

NYC EARLY INTERVENTION REFERRAL PORTAL

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Referrals to the NYC Early Intervention Program

NYC EI receives 29,000 referrals a year

- Before EI Hub implementation, approximately 60% of referrals were submitted by EI providers directly into NYEIS
- All other referrals were submitted by phone or fax
- Post-EI Hub implementation, 100% of referrals were submitted by phone or fax and entered by NYC staff

Why did NYC need a referral portal?

- Equity & access: An online referral portal allows equitable access to EI referral for all families, childcare and healthcare providers, community agencies and others
- Cultural shifts: Increasing reliance on internet and mobile devices to manage needs including health care (EHRs) and education (NYC MySchools portal)
- Efficiency and accuracy: Faxed forms contained errors, requiring time-consuming follow-up with referral sources
- EI Hub: At implementation, EI providers could not submit referrals into the EI Hub – municipal workload doubled

How did NYC develop the referral portal?

❖ Planning

- Reviewed internal EI referral processes and data
- Met with families from under-referred communities, EI providers, health care providers and CBO representatives about their referral experiences and barriers to referral

❖ Procurement and Development

- Released an RFP and contracted with a vendor
- Worked with vendor to design and build portal, obtain IT security clearances, etc.

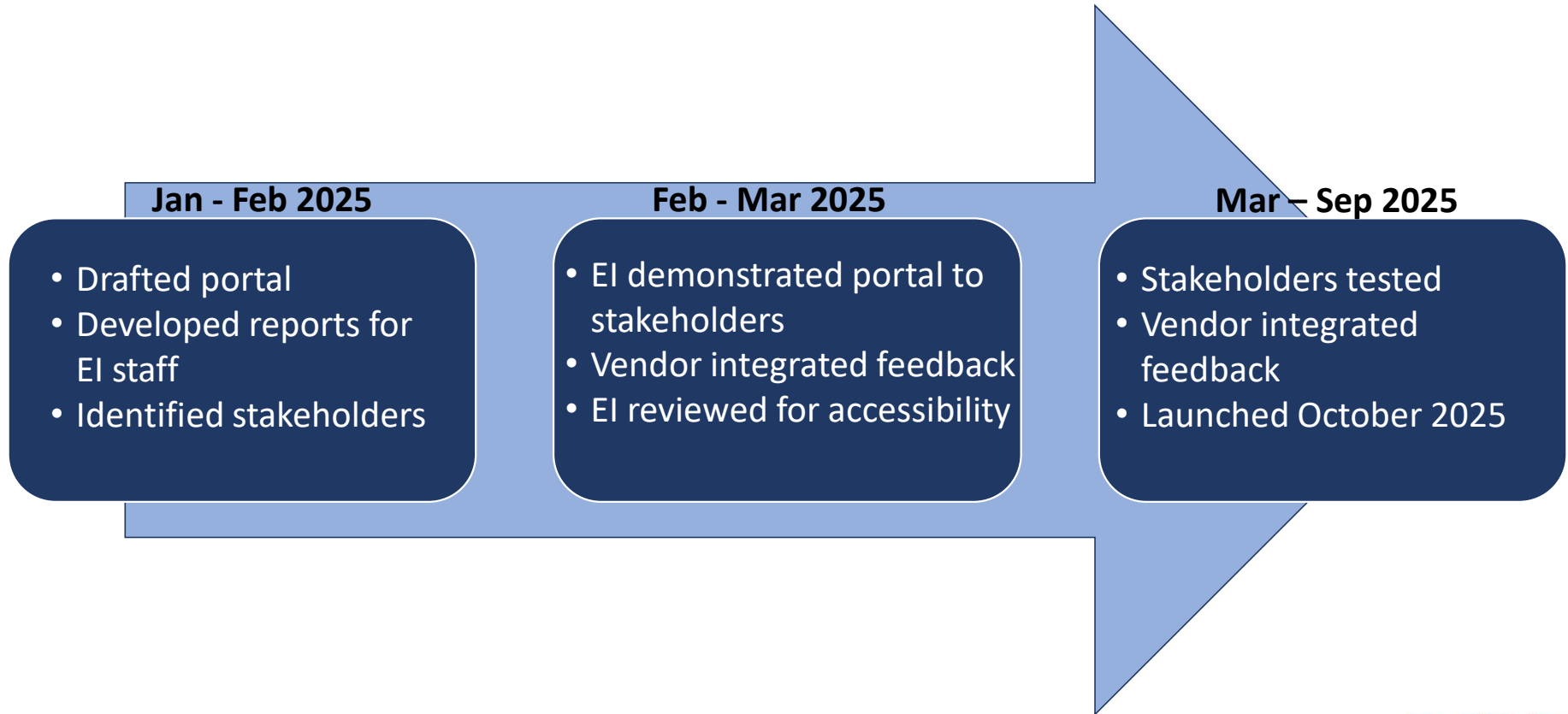
❖ Testing

- Engaged EI staff, EI providers, and a range of referral sources to test the portal in a sandbox environment
- Made changes and improvements accordingly

❖ Implementation

- Developed training materials, gave presentations
- Released the NYC EI Referral Portal in October 2025
- Maintains a contract with vendor to ensure fixes and updates as needed

