

Vinton County Family & Children First Council

Service Coordination Mechanism

JUNE 2010



The Vinton County Family and Children First Council exists as a collaborative effort between local social service providers to provide a comprehensive, multidisciplinary approach to services for Vinton County children, ages birth to 22. This plan clearly outlines the process and the objectives of this family centered approach to service delivery.

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Vinton County Family and Children First Council

Established in the early 1990s, Vinton County Family and Children First council (VCFCFC) exists as a collaborative effort by local health and human service providers to promote maintain and facilitate community collaboration of multi system services to children and families of Vinton County. The council is committed to the mission of the Ohio Family and Children First Council—to provide expertise, collaboration and cooperation across systems to keep the family intact, while ensuring the child’s safety and that of the family. Full council meetings are open to the public and family involvement is encouraged, welcome and mandated.

COMMITMENT TO CHILD WELL-BEING

Ohio’s Commitments to Child Well-Being are:

- Expectant parents and newborns thrive
- Infants and toddlers thrive
- Children are ready for school
- Children and youth succeed in school
- Youth choose healthy behaviors
- Youth successfully transition into adulthood

Vinton County Family and Children First will support Ohio’s vision to the Commitment to Child Well-Being by making services available to families and children of Vinton County. Through the enactment of House Bill 66 the Service Coordination Mechanism shall serve as the guiding document for the coordination of services in Vinton County.

The VCFCFC is comprised of the mandated members as written in ORC, as well as regular attendance from non mandated invested community partners. Full council consists of, but not limited to, the following agencies/organizations:

- Tri County Mental Health and Counseling
- Vinton County Job and Family Services
- Vinton County Children Services
- Vinton County Health Department
- Vinton County Board of Developmental Disabilities
- Sojourner’s Care Network
- Department of Youth Services
- Athens, Hocking Vinton 317 Board (ADAMH board)
- Vinton County Local Schools,
- Jackson-Vinton Head start
- Early Childhood Collaborative Committee representative
- Family Healthcare, Inc
- Integrated Services of Appalachian Ohio

- Vinton County Commissioners
- Mayor of McArthur, Ohio (county seat)
- TASC of Southeast Ohio

PURPOSE

The purpose of the council is to streamline and coordinate existing services for families seeking help for their children, birth through age 22. Our service coordination provides an opportunity for a unique intervention, eliminating the duplication of services. The supports for the family can be information and referral to another agency or direct service providing. There are traditional services and natural supports built into the service coordination plan. VCFCFC Service Coordination is the direct result of a collaborative, cross-systems approach.

UNDERLYING VALUES

Values outlined by the Ohio Family and Children First continue to positively influence Ohio's public policy regarding families and their children. These same values, outlined below, have also guided the Vinton County Family and Children First Council in our commitment to providing Vinton County families better access to services and effective service coordination

- *Children have the right to live with their own family.*
- *Children have the right to be nurtured and protected in a stable family environment.*
- *When children are at risk of harm, the community has the responsibility to intervene.*
- *Families are our community's most important resource and must be respected, valued, and encouraged to build upon their strengths.*
- *The racial, cultural and ethnic heritage of children and the neighborhoods where they live are respected and supported as strengths. Ethnic and racial child-rearing practices are valued.*
- *Families have the right and responsibility to participate in identifying their concerns, priorities, and needed resources.*
- *Families have a right to individualized service provision that addresses the multiple needs of their children.*

With these values in mind, the purpose of revising our service coordination is to transform state and local service delivery systems from child-centered systems to family integrated systems that support children by preserving families through supportive inter-agency, home and community interventions.

SERVICE COORDINATION MECHANISM

PURPOSE

The VCFCFC Service Coordination Mechanism serves as the guiding document for coordination of services, emphasizing on the interagency system of care. There are partnerships defined that may have not been defined in the past, parents have direct involvement and influence on what the plan will be for their child, and we build on the strengths of the children and families as a whole. With Vinton county falling deep into the Appalachian Region of Ohio, we are very responsive to the needs and diversity of the families and children that we serve.

HISTORY

VCFCFC service coordination has been in place for many years, and has become a familiar process in Vinton County. Agency personnel are very aware of the service coordination process, and information has been passed on into the community through meeting appearances with direct service providers by the council coordinator, and brochures are being prepared for placement in public places throughout the county. Word of mouth among families who have had positive experiences will also serve as a means to spread the word of the service coordination process.

