

**Darke County Family and Children First Council
Service Coordination Plan
SFY 2017**

The Darke County Family and Children First Council will continue to implement a cross-system service coordination and wrap around process first implemented in this county in 1981. Changes to the initial service coordination process have been made over the past 20 years following changes in local and state funding mechanisms and service expectations. The following individuals have been involved in the review, update and revision of the Darke County SFY 2017 Service Coordination plan:

Darke County Recovery & Wellness Centers of Midwest Ohio Executive Director; Darke County Commissioner; Executive Director, Darke County JFS Children's Services Administrator, Darke County JFS; Executive Director, Darke County Health Commissioner; Darke County Health Department/Help Mc Grow; Darke County Juvenile Court; IDT Facilitators; Family Health Services; Darke County FCFC Service Coordinator; Greenville Schools Superintendent; Darke County DD Board; Head Start; Parents; Tri-County Board of Recovery and Mental Health Services.

SERVICE COORDINATION PURPOSE

The Darke County FCFC Service Coordination Process provides opportunities for families to work in a coordinated manner to reduce service redundancies.

- All families and children active within the child and family service network are the shared responsibility of the Darke County Service Community.
- All participants in the Darke County Service Coordination process share responsibility for success of children and families.
- Darke County Service Providers will pool resources and work in a flexible manner for individual family supports and services.

The Darke County Service Coordination process is referred to as Darke County Intersystem Diversion Team (IDT). IDT is a value-driven service commitment to the family working to improve quality of life & reduce stressors so parents can focus on the needs of their children

IDT MISSION

The shared values of the Darke County service network include:

- Unconditional commitment to the child and family,
- Strength- focused services and supports,
- Parent-centered and family inclusive planning,
- Community based service delivery, and
- Shared decision-making across all involved providers.

IDT will not endorse a child remaining in an environment that is found to be abusive or dangerous.

Darke County IDT utilizes a family-centered, cross-system collaboration process to:

- Encourage parents, family members, and other significant adults to take an active role in the assessment, planning and treatment process for the child and the family.
- Develop avenues for family participation in the treatment team.
- Support the family to participate in solution-focused thinking.
- Provide risk assessment and support to the child and family.
- Advocate for families to develop natural support systems.
- Identify social, educational, mental health and substance use issues that may be present.
- Refer to appropriate agency to address the identified concerns.
- Identify and refer to relevant, meaningful resources.

IDT MISSION (cont)

- Facilitate/coordinate access to multiple funding sources when identified in the Family Service Plan.
- Provide wrap-around support using pooled funds to address individual child and family needs identified in the Family Service Plan.
- Coordinate services between families and service providers.
- Monitor the child and family rights to protected privacy.

The Darke County IDT process is monitored and reviewed monthly by the FCFC Service Coordinator. The FCFC council reviews IDT data at the regularly scheduled council meetings. FCFC participants are encouraged to identify concerns about the IDT service coordination mechanism when problems are identified.

TARGET POPULATION:

Darke County IDT target populations could include:

- Any child age 0-21 years of age;
- Any child age 0-3 that may be eligible for Help Me Grow Service Coordination may be referred to IDT as additional supports for the child, family and HMG Service coordinator. The HMG Service Coordinator may serve as the primary service coordination on the IFSP while the child remains eligible for HMG service Coordination.
- Any child/family working with more than 1 service provider to maintain or sustain family stability;
- Any child/family faced with risk for out-of-home placement;
- Any child/family whose identified needs are not adequately addressed using existing service providers.
- Unruly Youth as identified by ORC Section 2151.02(B) whose behaviors may be a result of abuse, neglect, dependency, substance abuse, mental health needs or other environmental factors placing the youth at risk of *removal* from the immediate family.
- There may be other target populations in Darke County that would benefit from IDT referral and wraparound service planning. Darke County IDT does not limit target populations to any specific subset of conditions or artificial definitions of multi-system need. No family will be denied a referral to the IDT. The IDT facilitator and the Triage team may identify referral sources that better meet the identified needs of the family that do not involve a Family Team Meeting. This information is shared with the family at the initial assessment meeting. A family's request to have a Family team will be respected and the assigned IDT Facilitator will schedule a Family Team meeting.

