Overview
Electronic child referrals in BTOTS are referrals that come from users of other state agencies’ electronic case management systems. Initially, these electronic referrals will be limited to those coming from the Utah Department of Human Services (DHS), in particular, the Division of Child and Family Services (DCFS).

DCFS “Go Live” Timeline
The following timeline will help explain the DCFS electronic referral “Go Live” activities. Each Monday morning, the DCFS system identifies children from the past week should be referred and prepares a letter to be sent to parents regarding the referral to early intervention (EI). The following Monday morning, the children which were sent a letter previously are then referred electronically from DCFS to BTOTS. This delay gives the parent time to receive the mail introducing them to EI and make them aware of the contact. The first DCFS electronic referrals will appear Monday, July 13, 2015. Figure 1 below gives an overview of the timeline.

<table>
<thead>
<tr>
<th>Action</th>
<th>Sun June</th>
<th>Mon</th>
<th>Tues</th>
<th>Wed July</th>
<th>Thur</th>
<th>Fri</th>
<th>Sat</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCFS Case Closed</td>
<td>28</td>
<td>29</td>
<td>30</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Mail Sent</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>Electronic Referral</td>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
</tr>
</tbody>
</table>

Notification of Electronic Child Referrals
Notification of a new electronic child referral will occur in two ways. First, an email will be sent to the individual in each EI program who is identified as the “New Referral Coordinator” to inform him or her that a new referral is available for processing. Second, the new electronic child referral will appear on the dashboard for users who have been given the ability to create new child referrals, as shown in Figure 2.

Processing Electronic Child Referrals
After pending electronic child referrals appear on a user’s dashboard, the next step is for the user to begin the referral by clicking on the “Process” link on the dashboard, as indicated by the red arrow in Figure 2 above.

A pop-up window will appear with additional information about the referral and give the user the option to enter contact attempt notes, as shown in Figure 3, or continue processing the electronic child referral. The “Finish Later” option will allow users to save any changes to the contact notes and finish processing at a later time.
Completing the Electronic Child Referral Process

The Referral Wizard will be available if the user selects “New Electronic Child Referral” and clicks the “Process” button to complete the process of gathering information about the new electronic child referral. The referral source will automatically be set to “Division of Child and Family Services” for these referrals, as shown in Figure 4.

During the second step of the Referral Wizard, the user will search to see if there is already a child record in BTOTS that matches the new electronic child referral. **Searching for previously referred child records is critical as it will avoid the creation of duplicate child records.**
Transferring Electronic Child Referrals

If the user discovers that the electronic child referral should have been assigned to a different EI program, the user can select the “Transfer Electronic Child Referral” option, as shown in Figure 5. This option will require the user to specify the EI program to which the child should be assigned and returns the electronic referral to Baby Watch Early Intervention Program (BWEIP) to re-assign.

Figure 5. Transfer Electronic Child Referral
Simplified Deactivation for Electronic Child Referrals

A simplified deactivation process will be provided for electronic child referrals in the situation where the user is unable to contact the referral or the family is not interested in services. Selecting the “Deactivate Electronic Child Referral” option will require the user to select from a drop-down of relevant deactivation reasons and provide deactivation notes, as shown in Figure 6.

Figure 6. Deactivate Electronic Child Referral

After the user selects “Process,” he or she will be taken to the Electronic Referral Deactivation Wizard. The “Deactivation Reason” and “Deactivation Notes” will be brought over from the dashboard screen. On step one of the wizard, the “Provider Site” will be required to be entered if the program has multiple sites, as shown in Figure 7.

Figure 7. Deactivate Electronic Child Referral
On step two of the wizard, the user will check to see if the child being deactivated already exists in BTOTS. If the child does exist, then the user will select the correct child name from the list of possible matching children. If the child does not exist, the user will select the child under “New Child Referral / Non-Matching,” as showing in Figure 8. The user will then select “Next” to continue.

**Figure 8. Deactivate Electronic Child Referral**

A print view is provided for the electronic child referrals by clicking on the “Print View” link in the pop-up window, as shown in Figure 9.

**Figure 9. Print View of Electronic Child Referral**