Referral Portal Timeline

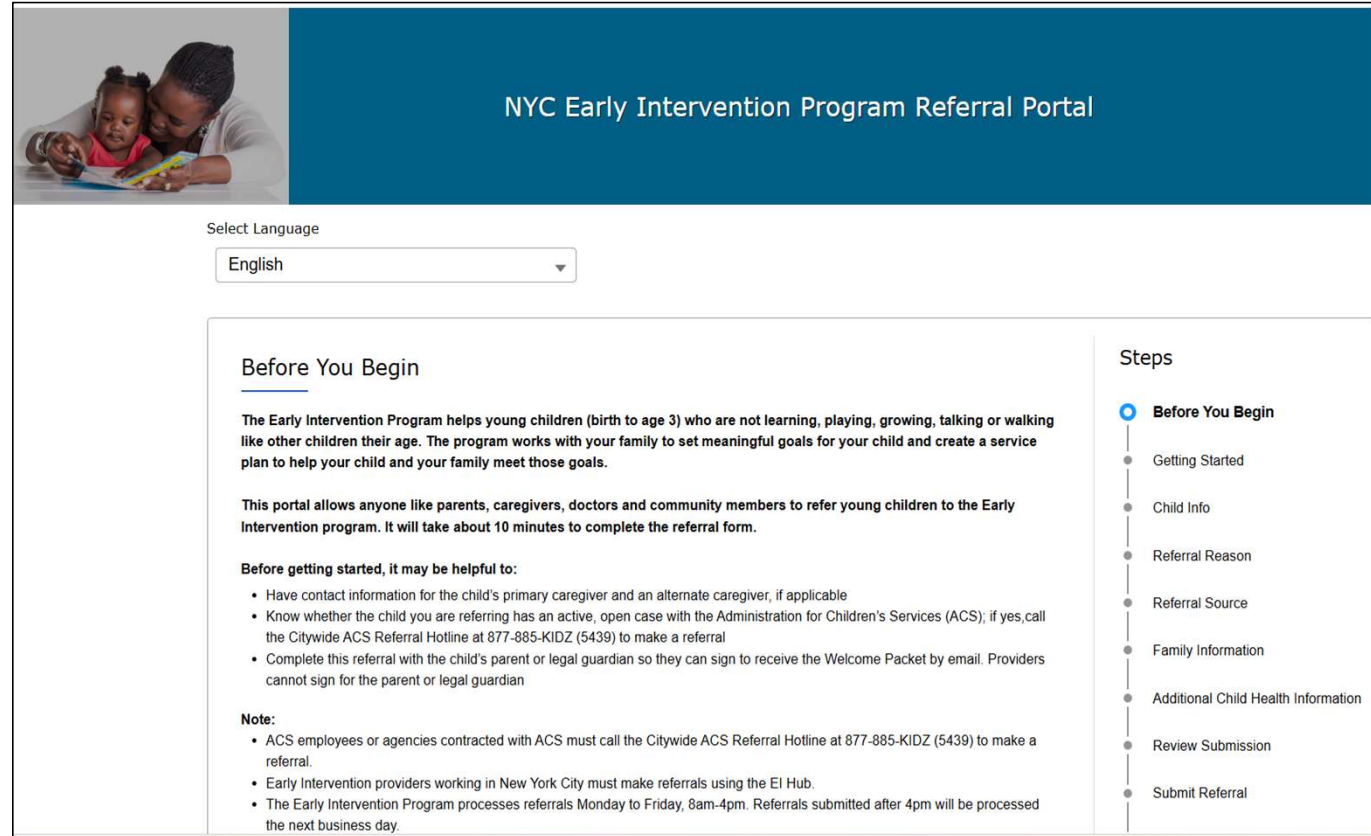


NYC EI Referral Portal

Since October 2025:

- anyone can make a referral to the NYC EIP or Developmental Monitoring (Child Find)
- anytime
- from any computer, smartphone, or other mobile device
- in 13 languages

eireferral-nychealth.cityofnewyork.us/



The screenshot displays the NYC Early Intervention Program Referral Portal. At the top left, there is a photograph of a woman reading to a young child. To the right of the photo, the title "NYC Early Intervention Program Referral Portal" is displayed in white text on a dark blue background. Below the header, there is a "Select Language" dropdown menu currently set to "English". The main content area is divided into two columns. The left column is titled "Before You Begin" and contains the following text: "The Early Intervention Program helps young children (birth to age 3) who are not learning, playing, growing, talking or walking like other children their age. The program works with your family to set meaningful goals for your child and create a service plan to help your child and your family meet those goals." It also states: "This portal allows anyone like parents, caregivers, doctors and community members to refer young children to the Early Intervention program. It will take about 10 minutes to complete the referral form." Below this, it lists helpful information: "Before getting started, it may be helpful to:" followed by three bullet points: "Have contact information for the child's primary caregiver and an alternate caregiver, if applicable", "Know whether the child you are referring has an active, open case with the Administration for Children's Services (ACS); if yes, call the Citywide ACS Referral Hotline at 877-885-KIDZ (5439) to make a referral", and "Complete this referral with the child's parent or legal guardian so they can sign to receive