



# INLAND REGIONAL CENTER

*...valuing independence, inclusion and empowerment*

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## MEMORANDUM

TO: Early Intervention Service Providers      FROM: Edyth F. Gallardo  
Federal Compliance Specialist

DATE: January 4, 2024      RE: Record Keeping Expectations  
Guidelines for “Make-Up” Sessions

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The purpose of this Memorandum is to remind all Early Intervention Service (EIS) Providers of Inland Regional Center’s record keeping expectations and guidelines for make-up sessions. This may serve as a good time as well for EIS vendors to review their respective program designs and attendance policies to ensure that they align with this memorandum and supporting regulations.

### Record Keeping Expectations

Inland Regional Center and its business associates are accountable to ensure the delivery of services to children receiving Early Start services and to individuals with developmental disabilities. Written verification is relied upon to ensure that authorized services are delivered.

Please ensure that all employees responsible for record keeping adhere to the following requirements for service provider record maintenance:

1. Written verification of all service delivery dates.
2. Documentation of all missed sessions and/or appointments, including the reason(s) for all missed sessions and/or appointments.
3. Documentation of rescheduled sessions/appointments.
4. Documentation of make-up sessions/appointments.
5. Written notification to the assigned IRC service coordinator and IRC program manager of three consecutive missed sessions/appointments by the family (no shows).

All service provider records, including documentation relating to the delivery of services as outlined above shall be readily available to regional center staff upon request.

(CFR 303.12(b)(2); 17 CCR §§ 50603, 50604(d), 50608(b)-(c).)

### Guidelines for “Make-Up” Sessions

Make-up sessions are allowable for EIS providers based on a child’s illness, family vacation plans, or other family related needs that prevent the child from being able to participate in their regularly scheduled services. Make-up sessions are also allowable based on the service providers’ illness or absence. Make-up sessions are not mandatory and should be based on the family’s needs and the provider’s ability to provide appropriate make-up sessions.

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- ☆ **IMPORTANT:** Document the reasons for all missed sessions. If a family chooses to not make-up a missed session, document this decision in the child's vendor record.

All make-up sessions must take place in the same month that the authorized session was missed. The e-Billing system cannot roll-over authorized hours to the next month. Please indicate in the comments of your e-POS invoice the session(s) intended to be the make-up session(s).

- If the service is authorized to be provided one time a week and a session is missed, the EIS provider can provide up to two (2) one-hour sessions either in the week prior or in the week after the missed session.
- If the service is authorized to be provided twice a week, the EIS provider can provide up to three (3) one-hour sessions either in the week prior or in the week after the missed session.
- Make-up sessions should take place on a day other than the regularly scheduled session and should not last longer than an hour unless the vendor and parent agree to do so.
- Make-up sessions for intensive services are allowable for up to a maximum of six hours per month.

### Make-ups and the last week of the month

If the child misses a session in the last week of the month you have the following options:

1. If you have advanced notice, make up the session the week before.
2. Make up the session another day that week.
3. Make up the session at the start of the following week only if there are some days remaining in the month that following week.

If you have additional questions, please feel free to contact:

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Early Start Program

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