DEVELOPMENT OF PROCEDURE

Per Ohio Revised Code 121.37 representatives from the following agencies participated in the planning and development of the Vinton County Service Coordination Mechanism:

- Vinton County Children Services
- Vinton County Health Department
- Vinton County Juvenile Court
- Vinton County Help Me Grow
- Vinton County Early Childhood Committee
- Representatives from Full FCFC Council
- Vinton County Board of Developmental Disabilities
- Vinton County Local School District
- Athens Hocking Vinton 317 Board (ADAMH board)
- Parent Representatives from council

TRAINING OF PROCEDURE

Training for the service coordination process occurs as necessary by the council coordinator. There are opportunities for training by the Council Coordinator at the Vinton County Social Service Council meetings every other month, the health department staff meetings, and Family and Civic Engagement meetings. School personnel, family support persons, counselors (school and Tri County Mental Health) and teachers can request training or more information about the process at any time, and such information will be provided by the council coordinator.

INFORMATION

Families can access information from the Vinton County FCFC Coordinator or any FCFC Council Member. Upon request, families will be provided with a directory of services that details available services and provides the contact information for those services.

REFERRAL PROCESS—Attachment A

Any social service or health and human service agency or juvenile court can refer a Vinton County child for service coordination. A family or other individual may also refer their child if they are seeking voluntary services. The referring agency or individual will fill out the referral packet, consisting of geographic information, school information, current agency involvement/contact information for these case workers, release of information, and a risk tool evaluation that should be filled out by the service provider making the referral ONLY. A referring agency or family may contact the coordinator asking for service coordination, at which time a referral packet will be completed with the family.

INITIATION OF FAMILY TEAM MEETINGS

Phone calls or emails to all necessary members of the family team, including a representative from Vinton County Local Schools and all agencies involved with the family will be conducted by the council coordinator. In some cases, the referring agency will make the notifications and the council coordinator will contact the family after receipt of the referral. There will be several contacts made to the family and the meeting will occur based only on the FAMILY's availability, as they are the driving force in the team. The family will have the first contact made to them within 1 business day of the coordinator's receipt of referral, and the team meeting will be attempted to be scheduled no later than 5 days after the referral. In cases of emergency or urgent need of service coordination, the team meeting will happen within 24 hours of receipt of referral, based on family availability.

INVITATION BY FAMILY OF SELECTED SUPPORT PERSONS

A family can initiate a team meeting at any time. They may ask for any support persons to be invited, and can do so through the council coordinator. There will be a formal invitation sent to these support persons at the request of the family. These invitations can be in the form of an email, a phone call, or a letter sent via post office. The team will then be notified by the council coordinator of the need for a meeting, and the family's availability of time and date. When the meeting is set, the coordinator will send out notifications to all team members of the date time and place, including those support persons requested by the family.

DEVELOPMENT OF A FAMILY SERVICE COORDINATION PLAN

The Family Team will develop and maintain a comprehensive family service coordination plan. The plan will identify and organize providers, services and responsibilities that effect the needs of the child. Services may be provided by public and private agencies and informal supports such as other family members and churches. Families have an active role in writing the individual family service coordination plan and share a responsibility for carrying out the plan.

The individual family service coordination plan will include:

- Which agencies are responsible for giving your child and family services. The agencies can be state, county and local, public and private agencies and informal supports.
- Who will coordinate services? Families will approve the person who will coordinate services.
- The individual service coordination plan must make sure that all services support individual family strengths.
- Families and children will be given the opportunity share opinions, ideas and suggestions about how to make services respect families diversity.
- Services will be delivered in the least restrictive environment. A least restrictive environment is when a child receives services in the most helpful setting while being with other children.
- A timeline must be established for when an individual service coordination plan starts and finishes.
- All IFSCP plans will include arrangements on how to deal with an emergency situation or a short term crisis situation.

With each unique family dynamic and circumstance comes a unique family service plan.

OUT OF HOME PLACEMENT

The family team may recommend removal from the home to Job and Family Services through their already established referral process, once all other resources have been exhausted. Removal from the home may include hospitalization, or residential treatment. Children's Services and Juvenile Court may remove a youth from their home at any time without consulting the family team. There will be a family team meeting to determine the exhaustion of all other resources, or in case of emergency, there will be a meeting no later than 10 days after placement, for update of the service coordination plan.

- For those children who need to be removed from the home, there will be family team meetings on a quarterly basis in order to prepare the family and child for reunification, and make the necessary changes to the Family Service Coordination Plan. Family Service Coordination Plans will include a plan for children transitioning back into their home and the community when necessary.
- These cases will be presented at monthly Cluster meetings in order to track the progress. A family team representative will participate in all reviews conducted by a youth's placement and report findings to the family team. Family team reviews will be scheduled as necessary to update the team of the youth's progress.

