



Technical Assistance Bulletin

TO: WV Birth to Three Interim Service Coordinators and WV Birth to Three Regional Administrative Units (RAUs)

FROM: WV Birth to Three

DATE: September 1, 2010 (Revised March 22, 2019)

ISSUE: Closure of Initial Referrals Prior to Eligibility Determination

The purpose of this Technical Assistance Bulletin is to clarify the procedures for closing a referral prior to being able to determine the child's eligibility for WV Birth to Three.

There are various scenarios which may result in an inability to complete the eligibility process for a child. These reasons may include: the family declines the referral; the Interim Service Coordinator (ISC) is unable to establish contact with the family; or, initial contact is made with the family but sometime before the eligibility/IFSP meeting the ISC and/or Multidisciplinary Evaluation team members are no longer able to reach the family. When these situations arise that make it impossible to complete the determination of eligibility for WV Birth to Three, the following procedures are to be completed:

A. Family declines the referral at any point prior to eligibility meeting – either prior to or after intake visit:

1. All written and verbal correspondence with the family regarding the referral will be documented on the WV Birth to Three Correspondence log form.
2. The RAU will complete the Prior Written Notice form and mail to the family, along with a copy of the WV Birth to Three Procedural Safeguards booklet.
3. If the child was referred to WV Birth to Three by CPS, RAU will send a copy of the CPS Referral Status Form to the child's CPS caseworker at the same time the letter is mailed to the family.
4. For all other referrals, the RAU will send the Referral Status Update form to the referral source at the same time the Prior Written Notice and Procedural Safeguards are mailed to the family. Select the update type (1st, 2nd, or 3rd) and the appropriate update information.
5. The RAU will then complete the WV Birth to Three Closure form, with the closure reason: "*parents declined referral*".

B. Interim Service Coordinator is unable to make initial contact with the family, or is unable to complete Intake visit after initial contact:

The Interim Service Coordinator (ISC) is required to make initial contact with a referred family within five calendar days of the receipt of the referral. Initial contact, made by phone call or face to face, includes providing the parent or legal guardian with an overview of the purpose of WV Birth to Three. Unless the family declines the referral at initial contact, the ISC will schedule a Family Assessment in order to provide more information about the program and give the family an opportunity to provide written consent for evaluation to determine if their child is eligible for WV Birth to Three.

1. If unable to make initial contact and the "Welcome Letter" has not been sent to the family, the Interim Service Coordinator will do so to inquire if there is a better way to contact the family.

2. Documentation must reflect the Interim Service Coordinator's actions to contact the family, including attempting calls at least once per week on different days, at different times, and over a period of at least 30 calendar days. The documentation must also reflect that when the Interim Service Coordinator is unable to contact the family after repeated attempts, he/she has contacted the original referral source to verify the child's telephone and address information.
3. In situations when contact has been made but scheduled appointments have been cancelled and rescheduled, either by the family or the Interim Service Coordinator, the "Missed Appointment Documentation" form must be completed.
4. If unable to make contact, after 30 calendar days of documented failed attempts, then the Interim Service Coordinator must mail a personalized copy of the "Sorry We Missed You" form letter to the family's most recent known mailing address.
5. If there is no contact or response from the family after 15 calendar days from the date of the "Sorry We Missed You" letter, and if the letter is not returned as address unknown, the Interim Service Coordinator must complete and send the family the Referral Closure Notice and a copy of the Procedural Safeguards booklet.
6. If the child was referred to WV Birth to Three by CPS, the Interim Service Coordinator will send a copy of the CPS Referral Status Form to the child's CPS caseworker at the same time the letter is mailed to the family.
7. For all other referrals, the RAU will send the Referral Status Update form to the referral source at the same time the Referral Closure Notice letter is mailed to the family. Select the update type (1st, 2nd, or 3rd) and the appropriate update information.
8. The Interim Service Coordinator will then complete the WV Birth to Three Closure form, with the closure reason: *"attempts to contact the family were unsuccessful"*.

