

EITP Early Intervention Training Program at the University of Illinois at Urbana-Champaign presents **EITP webinars**

Initial Referral and Intake for Service Coordinators

- Webinar will begin at 1:00 PM CST
- Maximize your screen to show all the controls
- There will be minimal audio before the webinar begins
- See below to test your microphone and speakers

Check your Mic/speakers

Participants Chat

1

Initial Referral and Intake

For Service Coordinators

2

Webinar Presentation Team

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Zoom Basics . . .

Check your Speakers

Participants Chat

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Find Chat...

Raise/Lower Hand and Emoticons

Use Chat...

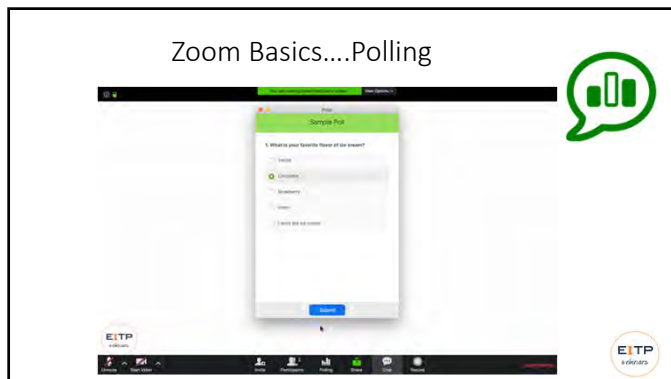
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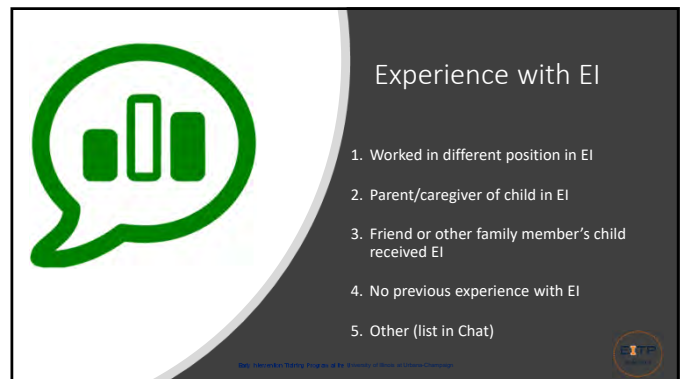
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Chat Share Polling