UNRULY

If a child is alleged to be unruly, a process to try to keep the child out of the juvenile justice system has been developed by council. This process **may** identify these or other measures:

- A process or agency that will assess a child and family's strengths and needs, and which questions or tests will be used to do the assessment.
- Responsibility of children and families, which may include responsibility to help pay for services.
- Involvement of local law enforcement agencies.
- Holding a complaint ready to file with the juvenile court, as a way to encourage the child and family to comply with measures to keep the child out of juvenile court.
- Meetings with child, family and other people to find other ways to keep child out of juvenile court.
- Short term respite from a short term crisis that involves confrontation between child and family.
- A mentor program for child and family
- A parenting education program

Upon the filing of an unruly complaint the court will notify, if deemed appropriate, the child, parents/guardian/custodian that a complaint has been filed and that the case is being considered for the diversion program. Unruly complaints that do not meet the requirements set forth under Ohio law shall be dismissed by the court upon its own motives.

After the complaint has been served the court will conduct a meeting with the child, complaining or interested party, and the parents/guardian/custodian, as determined by the court, in order determine the appropriate methods to divert the child from the juvenile court system. The diversion program shall emphasize the personal responsibilities of the child and parent/guardian/custodian.

After the meeting with the child, parent/guardian/custodian, and complaining or interested party, the case shall be removed from the regular docket if it has been accepted for the diversion program.

The diversion program shall include, but is not limited to the following:

- (1) Short term respite for the parents as arranged by the county FCFC
- (2) Referral to the school counseling system
- (3) Provision of parent education as provided by the county FCFC
- (4) Involvement in Project Boost, 4H or other appropriate afterschool, responsibility building activities
- (5) Other appropriate measures including referral to FCFC for service coordination

The terms of diversion program for each child shall be set forth in an agreement signed by the child, the parent/guardian/custodian, and complaining party. The case shall be dismissed without prejudice 60 days from the date of the meeting within said 60 day period the court shall receive notice from the FCFC coordinator that services set forth in the agreement are being provided.

For any unruly complaint filed by a school district, an administrator from the child's school shall attend the meeting to determine the appropriate method to divert the child from the juvenile court system. Administration shall include the principal, the vice principal, or a guidance counselor from the child's school. The administrator who attends this meeting should be prepared to discuss, in detail, the child's attendance, academic performance, IEP, the specific issue that caused the complaint to be filed, and what internal measures the school has already utilized to resolve the child's problems.

MONITORING PROGRESS OF YOUTH UNDER SERVICE COORDINATION

Progress of youth under service coordination will be tracked via monthly team meetings where intense tracking is deemed necessary by the Family team and by quarterly team meetings where the intensity and number of service delivery is not so great. Outcomes will be determined by the goals set at the family meetings.

Upon request from the State of Ohio, data from *any* families' IFSCP will be submitted to the state for purpose of evaluation.

PROTECTION OF FAMILY CONFIDENTIALITY and ACCESS TO RECORDS—Attachment B, C

I. POLICY

Records that are generated or held by the Vinton County Family and Children First Council will be safeguarded and managed in accordance with Ohio Law. Records that are regarded as open to public inspection will be disclosed in accordance with the law.

II. DEFINITIONS

Confidential Information: Information, which is subject to specific limitations on disclosure. Such information must be specifically labeled, handled, and stored in such a way as to guard against accidental disclosure.

Disclosure: To communicate, transmit, or in any way convey any information to any individual or organization in written, verbal or other form.

III. PROCEDURES

- A. Confidential Records: The individually identifying case records of clients in the possession of the Family and Children First Council are held confidential. Such records must be specifically labeled confidential, handled, and stored in such a way as to guard against accidental disclosure.

- B. Open Records: The Ohio Revised Code sec 149.43- 149.44 states that all records that records, which are not identified as confidential, must be open for inspection by and released to the public. Examples of open records include general administrative records such as correspondence files, financial or statistical reports, program plans, meeting notes, and so forth. Any information which personally identifies clients, sensitive personal information about employees or other persons officially associated with the Family and Children First Council or other records which are protected as confidential by federal or state law or regulation are specifically exempted from public access.

- C. Access to Open Records: All Family and Children First Council records, which are not identified as confidential, must be open for inspection by and released to the public.
 - 1. You are entitled to inspect public records promptly and to receive copies of public records within a reasonable period of time.

2. You may inspect or receive copies of public records at all reasonable times during regular business hours.
 3. Except in limited circumstances, a public office may charge you no more than the actual cost to duplicate the public records you have requested.
 4. Although it may benefit you to make a request for public records in writing, a public office cannot deny you access to public records because you refuse to do so.
 5. You have the right to choose whether you want to receive copies on paper, in the same form as the public office keeps them, or in a different form that the public office can duplicate in its normal operations.
 6. You must make your request specific and you must identify the particular records you want. A request for all records about a particular topic, for instance, may be legally improper.
- D. Storage of Records: All records and identifying data will be stored in a manner that is in compliance with both state and federal standards for storing data.

