



## **Service Request Response Form** **Instruction Sheet**



### **PURPOSE STATEMENT:**

The Service Request Response Form allows Program Support staff to document their progress and closure of Service Requests. This form may be used in all of the content sections of the Child File (2-6).

### **TIMELINE:**

The Service Request Response Form is initiated when a Service Request is received by a Program Support team member.

### **STAFF RESPONSIBLE:**

The Service Request Response Form is completed by Program Support staff only.

### **INSTRUCTIONS:**

When a service request is received, the following are filled out:

- Site and Child information
- All relevant content are boxes are to be checked
- Date of Initial Service Request Response: The date that you initially responded to the service request. This can be over the phone, email, or in person at the site.
- The form is then placed in the Child File in the Section appropriate for the request: Health/Nutrition, Family Partnerships, Education, Disabilities, or Mental Health. The response form is placed behind the Service Request Copy.

As Care Coordination continues, these fields are filled out:

- Initial Contacts: Document the date you first spoke to the teacher, parent/guardian, and any other contacts you may have made.
- Initial Action Taken: Summarize your initial action taken in response to the Service Request.
- Content Staff completing the form sign the form.

When Care Coordination is completed:

- Document any relevant information in the Progress Notes and indicate "Closing Service Request."