the Welcome Packet by email. Providers cannot sign for the parent or legal guardian". A "Note:" section follows with three bullet points: "ACS employees or agencies contracted with ACS must call the Citywide ACS Referral Hotline at 877-885-KIDZ (5439) to make a referral.", "Early Intervention providers working in New York City must make referrals using the EI Hub.", and "The Early Intervention Program processes referrals Monday to Friday, 8am-4pm. Referrals submitted after 4pm will be processed the next business day." The right column is titled "Steps" and shows a vertical list of steps: "Before You Begin" (highlighted with a blue circle), "Getting Started", "Child Info", "Referral Reason", "Referral Source", "Family Information", "Additional Child Health Information", "Review Submission", and "Submit Referral".

Who can use the portal to submit referrals?

- Parents and family members
- Childcare providers
- Pediatricians and other health care providers
- Community-based organizations
- Any member of the public

Parents and the public can still call BEI to submit the referral by phone.

Do NYC EI providers use the portal to submit referrals?

In NYC, most EI providers submit referrals directly into the EI Hub.

NYC EI providers submit referrals through the referral portal if:

1. They don't have NYC BEI approval to submit referrals into the EI Hub, or
2. They receive a “duplicate” message when they try to submit a referral into the EI Hub

What have we seen in the Referral Portal so far?

- Since launch in October 2025, NYC BEI has received 9,090 referrals through the portal – 56% of all referrals received!
- EI providers submit the most referrals (44%), followed by families (27%), health care providers and hospitals (23%) and others (6%).
- 40% of family referrals are submitted on evenings and weekends.
- 35% of families consented to get the welcome packet via email.

