

Your Family Rights in Early Intervention

New York City
**Early
Intervention
Program**
The Earlier, The Better

Evaluation	<ul style="list-style-type: none">⦿ You have the right to say yes or no to having your child screened or evaluated.
Choice	<ul style="list-style-type: none">⦿ You have the right to choose who evaluates your child (the evaluator).⦿ You have the right to choose your ongoing service coordinator at your child's individualized service plan meeting. <i>You cannot choose your service provider or therapist.</i>⦿ If you leave Early Intervention (EI), you can choose to come back at any time until your child's third birthday.
Permission	<ul style="list-style-type: none">⦿ You have the right to say yes or no to enrolling your child in EI.⦿ You have the right to say yes or no to any of the services offered through EI. If you do not want a specific service, you can say no to that service and still get other services that you agree to.
Privacy	<ul style="list-style-type: none">⦿ You have the right to keep information about your child and family private. You must give written permission before we send information to people or agencies who do not work in EI.
Meetings	<ul style="list-style-type: none">⦿ You have the right to take part in—and invite others to—all meetings where decisions will be made about your child's evaluations or services.
Insurance	<ul style="list-style-type: none">⦿ You have the right to know if your insurance will be used to pay for EI services. If your insurance is used, there will be no direct cost to you.
Written Notice	<ul style="list-style-type: none">⦿ You must receive written notice before a change to your child's evaluation, eligibility or services is made.
Your Child's Records	<ul style="list-style-type: none">⦿ You have the right to look at any record about your child.⦿ You have the right to receive a copy of these records.⦿ You have the right to ask for a change in any records.

If you have questions or do not agree with a decision:

1. **Speak with your service coordinator. He or she will be able to help you with most questions.**

2. **Call your Regional Office and ask to speak with an Assistant Director:**

Bronx: 718-838-6887 • Brooklyn: 718-722-3310 • Manhattan: 212-436-0900
Queens: 718-553-3954 • Staten Island: 718-568-2300

3. **Call Early Intervention Consumer Affairs: 347-396-6828**

4. **If the problem is not solved, or you still disagree with a decision, you have the right to ask for the decision to be reconsidered. This is called due process. Your due process rights include:**

- ⊗ **Mediation:** This is a way to discuss your concerns with EI and a mediator (someone not involved in the situation who can help you find a solution).
- ⊗ **Impartial Hearing:** This is a formal process where an administrative law judge listens to the concerns and makes a decision.
- ⊗ **Systems Complaint:** This is when you ask the New York State Department of Health to investigate a problem.

For mediation, write to:

Director of Consumer Affairs
NYC Early Intervention Program

42-09 28th St., 18th Floor
Long Island City, NY 11101

Phone: 347-396-6828

Fax: 347-396-8977

For an impartial hearing or a systems complaint, write to:

New York State Department of Health
Bureau of Early Intervention

Corning Tower, Empire State Plaza
Albany, NY 12237

Phone: 518-473-7016

Fax: 518-486-1090