



# OHIO DEPARTMENT OF HEALTH

246 North High Street  
Columbus, Ohio 43215

614/466-3543  
[www.odh.ohio.gov](http://www.odh.ohio.gov)

John R. Kasich / Governor

Theodore E. Wymyslo, M.D. / Director of Health

Memo #13 – 22

To: Help Me Grow Central Coordination Contractors

From: Lea Blackburn, Chief  
Bureau for Children with Developmental and Special Health Needs

Copy: Family and Children First Council Coordinators  
Early Intervention Service Coordination Contractors  
Home Visiting Contract Managers  
ODH HMG staff; DODD EI staff

Subject: Central Coordination Training, Hours, and Future Planning

Date: December 15, 2013

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## Regionalization Question Answered

On December 2, 2013, the Ohio Department of Health announced via email that we would not regionalize Central Coordination contractors in SFY 2015. We mention it here in case that announcement did not reach you. We also wrote in the email that we would take the time between now and SFY 2016 to analyze data, engage stakeholders, and weigh the benefits and costs of regionalization, in part, to align with the other Early Childhood initiatives Ohio is implementing.

## Planning Participation Opportunity

If you are interested in planning for the future of HMG Central Coordination in Ohio for SFY 2016, we invite you to complete the attached Notice of Interest to Participate form and returning to it us by emailing a scanned copy to [hmg@odh.ohio.gov](mailto:hmg@odh.ohio.gov). We appreciate receiving these by January 10, 2014.

## Alert to Change Coming in Hours of Operation

We wanted to let you know a significant change which is planned for the SFY 2015 (July 1, 2014 start) contract for central coordination as we can appreciate the need to plan for the future. In the upcoming contracts for SFY 2015 (July 1, 2014 start), we will require that central coordination sites be available by phone during the hours of 8:00 am – 5:00 pm, Monday – Friday and all days that ODH is open for business (state holidays excluded, as listed below)

**Holidays left in 2013:** Christmas – 12/25

**Holidays in 2014:** New Year's Day – 1/1; Martin Luther King Day – 1/20; President's Day – 2/17; Memorial Day – 5/26; Independence Day – 7/4; Labor Day – 9/1; Columbus Day – 10/13; Veteran's Day – 11/11; Thanksgiving – 11/27; Christmas – 12/25

For the remainder of SFY 2013 (June 30, 2014 end), this cannot be a requirement, as neither OAC rule nor the contracts include this expectation. Even though we cannot require this level of operation, we would like to remind local personnel that allocations are based on actual data about referrals received in the current year for the upcoming year.

## Holiday Hours of Operation: A New Resource

Starting today, the ODH has a new vendor for the helpline who will offer a service to our HMG central coordination sites for Help Me Grow system referrals. For this upcoming holiday season, if you work in an agency which closes its doors, leaving HMG CC unmanned at the local level, you can have the calls you would've received answered by a live person. The process to coordinate this is: (1) At least 72 hours before it is scheduled to start, call or email your ODH CCC

consultant with the dates your agency will be closed; the date and time of re-opening; and the reason you will be closed. (2) Await their call/email back approving the timeframe. ODH will then communicate the closure dates and locations to the helpline vendor, who will alert the person calling your local referral number of the agency closure and send you an email about the referral you missed, so that upon opening, you can act on those calls.

This service coordinated by the ODH is available at other non-holiday times; use the same process as described above.

### **Training Opportunity**

Help Me Grow is pleased to announce new and updated professional development opportunities for Central Coordination contractors. Based on feedback we have received from you during regional meetings, site visits, and training evaluations the HMG Training Institute has been restructured and role specific trainings have been developed.

Role specific trainings for home visitors, service coordinators, central coordination staff, and supervisors will also be available in January. Central Coordination training will be an online training available through OH-Train in late January, 2014. The CC training will consist of 3 modules: 1) Orientation and Overview of HMG Central Coordination, 2) Best Practices, and 3) CC and Early Track.

Additionally, in-person reflective supervision training will be made available in early spring 2014.

### **Monitoring**

In order to meet the department's responsibilities to monitor contractors for compliance as required by Rule 3701-8-2.1 ODH will begin monitoring the requirements outlined in Rule 3701-8-04 for Central Coordination. During SFY 14, researchers have been examining Early Track data generated from the CC to provide baseline data for compliance. Beginning in SFY 15, formal monitoring activities will begin. In addition to Early Track data, supplementary data sources will be used to determine compliance with the Rule i.e. public awareness and child find documents. A formal monitoring protocol will be established specifically for the CC. If the CC is not in compliance then ODH will notify the contract manager in writing the specific findings and any action that will be required. Example of the actions can be found in Rule 3701-8-2.1 (B) (1-6).

Please contact your Help me Grow program consultants with any questions.