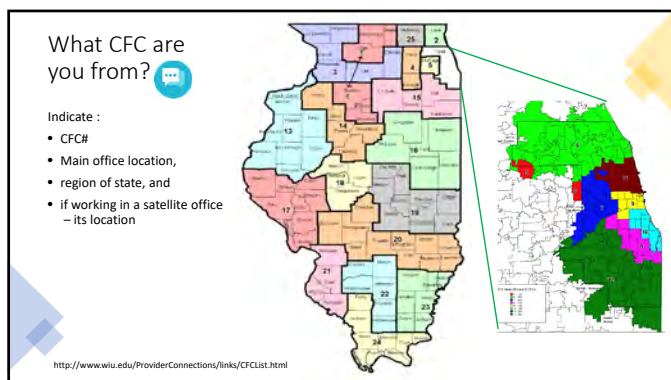
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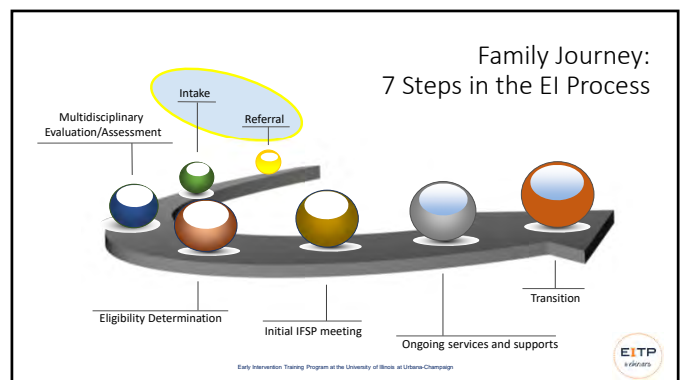
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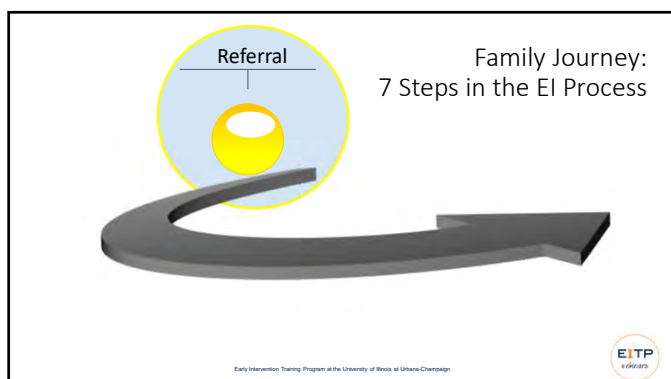
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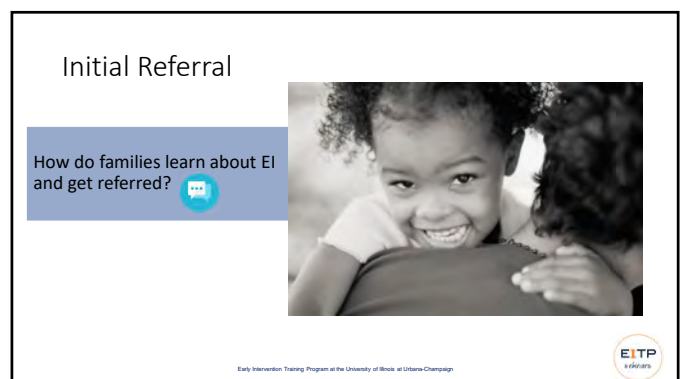
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Referral source should discuss with family


Referral should be made as soon as possible

AND


no more than **five** working days after child is identified



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Referral Information

Parent/Caregiver Name


Address and Phone Number

Reason for Referral


Referral Source Information

Child's Name and Birthdate

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Standardized Referral Form

Have you received a standardized referral form?

What is important to note about this document?

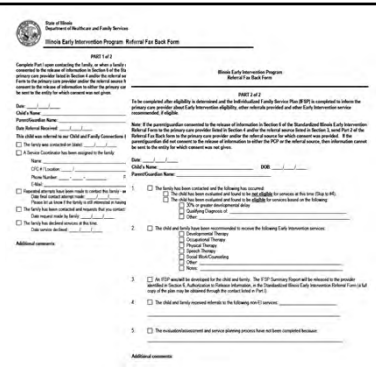
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Standardized Referral Form


- Consent to release information attached
- Information returned to referral source
 - Date of contact
 - Date of evaluation
 - Other...



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Initial Referral


What is the process at your CFC related to who handles referrals?

How are SCs assigned new families?

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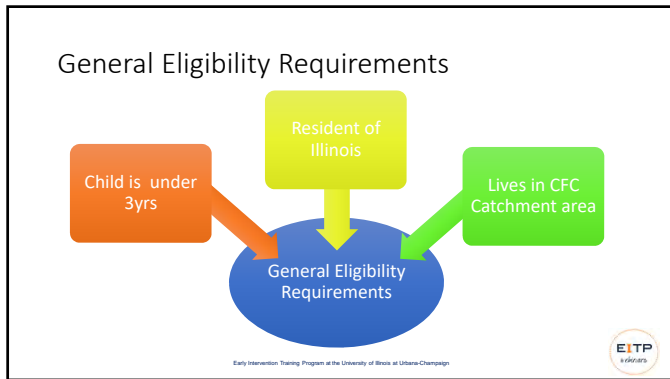
Choose which of these is **not** a general eligibility requirement

1. Resides in Illinois
2. Legal citizen of US
3. Child under 3
4. Lives in CFC catchment area

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First Contact

- First conversations with families
- Must be no later than 2 business days after the receipt of referral
- Document all attempted contacts in case notes

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Experience with First Contacts

What is your experience so far related to the first SC contact with a family?