ASSESSMENT OF STRENGTHS, NEEDS AND CULTURAL DIVERSITY OF THE FAMILY—Attachment D

LEAST RESTRICTIVE ENVIRONMENT

Family involvement in choosing appropriate services and providers and in the planning, implementation, and evaluation of services must be respected. It is critical to the outcome of service coordination that special attention is given to the issues related to racial, ethnic, cultural identity and to gender. System development should also promote early intervention, preventing unnecessary out-of-home placement and keeping children and communities safe while supporting families whenever possible. Services and supports should meet the needs of children and their families in the least restrictive environment possible and as close to their own home environment as possible. The VCFCFC referral packet includes a comprehensive questionnaire that assess the strengths the family already has, and then will help build upon with the development of the plan.

During the family team meeting, the providers that deal most closely with the family and the youth will have the opportunity to discuss and provide information on the culture of the family, and their strengths and needs. The family will be asked what kinds of social activities that they enjoy or what kinds of things do they like to do together when they are not under stress and crisis, and these events will be taken into consideration when developing the full plan.

DISPUTE RESOLUTION PROCESS

It is important to note that the following timelines/guidance for dispute resolution is based on emergency or non emergency need. Should the dispute occur during a time of crisis for families, all timelines and deadlines would be moved up to accommodate the crisis situation.

A. Disputes between a Child's Parents/Custodians and the County Council-

Purpose: The local dispute resolution process shall be used to resolve disputes between a child's parents or custodians and the county council regarding service coordination. A parent or custodian who disagrees with a decision rendered by a county council regarding services for a child may initiate the dispute resolution process established in the county's Service Coordination Mechanism. In addition, children and families eligible for Help Me Grow, but not eligible for Part C Early Intervention services, may file a complaint through the county council's dispute resolution process.

Parents or custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. The dispute resolution process is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the Ohio Revised Code.

The following steps outline this component of the dispute resolution process:

1. The council coordinator is designated as the liaison for the receipt of complaints regarding service coordination.
2. Parents or custodians shall be informed of their right to use the dispute resolution process.
 - a. Those parents or custodians who are denied access to the service coordination process at the point of referral will be informed of their right to use the dispute resolution process and will be provided a written copy of the council's dispute resolution process.
 - b. During service implementation, parents or custodians will be informed of their right to use the dispute resolution process and will be provided a written copy of the council's dispute resolution process.
 - c. Any member of the Family team or any member of council who receives a complaint from a parent or custodian regarding service coordination will inform the complainant of their right to use the council's dispute resolution process and provide the complainant with the contact information for filing a complaint. The council coordinator will provide a copy of the dispute resolution process to the parent or custodian filing a complaint.
3. The council coordinator will notify the council chair and administrative agent of the complaint within seven calendar days.

4. Each agency represented on a county council that is providing services or funding for services that are subject to the dispute resolution process initiated by a parent or custodian must continue to provide those services and the funding for those services during the dispute resolution process.
5. The council will assign one or more individuals to investigate the complaint. The assigned individuals will not have a direct interest in the matter.
6. The investigation of the complaint will include at least the following:
 - a. Conduction an on-site investigation as determined necessary;
 - b. Interviewing the parent or custodian and giving the parent or custodian the opportunity to submit additional information, either orally or in writing;
 - c. Interviewing relevant providers and giving providers an opportunity to submit additional information, either orally or in writing; and
 - d. Reviewing all relevant information and making a decision.
7. The Council will issue a written decision to the parent or custodian within sixty (60) days from receipt of the complaint. Situations determined to be an emergency by the Council, will be addressed within 30 calendar days. The written decisions will address each allegation and include findings of facts and conclusions and the reasons for the council's decision.
8. When the provision of service or funding cannot be resolved through the designated dispute resolution process, the final arbitrator will be the presiding juvenile court judge. The council coordinator will assist the parent or custodian in filing the case with the juvenile court. The council coordinator will assist the family in providing assessment and treatment information for the court.
9. Following a failed council dispute resolution, the family has 7 days to request a hearing with Juvenile Court.

B. Dispute Resolution Related to Part C Early Intervention Services –

Purpose: Ohio Department of Health (ODH), as the lead agency, shall establish procedural safeguards that are consistent with Part C regulations. ODH, in partnership with the state and county Family and Children First Councils, is responsible for assuring effective implementation of these procedural safeguards by each state or local agency or a private agency in the state that is involved in the provision of Part C services. Each county council shall develop and maintain a resolution process for complaints, which shall be consistent with Part C.

