

PROTOCOLS FOR HANDLING CALLS RELATED TO CHILD DEVELOPMENT INFOLINE

CDI serves as the access point for the Connecticut Birth to Three System, Early Childhood Special Education Services, Children & Youth with Special Health Care Needs (CYSHCN) Program & the Help Me Grow system. The following is a brief description of the services and age range of eligible children for each program --

Program	Age Range	Description	Examples of Calls
Birth to Three	Birth to 36 months	Developmental evaluation and early intervention services for children birth-36 months who have significant developmental delays or disabilities. Services are for children and their families.	<p>Children under 3 with:</p> <ul style="list-style-type: none"> ➤ developmental concerns in following domains: <ul style="list-style-type: none"> • Communication • Motor • Adaptive • Cognitive • Social-emotional ➤ Disability ➤ Seeking speech services, physical therapy, occupational therapy, hearing services, diagnostics ➤ Child has feeding tube or other equipment <p>Caller seeking Birth to Three provider or Birth to Three referral line.</p>
Early Childhood Special Education	3 to 5 years of age	Developmental evaluation and services for children, ages 3 thru 5, who have developmental delays and meet school system eligibility requirements.	<p>Child ages 3-5 with:</p> <ul style="list-style-type: none"> ➤ developmental concerns in following domains: <ul style="list-style-type: none"> • Communication • Motor • Adaptive • Cognitive • Social-emotional ➤ Disability Seeking speech services, physical therapy, occupational therapy, hearing services, diagnostics <p>Caller seeking information on special education services</p>

Program	Age Range	Description	Examples of Calls
Help Me Grow	Under 9 years of age	<p>Information, referral and advocacy for children birth to 9 years of age, who are considered "at-risk". Services for children and their families include:</p> <ul style="list-style-type: none"> • Referrals to community based resources and consultation services • Referrals to Ages and Stages Child Monitoring Program for tracking a child's development • Coordination with other Infoline call centers • Feedback and follow-up with families and referral sources 	<p>Children under age 9, and their families. Concerns include:</p> <ul style="list-style-type: none"> • behavioral issues • child "at risk" for developmental delay • need for parenting education • need for family support • need for assessment services • need for support services for children with disabilities • need for counseling or child guidance services • questions about typical and atypical child development • seeking services such as: Nurturing Families, Family Resource Centers, Parents As Teachers, Parent Aide Programs, Parenting Education or Parent Support • seeking private speech services, PT or OT services <p>*note: we also mail out materials on various topics, such as toilet training, behavior management, development, special education services, etc.</p>
CYSHCN	Under 21 years of age	<p>Referrals to CYSHCN is made for a child with a chronic physical or developmental condition who needs more health and related services than other children the same age. CDI staff will screen calls and triage to CYSHCN for care coordination, benefits coordination, service needs assessment, family support, respite services, transition services and links to primary care and the health community.</p>	<p>Child under age 21 with chronic physical, developmental, behavioral or emotional conditions in need of:</p> <ul style="list-style-type: none"> • PT, OT, speech services • Specialty health care services • Benefits coordination • Care coordination • Assistive technology or durable medical equipment • Medicine • Family support • Coordination of educational services • Respite planning • Transition Services