

Provider Registry FAQ

Organization & Agency Administrator Questions

- 1. I'm the admin for my org but I am missing employees who say they did create their account. What happened?**

The employee may not be attached to the correct Org. They should verify their employment information and ensure that the name of the employer matches the correct org.

Profile Creation Questions

- 1. I'm an independent provider, how do I set up my profile?**

Independent providers should list themselves as their employer on the employment tab. The county should not be listed as your employer. You also need to claim the admin role for your "agency" so that you can assign yourself as a provider to the county(ies) in which you provide service.

- 2. I don't have all of the information needed to add my employer. Where do I find it?**

The search fields on the employment screen do not all need to be filled out in order to perform a search. Users can search by Organization ID (a provider registry specific number) or Employer Name. Provider Admins can provide employees with their agency's Org ID for more accurate searching.

- 3. This is the first time I'm creating a Registry profile; do I need to enter past employer information?**

No, new providers to the registry should start with the current Early Intervention employer.

Profile Content Questions

- 1. Do I need to enter my High School information?**

High School diploma is not required.

2. Do I need to upload my transcript or diploma for higher education?

If you are a licensed professional, you do not need to upload your higher education information. Your license will suffice. Unlicensed EI professionals must upload their highest level of education information and/or transcript data in order to verify that they meet requirements to be an EI provider.

3. I just got updated clearances/license. What should I do about the previous ones already uploaded?

Add a new entry for your clearances/licenses. Note this is a new entry and not just uploading a new file. DO NOT DELETE previous entries. Previous entries show documentation that you met qualifications during that time-period.

4. I'm a supervisor, and a County says I am appearing on their reports. How do I remove myself from their report?

Supervisory staff should not be assigned to a County unless they provide direct service to children in that County. If you are appearing on a County report in error, delete the associated County on the Employees tab within your Org Admin view.

Training Questions

Documentation

1. I can't enter training hours in less than 1-hour increments. What do I do?

Early Intervention Training must be entered under the Early Intervention Training section and can be entered in .25 hour increments.

2. I'm an Org Owner. Can I upload documents on my employee's behalf?

Yes. Please reference the resource document called Agency Administrator's Guide to the Early Intervention Provider Registry.

3. Is a certificate required to be uploaded in order to meet requirements?

Yes. Proof of completion through a certificate uploaded to the EI Provider Registry is required. If no certificate was provided, an Early Intervention Training Log resource document is available for documentation purposes. A specific EI Preservice Training Log is also available to upload once Preservice Training has been completed.

4. How are training hour requirements calculated for new hires?

Interventionists have 1 year to obtain their first 24 hours. When the calendar crosses over the beginning of a fiscal year, trainings are dually counted towards that first year and the new fiscal year. For example, if someone starts in November 2025, they have until November 2026 to get their first 24 hours. They are also required to have 24 hours between July 2026 and June 2027. Anything taken during the July-Nov period would count towards both.

5. I started working with a new Early Intervention Agency, do I need to start over in counting my training hours?

No, Training Hours earned during the same fiscal year can be carried over to a new employer.

6. What happens if I have a leave of absence from my Early Intervention work?

For a planned absence, the expectation is that the interventionist still obtains their required training and their employment and county assignment dates would not be altered. For unplanned, extended absences, orgs may end employment. When the interventionist returns from the extended absence, they would add a new employment segment with a new start date and would be considered “new” on the training hours reports. **The interventionist would not need new pre-service (4226.29 (a) (1-8) training unless there was a gap in EI employment for more than 6 months.**

Hours

1. How are higher education credits counted toward the 24-hours of training?

When the higher education course relates to the requirements of 4226.30, Interventionists may earn training hours for higher education courses at the rate of 1 training hour per credit hour (i.e. a 4 credit master’s level course equals 4 hours of EI training).

2. Can providing or receiving supervision be counted toward training hours?

No, providing and receiving supervision do not count toward the 24 hours of training.

3. Can my work with Reflective supervision be counted for annual training hours. If so, is there a limit?

Yes, Reflective supervision training can be counted for no more than 8 hours of the required 24 hours. The act of providing or receiving reflective supervision cannot be counted.

4. Can the time I spend on Pre-service training count towards the 24 hours of training?

No, the time spent on topics as defined in Chapter 4226.29 (a) (1-8) are not to be included in the annual 24 hour training requirement, however the topics in Chapter 4226.29 (a)(9) can be included in the annual training hours.

5. Can the time I spend accessing a Job Aid be counted toward the 24 hours of training?

Yes, time spent accessing a Job Aid can be counted towards training hours. Job aids are intended to require under 0.50 hours to complete. There is a certificate of completion awarded for completing the Job Aid with “time spent” included on the certificate. To document the time spent toward the 24 hours of training, interventionists must upload each certificate to the registry and enter the time as documented on the certificate.

6. Can I count the time I spent preparing and presenting at a training or conference toward training hours?

No, preparing and presenting at a training or conference does not count toward the 24 hours of training.

Child Abuse Recognition & Reporting

1. My provider agency offers a “refresher” course on mandated reporting; how should that be documented in the Training Information Section of the Registry?

The “Select Topic” drop-down option “PA DHS Approved Child Abuse Recognition & Reporting” should be used ONLY for the DHS approved 3-hour training that must be completed within the first 90 days of hire and every 60 months per the Child Protective Services Law (CPSL), or as required by the Department of State licensing board.

Any “refresher” courses taken should be entered in the training section using the “Select Topic” drop-down option “Other”.

2. What resources are available to answer my questions about CPSL clearances?

All questions about CPSL requirements can be found at www.keepkidssafe.pa.gov. Questions may be directed to ra-pwcpslquestions@pa.gov.

CPR/First Aid

1. How should it be documented when CPR and First Aid courses are completed at different times?

If CPR and First Aid are completed at different times, each course can be documented separately using the “Select Topic” drop-down option “Pediatric CPR/First Aid”.

2. Can fire safety, emergency evacuation, first aid and child CPR training be counted towards the annual 24-hour requirement?

Yes, the hours to obtain the certification may count only in the year the training occurs. However, if obtained before the employment start date, the hours do not count toward the 24 hours of training.