

Early ACCESS Procedure Change

Child Find, Referrals, Intake, and Case Closures

Coming November 2025



Department of Education



Background & The Why Behind the Change

CAPTA Referral Data

Number and Percent of Referrals by Referral Source

Time Period: 7/1/2023 through 6/30/2024

Referral Source	Number of Referrals by Source	Percent of Referrals by Source
Child Health Specialty Clinics	78	0.87%
Daycare/Child Care	147	1.65%
Department of Health & Human Services-CAPTA	2310	25.91%
Department of Health & Human Services-NON CAPTA	131	1.47%
Domestic Violence Shelter and Agencies	1	0.01%
Family Support Services (e.g., Parents as Teachers, Nurse Family Partnership)	154	1.73%
Head Start and Early Head Start	145	1.63%
Homeless Shelter	7	0.08%
Hospital/NICU/High Risk Infant Follow-up Program	788	8.84%
Other Family/Friend	32	0.36%
Other Public Health, Clinic, Health Care Providers or Social Service Agencies	461	5.17%
Out of State Part C	29	0.33%
Parent/Foster Parent	1953	21.91%
Primary Care/Physician	1764	19.79%
School/Area Education Agency	119	1.33%
State Early Hearing Detection and Intervention Program (EHDI)	8	0.09%
Title V Agencies (i.e., 1st Five, EPSDT Child Health)	687	7.71%
Women, Infant and Children (WIC)	101	1.13%
Total	8915	

CAPTA Referral Results

Referrals Received, Ended, on IFSP, and Open by Referral Source

Time Period: 7/1/2023 through 6/30/2024

Referral Source	# of Referrals	# on IFSP	% on IFSP	# of Open Referrals	% of Open Referrals	# Referrals Ended	% Referrals Ended
Child Health Specialty Clinics	78	49	62.82%	0	0.00%	29	37.18%
Daycare/Child Care	147	58	39.46%	1	0.68%	88	59.86%
Department of Human Services	131	31	23.66%	0	0.00%	100	76.34%
Department of Human Services CAPTA	2310	100	4.33%	0	0.00%	2210	95.67%
Domestic Violence Shelter and Agencies	1	0	0.00%	0	0.00%	1	100.00%
Family Support Services (e.g., Parents as Teachers, Nurse Family Partnership)	154	74	48.05%	0	0.00%	80	51.95%
Head Start and Early Head Start	145	87	60.00%	0	0.00%	58	40.00%
Homeless Shelter	7	0	0.00%	0	0.00%	7	100.00%
Hospital/NICU/High Risk Infant Follow-up Program	788	370	46.95%	0	0.00%	418	53.05%
Other Family/Friend	32	17	53.13%	0	0.00%	15	46.88%
Other Public Health, Clinic, Health Care Providers or Social Service Agencies	461	213	46.20%	0	0.00%	248	53.80%
Out of State Part C	29	11	37.93%	0	0.00%	18	62.07%
Parent/Foster Parent	1953	1139	58.32%	1	0.05%	813	41.63%
Primary Care/Physician	1764	778	44.10%	0	0.00%	986	55.90%
School/Area Education Agency	119	69	57.98%	0	0.00%	50	42.02%
State Early Hearing Detection and Intervention Program (EHDI)	8	3	37.50%	0	0.00%	5	62.50%
Title V Agencies (i.e., 1st Five, EPSDT Child Health)	687	336	48.91%	1	0.15%	350	50.95%
Women, Infant and Children (WIC)	101	48	47.52%	0	0.00%	53	52.48%
Total	8915	3383		3		5529	

CAPTA Referral Results

Referral Results by Referral Source
Time Period: 7/1/2023 through 6/30/2024

Referral Result	Statewide		Health & Human Services-CAPTA		Health & Human Services		Parent		Primary Care/Physician	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
On IFSP	3383	37.95%	100	4.33%	31	23.66%	1139	58.32%	778	44.10%
Referral Remains Open	3	0.03%	0	0.00%	0	0.00%	1	0.05%	0	0.00%
Deceased (DEC)	3	0.03%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Contact, No Response (CNR)	1768	19.83%	869	37.62%	32	24.43%	109	5.58%	288	16.33%
Consent, Lost Contact (CSL)	71	0.80%	10	0.43%	2	1.53%	10	0.51%	23	1.30%
Consent, Withdrawn (CSW)	98	1.10%	6	0.26%	0	0.00%	27	1.38%	25	1.42%
Eligible, Declined (EDI)	305	3.42%	19	0.82%	6	4.58%	100	5.12%	63	3.57%
Evaluated, Not Eligible (ENE)	778	8.73%	105	4.55%	19	14.50%	261	13.36%	173	9.81%
Contact, Not Interested (PNI)	2182	24.48%	1064	46.06%	33	25.19%	231	11.83%	373	21.15%
Screened, Declined Eval (SDE)	290	3.25%	113	4.89%	8	6.11%	75	3.84%	41	2.32%
Unable to Located (UNL)	34	0.38%	24	1.04%	0	0.00%	0	0.00%	0	0.00%
Total	8915		2310		131		1953		1764	

Project Goal

Iowa Department of Health & Human Services (HHS) & Early ACCESS Continuous Improvement Project

1. Increase conversations about Early ACCESS with HHS CAPTA referrals.
2. Increase Post-Referral Screening and/or Evaluation for these referrals.
3. For children found eligible, consent to Early ACCESS services.