NYC EI Referral Portal – Walkthrough

[NYC Health Department Early Intervention Webpage](#)

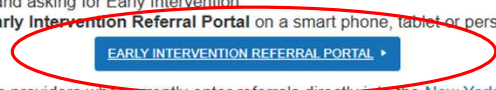
NYC EI Referral Portal – Getting to the portal

The screenshot shows a web browser window with the URL <https://nycgov-csg.cityapps.nycnet/site/doh/health/health-topics/early-intervention.page>. The page content includes:

- Text: "playing, growing, talking or walking like other children their age. The program works with your family to set meaningful goals for your child and create a service plan to help your child and your family meet those goals."
- Text: "The earlier in life a child starts our program, the sooner they can learn the skills they need."
- Text: "The Early Intervention Program is:"
- List-Group:
 - Available to all eligible New York City children, regardless of race, ethnicity, income, disability or immigration status
 - Confidential
 - Voluntary
 - Family-centered
 - Provided at no cost to families
 - If you have health insurance, including Medicaid, it will be used to pay for Early Intervention services, at no direct cost to you.
- Text: "Learn more about the work of the Early Intervention Program:"
- Text: "Attend a public meeting of the [Local Early Intervention Coordinating Council](#)."
- Text: "Watch [Early Intervention Families Share Why Early Help Matters](#)."
- Text: "Watch [How Early Intervention Services Work](#)."
- Section-Header: **Get Started by Making a Referral**
- Text: "If you have a concern about a child's development, the Early Intervention Program can help by providing a free evaluation to find out if the child is eligible for our services."
- Text: "Our program may be right for your family, or a family you know, if a child:"
- List-Group:
 - Is not learning, playing, growing, walking or talking like other children their age
 - Has a diagnosed condition that is likely to result in a delay in development
- Text: "Families, doctors, and child care programs, and community members can make a referral by:"
- List-Group:
 - **Calling 311** and asking for Early Intervention
 - **Using the Early Intervention Referral Portal** on a smart phone, tablet or personal computer.
- Text: "Early intervention providers who currently enter referrals directly into the [New York State EI-Hub](#) case management system should continue to do so, unless the case is a duplicate. Enter duplicate cases into the [referral portal](#)."

Annotations on the screenshot include a blue box on the left with the text "Click here to get to the referral portal", a green arrow pointing from this box to a blue button labeled "EARLY INTERVENTION REFERRAL PORTAL" which is circled in red.

Click here to
get to the
referral portal



Select Language

English



Choose from 13 languages

Before You Begin

The Early Intervention Program helps young children (birth to age 3) who are not learning, playing, growing, talking or walking like other children their age. The program works with your family to set meaningful goals for your child and create a service plan to help your child and your family meet those goals.

This portal allows anyone like parents, caregivers, doctors and community members to refer young children to the Early Intervention program. It will take about 10 minutes to complete the referral form.

Before getting started, it may be helpful to:

- Have contact information for the child's primary caregiver and an alternate caregiver, if applicable
- Know whether the child you are referring has an active, open case with the Administration for Children's Services (ACS); if yes, call the Citywide ACS Referral Hotline at 877-885-KIDZ (5439) to make a referral
- Complete this referral with the child's parent or legal guardian so they can sign to receive the Welcome Packet by email. Providers cannot sign for the parent or legal guardian

Note:

- ACS employees or agencies contracted with ACS must call the Citywide ACS Referral Hotline at 877-885-KIDZ (5439) to make a referral.
- Early Intervention providers working in New York City must make referrals using the EI Hub.
- The Early Intervention Program processes referrals Monday to Friday, 8am-4pm. Referrals submitted after 4pm will be processed the next business day.

Steps

- **Before You Begin**
- Getting Started
- Child Info
- Referral Reason
- Referral Source
- Family Information
- Additional Child Health Information
- Review Submission
- Submit Referral
- Confirmation

Click Here to Get Started



Getting Started

Answer the 3 required 'Getting Started' questions to begin a referral

How to use the Portal:

- Click Next and Previous buttons to move throughout the form.
- Complete all required information, marked with an **asterisk**, on each screen.
- Don't forget to download the confirmation of your completed referral and save or print it for your records.
- If you have questions or need assistance, call 311 and ask for "Early Intervention."
- If you need to make a referral in a language that is not here, call 311 and ask for "Early Intervention" to make a referral with an interpreter.

