

# Kids Central, Inc. Healthy Start Procedure Manual

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**Series:** Healthy Start – Lake County

**Procedure Name:** Initial Contact with Eligible Participants

**Procedure Number:** 1601

**Origination Date:** 06/06/2013 **Revision Date:**

**Regulation:** Healthy Start Standards and Guidelines 2007 Chapter 4

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## Procedure

It is the procedure of the Kids Central Healthy Start program to provide case management in a manner that assures that the needs of each client are identified and appropriately addressed.

1. All healthy start participants will receive an initial contact or attempt at initial contact within five (5) working days of receipt of the screen or referral to Healthy Start care coordination. If the initial attempt to contact is not successful, an additional attempt to contact will be made within ten (10) working days of the initial attempt. The third attempt to contact will be made within ten (10) working days of the second attempt.
2. An initial contact contains the following:
  - a) Explain the meaning of the positive Healthy Start Risk screen and referral. Using easy to understand terms explain the risk factors that place the mother or infant at an increased risk for poor health/ birth outcomes.
  - b) Determine the participant's ability to access comprehensive prenatal services/ child health care services. Healthy Start Family Care Coordinator will ask mother if she has a medical provider and ensure there are no problems making appointments due to insurance.
  - c) Evaluate the participant's service needs using risk appropriate care principles, and initiate an Individualized Plan of Care (IPC). Healthy Start Family Care Coordinator will discuss with the participant services available to reduce their risks. Together the participant and the Care Coordinator will determine the needs to be addressed. The IPC is developed by the Care Coordinator to address the needs of the participant.
  - d) Provide information about how risk factors can be addressed and types of services available in the community. Address each of the identified risk and offer services and education to address each risk factor.
  - e) Provide referrals to community resources: If the participant needs referrals to community resources, they can be made at the time of Initial Contact. If the referrals made will mitigate the risk and no other needs are identified, the case can be closed as Level E.
  - f) Provide name and phone number of Healthy Start contact.
  - g) Assigning a level of care based on the Healthy Start State Leveling System: Participants who have not had a completed Initial Contact will be assigned Level P. Participants who have had a completed initial contact and are enrolled in Healthy Start program will be assigned Level 1, 2, or 3 to reflect the level of risk and intensity of services. Level E will be assigned to those clients whose needs are addressed at the time of the initial contact. Levels are fluid and fluctuate based on changes in the participant's status.

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- h) Initiating the participant's Healthy Start care coordination record: The initial contact is documented in the HMS electronic record within 48 hours of the initial contact.
  - i) Initiating an individualized plan of care (IPC): The IPC will be a written plan of identified needs, goals, interventions, and progress toward meeting the goals based on the care coordinator's evaluation of the participants progress. The IPC is evaluated at each encounter and adjusted as needed based on the participants needs.
3. Written notification of the status of the initial contact and plan for further services or closure are provided to the care provider within 30 calendar days of the first attempt to contact. If the care provider is not known the file will contain reason why written notification cannot be provided. If the referral source is someone other than the care provider, a notification of the status of initial contact and plan for further service or closure is provided within 30 calendar days of the first attempt to contact.

**Approved By:**

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John Cooper, Chief Executive Officer

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Date