The following steps outline this component of the dispute resolution process:

1. An individual or an organization may file a complaint with the county council regarding the provision of early intervention services within the county. The council coordinator is designated as the council's liaison for the receipt of complaints.
2. The council coordinator will notify ODH (Bureau of Early Intervention Services) of the complaint in writing (via email or U.S. mail or fax) within seven calendar days of the receipt of the complaint.
3. The council coordinator will provide a copy of the procedural safeguards to the individual registering the complaint
4. The council coordinator will explain the options available for dispute resolution, which include:
 - Filing a complaint with the county council;
 - Filing a complaint with ODH;
 - Requesting mediation;
 - Requesting an administrative hearing with ODH;
 - Filing a complaint with the provider of Part C services, if the provider has a resolution process for complaints. *
5. Unless the state or other agencies and parents of a child otherwise agree, the child and family must continue to receive appropriate Part C services currently being provided, during the resolution of disputes arising under Part C. If the complaint involves the initiation of one or more services under this part, the child and family must receive those services that are not in dispute.
6. The council will assign one or more individuals to investigate the complaint. The assigned individuals will not have a direct interest in the matter.
7. The investigation of the complaint will include at least the following:
 - Conducting an on-site investigation as determined necessary;

- Interviewing the complainant and giving the complainant the opportunity to submit additional information, either orally or in writing;
- Interviewing relevant providers and giving providers an opportunity to submit additional information, either orally or in writing; and
- Reviewing all relevant information and making a decision.

8. The council will issue a written decision to the complainant within thirty (30) calendar days from the receipt of the complaint. The written decision must address each allegation and include findings of facts and conclusions and the reasons for the council's decision. A copy of the decision will also be provided to ODH. **

9. The council will ensure that corrective actions are implemented within 45 days or sooner of the written final decision if there was a violation.

* If the provider has a resolution process for complaints, the provider of Part C services must notify ODH and the county council of the complaint in writing (via email or U.S. mail or fax) within 7 calendar days of receipt of the complaint. The provider of part C services must issue a written decision to the complainant, the county council, and ODH within thirty (30) calendar days from the receipt of the complaint.

** If ODH receives notice that a complaint regarding Part C services were filed with the county council or a provider. ODH will monitor the resolution process to assure that the complaint is resolved by the county council or provider within thirty (30) calendar days. If the complaint is not resolved within thirty calendar days, ODH will notify the complainant, the county council and the provider, if applicable, that complainant may select one of the following:

1. To have ODH investigate the complaint in accordance with Rule 3701-8-08 (C) (4). If this option is selected, ODH shall assure the complaint is investigated and resolved within sixty (60) calendar days from the date the county council or provider received the complaint; and
2. To mediate and/or go to an administrative hearing in accordance with Rule 3701-8-08 (C) (3). ODH shall assure that if the complainant selects mediation and/or administrative hearing, the hearing is completed within thirty days from receipt of the request for mediation and/or administrative hearing.

C. Agency Disputes with County Council Decisions –

Purpose: An agency represented on the county council that disagrees with the council's decision concerning the services of funding for services a child is to receive from agencies represented on the council may initiate the local dispute resolution process established in the county Service Coordination Mechanism applicable to the council.

Procedural Safeguards

- Written determination of findings will be made within 60 days of dispute
- Assessment/Treatment information will be submitted to juvenile court
- Juvenile Court judge is the final arbitrator

The following steps outline this component of the dispute resolution process:

1. The agency will notify the council coordinator (See Attachment A), in writing explaining their disagreement with the decision.
2. The council coordinator will notify the executive committee within 7 days of receiving the letter of disagreement.
3. The agency representative will be invited to explain the agencies reason for disagreeing at a meeting of the executive committee. The meeting will be scheduled no later than 14 days after the coordinator received the letter of disagreement.
4. If the disagreement cannot be resolved at the executive committee meeting, the dispute will be referred to a mutually agreed upon professional mediator within 14 days. The mediation will be provided through funding reserved for service coordination.
5. The mediation process shall take no longer than 45 days.
6. On completion of the process, the mediator shall issue a written determination that directs one or more agencies represented on the council to provide services or funding for services to the child.
7. The determination shall include a plan of care governing the manner in which the services or funding are to be provided. The decision maker shall base the plan of care on the family service coordination plan developed as part of the county's service coordination mechanism and on evidence presented during local dispute resolution process. The decision maker may

require an agency to provide services or funding only if the child's condition or needs qualify the child for services under the laws governing the agency.

8. An agency subject to a determination pursuant to a local dispute resolution process shall immediately comply with the determination, unless the agency objects to the determination by doing one of the following not later than seven days after the date the written determination is issued:
 - a. If the child has been alleged or adjudicated to be an abused, neglected, dependent, unruly, or delinquent child or a juvenile traffic offender, filing in the juvenile court of the county having jurisdiction over the child's case a motion requesting that the court hold a hearing to determine which agencies are to provide services or funding for services to the child.
 - b. If the child is not a child described above, filing in the juvenile court of the county served by the county council a complaint objecting to the determination.