Caregivers who provide a cell phone number will be automatically enrolled in the Text2Families Program; opt-out instructions will be included in the first message.

* Is the child you are referring to the Early Intervention Program under 3 years old? ⓘ

Yes

* Does the child you are referring to the Early Intervention Program live in New York City (Bronx, Brooklyn, Manhattan, Queens, Staten Island)?

Yes

* Does the child you are referring have an active, open case with the Administration for Children's Services (ACS)? ⓘ

No

* The Early Intervention Program includes Early Intervention and Developmental Monitoring. Select the program you are referring to and then click next.

Steps

- ✓ Before You Begin
- **Getting Started**
- Child Info
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- Confirmation

*The Early Intervention Program includes Early Intervention and Developmental Monitoring. Select the program you are referring to and then click next.

What is Early Intervention?

The Early Intervention Program helps young children (birth to age 3) who are not learning, playing, growing, talking, or walking like other children their age. If you have concerns about a child's development, the Early Intervention Program can help by providing a free evaluation to determine if the child is eligible for our services.



Early Intervention

What is Developmental Monitoring?

Developmental Monitoring assists families who may not be ready for an evaluation in tracking their child's development from birth to age 3. Families can fill out a questionnaire to see how their child is developing compared to other children their age. A specialist will score the questionnaire and suggest next steps for the family, including completing another questionnaire, finding activities to do at home to help their child develop, or referring their child for an evaluation for Early Intervention services.



Developmental Monitoring

Previous

Next

Select Early Intervention or Developmental Monitoring - by checking the box

Click **Next** button to continue

[NYC Early Intervention Program](#)

[Technical Support](#)

[Privacy Policy](#)

[Click here to learn more about Early Intervention and Developmental Monitoring](#)

Optional:
A parent or
legal
guardian
can enter
their email
address and
sign to
receive the
Welcome
Packet by
email

Parental Consent to Email

The Welcome Packet includes information about your assigned Service Coordinator and the next steps in the Early Intervention process. Get the Welcome Packet by email by signing the consent below. If you have questions or need assistance, call 311 and ask for "Early Intervention."

The Welcome Packet includes the child's name, date of birth, the name and phone number of the assigned Initial Service Coordinator. This is called personally identifiable information.

Sending personally identifiable information by e-mail has risks that you should know about before giving your permission:

- E-mail can be forwarded and stored in electronic and paper format easily without prior knowledge of the parent.
- E-mail senders can misaddress an e-mail and personally identifiable information can be sent to incorrect recipients by mistake.
- E-mail sent over the Internet without encryption is not secure and can be intercepted by unknown third parties.
- E-mail content can be changed without the knowledge of the sender or receiver.
- Backup copies of e-mail may exist even after the sender and receiver have deleted the messages.
- Employers and online service providers have a right to check e-mail sent through their systems.
- E-mail can contain viruses and other programs.

I acknowledge that I have read and understand the items above which describe the inherent risks of using e-mail to communicate personally identifiable information Email.

Parent or Legal guardian gives permission for the NYC Early Intervention Program to send the Welcome Packet from email address ReferEI@health.nyc.gov to my email address at:

