

# FCFC Service Coordination Matrix

County	Who do I call or email to ask about applying for Service Coordination?	What ages of children can receive Service Coordination & what needs qualify them for it?	Who can refer a child & how is a referral made?	How can a parent self-refer a child? Where can a parent get a self-referral form & who does the parent give it to when it is completed?	How can a family get a <b>Parent Advocate</b> ?	What happens if I disagree with a service coordination decision? <b>How long does it take</b> to get an answer when I disagree?	Who do I call or email to file a dispute or disagreement?
<b>Franklin</b>	<p><b>Eve Fitch</b> Title: Director of Multi-System Services</p> <p><b>Phone:</b> 614-275-2604</p> <p><b>Email:</b> <a href="mailto:emfitch@fcs.co.franklin.oh.us">emfitch@fcs.co.franklin.oh.us</a></p>	0-21 years of age with multi-systemic needs.	Anyone can refer a family by calling 614-275-2511. A FCFC representative will talk with the person to gather some preliminary information & will schedule a time to follow up with the family	<b>A parent can call 614-275-2511. The family does not have to complete the form independently. A service coordinator will talk with them &amp; complete the referral with them. This can be done via phone or a home visit.</b>	The parent may request a parent advocate at any time The service coordinator will make a referral & insure an advocate is assigned. The service coordinator will also make parents aware of the parent advocate during the process in case parents do not know of the availability of the service.	The parent is an active member of the team & can voice a disagreement at any time in the process. Hopefully, the problem can be resolved within the team. If it moves to Dispute Resolution, the process could take up to 60 days, but every effort will be made to resolve the dispute in less time.	<p><b>Eve Fitch</b> Title: Director of Multi-System Services</p> <p><b>Phone:</b> 614-275-2604</p> <p><b>Email:</b> <a href="mailto:emfitch@fcs.co.franklin.oh.us">emfitch@fcs.co.franklin.oh.us</a></p>