1. Have no experience
2. Observed another SC make the first contact
3. Made first contact with one family
4. Made first contact with multiple families

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Please share in Chat or via Mic your experience with making a first contact with a family in response to a referral.

How did it go?
How did it feel?
What did you do to prepare?

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First Contacts

Establish rapport

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First Contacts

INITIAL INTRODUCTION BUILDING RELATIONSHIP OVERVIEW OF INTAKE

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First Contacts



INITIAL INTRODUCTION

- Introduce self, your role, program's name
- Determine family's knowledge of referral
- If unaware explain how referral was made
- Confirm accuracy of information provided




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First Contacts

- Discuss parent/referral source concerns
- Describe EI program
- Gather Basic info about child/family
- Discuss family role in EI




BUILDING RELATIONSHIP



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First Contacts



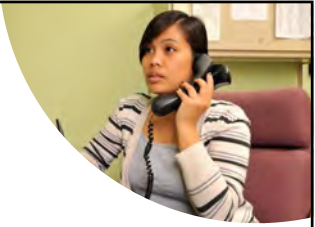
OVERVIEW OF INTAKE

- EI processes and timelines
- Procedural safeguards, rights and privacy practices
- Screening and Assessments
- Medical records
- Insurance cards (front/back including public ins)
- Schedule Intake at time convenient for the family



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First Contacts



Clarify any concerns!

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What kind of questions might families ask?


Remember, you haven't even been in the family's home yet!

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Referral




Why are you calling me?

How much is this going to cost?

Aren't you DCFS?

Medical vs Developmental? What's the dif?

Will my child get into a good preschool if they join EI?




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Referral

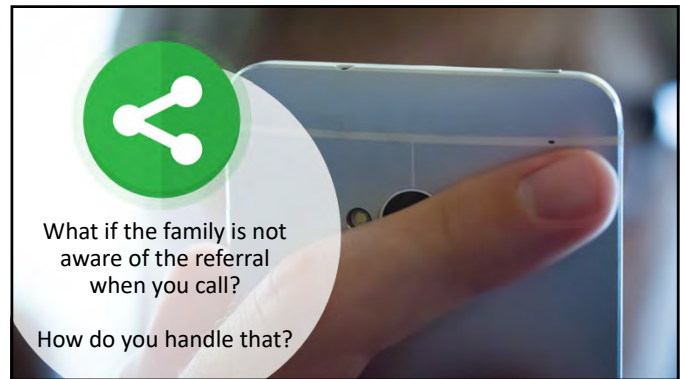
Medical vs Developmental?
What's the dif?

How do you explain the difference between a Medical vs a Developmental Model?




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What if the family is not aware of the referral when you call?
How do you handle that?



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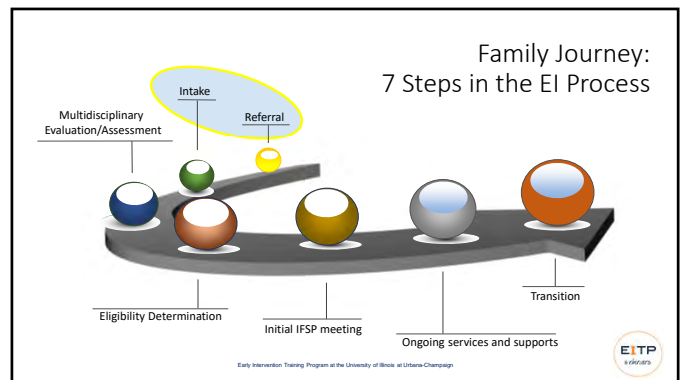


Questions?

