

**Unable to contact after referral**

This letter would be sent to the family or childcare and a copy to the referral source after several attempts (a minimum of 3 attempts) have been made to contact the family or childcare. Next steps include:

- The CIS referral team and the referral source has been updated and notified of failure to contact the family or childcare program and next step to close out the referral.
- Dates and means of contact is clearly documented in the file.
- Letter is sent with a copy in the file.
- After a week and no contact the referral is closed out, and documented.

**Unable to engage after One Plan is written, but no services have begun~**

This letter would be sent to the family or childcare program after a One Plan has been written and a plan for services has been determined with written consent, but no services have actually begun.

After several attempts (a minimum of 3 attempts) have been made to contact the family, next steps include:

- The CIS referral team has been updated and notified of failure to engage with the family or the childcare program after the One Plan is written and the intent to notify the family
- Dates and means of contact is clearly documented in the file
- Letter is sent with a copy in the file
- After a week and no contact the family, child or child care program is exited from CIS and is documented in the file.

**Unable to engage after One Plan services have begun**

This letter would be sent to the family or the childcare program after a One Plan has been written and services have begun.

After several attempts (a minimum of 3 attempts) have been made to contact the family or childcare program, next steps include:

- The CIS referral team and the referral source has been updated and notified of failure to engage with the family or the child care program after services have begun and next step to close out the family or the childcare program
- Dates and means of contact is clearly documented in the file.
- Letter is sent with a copy in the file.
- After a week and no contact the family or the child care program is exited from CIS and is documented in the file.