

## INITIAL CONTACTS: TIMELINES, DOCUMENTATION, & TIPS

### **What if a family can't be reached by phone?**

If a family cannot be reached by phone at the initial contact, the service coordinator sends the referral letter and the referral response form to the parent by mail or by email (if an email address has been provided for the parent of the child referred). All email messages with child/family information must be marked "sensitive." Documentation of the notice sent is recorded in "Notices and Communications" section of the child's electronic record in CDS and the letter/notice sent is scanned and uploaded into case notes in CDS for that child's record.

### **Tips for when families cannot be reached in initial contact attempt:**

- (a) include a program flier in with the referral notice with the referral response form so the parent understands the program
- (b) send the referral notice and referral response form the same day that you attempted to reach the parent by phone

### **Policy/Process/Timeline for managing referrals when family cannot be contacted:**

Timeline	Step	Documentation
<b>Within 2 days of date on the referral</b>	<ol style="list-style-type: none"> <li>1. Attempt to contact parent/guardian by phone</li> <li>2. Send referral notice and referral response enclosure form</li> </ol>	<ol style="list-style-type: none"> <li>1. Record call in Notices and Communications section of CDS.</li> <li>2. (a) Record notice sent in Notices and Communications section of CDS. (b) Scan/upload letter sent in the case notes section of child record in CDS.</li> </ol>
<b>5-7 days later</b> (7-9 days from the date on the referral)	<p>(if the family has not returned response form or called)</p> <ol style="list-style-type: none"> <li>3. Attempt to contact the family by phone again</li> <li>4. Send 2<sup>nd</sup> notice (referral notice and referral response enclosure form)</li> </ol>	<ol style="list-style-type: none"> <li>3. Record call in Notices and Communications section of CDS.</li> <li>4. (a) Record notice sent in Notices and Communications section of CDS. (b) Scan/upload letter sent in the case notes section of child record in CDS.</li> </ol>
<b>5-7 days later</b> (12-16 days from the date on the referral)	<p>(if the family has not returned response form or called)</p> <ol style="list-style-type: none"> <li>5. Send referral notice via certified mail</li> </ol>	<ol style="list-style-type: none"> <li>5. (a) Record notice sent in Notices and Communications section of CDS. (b) Scan/upload letter sent in the case notes section of child record in CDS.</li> </ol>
<b>5-7 days later</b> (17-23 days from the date on the referral)	<p>(if the family has not returned response form or called)</p> <ol style="list-style-type: none"> <li>6. Close the referral in CDS</li> </ol>	<ol style="list-style-type: none"> <li>6. Document as "unable to reach" as the reason the referral is closed.</li> </ol>

### **What if a family is reached at the initial contact and wants to do intake immediately?**

During the period of a public health emergency when service coordinators are working remotely, access to mail may be limited, service coordinators send electronic meeting notices to the family. Families have the right (under IDEA) to receive written notice at least 7 days in advance of all meetings. Families do not "waive their right" to prior written notice because IDEA ensures that families also have the right to meet at times and places convenient to the family.

Service coordinators must document prior written notice or a signed parent statement agreeing to meet before receiving prior written notice of the meeting.

If a parent wants to meet (remote or virtual meetings by teleconference or video conference) the service coordinator can explain the family rights and the parent can sign the form indicating he/she agreed to meet before receiving prior written notice of the virtual meeting.

First Connections  
Arkansas' Early Intervention Program  
Division of Developmental Disabilities Services

P.O. Box 1437, Slot N-504 - Little Rock, AR 72203-1437  
800-643-8258 - Fax: 501-682-8990 - TDD: 501-682-1332

Click or tap to enter a date.

RE: Notice of Virtual (Remote) Meeting

Dear Parent(s),

First Connections early intervention program is scheduling a meeting with you for the purpose of collaborating with you to complete your child's Individualized Family Service Plan (IFSP). Please click on the meeting type you prefer and enter the date and time of the meeting.