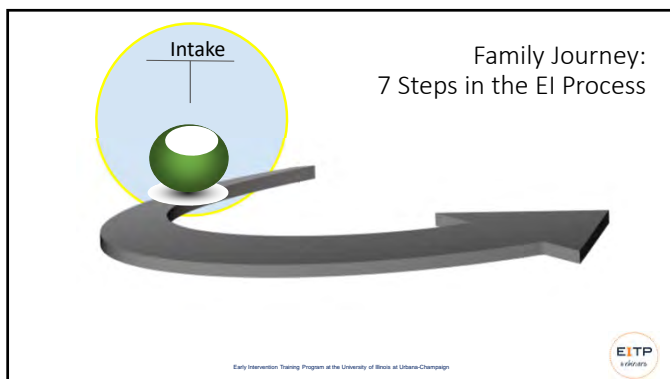


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Experience with Intake

First time meeting the family in their environment. What is your experience with Intake?

1. Have no experience
2. Observed another SC at an intake visit
3. Completed at least one intake visit
4. Completed many intake visits



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Preparing for Intake

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Preparing for the Intake Appointment

Intake Packets

- English Packet
- Spanish Packet
- Packet for minors in care of the state (DCFS wards)

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Why would you need a different packet for "Minors in Care of the State"?

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What happens if parents meet DCFS requirements and the child is returned home?

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Required Notices for Families

- Child and Family Connections Notice of Confidentiality Practices
- Child and Family Connections Notice of Systems of Payments and Fees
- Illinois Early Intervention Services System Family Participation Fees Program Fact Sheet
- State of Illinois Infant/Toddler Family Rights under IDEA
- Child and Family Connections Acknowledgment of Receipt of Notices

Pick one notice and in chat, write down one key importance to be sure to highlight with families.

We will give you a few minutes to think about this.

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State of Illinois Infant/Toddler Family Rights under IDEA for the Early Intervention System

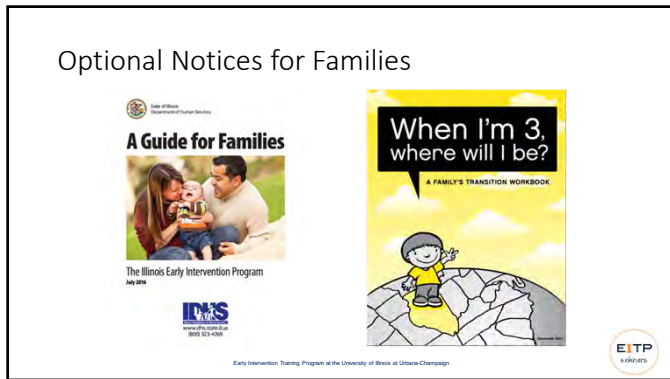
- Eval 45 days referral
- IFSP 45 days of referral, ongoing monitoring
- Privacy and Consent
- Refusal of Services
- Prior notice
- Record Review
- Info in Native Language
- Right to disagree, complain, mediation

Do you understand these rights?

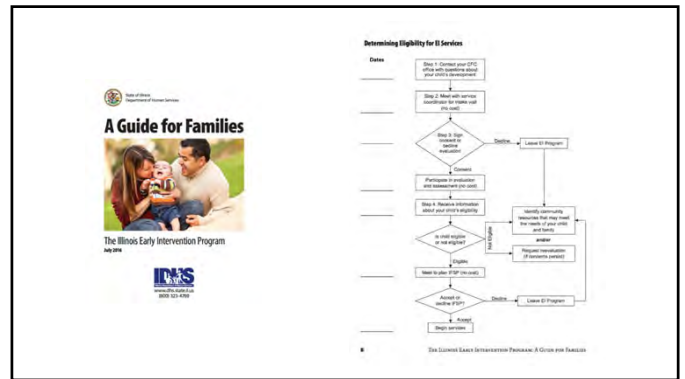
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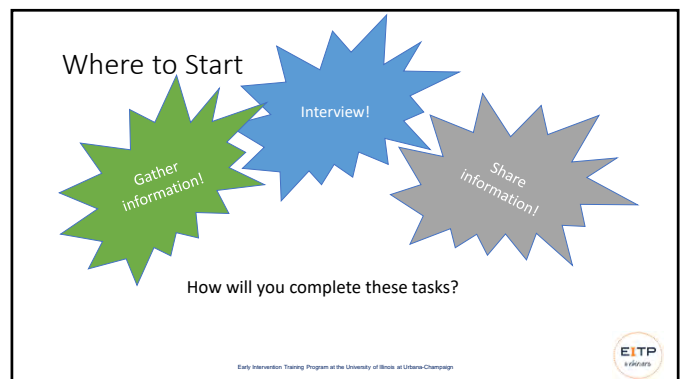
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Starting the Conversation