IDT REFERRAL & RELEASE PROCESS

- The Darke County IDT utilizes two facilitators to manage the intake, screening, scheduling, documentation and any other service coordination function needed to support the Family Service Plan.
- Any family may make a self-referral to the Darke County Service Coordination mechanism by contacting an IDT Facilitator, the FCFC Service Coordinator or by contacting any local service provider.
- IDT referrals are sent to the designated IDT Facilitator for implementation.
- IDT referrals can be made by the parent or by a service provider. Parents may contact the IDT Facilitator directly by phone or by e-mail. IDT Facilitator contact information is available to all local service providers. Service providers use the IDT referral/release form that includes the signed parent consent to make the referral for a child &/or family.
- Children alleged to be unruly may be referred to Darke County IDT as a component of the process to divert children from the Juvenile Court system.
- The Darke County Service Coordination referral/shared release forms are provided to local child and family service providers. This enhances the county's ability to begin the service coordination process at any time by any service provider meeting with a family such as during IEP meetings, during a home visit by a Children's Services caseworker, as part of a Diversion Hearing at Juvenile Court, etc. The referral source is expected to participate in the family team meetings.

- Darke County includes a shared release of information as a component of the IDT referral form. This shared release, when signed by the parent/legal guardian, authorizes the participants to share relevant information consistent with the stated goals and expectations of the family. Families are asked to identify the types of information that can be shared when the release is signed by the parent and the referral source. The nature of the information to be shared is identified under the Life Domain Areas on the referral/release form.
- The shared release does not authorize agencies to share all information they may have about a family member. The shared release provides information regarding the parent/legal guardian's right to revoke the release and the referral at any time. The IDT referral/release is in effect for 365 days. The Darke County IDT release indicates individuals participating in Family Team Meetings may not share information from the meetings with others.
- Family privacy rights are monitored by the IDT Facilitator and the FCFC Service Coordinator during random audit reviews of Family Service planning documentation.
- The IDT referral/shared release includes basic information about the family, number of folks living in the home, current service providers, family strengths, cultural expectations, natural supports and current concerns.
- Once the referral is received by the IDT facilitator, date of parent contact and date of initial family meeting is documented.
- The IDT facilitator attempts to make contact with the parent/legal guardian within one week of the most recent IDT CORE meeting to schedule the initial meeting. The family's preferred form of contact is identified on the referral/shared release form.
- The IDT Facilitator will notify families, services providers and any other individuals the family requests to participate in Family Team meetings.
- Notification will be made by letter, phone call and/or e-mail depending on the individual preferences of the family, the relevant service providers and other individuals participating at the family's request.
- Crisis events, imminent risk concerns or other identified risks for out-of-home placement would indicate a need for a team meeting to be scheduled within 72 hours. Contact with relevant service providers will be completed by phone call or email to facilitate timely notification.
- The initial meeting between IDT facilitator and family is used to:
 - o Review the signed referral form and shared release of information.
 - o Review the families Privacy Rights.
 - o Gather additional information from the family including cultural needs, family strengths, needs and expectations.
 - o Identify expected outcomes.
 - o Identify relevant service providers the family chooses to include in Family Team meetings.
 - o Information regarding the Dispute Resolution Process.
- The IDT facilitator uses an array of assessment tools and strategies to assist the family in identifying service expectations.
- Should the parent/legal guardian chose to exercise their right to have a Parent Advocate volunteer as part of their Family Team, the PAC regional coordinator can be contacted by the IDT Facilitator to coordinate PAC participation in Family Team Meetings.