9. The court shall hold a hearing as soon as possible, not later than ninety days after the motion or complaint is filed. At least five days before the date on which the court hearing is to be held, the court shall send each agency subject to the determination written notice by first class mail of the date, time, place, and purpose of the court hearing. In the case of a motion filed under division (B)(1) of this section (4a noted above) the court may conduct the hearing as part of the adjudicatory or dispositional hearing concerning the child, if appropriate, and shall provide notice as required for those hearings.

10. Except in cases in which the hearing is conducted as part of the adjudicatory or dispositional hearing, a hearing held pursuant to this division shall be limited to a determination of which agencies are to provide services or funding for services to the child. At the conclusion of the hearing, the court shall issue an order directing one or more agencies represented on the county council to provide services or funding for services to the child. The order shall include a plan of care governing the manner in which the services or funding are to be provided. The court shall base the plan of care on the family service coordination plan developed as part of the county's service coordination plan and on evidence presented during the hearing. An agency required by the order to provide services or funding shall be a party to any juvenile court proceeding concerning the child. The court may require an agency to provide service or funding for a child only if the child's condition or needs qualify the child for services under the laws governing the agency.

11. While the local dispute resolution process or court proceeding pursuant to this section is pending, each agency shall provide services and funding as required by the decision made by the county council before dispute resolution was initiated. If an agency that provides services or funds during the local dispute resolution process or court proceedings is determined through the process of proceedings not to be responsible for providing them, it shall be reimbursed for the costs of providing the services or funding by the agencies determined to be responsible for providing them.

DESIGNATION OF SERVICE RESPONSIBILITIES

Responsibility for services is identified in the Service Coordination Mechanism. Services are provided for the duration of a comprehensive family service coordination plan to the extent funding is available. All available funding sources may be used to pay for services.

1. **Council Coordinator.** The coordinator is key to guiding a child and family during service coordination. The coordinator can also consider Council objectives for families and children. The Coordinator is responsible for reporting requirements assigned by law or otherwise assigned as a condition of service coordination. The coordinator will act as the leader of the Family Team. The Coordinator will also facilitate the dispute resolution process. The coordinator will be responsible for the tracking of progress, through phone calls and emails with providers, for scheduling plan reviews and for facilitating the meetings.
2. **Family Teams.** The Family Teams will act as service facilitators that will act in the best interests of the child and family to create a quality and comprehensive family service coordination plan. A family can ask anyone of their choosing to be a member of the family team, acting as support for them. If the family does not feel comfortable with the Coordinator as the Family Team leader, the family can choose another team member to serve in the role as leader.
3. **Service Provider.** The service provider supplies any information the Council coordinator might need to coordinate services and submit required reports.
4. **Full Council.** The Council will participate in the dispute resolution process when required. The scope of their involvement is defined in the dispute resolution process section of this Service Coordination Mechanism.

FISCAL ISSUES

Council Members will continue to cooperate together on joint funding for Council activities as well as assisting in locating and advocating for outside funding sources. There will be shared fiscal responsibility to support the activities of the Council. New funding, including the Family Centered Services and Supports, will be embraced by council and will be used to the best potential, following state guidelines for children under service coordination, for as many Vinton County Families as possible. Children's Community Behavioral Health funds will be utilized to deliver mental health services to as many youth that are in need, provided counselor availability and funding.

PUBLIC AWARENESS

The Council will participate in various community outreach programs in order to reach deep into the community. The Council will develop an information brochure that will be circulated throughout the county. The brochures will be distributed to agency personnel to give to families and display in waiting rooms. Brochures will also be displayed in public places such as libraries, etc. The Council will put forth best efforts to reach specific demographics that have been identified as areas where gaps in service exist.

QUALITY ASSURANCE OF THE VINTON COUNTY SERVICE PLAN

The Council will review the service coordination mechanism on an annual basis to identify and correct any gaps or changes in service. This annual review will be conducted to also make sure that the service coordination mechanism is in line with the goals and priorities of council at that time.

The council will review and audit service coordination on a bi annual basis to ensure that children and families are receiving proper support. The audits will be conducted by “peer” audit teams. The audit teams will consist of various agency personnel that are members of Council. The audit teams will use a standardized monitoring tool, audit results will be forwarded to the Coordinator. The Coordinator will develop a corrective action plan and work with family teams to remedy adverse service coordination audit findings.

Council will annually evaluate data and prioritize services, fill service gaps and invent new approaches to achieve better results for families and children. The Council will report annually to the Ohio Family and Children First Cabinet. The intent is to have meaningful state wide data available about the effectiveness of service coordination.

**VINTON COUNTY
FAMILY & CHILDREN FIRST COUNCIL
Service Coordination Mechanism**

**Referral and Funding Request
Checklist**

FamilyName: _____ **Date:** _____
Contact Person _____ **Agency:** _____

The purpose of the Vinton County Family and Children First Council is to help families who need support by streamlining and coordinating services, resources and systems. Our goal is to provide every possible support to a family to help keep families intact. The youth can be from birth to age 22, and can have a wide variety of needs. These needs can include transportation, parent education, mentoring, in home visits that are not clinical in nature, respite care, social/recreational activities, safety and adaptive equipment, structured activities to improve family function, and parent advocacy.

