

3701-8-04 Central coordination.

- (A) Centralized coordination contractors shall ensure the implementation of coordinated public awareness activities with inclusive of both help me grow (HMG) early intervention and home visiting programs for the counties of contracted service. Public awareness activities shall include all of the following:
- (1) Engaging the public, including primary referral sources, parents of infants and toddlers, and pregnant women to maximize:
 - (a) Awareness of HMG, including early identification of infants and toddlers with a disability;
 - (b) Dissemination of information provided by the department on how to make an appropriate referral into HMG;
 - (c) Dissemination of information provided or approved by the department on the populations being served in HMG; and
 - (d) Awareness of the services and supports available to pregnant women, infants and toddlers and their families in HMG.
 - (2) Dissemination of information provided or approved by the department about the HMG program to the public, including primary referral sources, parents of infants and toddlers, and pregnant women.
 - (3) Communication to the public about the HMG telephone helpline and the HMG website.
- (B) Centralized coordination contractors shall ensure the implementation of coordinated child find and outreach activities with both early intervention and home visiting programs for the counties of contracted service. Contractors shall:
- (1) Educate primary referral sources on timely identification of potentially eligible pregnant women, infants and toddlers, including the early identification of infants and toddlers with a disability;
 - (2) Disseminate information provided or approved by the department to primary referral sources of their federally mandated role in early intervention child find and time line of no more than seven calendar days to refer a child who has a suspected disability or developmental delay to HMG;
 - (3) Participate in local community events for the purpose of child find, as opportunities allow; and
 - (4) Communicate with other local or community programs serving pregnant women and children to minimize the duplication of services and supports to potentially eligible pregnant women, infants, toddlers and their families.
- (C) Centralized coordination contractors shall create and maintain, or update an existing electronic directory of early intervention service providers, inclusive of early intervention service coordination contractors, home visiting contractors, resources and experts available in the counties of contracted service; professional and other

groups that provide assistance to pregnant women, infants and toddlers with disabilities, first time parents, families in the military, and families with low incomes; and research or demonstration projects being conducted in the counties of contracted service relating to infants and toddlers with disabilities. Contractors shall:

- (1) Update the directory at least once every calendar year and ;
 - (2) Provide the electronic directory to the department upon request.
- (D) Centralized coordination contractors shall establish and maintain centralized referral procedures about obtaining system and program referral information, directing calls to other community supports and programs, and making program referrals for all pregnant women and children and their families referred to HMG, in accordance with the following:
- (1) Maintain and disseminate one local telephone number with voice mail capabilities, fax, and email for the public to use to make a referral;
 - (2) Ensure that the individuals used for centralized coordination activities have sufficient knowledge and are trained in accordance with rule 3701-8-03 of the Administrative Code, about the HMG program services and referral processes in order to accurately describe available options to those who call; and
 - (3) Complete HMG referral processes, including:
 - (a) Collect the minimum information to be considered a system referral. The contractor may collect other information from referral sources or individuals who self-refer, but the minimum information required for a system referral is:
 - (i) Child's due date or date of birth, when applicable;
 - (ii) Child's county of residence;
 - (iii) The first and last name of the child's parent; and
 - (iv) Parent's telephone number, email address, or mailing address.
 - (b) Every system referral from public children's services agencies (PCSA) must be received on a completed form HEA 8021.
 - (c) Every referral from an early intervention service coordinator contractor or a home visiting contractor must be received on a completed form HEA 8045 which meets the following central coordination contractor requirements:
 - (i) One successful contact with the parent in accordance with paragraph (D)(3)(e) of this rule and
 - (ii) Provider choice in accordance with paragraph (D)(3)(f) of this rule.
 - (d) Referral information set forth above shall be entered by the centralized coordination contractor into the statewide data system for HMG within one business day after the information is received by the centralized coordination contractor.