- Family meetings are scheduled at a time and location that best meets the needs of the family. These meetings may be held in the family home or in a location the family feels comfortable such as the local school, their church or at the offices of a local service provider.
- The meetings must be in a location that maintains the privacy and confidentiality of the family.
- Families have the right to request a Service Coordination meeting at any time. The family may contact the Family Team Facilitator directly or may request a service provider, PAC provider or other family designee to schedule a Family Team Meeting.
- Darke County IDT service provider participants include but are not limited to the following:
 - Family Health Services
 - Darke County Board of Developmental Disabilities
 - Local School District
 - Gateway Youth Services
 - Darke County Juvenile Court
 - Darke County Children Services
 - Recovery and Wellness Centers of Midwest Ohio
 - Darke County Health Department
 - Head Start
 - Other family members identified by the parent/legal guardian
- A Family Service Plan (FSP) is developed at the initial meeting with the parent/legal guardian. This plan identifies:
 - Child and family strengths, cultural needs, service needs, family supports and expected outcomes.
 - Current concerns that led to the IDT referral.
 - Service provider responsibility for each outcome is identified by the Family Team.
 - A Child & Family Safety Plan will be developed by the team to identify what step to take when a crisis occurs, who needs to be contacted, and options the family can use to reduce or avoid injury.
 - Discussions and identification of Least Restrictive Environments to safely provide services and supports to children and families will be identified on the Family Service Plan.
 - Time frame expected to address the assigned responsibilities.
 - Individuals, providers or agencies responsible for the identified tasks.
 - The next meeting date, time, location and participating team members.
 - Verification of the confidentiality of information shared at team meetings.
 - Parents are reminded that the confidentiality of the written FSP should be maintained by the family and the family support systems as well as by participating service providers.
- The Service Coordination Plan will be signed by each participant at the meeting. There may be situations when 1 or more members of the Family Team may not agree with each identified strategy but support the global plan. In these situations, the participant is expected to document their concerns on the service plan when signing.
- A copy of the signed service plan is made available to each participant. Information and identified outcomes will be shared with any absent team member by the IDT Facilitator.
- The IDT Facilitator will follow all security steps to convey the information to team members not present.
- The IDT facilitator is responsible to keep all team members and family members informed about meeting dates and times and about any changes made to the schedule.
- All documentation and records for each child and family will be maintained by the IDT Facilitators in secure, locked settings. The family may review the information maintained in their IDT folder at any time.

FISCAL STRATEGIES TO SUPPORT SERVICE COORDINATION

Services and supports to address individual child and family needs will be addressed in the Family Service Plan. IDT participants are aware of local services as well as local funding resources that can be assessed to support families in obtaining services that fall outside the traditional service delivery mechanism.

- Funding needs for specific services &/or supports for individual families identified in Family Team Meetings are identified by the team working with the family.
- Identified service and support needs that are not covered by traditional service provider mechanisms can be addressed thru the collaborative problem-solving model used by the providers present.
- The Intersystem Diversion Team uses a team-developed resource guide that identifies the array of services available in this area. The resource guide is monitored and updated by IDT at least twice each year; more frequently when a significant number of resources change in a short period of time.
- Darke County FCFC continues to support a Flexible Fund account comprised of local funds allocated by several local providers including Juvenile Court, Recovery and Wellness, Local ADAMHS Board, JFS, DD Board, and Gateway Youth Programs.
- The use of local Flex Funds is monitored by the Darke County FCFC Service Coordinator, the FCFC Fiscal Agent, the FCFC Executive Committee and the FCFC Council.
- The need to request additional funds to maintain a reasonable balance is reviewed by the FCFC Council at least once each fiscal year.
- The IDT Service Coordinator makes a request for Flex Funds based on the individualized need of the family identified in the Family Service Plan. The funding request must identify the reason for the request, existing family resources, other funding mechanisms already considered or used the specific Life Domain wraparound area the funds will address and the expected outcomes of the funding request.
- The FCFC Service Coordinator is authorized to approve Flex Fund Requests up to \$300.00. Requests for funding above \$300.00 must be approved by the Executive Committee or chairperson.
- The fiscal agent for Darke County FCFC serves as the fiscal agency for the IDT Flexible funds account.
- Childrens Community Behavioral Health Funds (CCBH) are administered by the Tri-County Board of recovery and Mental Health Services. The Tri-County Board is an active participant in Darke County FCFC meetings. The Darke County FCF Council will address the use of CCBH funds at the July 2010 meeting when FY 2011 CCBH Guidance Documents are available.
- Family Centered Service and Support (FCSS) funds are administered by the local FCFC Council. FCSS funds will be used to support individual family needs consistent with the FCSS Guidance Documents.