C. Intake has been completed, but the family has not responded to attempts to schedule the multi-disciplinary evaluation:

1. The Interim Service Coordinator will attempt to contact the family for a period of at least 30 calendar days from notification that the family is not responding to the MDT's attempts to contact the family. Documentation must reflect that calls were attempted at least once per week on different days, at different times and over a period of at least 30 calendar days. If unable to make contact, after 30 calendar days of documented failed attempts, then the Interim Service Coordinator must mail a personalized copy of the "Sorry We Missed You" form letter to the family's most recent known mailing address.
2. The documentation must reflect that the Interim Service Coordinator has contacted the referral source and/or other parties that the family has given consent. All attempted contacts, whether successful or not, must be documented on the WV Birth to Three Correspondence Log form.
3. If the Interim Service Coordinator is able to make contact with the family, he/she will let the family know the importance of completing the evaluation eligibility process and provide the multi-disciplinary team members with updated information about the family's availability and contact information. Multi-disciplinary members would then schedule evaluations with the family.
4. In situations when contact has been made but scheduled appointments have been cancelled and rescheduled, either by the family or a WV Birth to Three practitioner, the "Missed Appointment Documentation" form must be completed.
5. If there is no contact or response from the family after 15 calendar days from the date of the "Sorry We Missed You" letter, and if the letter is not returned as address unknown, the Interim Service Coordinator must complete and send the family the Referral Closure Notice and a copy of the Procedural Safeguards booklet.
6. If the child was referred to WV Birth to Three by CPS, the Interim Service Coordinator will send a copy of the CPS Referral Status Form to the child's CPS caseworker at the same time the letter is mailed to the family.
7. For all other referrals, the RAU will send the Referral Status Update form to the referral source at the same time the Referral Closure Notice letter is mailed to the family. Select the update type (1st, 2nd, or 3rd) and the appropriate update information.

8. The Interim Service Coordinator will then complete the WV Birth to Three Closure form, with the closure reason: *“did not complete the eligibility determination process”*.

D. Evaluations have been completed, but the family has not responded to attempts to have the Eligibility/IFSP Meeting:

The multidisciplinary evaluation team is required to conduct the Eligibility/IFSP meeting within 45 calendar days of referral. In situations where evaluations have been completed, but the family does not respond to attempts to schedule or is not present for the scheduled Eligibility/IFSP meeting, the Interim Service Coordinator will complete the following procedures:

1. The Interim Service Coordinator will attempt to contact the family for a period of at least 30 calendar days from the 45 day timeline for the development of the IFSP. Documentation must reflect that calls were attempted at least once per week on different days at different times and over a period of at least 30 calendar days.
2. In situations when contact has been made but scheduled appointments have been cancelled and rescheduled, either by the family or the Interim Service Coordinator, the “Missed Appointment Documentation” form must be completed.
3. If unable to make contact after 30 calendar days of documented failed attempts, the Interim Service Coordinator must mail a personalized copy of the “Sorry We Missed You” form letter to the family’s most recent, known mailing address.
4. If there is no contact or response from the family after 15 calendar days from the date of the “Sorry We Missed You” letter, and if the letter is not returned as address unknown, the Interim Service Coordinator must complete and send the family the Referral Closure Notice and a copy of the Procedural Safeguards booklet.
5. If the child was referred to WV Birth to Three by CPS, the Interim Service Coordinator will send a copy of the CPS Referral Status Form to the child’s CPS caseworker at the same time the letter is mailed to the family.
6. For all other referrals, the RAU will send the Referral Status Update form to the referral source at the same time the Referral Closure Notice letter is mailed to the family. Select the update type (1st, 2nd, or 3rd) and the appropriate update information.
7. The Interim Service Coordinator will then complete the WV Birth to Three Closure form, indicating *“did not complete eligibility determination process”*.