- (e) Once a system referral is obtained in accordance with either paragraph (D)(3)(a) or (D)(3)(b) of this rule, the centralized coordination contractor shall make one successful contact with the parent. The minimum requirements to contact the parent are:
 - (i) When a parent's phone number or email address has been provided, the centralized coordination contractor shall make a minimum of three different attempts to call or e-mail the parent, until successful contact is made, within fourteen calendar days.
 - (ii) When a parent's phone number or email address has not been provided and the system referral contact information provides only a mailing address, the centralized coordination contractor shall send a postcard or letter within fourteen calendar days with information on how to contact the centralized coordination contractor if interested in HMG.
 - (iii) If a successful contact has not been achieved after fourteen calendar days with the parent since receiving the system referral, or a successful contact results in a parent communicating he or she is not interested in HMG, the centralized coordination system contractor shall exit the system referral in the statewide data system for HMG.
 - (iv) All contact attempts, successful and unsuccessful, shall be documented into the statewide data system within one business day after the attempt is made.
- (f) During the contact with the parent, the centralized coordination contractor shall provide information about HMG and obtain the following minimum information:
 - (i) Whether or not the parent is interested in participating in HMG;
 - (A) If the parent communicates an interest in participating in HMG, the centralized coordination contractor shall then move on with the remaining requirements in this paragraph.
 - (B) If the parent communicates that he or she is not interested in participating in HMG, the centralized coordination contractor shall exit the system referral in the statewide data system within one business day, effective the date of communication with the parent.
 - (ii) If the parent communicates that there is a concern about the child's development, the centralized coordination contractor shall offer the parent a choice of developmental screening or referral to an early intervention service coordination contractor and make a program referral within one business day into the statewide data system. The program referral for either developmental screening or to an early intervention service coordination contractor begins the forty-five calendar day time line for children referred to early intervention, as described in rule 3701-8-07.1 of the Administrative Code. Any person who has been trained and has documentation of that training is qualified to complete developmental screening with children and families at central coordination; and
 - (iii) If the parent communicates that they may meet home visiting program

eligibility, the centralized coordination contractor shall offer the parent a choice of contractor, where one exists, and make a program referral to the chosen home visiting contractor within one business day into the statewide data system for HMG. The program referral to a home visiting contractor begins the thirty calendar day time line for the expectant first-time mother or child referred to home visiting, as described in rule 3701-8-06.1 of the Administrative Code.

- (a) If the family's choice of contractor does not have capacity to serve them, inform the parent that they may join the contractor's wait list for services, or inform the parent that they may choose another contractor for services, if one is available.
- (b) When age at system referral is used for eligibility, a wait listed status does not impact the eligibility.
- (iv) Program referrals may be made simultaneously to both HMG early intervention and home visiting.
- (g) If a referral is obtained in accordance with paragraph (D)(3)(c) of this rule, the centralized coordination contractor shall make a system referral in accordance with paragraph (D)(3)(d) of this rule, central coordination contractors shall:
 - (i) Make a program referral as indicated on form HEA 8045 for either developmental screening, to an early intervention service coordination contractor, and/or to a home visiting contractor.
 - (ii) If the family's choice or first available contractor does not have capacity to serve them, the centralized coordination contractor shall make contact with the family in accordance with paragraph (D)(3)(f)(iii)(a) of this rule.
- (h) Ensure that the system referral is exited and documented as such in the statewide data system for any of the following reasons:
 - (i) The minimum contact attempts were made without successful contact, in accordance with paragraph (D)(3)(e) of this rule;
 - (ii) A child is forty-five or fewer calendar days from the child's third birthday. Prior to exiting the system referral, the centralized coordination contractor shall provide information to the parent about other community resources available in the county of residence. For a child who is being referred to early intervention, the contractor shall provide information to the parent about special education pre-school at the local education agency;
 - (iii) When the referred child or expectant first-time mother is not residing in the state of Ohio; or
 - (iv) An individual declines to participate in HMG.
- (i) When the family cannot be reached or the family declines participation on the phone, the central coordination contractor shall send a completed HEA 8037 to the referral source when that referral source is a professional, .

- (j) When a central coordination contractor exits a system referral due to loss of contact, the contractor shall send a written email or post mail notification to the last known address or email with the following information:
 - (i) Details of the attempts which have been made to contact the family;
 - (ii) This notification is the last contact attempt which central coordination will make;
 - (iii) Contact information for the HMG; and
 - (iv) Information explaining HMG.
- (E) When a child is being referred to early intervention as identified on form HEA 8021 the centralized coordination contractor shall make a program referral to an appropriate early intervention service coordination contractor the same day the referral is entered into the statewide data system.
- (F) Centralized coordination contractors shall document any contacts received in the statewide data system for HMG within one business day after the information is received. For individuals already in the data system, the following requirements apply:
 - (1) When the centralized coordination contractor is notified that an individual has moved or another circumstance requires that the individual change either home visiting or early intervention service coordination contractors, the centralized coordination contractor is responsible for completing the process described in paragraphs (D)(3)(e) and (D)(3)(f) of this rule and documenting the transfer in the statewide data system for HMG.
 - (2) When a referral is received regarding a program an individual is not participating in, the centralized coordination contractor is responsible for completing the process described in paragraphs (D)(3)(e) and (D)(3)(f) or (D)(3)(g) of this rule.
- (G) Centralized coordination contractors shall designate one individual as the contract manager who is responsible for oversight and monitoring of the required activities of the grant, contract or agreement.

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Certification

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