DISPUTE RESOLUTION PROCESS

It is understood that a dispute or disagreement may arise in the course of family assessment, service plan development and implementation, assignment of responsibilities or in the determination of outcomes. The Darke County FCFC value commitment states that all participants will work to find a consensus to appropriately meet the identified concerns. It is understood that no individual service provider may unilaterally withdraw from the process or establish an individual service plan.

- The Darke County Service Coordination process includes the ability for the parent/legal guardian and for local service providers to file a formal dispute if any of the involved parties believes the offered services do not address the identified family needs appropriately,
- Families are informed about the dispute resolution process at the initial assessment meeting. This information is given to the parent in writing and is reviewed with the parent/legal guardian when questions arise during the course of the service coordination process.
- When a single agency is involved in a dispute, the due process mechanism established by that agency will be utilized.
- Parents/legal guardians are informed about the Dispute Resolution Process at the initial assessment meeting.
- In the event consensus cannot be reached to resolve a disagreement, any individual may file a request for a

Formal Dispute Resolution.

- The initial meeting to address a Formal Dispute will be scheduled by the FCFC Service Coordinator within 14 days of receipt of the request.
- All necessary services will continue to be provided to the child and family during the dispute resolution process.
- The family or service provider in disagreement meet with the IDT Facilitator and Family Team members to address and resolve the identified concerns.

The Darke County FCFC Service Coordinator will:

- Facilitate the discussion,
- Document the identified strategies to resolve the dispute,
- Prepare a written agreement signed by the family and participating team members.
- The written response will be completed and implemented within 7 days of the resolution meeting.
- If a dispute cannot be resolved at the at the IDT/Service Coordinator level, the individual/agency that initiated the dispute has 7 days to file an objection with the Darke County FCFC Executive Committee for assessment, investigation and disposition.
 - The Council's Executive Committee will investigate the complaint. The assigned individuals will not have a direct interest in the matter. In the event that a member of the Council's Executive Committee has a direct interest in the matter, the Council Chairperson will appoint another member of the Council to serve in that person's stead.
 - A written decision will be issued within 7 days from receipt of the complaint. The written decision will include the Darke County FCFC Executive Committee decision based on the identified concerns and the finding of the Executive Committee investigation.
- If a dispute cannot be resolved by the local FCFC Executive Committee, the individual/agency that initiated the dispute has 7 days to file an objection with the Darke County Juvenile Court judge for assessment and disposition.
- The Judge will set a hearing to review the disputed area within 21 working days of receipt of the dispute.
- A written decision will be issued to the individual/agency within 14 days of the hearing.
- This written decision will address each identified concern,
- The decision of the court will be binding for all parties involved.
- The Darke County Juvenile Court Judge is the final authority in the county process.
- The Darke County FCFC Executive Committee will review all documentation of the process and the final outcomes.
- The Darke county FCFC Service Coordinator will maintain all documentation related to all dispute actions and decisions.
- All existing services and funding plans will be maintained during the dispute resolution process.

