

GUIDANCE FOR NO CONTACT LETTERS (NCL)

**IPP**: No Contact Letter

1. The heading of the letter includes the date the NCL is sent and the parent(s)’s name and address:

* Date is set in the following format, August 13, 2020, which is the first fillable line.
* There are four additional lines in the heading of the letter which are for the parent(s)’s name(s) and address. If the 4th line is not used, delete it.
* Minnie Mouse
* Mickey Mouse, Sr.
* 123 Apple Road
* Phoenix, AZ 80000

1. If the parent’s name in ITEAMS is “unknown,” then write the parent’s name as, “Parent of Mickey Mouse, Jr.” as the person the letter is addressed to.
2. Fill-in the parent(s)’s name(s) in the salutation. If parent’s name is unknown, fill-in the salutation as “Dear Parent.”
3. Body of the letter:

* The first fillable slot is the child’s first/last name; such as, “Mickey Mouse, Jr.
* The second fillable slot is for the child’s first/last name; such as Mickey Mouse, Jr.
* The third fillable is the date the referral will be closed, if no contact from the parent. This date is 30 calendar days from the date in the heading of the NCL.

1. Email the letter to Jennifer at [jennifer@azcooperativetherapies.org](mailto:jennifer@azcooperativetherapies.org) to be mailed from the office.
2. The Service Coordinator will upload the NCL into Central Reach.
3. In ITEAMS, enter a note in the Comments on the Demographics page: type the date the NCL was sent and the follow-up date, for example, NCL sent 7.7.2020; follow-up date 8.6.2020.
4. Your billing should reflect .25 for completing and sending the NCL.

**ONGOING**: No Contact Letter

1. The heading of the letter includes the date the NCL is sent and the parent(s)’s name(s) and address:

* Date is set in the following format, August 13, 2020, which is the first fillable line.
* There are four additional lines in the heading of the letter which are for the parent(s)’s name(s) and address. If the 4th line is not use, delete it.
* Minnie Mouse
* Mickey Mouse, Sr.
* 123 Apple Road
* Phoenix, AZ 80000

1. Since we are attempting to contact the family for ongoing services; the parent’s name should be listed in I-TEAMS and on the IFSP. If not, follow IPP Steps 2 and 3.
2. Body of the letter:

* The first fillable slot is the child’s first/last name; such as, “Mickey Mouse, Jr.
* The second fillable slot is the date that the referral will be closed, if no contact from the parent. This date is 30 calendar days from the date in the heading of the NCL.
* The third fillable slot is for the child’s name, which states that the child’s record will be closed.

4. Follow IPP Steps 5 – 8.

**NOTE for Spanish** IPP and Ongoing No Contact Letter

1. Change the salutation to match the parent’s name and delete the other ending; such as, Estimada Minnie.
2. In the first line of the letter, change “hijo(a)” as necessary to match the child’s gender; such as, su hija, Minnie Mouse.