- How EI works
- The philosophy of EI
- Importance of Family's role
- Family/professional partnership
- Natural environments
- Developmental model
- Family-centered

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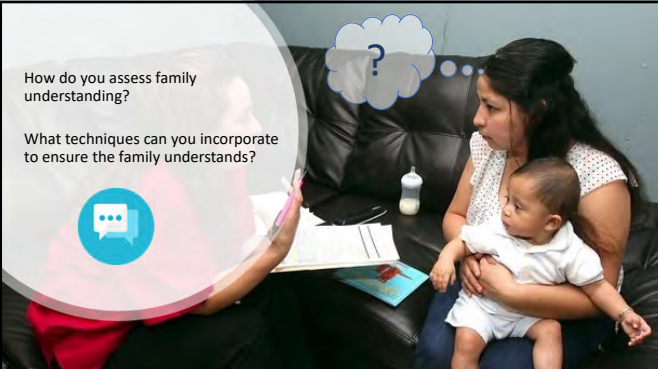
Use this to help explain the program to families!

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How do you assess family understanding?

What techniques can you incorporate to ensure the family understands?

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Consents for families to sign

- Consent and Ability to Decline Services
- Acknowledgement of Social Security Disclosure
- Consent to Collect, Store and Utilize Personally Identifiable Information (PII)
- Screening Device for Determining Family Fees and Determining Eligibility for AllKids and DSCC
- Consent to Release Information for Children with Identified Hearing Loss
- Consent to Release Information

Pick one notice and in the comment field, write down one key importance to be sure to highlight with families.

We will give you a few minutes to think about this.

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Child and Family Connection Consent to Release Information

Who are some of the people a parent should consider to consent for release of information?

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Intake Documents

- ASQ-SE
- Routines-Based Interview Safer-Combo
- Intake/Social History
- Pregnancy and Birth Info

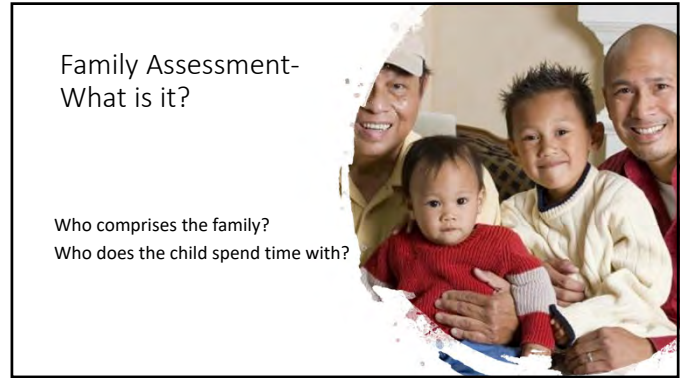
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Family Assessment-What is it? Why do we do it?

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Family Assessment- What is it?

Who comprises the family?
Who does the child spend time with?

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Family Assessment



Check out the face-to-face FAMILY ASSESSMENT (FOR SERVICE COORDINATORS)!