Coordination of local HMG Dispute Resolution Process with Service Coordination Mechanism

- The Darke County HMG Program maintains a Dispute Resolution Process as required in ODH rule.
- An individual or an agency may file a dispute with the Darke County FCFC regarding Early Intervention Service provision as identified in the local HMG Dispute Resolution Process and the local FCFC Service Coordination Mechanism.
- The Darke County FCFC Service Coordinator will serve as the liaison for the complaint process and will coordinate the components of the local HMG Dispute Resolution Process with the local FCFC Dispute Resolution Process.
- All time frames identified in the local HMG Dispute Resolution Process will be followed as identified in the local FCFC Dispute Resolution Process.
- A dispute filed by an individual or an agency regarding HMG services that cannot be resolved through the local HMG Dispute Resolution Process will be referred to the FCFC Dispute Resolution Process for investigation and response following the time frames identified in the local FCFC Dispute Resolution Process identified above.
- Refer to Attachment 1 for the entire Darke County HMG Policy regarding Procedural Safeguards and

Dispute Resolution Process.

Emergency Dispute Resolution

An emergency situation is identified as:

- An imminent risk of personal injury to a child or family being served or to other community members.
- Any situation involving immediate risk or harm to a child or a family member.
- The individuals/families at risk, or their advocate, should access this process for resolution.
- Emergency Dispute Issues should be addressed within 3 working days.
- If a resolution cannot be obtained at this level, the emergency dispute will be filed with the Darke County Juvenile Court Judge within 24 hours of the impasse.
- The Judge will issue a binding resolution within 3 working days.
- HMG Dispute Resolution situations will follow all time frames identified in the Darke County HMG Service Coordination Process.
- Refer to Attachment 1 for the entire Darke County HMG Policy regarding Procedural Safeguards and Dispute Resolution Process.

QUALITY ASSURANCE OF SERVICE COORDINATION MECHANISM

- The quality assurance process will be monitored by the FCFC Service Coordinator, the Executive committee and the full council.
- The IDT Core Team will meet at least one time per month to review all IDT activity for the past month.
 - The IDT Core Team is comprised of nine primary child and family service providers working in Darke County.
- IDT data, FCSS and HMG data is submitted to the FCFC service coordinator each month. The information is shared with the FCF Executive Committee and with the full council at scheduled meetings.
- The Darke County FCFC Service Coordinator randomly reviews IDT family service plans to monitor inclusion of all relevant components such as:
 - Family Strengths and natural supports,
 - Expected family outcomes,
 - Family Identified needs,
 - Crisis Plan,
 - Identified interventions and responsible individuals,
 - Parent Advocacy Options.
- The Darke County FCFC Service Coordinator completes an IDT process survey annually to identify:
 - Service Frequency and Duration
 - Level of service provider participation
 - Value to local providers such as schools, mental health providers, juvenile court, CSU, etc.
 - Effective use of local Flex Funds
 - Effective use of local resources.
- Information gathered from annual survey of consumers will be shared with the Darke County Executive Committee, the full FCFC Council and consumers and the Ohio FCFC Council Cabinet as required by statute or by Ohio FCFC guidelines.

PUBLIC AWARENESS

- The Darke County FCFC Service Coordinator will offer ongoing training to parents, local service providers about the county Service Coordination mechanism, the IDT process and any other county cross-system collaboration procedures.
- Cross-System Orientation is provided quarterly by the Darke County FCFC Service Coordinator and the IDT members to parents, local services providers and the community.
- Cross-system Orientation is scheduled in an array of locations around the county so providers, parents, educators and the community at large will be able to access a convenient site.

Darke County Family and Children First Council/Help Me Grow Procedural Safeguards & Dispute Resolution Policy

If you believe your parental rights in the Help Me Grow system have been violated and would like to file a complaint you have the following two options.

