

## 1201

## INTAKE PROCESS

The SoonerStart service coordinator contacts the family by phone to complete the intake process within ten (10) working days of the initial referral date. The purpose of the intake call is to gather additional information about the child and family, explain the SoonerStart program/process and to explore the concerns of the family. The intake process is documented on the Intake Form **(Appendix C)** and addresses the following:

- presenting concerns
- prior and current diagnostic or intervention services
- relevant medical information (child and/or family)
- birth history of the child
- Medicaid eligibility or potential eligibility

During the intake call, the Service Coordinator determines if a child requires a developmental screening or is immediately scheduled for an evaluation for program eligibility. The service coordinator mails the Notification of Meeting (Written Notice) **(Appendix R)** to the parent for the developmental screening or eligibility evaluation. If the parent declines the referral, **a letter indicating how the parent may access early intervention services at a future date** is mailed to the family along with Parent Rights for SoonerStart Services – Notice of Procedural Safeguards.

Before the developmental screening and/or eligibility evaluation and assessment is completed the service coordinator must arrange to provide and explain Parent Rights for SoonerStart Services – Notice of Procedural Safeguards **(Appendix Q)** and obtain written parental consent. Releases of information should also be obtained at this time if necessary **(Appendix H)**.