

2101: PROVIDER ASSIGNMENT

Every effort should be made to evaluate all children referred and locate appropriate services to meet the needs of all children/families determined eligible for the SoonerStart program within the 45-day timeline. Contact the OSDH and OSDE SoonerStart state offices for assistance when a multidisciplinary evaluation team cannot be identified or if evaluations are being delayed.

Efforts to assign a service provider should include, but are not limited to, the following:

- The Lead Clinician may review caseloads and check with all possible SoonerStart providers (staff first, then contract) to assign a service provider within 7 calendar days of the determination of eligibility.
- A staffing may be conducted to assign a service provider within 7 calendar days of the determination of eligibility.
- If the SoonerStart provider caseloads are maximized (staff and contract), the Lead Clinician may explore the availability of Child Guidance staff to provide EI services to Medicaid-eligible children on an IFSP in areas where Child Guidance Clinics are available. (See Section 2200: Referral to Child Guidance for IFSP Service Delivery.)
- Once local resources are exhausted, the Lead Clinician and/or Health Department Administrator should contact adjacent counties to see if they can assist with evaluations and/or the provision of services.
- When local resources are not available for a service, the team may explore the availability of any community-based resources for provision of the services that may be without charge to the family. If the family accesses a community-based service, this service is reported in EdPlan on the Family Assessment Page under Community Resources.
- A service provider may or may not be assigned when IFSP services are determined, but should be determined and services initiated within 15 working days of the IFSP date. Contact the OSDH and OSDE SoonerStart state offices for assistance regarding families who have services pending provider assignment greater than 15 working days after the parent signs the IFSP. If a service provider is not available to provide IFSP services as identified on the IFSP within 15 working days, the family is eligible for compensatory services (See Compensatory services).

SoonerStart operates using a transdisciplinary approach to service delivery. Transdisciplinary means the parent and persons from two or more disciplines teach, learn and work together across traditional disciplinary or professional boundaries.

- The SoonerStart team should designate one team member as the Primary Service Provider. The Primary Service Provider (PSP) is responsible for developing a therapeutic relationship with the family; offering emotional support; building advocacy skills; and providing education on issues related to health, development, treatment options, and community resources. The primary provider is the key contact person between the family and the rest of the SoonerStart team. It

is the role of the PSP to facilitate communication and cohesive teamwork. The PSP helps parents set goals with the team and coordinates and monitors the implementation of the IFSP.

- Additional service providers may be added to the child's IFSP if the child's/family's IFSP team determines that additional services may be needed in order for the child's outcomes to be achieved. This is an IFSP team decision and does not need to be staffed.
- Team members may provide direct or consultative services or both to the family and other team members. Consultative services can be done in person, phone, email or texting etc.

The Lead Clinician reminds providers (staff and contract) of the continued eligibility process/criteria and ensures team compliance with this state policy.

The OSDH SoonerStart state office is available to assist with this process if needed.