1. You may complete the attached Darke County Family and Children First Council Dispute Resolution form and mail to:
Jody Rhoades
Service Coordination
300 Garst Avenue
Greenville, Ohio 45331

2. You may contact the Bureau of Early Intervention Services at the Ohio Department of Health.
*by phone (614)-644-8389
*by email at beis@gw.odh.state.oh.us
*or by mail to:
Ohio Department of Health
Bureau of Early Intervention Services
ATTN: Help Me Grow Program
246 N. High. PO Box 118
Columbus, Oh 43215

Darke County Family and Children First Council/Help Me Crow Procedural Safeguards & Dispute Resolution Policy

Procedural Safeguards-General

Procedural safeguards represent the assurance and process provided by the individuals with Disabilities Education Act (IDEA) that protects parents' and eligible children's rights; and provides standards for accountability, consistency, and a means for settling disputes in a fair and equitable manner statewide; and are consistent with Title 34CFR, Chapter III, Part 303, Subpart E.

Ohio Department of Health (ODH), in a partnership with the state and county Family & Children First Councils (FCFC), is responsible for assuring effective implementation of procedural safeguards by each state or local agency or a public or private agency in the state that is involved in the provision of Part C early intervention services.

Procedural Safeguards policy covers four areas:

1. consent for early intervention services
2. safeguards for confidentiality
3. opportunity to examine records
4. dispute resolution by ODH and FCFC

Consent for early intervention services include: parent consent, notice to initiate or refuse services, refusal to consent, and surrogate parents.

Written parental consent is required before conducting developmental evaluation and family assessment to determine eligibility; and initiating the provision of early intervention services for the first time.

Notice to initiate or refuse services: when a provider of services proposes, or refuses, to initiate or change the eligibility, evaluation, or placement of an infant or toddler, or the provision of early intervention services, the provider shall give the parent written timely notice.

If consent is not given, the provider shall make reasonable efforts to ensure that the parent is fully aware of the nature of the developmental evaluation and family assessment or the services that would be available: and, understands that the child will not be able to receive the evaluation or services unless consent is given.

Refusal to consent: providers cannot override a parent's decision to refuse consent for evaluation and assessment. If the provider determines that the parent's refusal to consent for evaluation or assessment constitutes neglect, the provider must make a referral to Darke County Childrens Services.

Surrogate Parents: ODH, Bureau of Early Intervention Services, shall appoint a surrogate parent if no parent can be identified; the agency or service provider, after reasonable efforts, cannot discover the whereabouts of a parent; or, the child is a ward of the state under the laws of Ohio.

The procedure for notifying ODH that a surrogate parent is needed: Contact Kathy Arnold, Family Support Program Consultant at (614) 644-8389 or ksarnold@gw.odh.state.oh.us

Safeguards for Confidentiality: each provider shall give notice to fully inform parents of the need for the use of information collected and maintained by such provider.

Storage of Confidential records: a permanent record of all infants' or toddlers' names, addresses, and phone numbers, and year early intervention was completed must be maintained in accordance with applicable laws and standard community practices. At a minimum, all client records shall be maintained until the child has reached age of six years.

Opportunity to examine records:

Record of access: any provider that collects, maintains, or uses early intervention service records must keep a record of any parties obtaining access to these records (except access by parents and authorized employees of the agency).

List of types and locations of information: providers shall provide parents, on request, a list of the types and locations of records collected, maintained, or used by the agency or provider.

Fees: parents cannot be charged a fee for any search or retrieval of the records; but can be charged for the actual amount of the copying costs of records, if the fee does not prevent the parents from exercising their rights to inspect and review those records.

Amendment of record can occur at parent's request.

If there is a hearing regarding dispute of information in records:

The hearing must be held within thirty (30) days;

The provider shall inform the parent of the date, time, and place of the hearing, with adequate advance notice; and,

An individual, who does not have a direct interest in the outcomes of the hearing, must conduct the hearing.

Dispute Resolution

Available remedies include:

- Filing a complaint with Darke County Family & Children First Council
- And/or the Ohio Department of Health, Bureau of Early Intervention Services, 246 North High Street, Columbus, Ohio 43215
- And/or requesting mediation;
- And/or administrative hearing with ODH

If the ODH or FCFC receive a complaint, the entity receiving the complaint must provide the complainant with a copy of the procedural safeguards and explain the options available for dispute resolution.

