

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 Parent Advocate?	What happens if I disagree with a service coordination decision? How long does it take to get an answer when I disagree?	Who do I call or email to file a dispute or disagreement?
Hancock	<p>Stacy Shaw Title: Council Coordinator</p> <p>Phone: 419-423-8687</p> <p>Email: sshaw@ffchelpmegrow.org</p>	<p>Ages from 0-21, that is residing in Hancock County. No family will be refused the opportunity to self-refer themselves for consideration for service coordination.</p> <p>Information and referral.</p> <p>Service Coordination</p> <p>Wraparound</p> <p>Shared Funding</p>	<p>Referrals can be taken directly from families or community organizations.</p> <p>Referrals accepted from any resident of Hancock Co. including, agencies, juvenile court & families voluntarily seeking services.</p> <p>Referral process initiated by calling the Council Coordinator and/or completing a Family First Council Referral Form & returning it to the Council Coordinator.</p> <p>The Family First Council Coordinator contacts the referred family within 2 business days of the receipt of the referral to determine the extent of the family's needs. Within 5 days of initial contact, a face-to-face meeting is scheduled with the family.</p>	<p>A parent can self-refer by calling 419-423-8687 and/or coming to the FFC office at 1700 E Sandusky St., Findlay, OH for more information.</p>	<p>No current FCFC Family Advocate is on staff. If families would like an advocate, please contact the council coordinator at 419-423-8687.</p>	<p>Parents have the right to file a dispute with the council coordinator at any time. There are 4 possible steps regarding the dispute resolution process. Depending on what stage of the process is required the timeframe could take anywhere from 20 days to Over 90 days for a resolution. Refer to the Service Coordination Dispute Resolution process.</p>	<p>Stacy Shaw Title: Council Coordinator</p> <p>Phone: 419-423-8687</p> <p>Email: sshaw@ffchelpmegrow.org</p>