women in recovery from SUDs. Lastly, Lili Peacock Chambers and Colleen Ciccarello will reflect on how the PIWI model can be used to engage and support parents with SUDs.

<https://statema.webex.com/statema/onstage/g.php?MTID=e33c01c8647273370ba27b5232a78901e>

US Toll Free: +1-866-692-3580

Access code/Event number: 644 091 668

Event password: a1234

PODCAST—EI on the Fly

Description:

The work of early intervention (EI) is complex, challenging at times, and lots of fun. You meet different families, work in homes and other community settings, watch infants and toddlers grow and learn, and yes – spend a lot of time in your car. This podcast is designed so EI practitioners like you can easily listen between visits or on breaks during your busy day. Each episode focuses on an important topic that is discussed by two experienced EI professional development specialists who have also been service coordinators, service providers, and parents of children enrolled in EI. Listen often to learn, reflect on your practices, and hear a few tips to do the work you do well even better.



This podcast is a collaborative effort of the Massachusetts Department of Public Health Early Intervention Training Center and the Partnership for People with Disabilities/VCU.

Hosts:

Dana Childress, PhD, Early Intervention Professional Development Consultant
Partnership for People with Disabilities, Virginia Commonwealth University

Emily Webb, M.S. ED., Coordinator of General Supervision
Massachusetts Department of Public Health

Functional Assessment Series

Available now

Episode 1: **What is Functional Assessment and Why Does It Matter?** (Run time: 32:37)

New episodes will be released monthly. To subscribe or listen, visit [Podbean](#) or find **EI on the Fly** wherever you follow your favorite podcasts. You can also find more information on the Podcasts page on the EITC.



Data Manager Updates

EIIS Error Reports

There will no longer be any monthly EIIS and TSS Error and Compliancy Reports distributed to EI programs as we move into the new web-based EI Client system later this month. The Department will be monitoring data input from the new EI Client system to ensure timeliness of data entry.

Fiscal Year 2019 Compliancy Reports

The Department has closed out fiscal year 2019 for reporting purposes and will not be sending out preliminary reports for IFSP or Transition compliancy. Final compliancy reports will be distributed to programs later this month.



Resources & Events

Building Inclusive Communities in Early Childhood

The Departments of Early Education and Care (EEC) and Elementary and Secondary Education (DESE) invite you to:

- Hear from renowned, national experts on inclusion - Rich Villa and Dr. Jacque Thousand
- Learn about regulations, policies, and best practices to create quality inclusive early childhood services
- Ensure services are grounded in access, participation and supports for children with and without disabilities
- Receive leadership strategies to support inclusion
- Learn support strategies to engage families around inclusive practices
- Hear about an opportunity to participate in the second cohort of the BIC initiative.

October 21, 2019

Devens Common Center, Devens, MA

9:00am-3:30pm

Registration begins at 8:30am

[Learn More](#) [Register Here](#)

MA Act Early Fall Summit

November 14, 2019

UMass Amherst

8:30am – 3:30pm

The agenda and schedule for our Fall 2019 MA Act Early Summit are out and registrations are open!! Join us in Amherst on November 14, learn about what is new in the CDC and MA Act Early team, participate in workshops and listen to most recent treatment research, and state grants, and connect with your colleagues from western MA!!! [Learn more.](#)

Registration Link: <https://forms.gle/45PjCRRvW4Yn9zQZ6>



Comments, contributions or feedback, please contact:

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