Recommendations

HHS & Early ACCESS Workgroup Recommendations

•Timeline Adjustment

Rationale: Adjusting the timeline will allow families more time between being informed by HHS of founded child abuse and when EA engages them in participating in their services. The initial crisis could be resolved some and the assigned ongoing Social Work Case Manager (SWCM) is more likely to be identified by this time.

Action: EA procedures would need to be revised to address contacting CAPTA families.



Parent Partner Feedback

- Early ACCESS outreach should occur a couple weeks after the initial crisis, parents are not able to really ‘hear’ the information you are providing shortly after crisis. They may not be in the right state of mind, especially if they are actively using.



There will be two timelines for contacting referrals

- 1. Timeline for Contacting Referrals (Non-CAPTA)**
- 2. Timeline for Contacting CAPTA Referrals**

i3 Updates- Coming in November

Timeline for Contacting Referrals (Non-CAPTA)

- SC attempts to contact the family **within two** business days.
- Make a minimum of three attempts to contact (e.g., phone call, **text**, **email**) family within **14** calendar days from the referral. **Document** contact attempts in family contact section of ACHIEVE. **Vary** the time and day of attempts.
- If the SC is unable to contact the family within **14** calendar days, the SC **must mail a letter** to the **parents** indicating attempts to make contact and request that the parents contact the SC within 14 days, or the referral will be closed.
- If the SC has no contact with the family after **28** calendar days after the referral date, the SC will end the referral. The SC will follow procedures to end the referral.

i3 Updates- Coming in November

Timeline for Contacting CAPTA Referrals

- SC attempts to contact the family **within five** business days.
- Make a minimum of three attempts to contact (e.g., phone call, text, email) family within **28** calendar days from the referral. **Document** contact attempts in family contact section of ACHIEVE. **Vary** the time and day of attempts.
- **If the SC is unable to contact the family** within **28** calendar days, the SC must mail a letter to the **parents, and notify the HHS social worker**, indicating attempts to make contact and request that the family contact the SC within 14 days, or the referral will be closed.
- If the SC has no contact with the family after **42** calendar days after the referral date, the SC will close the referral. The SC will follow procedures to close the referral.

i3 Updates- Coming in November

Timeline for Contacting CAPTA cont'd

- If the service coordinator is contacted by the family within 28-42 calendar days from the referral, and is interested in Early ACCESS, the SC will make continue with intake process and schedule a first visit with the family.
- At initial IFSP meetings if the 45-day timeline is not met due to delay in contact with the family, indicate the reason the timeline was not met as a “family” reason.
- If the service coordinator is contacted by the family after the referral is closed, then the service coordinator will open a new referral.

End & Delay Codes in ACHIEVE

Navigation bar: Navigating i3: Video | Navigating i3: Guidance | Sitemap

i3 Iowa IDEA INFORMATION

Early Intervention (Ages 0 to 3) ▾ | Special Education (Ages 3 to 21) ▾ | **Resources ▾** | Site Updates 🔍

Early Intervention (Ages 0 to 3) Resources:

- Diagnosed Conditions Eligibility List for Early ACCESS
- Early ACCESS Annual Eligibility Determination Decision Flowchart
- Early ACCESS Codes & Definitions Used in the ACHIEVE System**
- Early ACCESS Initial Eligibility Determination Decision Flowchart
- Early Intervention Decision Tree for Unobtainable Parent Signature
- Family-Directed Assessment Guidance
- Framework for Gathering-Giving Family Information
- Guidance For Collaboration Between Community Partners & Early ACCESS
- Vision Checklist for Birth to 3yrs old (fillable)

Special Education (Ages 3 to 21) Resources:

- Step 4: Evaluation for Special Education
- Step 5: The Individualized Education Program (IEP)
- Step 6: Putting the IEP Into Action
- Procedural Safeguards and Rights**
- Procedural Safeguards Manual for Parents Right to Intervention (Children Ages Birth-3) including transitions

Resources Dropdown Menu:

- Overview
- Early Intervention Resources**
- Special Education Resources

Communicating with HHS

Early ACCESS HHS Liaison

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Backup

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Reminder: Service Coordinator Competency Course

Service Coordinator Training

Staff assigned to complete the responsibilities of a service coordinator involving initial contacts with families referred to Early ACCESS are encouraged to complete the one component of the SC Competency Course. Individuals making initial contacts are not required to attend Service Coordinator Capstone Workshops and Receive feedback after a home visit observation.

Important information about the Service Coordination Course: [Early ACCESS Service Coordinator Competency Course Overview](#)

To get enrolled in the course, contact your Early ACCESS Liaison at your agency.

Early ACCESS



"relationships are achieved, not assumed" - Linda Gilkerson, Ph.D.