On August 1st, the new statewide Help Me Grow Central Intake and Referral system becomes fully operational and will begin to accept and manage referrals for service.

Families seeking general information about Help Me Grow or who wish to self-refer may use one of the following options:

1. Self-refer by calling the toll-free Help Me Grow referral line or local Help Me Grow referral line;
2. Complete the secure web-based self-referral form.

Community partners including 211s, social service agencies, medical providers may use one of the following options:

1. Direct the family to self-refer as described above;
2. Complete the secure web-based referral form on behalf of the family;
3. Call the toll-free HMG referral line or local HMG referral line on behalf of the family.

Home Visiting Providers or Early Intervention Providers may use one of the following options:

1. Direct the family to self-refer as described above;
2. Complete the secure web-referral form on behalf of the family;
3. Email or Fax completed HEA 8045 or HEA 8021 to the dedicated HEA email or fax line.

Any of the above options will result in an Early Track System Referral and, once eligible, to an Early Track Program Referral, in accordance with current Ohio Administrative Code.

Home Visiting Providers and Early Intervention Providers with general questions about the referral process should direct their questions to their respective contract managers at either the Department of Health or the Department of Developmental Disabilities.

Home Visiting Providers and Early Intervention Providers with questions about a specific referral in Early Track should open an Early Track Helpdesk Ticket at [https://earlytrack.ohiocentralintake.org](https://earlytrack.ohiocentralintake.org)
Help Me Grow Central Intake and Referral Resources

<table>
<thead>
<tr>
<th>Secure Web-Based Referral Form</th>
<th><a href="https://refer.ohiocentralintake.org">https://refer.ohiocentralintake.org</a></th>
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</thead>
<tbody>
<tr>
<td>Toll-Free Help Me Grow Referral Line</td>
<td>(800) 755-4769</td>
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</tbody>
</table>
| Local Help Me Grow Referral Line | (216) 930-3322  
(330) 616-3322  
(419) 665-3322  
(440) 389-3322  
(513) 434-3322  
(614) 656-3322  
(740) 371-3322  
(937) 612-3322 |
| Provider Troubleshooting Email | [provider@ohiocentralintake.org](mailto:provider@ohiocentralintake.org) |
| HEA Fax Line | (855) 418-3322 |
| HEA Referrals by Email | [hea@ohiocentralintake.org](mailto:hea@ohiocentralintake.org) |
| Early Track Helpdesk | [https://earlytrack.ohiocentralintake.org](https://earlytrack.ohiocentralintake.org) |
FAQs Central Intake & Referral System Transition

➢ **How will Cleveland Sight Center (CSC) manage processing and handling referrals?**
  - CSC plans to have a dedicated team to address referrals in the state by region. This will be communicated once finalized.

➢ **How will CSC answer questions from local Home Visiting and Early Intervention Providers?**
  - CSC has established a dedicated provider telephone “hotline” to discuss referrals, as well as a dedicated email for providers of HV and EI. Moreover, CSC has designated a team dedicated to answering local provider questions or concerns.

➢ **How will SC agencies find out they have a new EI program referral in Early Track?**
  - All Early Track system administrators should access new referrals by reviewing their dashboard, or by clicking on the “New referrals” button in Early Track immediately after logging in. ODH is working on enhancements to the referral system that will increase communication regarding referrals, in addition to the dashboard.

➢ **How will referrals be ready to be received by August 1?**
  - The 1-800-755-GROW (4769) will continue to be active, as well as the web referral form located on both the ODH and DODD program websites. The CSC has also established additional local numbers, as well as a dedicated fax and email that will be in place to receive referrals as of August 1, 2017.

➢ **How should existing central coordination agencies make a referral to the new HMG central intake & referral at CSC?**
  - The referral process is described in the accompanying memo.

➢ **How will existing referral sources learn about the new referral process?**
  - ODH, DODD, and CSC will be communicating with referral sources who have recently made a referral to EI or HV. This communication will explain that the referral process may have changed in their area and how to make a referral.

➢ **Will the Help Me Grow helpline still be active?**
  - Yes, the 1-800-755-GROW (4769) line will still be active and managed by the CSC.
➢ Where will EI and HV web referrals from the ODH and DODD websites be directed?
   o Web referrals will be sent directly to CSC for processing.

➢ How should current CC, EI, and HV sites handle walk-in referrals?
   o If an existing CC, EI, or HV site has a walk-in referral, they can either provide the family with the information to make a self-referral or assist the family in calling the 1-800 number or web form. HV providers should initiate an HEA 8045

➢ How will CSC handle 211 services?
   o CSC will reach out to each of Ohio’s 211 services and inform of the direct referral process.

➢ Who will assume responsibility for current referrals in system?
   o On August 1, 2017, CSC will assume responsibility for all System Referrals currently in process within the 14-day timeline, per current Ohio Administrative Code. Providers should continue to attempt to make contact with families through July 31st 2017.

➢ When parents are contacted, what kind of explanation will be provided by CSC regarding programs?
   o CSC is working with ODH and DODD to develop appropriate scripts.

➢ What marketing tools will be used to generate referrals?
   o The CSC will submit a comprehensive marketing plan for ODH and DODD to approve. Elements of this proposal remain in line with current OAC expectations. Once the plan is approved, it will be communicated to stakeholders.

➢ Will local Providers have input on marketing materials?
   o ODH and DODD will collaboratively work with CSC on marketing materials. Both agencies will share products with their respective stakeholders for feedback.

➢ Where are the locations of in-person marketing?
   o These locations are to be determined.

➢ What kind of data will CSC monitor?
   o CSC will provide both ODH and DODD additional data beyond current early track capabilities. ODH and DODD will facilitate ongoing discussions with CSC to shape and monitor data reporting efforts. Both ODH and DODD will share the reporting with their respective stakeholders.
➢ What kind of information about other community resources will CSC provide to families who are not eligible for or interested in EI or HV services?
  o As required by current Ohio Administrative Code, the CSC will maintain a directory of local resources, informing families of other resources or service options.