RBI Report Form

R. A. McPherson
RBI Report Form
1/1/2018

1. CHILD'S NAME: _____
2. CHILD'S DATE OF BIRTH: _____
3. CHILD'S CURRENT ADDRESS: _____
4. CHILD'S CURRENT PHONE NUMBER: _____
5. CHILD'S CURRENT EMAIL ADDRESS: _____
6. CHILD'S CURRENT SCHOOL: _____
7. CHILD'S CURRENT CLASS: _____
8. CHILD'S CURRENT TEACHER: _____
9. CHILD'S CURRENT CLASSIFICATION: _____
10. CHILD'S CURRENT IEP: _____
11. CHILD'S CURRENT SERVICES: _____
12. CHILD'S CURRENT PROVIDERS: _____
13. CHILD'S CURRENT MEDICATIONS: _____
14. CHILD'S CURRENT ALLERGIES: _____
15. CHILD'S CURRENT HEALTH CONDITIONS: _____
16. CHILD'S CURRENT BEHAVIORAL ISSUES: _____
17. CHILD'S CURRENT SOCIAL SKILLS: _____
18. CHILD'S CURRENT COMMUNICATION SKILLS: _____
19. CHILD'S CURRENT SELF-CARE SKILLS: _____
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100. CHILD'S CURRENT EMOTIONAL REGULATION SKILLS: _____

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Additional Necessary Information

- any diagnosed or named condition not included in referral
- results and dates of any developmental screening
- social emotional needs
- medical information regarding general health of child
- child's nutritional needs
- child's vision and hearing status
- child's healthcare providers, medical home, health insurance

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Child and Family Connections Intake/Social History Summary Sheet

- Filled out with family
- Combines family knowledge and SC impressions
- Guides the decision for evaluations

CHILD & FAMILY CONNECTIONS INTAKE/SOCIAL HISTORY SUMMARY SHEET

CHILD'S Last Name, First Name & Middle Initial: _____
CHILD'S Date of Birth (Month/Day/Year): _____ Date of Intake: _____
Chronological Age (Yr): _____ Months _____ Days Adjusted Age (Yr): _____ Months _____ Days
CFC #: _____ Name of Service Coordinator: _____
Name of Person Completing Intake: _____

I. REFERRAL INFORMATION REVIEW
(Review the reasons for referral with the family members). Does the family agree or disagree? Summarize discussion below:

II. OTHER PERSONS RESIDING IN HOUSEHOLD WITH CHILD
(Provide full names of child's immediate family and other persons living in the same household and provide the information requested below also enter this in PALS or ConnectCare)

Family Member Name	Relationship	Date of Birth	Place of Employment Grade or School	Other Comments
Mother				
Father				

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Questions?

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Post Intake Activities

The intake is done, and you are now back at your office.

What are some of the activities you must complete once intake is over and you are back in your office?



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Complete V-Stone documentation


Obtain Prescription for services

Benefit Verification

Send documents to evaluators

Send documents to family


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What do you send to Evaluators?

- Intake/Social History
- Child and Family Connections Consent to Release Information to provider
- Child and Family Connections Consent and Ability to Decline Services
- V-Stone Intake reports
- Authorization
- Anything else the family may want to share

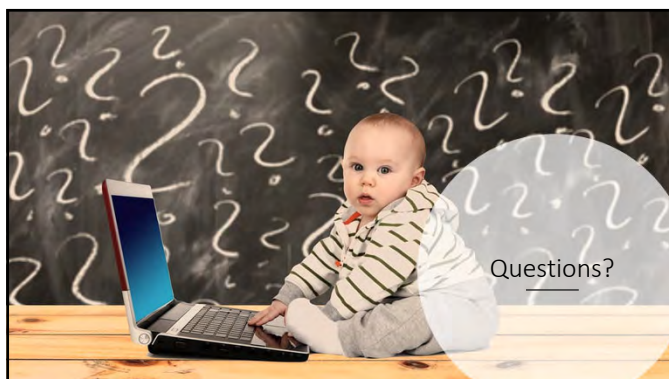


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What do you send to the family?


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Questions?

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Thank you for participating!
Next Week's Webinar:
Evaluation and Assessment



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