



Case Management Services

New cases: Within 48 business hours, the CM will attempt to contact the parent/guardian or the provider. If unsuccessful, the CM will make multiple follow-up attempts, which may include:

- Additional phone calls or text messages
- Mailing a letter or dropping off a contact card at the family's home

The CM will offer the family a home visit to complete an LIQ. If a home visit is not feasible, the LIQ may be completed over the phone.

- Based LIQ responses, the CM will identify potential sources of lead and provide education to reduce exposure.

The CM will contact the HCP to encourage follow-up testing according to the CDC schedule.

Referrals

Connection to services such as WIC, NEIS, environmental investigations, or specialist care as needed.

Follow-Ups

Ongoing monitoring of BLLs and communication with family and HCP as needed.

Environmental Investigation

If a child's BLL **does not** decrease after follow-up testing, the CM will consult with local, state, and regional resources to request an EI of the child's primary residence. The EI can take a few weeks to several months to coordinate and complete.

- The EI includes an inspection of the home and testing paint, soil, dust, water, and household items for lead. The investigator will create a report that thoroughly reviews the EI findings and share it with the family and CM.

Case Closure

- The case will be closed when:
 - The child's BLL is confirmed to be < 3.5 µg/dL, or
 - The child is lost to follow-up and all communication methods have been exhausted.

Abbreviations

- BLL:** Blood Lead Level
- CDC:** Centers for Disease Control and Prevention
- CM:** Case Manager
- EI:** Environmental Investigation
- HCP:** Healthcare Provider
- LIQ:** Lead Investigation Questionnaire
- NEIS:** Nevada Early Intervention Services
- NNPH:** Northern Nevada Public Health
- WIC:** Special Supplemental Nutrition Program for Women, Infants, and Children