Investigation by the ODH: an individual or an organization, including a parent of an infant or toddler or an individual or organization from another state, may file a complaint with the ODH regarding an allegation that a provider is violating a requirement of early intervention laws.

ODH shall assign one or more employees of ODH and/or other partnering agencies to investigate the complaint and will complete at least the following tasks:

- Conduct an on-site investigation as determined necessary;
- Interview complainant and give complainant an opportunity to submit additional information, either orally or written.
- Interview relevant providers and give providers an opportunity to submit additional information, either orally or in writing; and
- Review all relevant information and make a decision.

If ODH determines that there was a violation, ODH must ensure that corrective actions are implemented; and will require a written corrective plan of action from the provider within forty-five (45) days or sooner of receipt of the written final decision.

The corrective action plan may include the following;

- Participation of the provider in specific technical assistance activities;
- Award of monetary reimbursement and/or;
- Develop and provide trainings at the statewide level.

Investigation by the FCFC: an individual or an organization may file a complaint regarding the provision of early intervention services within the county. The FCFC shall notify ODII (BEIS) of the complaint in writing (via email or fax) within seven (7) calendar days of receipt of the complaint.

As per Darke County Family and Children First Council/ Service Coordination the dispute resolution process will be used for addressing problems that may arise concerning the delivery of services. The dispute resolution process is set forth below and is a two-tiered process involving non-emergency and emergency disputes.

Dispute Resolution Guiding Principles

When a single agency is involved in a dispute, the due process established by that agency will be utilized.

- Darke County feels strongly that families, children and agencies need a process to address problems that may arise concerning the delivery of services. These concerns may be between families, children and the agencies providing services, or to determine what the agencies are financially responsible for providing the needed services.
- A copy of the dispute resolution form is provided as part of the referral packet. A copy of this form is attached to the back of this plan as "Attachment B."
- The dispute resolution process in Darke County will be user-friendly, efficient, and timely in addressing service related problems.
- Families and children will be made aware of the dispute resolution process at the initial meeting. The

procedure will be explained verbally and information will be given, including the dispute resolution filing form outlining the process.

- Once a dispute has been filed the following will apply:
 - o Services will not be denied families and children who file a dispute.
 - o The level of services a family and children are receiving at the time the dispute is filed will continue through the resolution process.
 - o The family is encouraged to seek advocacy support.

Non-Emergency Dispute Resolution Process:

A non-emergency situation exists when there is not an imminent risk of personal injury to a child or family being served, or other community member.

- Service dispute is filed with the Council Coordinator. The Council Coordinator will attempt to resolve the situation as soon as possible and no later than seven (7) working days after the dispute is filed with the Coordinator. Depending on the severity of the dispute, the Council Coordinator may attempt to resolve the issues by acting as a liaison between the disputing parties.
- If a resolution is not possible or the Council Coordinator feels the severity of the issues call for additional mediation; the Council Coordinator will be charged with assembling the Dispute Resolution Committee (members of the Council Executive Committee) for the purpose of resolving the dispute. The Dispute Resolution Committee will meet within seven (7) working days from the time the dispute is filed with the Dispute Resolution Committee. The Council Coordinator will obtain and provide all documentation related to the dispute to all parties and to notify all parties of the time and place of the meeting to resolve the conflict.
- If the dispute is unresolved, it will be filed with the Juvenile Court Judge for a binding decision to be completed within seven (7) days of filing.
- The Council strongly feels that dispute situations should be addressed in a timely fashion. Twenty-eight (28) working days or less should provide adequate time for disputes to be resolved in the best interest of all parties.

Emergency Dispute Resolution Process:

An emergency situation exists when there is imminent risk of personal injury to a child or family being served, or other community member.

