

# 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 and what needs qualify them for it?	Who can refer a child and how is a referral made?	How can a parent self-refer a child? Where can a parent get a self-referral form and 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?
Stark	<p>Name: Patty Kovacs            Title: Stark County Family Council, Exec. Assistant            Phone: (330) 492-8136 ext. 1480            Email: <a href="mailto:Patty.Kovacs@email.sparcc.org">Patty.Kovacs@email.sparcc.org</a></p>	<p>Children and youth 0 - 21 who are involved in multiple systems, have complex needs and are at risk of being placed in a more restrictive setting may access the following services as appropriate to the need:</p> <ol style="list-style-type: none"> <li>High Fidelity WrapAround services: Children/youth, who have been involved in two or more public systems within the last 90 days, whose needs are not being adequately met, and who have reached a level of urgency requiring additional service coordination. Single system youth who are at imminent risk of placement may also be considered for WrapAround services.</li> <li>Family Support services: Parents/Caregivers who are seeking assistance in meeting the needs of their children but do not have the intensity of need for High Fidelity WrapAround services.</li> </ol>	<p>Any agency, organization, family member or friend may make a referral for WrapAround and/or Family Support Services by calling the Stark County Family Council office at 330-492-8136 ext. 1480 AND faxing a completed Release of Information form, signed by the child's parent/guardian, to the Family Council office at 330-491-9731.</p>	<p>Any parent/guardian may self-refer by calling the Family Council Office at 330-492-8136 ext 1480.</p>	<p>Family Support Specialists are available to any family seeking assistance through the service coordination process.</p> <p>Based upon the needs of the family, the Family Support Specialist may refer the family to another support organization.</p> <p>The family may invite any family support person or advocate to participate in their service coordination process.</p>	<p>A Dispute Resolution process is defined within Stark County's Service Coordination Mechanism along with the forms needed to initiate the process. Anyone wishing a copy of the Dispute Resolution packet may contact the Family Council office or go to: <a href="http://www.starkfamilycouncil.org">www.starkfamilycouncil.org</a></p> <p>Once a dispute is filed with the Family Council office, the family will be contacted within three days and efforts will be made to resolve the issue. If the issue cannot be resolved, the family will have multiple opportunities to appeal at various levels of the Service Coordination system. The maximum time that will be taken to resolve any dispute will be 60 days. If it cannot be resolved within Council, it will be referred to the Stark County Family Court.</p>	<p>Name: Janice Houchins, LISW-S            Title: Stark County Family Council, Executive Director            Phone: (330) 492-8136 ext. 1481            Email: <a href="mailto:Janice.houchins@email.sparcc.org">Janice.houchins@email.sparcc.org</a></p>