FAQs Central Intake & Referral System Transition

➢ How will Cleveland Sight Center (CSC) manage processing and handling referrals?
   o CSC plans to have a dedicated team to address referrals in the state by region. This will be communicated once finalized.

➢ How will CSC answer questions from local Home Visiting and Early Intervention Providers?
   o CSC has established a dedicated provider telephone “hotline” to discuss referrals, as well as a dedicated email for providers of HV and EI. Moreover, CSC has designated a team dedicated to answering local provider questions or concerns.

➢ How will SC agencies find out they have a new EI program referral in Early Track?
   o All Early Track system administrators should access new referrals by reviewing their dashboard, or by clicking on the “New referrals” button in Early Track immediately after logging in. ODH is working on enhancements to the referral system that will increase communication regarding referrals, in addition to the dashboard.

➢ How will referrals be ready to be received by August 1?
   o The 1-800-755-GROW (4769) will continue to be active, as well as the web referral form located on both the ODH and DODD program websites. The CSC has also established additional local numbers, as well as a dedicated fax and email that will be in place to receive referrals as of August 1, 2017.

➢ How should existing central coordination agencies make a referral to the new HMG central intake & referral at CSC?
   o The referral process is described in the accompanying memo.

➢ How will existing referral sources learn about the new referral process?
   o ODH, DODD, and CSC will be communicating with referral sources who have recently made a referral to EI or HV. This communication will explain that the referral process may have changed in their area and how to make a referral.

➢ Will the Help Me Grow helpline still be active?
   o Yes, the 1-800-755-GROW (4769) line will still be active and managed by the CSC.

➢ Where will EI and HV web referrals from the ODH and DODD websites be directed?
   o Web referrals will be sent directly to CSC for processing.
➢ How should current CC, EI, and HV sites handle walk-in referrals?
   o If an existing CC, EI, or HV site has a walk-in referral, they can either provide the family with the information to make a self-referral or assist the family in calling the 1-800 number or web form. HV providers should initiate an HEA 8045.

➢ How will CSC handle 211 services?
   o CSC will reach out to each of Ohio’s 211 services and inform of the direct referral process.

➢ Who will assume responsibility for current referrals in system?
   o On August 1, 2017, CSC will assume responsibility for all System Referrals currently in process within the 14-day timeline, per current Ohio Administrative Code. Providers should continue to attempt to make contact with families through July 31st, 2017.

➢ When parents are contacted, what kind of explanation will be provided by CSC regarding programs?
   o CSC is working with ODH and DODD to develop appropriate scripts.

➢ What marketing tools will be used to generate referrals?
   o The CSC will submit a comprehensive marketing plan for ODH and DODD to approve. Elements of this proposal remain in line with current OAC expectations. Once the plan is approved, it will be communicated to stakeholders.

➢ Will local Providers have input on marketing materials?
   o ODH and DODD will collaboratively work with CSC on marketing materials. Both agencies will share products with their respective stakeholders for feedback.

➢ Where are the locations of in-person marketing?
   o These locations are to be determined.

➢ What kind of data will CSC monitor?
   o CSC will provide both ODH and DODD additional data beyond current early track capabilities. ODH and DODD will facilitate ongoing discussions with CSC to shape and monitor data reporting efforts. Both ODH and DODD will share the reporting with their respective stakeholders.
➢ What kind of information about other community resources will CSC provide to families who are not eligible for or interested in EI or HV services?
   o As required by current Ohio Administrative Code, the CSC will maintain a directory of local resources, informing families of other resources or service options.