Enter parent email address below

maresy2005@gmail.com


Steps

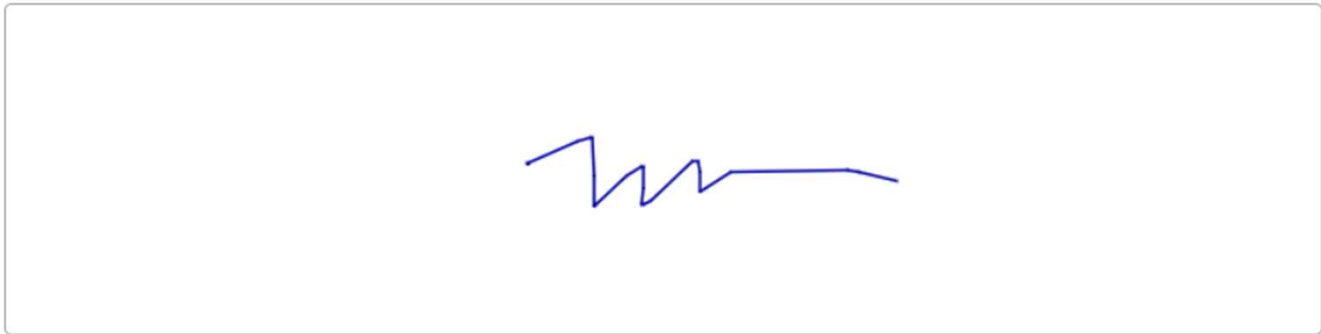
- ✓ Before You Begin
- ✓ Getting Started
- ✓ Child Info
- ✓ Referral Reason
- ✓ Referral Source
- ✓ Family Information
- ✓ Additional Child Health Information
- **Parental Consent to Email**
- Review Submission
- Submit Referral

Only the parent or legal guardian can sign in the signature box to receive the Welcome Packet by email.

Note:Health care, daycare and other providers submitting a referral for a family must have the parent or guardian sign below to receive the Welcome Packet by email.

If the Parent or Legal guardian is unable to sign, the welcome packet will be sent by regular mail.

 Parent Sign Here



Clear

Electronic signature to email welcome packet provided on

07-16-2025



12:52 pm



Previous

Next

Select Language

English

Review Submission

Review the referral information to make sure it is correct before submitting. Click Previous and Next buttons to make edits to information on other pages.

Child Info

Child's First Name	Child's Middle Name	Child's Last Name
Jyn	M	Vimont
Birth Date	Referral Date	Sex at Birth
06/27/2024	07/16/2025	Female
Race (select all applicable)	Ethnicity	Primary Language
White	Non-Hispanic	English
Enter Other Primary Language	If Multilingual, secondary language	Enter Other Secondary Language
Primary Address Type	Enter Other Primary Address Type	Borough
Biological Parent		Manhattan
Child Address	191 St. Nicholas Avenue , New York, New York, 10026, Manhattan	

Steps

- Before You Begin
- Getting Started
- Child Info
- Referral Reason
- Referral Source
- Family Information
- Additional Child Health Information
- Parental Consent to Email
- Review Submission**
- Submit Referral
- Confirmation

Scroll all the way down to review the information you entered



Click **Download Confirmation Now** to save or print a copy of the referral for your records

English

Confirmation

The parent or legal guardian of the child referred will receive a Welcome Packet in the mail or by email. Once the referral is processed, an Early Intervention Service Coordinator will reach out to the family by phone.

If the family has not received the Welcome Packet within one week, contact the Early Intervention Referral Unit at 347-396-4205. After receiving the Welcome Packet, if the family does not receive a call from the assigned Service Coordinator, contact the EI Regional Office in the borough where the child lives. EI Regional Offices phone numbers:


Bronx 718-838-6887 • Brooklyn 718-694-6000 • Manhattan 212-436-0900 • Queens 718-553-3954 • Staten Island 718-568-2300

If the family doesn't know the name of the assigned Service Coordinator, contact the EI Regional Office in the borough where the child lives or EI Consumer Affairs at 347-396-6828

Parents or legal guardians will begin receiving text messages from the Text2Families Program within 30 days of the referral.

Download the confirmation to save or print it for your records by clicking the button 'Download Confirmation Now'. We will not send a separate confirmation email.

Note: If you would like a copy of the referral form, please click on 'Download Summary' to download it.

 [Download Confirmation Now](#)

Steps

- Before You Begin
- Getting Started
- Child Info
- Referral Reason
- Referral Source
- Family Information
- Additional Child Health Information
- Parental Consent to Email
- Review Submission
- Submit Referral
- Confirmation**

Child Info

Child's First Name	Child's Middle Name	Child's Last Name
<input type="text" value="Jyn"/>	<input type="text" value="M"/>	<input type="text" value="Vimont"/>
Birth Date	Referral Date	Sex at Birth
<input type="text" value="06/27/2024"/>	<input type="text" value="07/16/2025"/>	<input type="text" value="Female"/>

The referral confirmation downloads as a PDF document and includes all referral information entered into the portal

Confirmation

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Download the confirmation to save or print it for your records by clicking the button 'Download Confirmation Now'. We will not send a separate confirmation email.