Any questions, please contact
MARGARET DEMKO, FCFC Coordinator
mдемко@vintonohhealth.org or 740-596-5233 x 250

Required documentation to open a case with FCFC or Cluster for funding:	
<input type="checkbox"/>	Referral
<input type="checkbox"/>	Exchange of information
<input type="checkbox"/>	Confidentiality and signature page
<input type="checkbox"/>	Family Strength Assessment
<input type="checkbox"/>	Service Goals
<input type="checkbox"/>	Family Safety Plan Form

Referral Received Date: _____

*Family Team meeting will be initiated within 5 business days of receipt of referral
 Family will be contacted within 1 working day of receipt of referral*

Date of family contact: _____

Date Team meeting initiated _____

Initial team meeting occurred _____

Service plan competed _____

Parent rights received _____ Date: _____

VINTON COUNTY FAMILY & CHILDREN FIRST COUNCIL
 Service Coordination Mechanism
 REFERRAL

A. REFERRAL INFORMATION

Date of Referral: _____	Name of person making referral: _____
	Agency/Relationship to Child: _____
	Address: _____
	Phone Number: _____

B. CHILD/ YOUTH DEMOGRAPHICS

1. Last Name: _____ First Name: _____ Middle: _____

2. DOB: _____ 3. Gender : M F 4. Race/Ethnicity: _____

5. Current Living with: Name: _____ Relationship to Child: _____

6. Who has custody of the Child: _____ Relationship to Child: _____

7. Siblings or other family members in the household			8. Child Current Address:
<u>Live With</u> (check)	<u>Name</u>	<u>Age</u> <u>Gender</u> (M/F)	
<input type="checkbox"/>	Name: _____		Family email address: _____
<input type="checkbox"/>	Name: _____		
<input type="checkbox"/>	Name: _____		9. Phone: _____ Cell Phone: _____
<input type="checkbox"/>	Name: _____		
<input type="checkbox"/>	Name: _____		10. Are Parents Employed? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, where: _____ Work Phone: _____
<input type="checkbox"/>	Name: _____		
<input type="checkbox"/>	Name: _____		
<input type="checkbox"/>	Name: _____		

11. School District of Residence: _____ School District of Attendance: _____

School History:
 Regular attendance ____ YES ____ NO Does the child have an IEP? ____ YES ____ NO
 Disability Category: ____ Learning Disabled(LD) ____ Cognitively Disabled(CD) ____ Developmental Delay
 ____ Emotional Disturbance ____ Autism ____ Deaf Blindness ____ Deafness ____ Hearing Impairment
 ____ Multiple Disabilities ____ Mental Retardation ____ Orthotic Impairment ____ Other health impairment
 ____ Speech or Language Impairment ____ Traumatic Brain Injury ____ Visual Impairment including Blindness

C. Service Coordination Referral information

1. Best time/method to meet/reach family?

2. Family's preferred meeting place?

3. What agencies are currently involved with the family? Please check all that apply:

Name of AgencyContact Person & Phone or Email Tri County Mental Health: Health Recovery Services: Vinton County Board of DD Vinton County Court System: Vinton County Local Schools: VCDJFS DYS Vinton County Health Department HMG/EI Vinton County Children Services BCMH: Other: Other:**D. PRESENTING NEEDS**

1. Briefly describe the presenting problem or areas of need (include length of time the problem has been occurring):

2. Explain what community resources have been exhausted to ensure least restrictive service implementation:

____ Family Resource Fund (DD Board) ____ Medicaid

____ BCMH

3. Identify the end goal or mission of the family & agencies involved:

To support the health, safety and educational goals the family has for the child

Was family accepted into service coordination? ____ YES ____ NO

Outcome of Service Coordination plan? ____ Information and Referral only ____ Provider driven services

Summary: _____

Vinton County Multi System Risk Screen Tool

Family Name: _____ Date: _____

- If the risk factor is confirmed please CHECK the box
- If the risk factor is suspected, please circle the item

Known Presenting Risks to Child/Youth (in last 30-days unless specified):

