

Minimum Contact Information Required for Referral

The Infant Toddler Program needs to identify the following minimum contact information regarding the parent/legal guardian of a child being referred to begin the intake process:

1. Parent name
2. Legal guardian name, if applicable
3. Parent address
4. Legal guardian address, if applicable
5. Parent contact number
6. Legal guardian contact number, if applicable

NOTE: If a parent/legal guardian contact number is not available, use the address to initiate contact. If a parent/legal guardian address is not available, use the contact number to initiate contact.

Incomplete Referral Tracking System

The Incomplete Referral Tracking System in the ITP SharePoint site is the mechanism ITP uses to track referrals received without sufficient information to contact the parent/legal guardian of a child being referred. An Incomplete Referral should be recorded in the Tracking System if staff receiving the referral cannot obtain the necessary information to move forward with the referral and begin the intake process.

NOTE: If staff receiving the referral can obtain the necessary information to move forward with the referral and begin the intake process, it is not necessary to record information in the incomplete Referral Tracking System. In this instance, record the referral in ITPKIDS only.

Minimum Contact Information Procedures

The following procedures should be adhered to when a referral is received **with** sufficient contact information identified above:

- Record the referral in ITPKIDS.
- The **date** a referral is received with sufficient contact information should be the same as the **Referral Date** recorded in ITPKIDS. The Referral Date starts the 45 day timeline requirement.
- Contact the parent/legal guardian to start the intake process.
- If a parent/legal guardian is not interested in receiving services from the Infant Toddler Program, close the child's case in ITPKIDS.
- If a parent/legal guardian does not respond to contact attempts, please refer to the Case Closure policy and complete the necessary steps in ITPKIDS.

The following procedures should be adhered to when a referral is received **without** sufficient contact information identified above:

- Record initial information received in the ITP SharePoint site, Incomplete Referral Tracking System.
- Attempt to obtain missing contact information from the referral source.
 - Document attempts to gather missing information in the Incomplete Referral Tracking System, Comment field.
- If missing contact information is obtained within fourteen calendar days, record the “Generated ITP Referral” Closure Decision Reason and Date in the Incomplete Referral Tracking System and record the referral in ITPKIDS.
 - The **date** the minimum contact information was received should be the same as the **Referral Date** recorded in ITPKIDS. The Referral Date starts the 45 day timeline requirement.
- If a parent/legal guardian is not interested in receiving services from the Infant Toddler Program, close the child case in ITPKIDS.
- If missing contact information **is not** obtained within fourteen calendar days, record the “Incomplete Referral Information” Closure Decision Reason and Date in the Incomplete Referral Tracking System.
 - There must be at least three documented attempts to make contact with the Referral Source recorded in the Tracking System. The last attempt must be in writing using DHW Letterhead.

NOTE: An ITPKIDS record does not need to be created.

Incomplete Referral Tracking System Location

The Incomplete Referral Tracking System is located in the ITP SharePoint site.

The following steps describe how to locate the Tracking System:

1. Open the DHW Infonet (<http://infonetdhw>).
2. Click on the SharePoint Teamsites link under the Top Links section.



3. Click on the Family and Community Services link under Division Sites section.

- Division Sites**
- Director's Office
 - Behavioral Health
 - Bureau of Audits and Investigations
 - Bureau of Financial Services
 - Family and Community Services

4. Click on the ITP link at the top of the page.

- Family and Community Services FACS Mgrs CW DD ITP
- 211 Careline Operations iCARE KWYA I-Perform Help

5. Click on the Incomplete Referral Tracking System link under the Lists section.

- Lists**
- Tasks
 - Billing Phase Tracking
 - Family Income
 - Policy Inquiry Tracking System
 - Incomplete Referral Tracking System

The Incomplete Referral Tracking System can also be accessed in the ITP SharePoint site using the following link:

http://sharepoint/sites/facs/itp/Lists/Incomplete_Referral_Tracking_System/AllItems.aspx