- When an emergency dispute resolution situation arises, the Council Coordinator, upon notification, will immediately inform the Dispute Resolution Committee.
- The Dispute Resolution Committee will convene and resolve the situation in no more than three (3) working days. The Council Coordinator will provide all documentation related to the dispute to all parties and notify them of the meeting time and place.
- If the Dispute Resolution Committee fails to resolve the dispute, it will be filed with the Juvenile Court Judge within twenty-four hours of the impasse and within three (3) working days the Judge will reach a binding resolution.
- In an emergency situation, it is even more crucial to have the dispute resolved in an efficient and timely manner. The Council feels this can be accomplished in six (6) working days or less.
- These same dispute resolution processes are applicable for children, families and agencies accessing the services of the Help Me Grow (HMG) Program.
- All HMG Program clients are provided a written copy of this process at the time of the first visit.

Mediation

“Mediation” means a dispute resolution and collaborative problem-solving process, which provides a trained impartial party who facilitates a negotiation process between parties who have reached an impasse.

Administrative Hearing

A parent of an infant or toddler may request in writing an impartial administrative hearing. ODH will:

- Appoint a hearing offer to hold a hearing at a time and location that is reasonably convenient for the parents;
- Provide notice to the parents and any other interested parties of the date, time, and location; and,
- Notify parents about the procedures including timeliness, roles of parties involved, and options if they do not agree with the resulting decision.

Status of a child during Proceedings

- During the resolution of disputes, the child and family shall continue to receive appropriate early intervention services.
- If the complaint involves entrance into one service under this part, the child and family must receive those services that are not in dispute.

Darke County Family and Children First Council Dispute Resolution Form

Date: _____

Name: _____

Address: _____

Phone Number: _____

Child/Family Name/or Agency: _____

Explanation of Dispute (please include steps taken to resolve the issue. Use additional paper if necessary)

Resolution you are seeking:

Signature of person completing form: _____

Mail To:
Jody Rhoades
FCFC Service Coordinator
300 Garst Avenue
Greenville, Oh 45331

DARKE COUNTY INTERSYSTEM DIVERSION TEAM
PARENT / LEGAL GUARDIAN AUTHORIZATION TO SHARE INFORMATION FOR COLLABORATIVE PLANNING

PARENT/GUARDIAN NAME _____ authorizes all of the providers listed below to share relevant information with the Darke County Intersystem Diversion Team (IDT). This service provider collaborative works together with the family to coordinate services and resources to help meet the needs of referred children and families. Sharing relevant information provides a useful tool to help the family develop a comprehensive Family Service Plan.

Darke County CSU / Job and Family Services
Darke County Educational Service Center
Darke County Health Department
Darke County Juvenile Court
Darke County Mental Health Clinic
Darke County DD Board

Darke County Recovery Services
Darke County Health Department
Gateway Youth Programs
Local School District
Family Health Services
Family and Children First Service Coordinator

Other Providers To Be Included in this Shared Release: _____

Verification of Confidentiality of Shared Information

I understand that this information will be released only to the above named programs. I agree that this release will cover all identified family members listed on this release. Any information released to IDT will not be re-released. I understand all IDT records are protected by state and/or federal confidentiality regulations. IDT records will not be disclosed or released without written consent of the parent/legal guardian. I may revoke this signed consent to share information at any time. This signed consent to share information expires 365 days after the date below.

PARENT/LEGAL GUARDIAN _____ DATE _____

PARENT/LEGAL GUARDIAN _____ DATE _____

REVOKED

PARENT/LEGAL GUARDIAN _____ DATE _____

PARENT/LEGAL GUARDIAN _____ DATE _____

Please Mail To:
DARKE COUNTY JFS
ATTN: AMY LOCKE
631 WAGNER AVENUE
GREENVILLE, OHIO 45331

Telephone: (937) 548-4132, ext. 275

**DARKE COUNTY INTERSYSTEM DIVERSION TEAM
FAMILY SERVICE PLAN**

Date: _____ **Parent/Guardian Name:** _____

Child(ren) Name: _____

Child & Family Current Needs and Concerns

Child & Family Strengths/Supports

Expected Outcomes

Updates from Previous Team Meetings

10/2012