Under the Individuals with Disabilities Education Act, you have the right to receive prior written notice of any change in the identification, evaluation, or placement of your child. This notice is being provided to you at least seven days before any meeting. During the current COVID-19 pandemic, these meetings have been replaced with phone or virtual meetings. Please contact your service coordinator and/or other members of their IFSP team if you have any questions about the meeting in advance.

Your signature on this notice documents your agreement to meet at the time and place convenient for you before receiving written notice of the meeting.

Choose an item.

- Intake meeting
- IFSP quarterly review
- IFSP bi-annual intake meeting
- IFSP annual review
- Transition planning
- Transition conference
- a developmental screening

Click or tap here to enter text.  Click or tap to enter a date.

Parents e-signature  date of signature

Name of SC who will conduct meeting, Service Coordinator  
First Connections, early intervention under IDEA, Part C  
DHS:DDS  
phone number  
email address

Parents have the right to meet at times convenient to the family. If a parent wants to meet before receiving the prior written notice, the parent is NOT waiving their right to prior written notice, they are choosing to exercise their right to meet at a time and place convenient to the family. Service coordinators document this by having the parent e-sign and date this notice letter and uploading it in CDS in case notes with the file saved as "IntakeNotice + first initial last name." This letter would be saved as would be IntakeNoticeJDo.

### Documenting Contacts in CDS:

All contacts (phone, email, letters sent) are recorded in the child record in "Notices and Communication."

Parent Contact

Contact Date  Contact Method

Response Received or Spoke with Parent / Guardian

Save Parent Contact

Notices

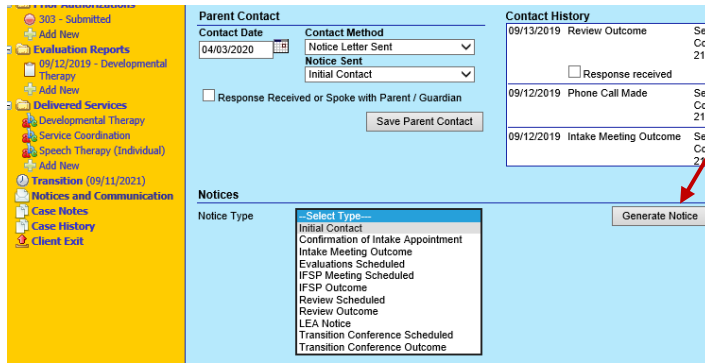
Notice Type

Parent / Guardian

Contact History	
02/20/2020	IFSP
02/14/2020	
02/13/2020	Phone
01/23/2020	Phone

**Step 1:** Enter date of communication and choose from the drop down list the type of communication (phone call, letter/notice sent). Then click "Save Parent Contact."

**Step 2:** For a letter/notice sent, select the type of notice from the drop down list. Choose which parent on the child record will receive the notice.

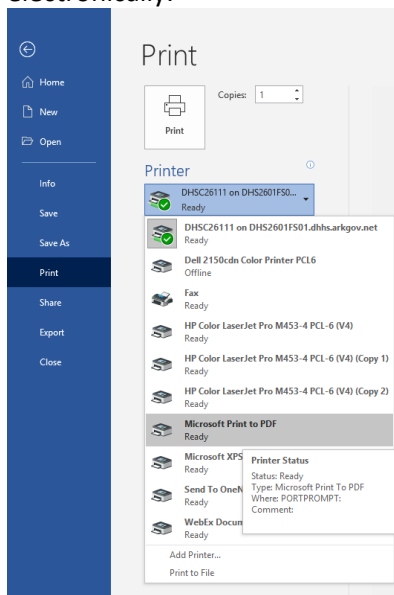


**Step 3:** Generate the notice in CDS to print/send.

**Don't have access to a printer to print off a notice that you plan to email?**

**Try this:**

If the SC does not have access to a printer, select “print,” then choose from the list of available printers/print options “Print to .pdf” to save the letter/notice as a .pdf file that can be sent electronically.



**Upload a copy of all notices/letters sent in case notes of CDS.**