Download Confirmation Now

Child Info

Child's First Name

Georgina

Child's Middle Name

Child's Last Name

James

Birth Date

11/24/2024

Referral Date

07/30/2025

Sex at Birth

Follow-up after referral submission

- If the family has not received the Welcome Packet within one week, they should contact the NYC EI Referral Unit
- After receiving the Welcome Packet, if the family does not receive a call from the assigned ISC, they should contact the EI Regional Office in the borough where the child lives

How does the referral get from the Referral Portal to the EI Hub?

- At this time, there is no interface between the NYC EI Referral Portal and the EI Hub.
- NYC BEI referral staff access the “back end” of the Referral Portal to see the information.
- Staff cut and paste information from the Referral Portal into the EI Hub.
 - Faster and less error-prone than typing

My Cases for EI Referral

Sandbox (DOHMHEIUAT)

NYC Health

Search...

NYC DOH Referral ... Home Accounts Cases Contacts Reports Dashboards Omniscript Logs

Cases

My Cases for EI Referral

New Change Owner Printable View Assign Label

2 items • Sorted by Case Number • Filtered by Case Role Type, Case Status • Updated 8 minutes ago

Search this list...

<input type="checkbox"/>	Case Number ↑	Case Status	Child Name	Days Since Open	Case Origin	Owner Name	Date/Time Opened	
<input type="checkbox"/>	00001321	Submitted	ced cde	312	Referral Form	Riya Karpe	6/30/2025, 9:57 PM	
<input type="checkbox"/>	00001665	In-progress	TESTDM001 TESTDM001	42	Referral Form	Riya Karpe	3/27/2026, 4:41 PM	



Case Details

Sandbox (DOHMHEIUAT)

NYC Health

NYC DOH Referral ... Home Accounts Cases Contacts Reports Dashboards Omniscript Logs

Search...

Case Details

Case Number: 00001321

Primary Caregiver Contact: [qwd ew](#)

Status: Submitted

Case Owner: [Riya Karpe](#)

Priority: Medium

Case Origin: Referral Form

Contact Details

Name: [qwd ew](#)

Created By: [DOHMH EI Referral Portal Site Guest User](#)

6/30/2025, 9:56 PM

Caregiver Type: Birth Mother

Cell: (986) 589-5632

Case

[ced cde](#)

Case Number: 00001321

Case Record Type: EI Referral

Case Origin: Referral Form

Created By: [DOHMH EI Referral Portal Site Guest User](#)

Date/Time Opened: 6/30/2025, 9:57 PM

+ Follow

Submitted In-progress Closed

Status: Submitted [Mark Status as Complete](#)

Related List Quick Links

- [Case Comments \(0\)](#)
- [Case History \(5\)](#)
- [Activity History \(0\)](#)
- [Articles \(0\)](#)
- [Files \(0\)](#)
- [Open Activities \(0\)](#)
- [Attachments \(0\)](#)

Details Feed Referral Submission Form

Case Information

Case Owner	Riya Karpe	Master Case	
Case Number	00001321	Child Name	ced cde
Case Record Type	EI Referral	Parent Consent Email	a@b.com
Primary Caregiver Contact	qwd ew	Reason for Closure	
Alternate Caregiver Contact	ew ew	Duplicate	<input type="checkbox"/>
Electronic Signature Provided	<input checked="" type="checkbox"/>	Reason for Closure	

Referral Reason

Area of concern or	Communication	At Risk of Delay	
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Referral Submission Form

Sandbox (DOHMHEIUAT)

NYC Health

NYC DOH Referral ... Home Accounts Cases Contacts Reports Dashboards Omniscrypt Logs

Search...

Files (0) Open Activities (0) Attachments (0)

Details Feed **Referral Submission Form**

Case Details

Case Number: 00001321
Primary Caregiver Contact: [qwd ew](#)
Status: Submitted

Case Owner: [Riya Karpe](#)
Priority: Medium
Case Origin: Referral Form

Contact Details

Name: [qwd ew](#)
Created By: [DOHMH EI Referral Portal Site Guest User](#), 6/30/2025, 9:56 PM

Caregiver Type: Birth Mother
Cell: (986) 589-5632

Child Info

Child's First Name: ced
Child's Middle Name:
Child's Last Name: cde

Birth Date: 06/30/2025
Referral Date: 07/01/2025
Sex at Birth: Male

Was this child previously referred to the NYC Early Intervention Program?
If previously known to the NYC Early Intervention Program, enter the child's identification number. If not known, leave blank.

Race (select all applicable): White
Ethnicity: Hispanic


Primary Language: English
Enter Other Primary Language:
If Multilingual, secondary language: None

Enter Other Secondary Language:
Primary Address Type: Biological Parent
Enter Other Primary Address Type:
Borough: Bronx
Child Address: wds, 965, wds, wqd, 10451, Bronx

Referral Reason

Indicate the areas of concern or possible diagnosis. Click all that apply.
Communication

Child Demographic Information



Referral Submission Form

Sandbox (DOHMHEIUAT)

NYC Health

NYC DOH Referral ... Home Accounts Cases Contacts Reports Dashboards Omnicript Logs

Search...

Case Details

Case Number: 00001321
Case Owner: Riya Karpe
Primary Caregiver Contact: qwd ew
Status: Submitted

Contact Details

Name: qwd ew
Created By: DOHMH El Referral Portal Site Guest User
Caregiver Type: Birth Mother
Cell: (986) 589-5632

Referral Source

Referral Source Type: Hospital
Relationship to Child:
Other (Specify):
Hospital Name: Bellevue Pediatric Primary Care
Agency/Facility Name:
First Name of Person Submitting Referral: a
Last Name of Person Submitting Referral: ds
Phone: 8656523652
Email address of Person Submitting Referral: a@b.com

Family Information

Primary Caregiver First Name: qwd
Primary Caregiver Last Name: ew
Primary Caregiver Date of Birth:
Primary Caregiver Type (Select from the dropd...): Birth Mother
Enter Other Primary Caregiver Type:
Primary Caregiver Dominant Language: English
Enter Other Language:
Preferred Language for the Welcome Packet: English
Primary Caregiver Address: wds, wds, wqd, 10451.
Select home, cell, or work phone: Cell
Enter Phone Number: 9865895632
Alternate Caregiver First Name: ew
Alternate Caregiver Last Name: ew
Alternate Caregiver Date of Birth:

Referral Source

Family Information

Sending the Welcome Packet by Email

The screenshot shows the NYC Health Referral Portal interface. On the left, there are two panels: 'Case Details' and 'Contact Details'. The 'Case Details' panel shows Case Number 00001321, Case Owner Riya Karpe, Primary Caregiver Contact qwd_ew, Status Submitted, Priority Medium, and Case Origin Referral Form. The 'Contact Details' panel shows Name qwd_ew, Caregiver Type Birth Mother, Created By DOHMH EI Referral Portal Site Guest User, and Cell (986) 589-5632. The main area shows a progress bar with 'Submitted', 'In-progress', and 'Closed' stages. Below the progress bar, the status is 'In-progress' with a 'Mark as Current Status' button. There are 'Related List Quick Links' for Case Comment, Case History (5), Activity History (0), Articles (0), Files (0), Open Activities (0), and Attachments (0). The 'Details' tab is selected, showing a 'Feed' section with 'Email' and 'Log a Call' buttons. A red arrow points to the 'Email' button in the 'Feed' section. Another red arrow points to the 'Email' button in the 'Details' section. Below the buttons is a rich text editor with a toolbar and a preview area showing the NYC Health logo and a welcome message: 'Dear Parent or Guardian, Welcome to the NYC Early Intervention Program. Please find your child's assigned Service Coordinator and next steps in the attached Welcome Letter and Packet.'



NYC EI Referral Portal