<input type="checkbox"/> Suicidal Ideation, Gestures, Attempts (3pts)	<input type="checkbox"/> Violent Behaviors (toward others, animals, property) (3pts)	<input type="checkbox"/> Chargeable for Sex Offense (3pts)
<input type="checkbox"/> Self Injurious Behavior (2pts)	<input type="checkbox"/> Hears voices/Sees things (2pts)	<input type="checkbox"/> Fire Setting – Current or History (2pts)
<input type="checkbox"/> Acute Family Crisis (2pts)	<input type="checkbox"/> Victimization: Physical, Emotional or Sexual (2pts)	<input type="checkbox"/> Verbal/Written Threats to Others (2pts)
<input type="checkbox"/> Runaway – Current or History (2pts)	<input type="checkbox"/> Youth/Family's Lack of Stable residence/homelessness (2pts)	<input type="checkbox"/> Suspected Abuse in current placement (2pts)
<input type="checkbox"/> Availability of Weapons (2pts)	<input type="checkbox"/> Parent w/Severe Chronic Illness (2pts)	<input type="checkbox"/> Parent w/ Drug or Alcohol Problem (2pts)
<input type="checkbox"/> Limited Development Capacity to maintain personal safety (2pts)	<input type="checkbox"/> Sexual Acting Out/Impulsivity – Current or History (2pts)	<input type="checkbox"/> Parent w/ Chronic/Acute Mental Ill, Dev. Delay, MR (2pts)
<input type="checkbox"/> Aggressive Behaviors (toward others, animals, property) (1pt)	<input type="checkbox"/> Drug/Alcohol Use (1pt)	<input type="checkbox"/> Lack of Caregiver Supervision and/or Monitoring (1pt)
<input type="checkbox"/> Resides in High Crime Neighborhood (1pt)	<input type="checkbox"/> Negative Peer Involvement and/or Gang activity (1pt)	<input type="checkbox"/> Anorexia/Bulimia (1pt)
<input type="checkbox"/> Suspended, Expelled, Dropped Out of School (1pt)	<input type="checkbox"/> Family Conflict (1pt)	<input type="checkbox"/> Truancy (1pt)
<input type="checkbox"/> Known/Suspected Criminal Activity (1pt)	<input type="checkbox"/> Prejudicial Thinking/Ideation (1pt)	<input type="checkbox"/> Limited Ability to Control Anger (1pt)
<input type="checkbox"/> Unrestricted Internet Access (1pt)	<input type="checkbox"/> Impulsive Behavior (1pt)	<input type="checkbox"/> Emotional/Educational Disabilities (1pt)
<input type="checkbox"/> Depression – Current or History (1pt)	<input type="checkbox"/> Held Back/Behind in Grade level (1pt)	<input type="checkbox"/> Difficulty Accepting Supervision/Instruction (1pt)
<input type="checkbox"/> Youth with severe chronic illness (1pt)	<input type="checkbox"/> Youth with chronic/acute Mental Ill, Dev. Delay, MR (1pt)	<input type="checkbox"/> Other (describe): _____ (1pt)

For FCFC use only

TOTAL SCORE _____ Completed by _____

Vinton County Family and Children First Council
Family Strength Assessment

Date of visit _____ Family Name _____

**please answer as many of these as you feel comfortable or are able to answer.*

What are the strengths of the family?

Who does the family turn to in times of family crisis (death of a loved one, divorce, illness, financial stress)?

What are the strengths of the child/children?

As a parent/ caregiver, my wishes for this child are.....?

If you could have one goal met in your life in the next year what would it be?

The goals I would like to see for my family and/or child achieve are?

Please tell us the biggest concerns you have for your family

- 1.
- 2.
- 3.

Are there any social activities that are enjoyed by the entire family? (faith based, recreational, etc)

Resources available: support people for the family, programs/services in place now.

Services and supports that may be helpful to my/this family?

Family acknowledgement _____

**Vinton County Family and Children First Council
Family Safety and Crisis Plan Form**

Crisis plan for _____

<i>Anticipated Crisis</i>	<i>Intervention Plan</i>



NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAYBE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The Vinton County Family and Children First Council (FCFC) is dedicated to maintaining the privacy of your health information. We are required by law to maintain the confidentiality of your health information.

Circumstances that may require FCFC to use or disclose youth health information include, but are not limited to:

- To public health authorities as required by law;
- In response to a court order;
- For law enforcement purposes;
- When necessary to reduce or prevent a serious threat to your health and safety or the health and safety of another individual or the public;
- To federal officials for intelligence and national security activities authorized by law;
- To parents/guardians in the course of planning for care/treatment;
- Within FCFC for the purposes of treatment, payment, or health care operations.

Health information pertaining to family planning, sexually transmitted disease, and/or HIV will not be released without your specific authorization.

Disclosures outside of the FCFC will require your written authorization. You may revoke such authorization at any time.

Your rights regarding your health information:

- You have the right to request restrictions on certain uses and disclosures of your health information. The Family & Children First Council is not required to agree to the requested restriction.
- You have the right for your communications regarding youth health information to be confidential.
- You have the right to inspect, copy, or request amendment of your health information.
- You have the right to receive an accounting of the disclosures of your health information.
- You have the right to obtain a paper copy of the Notice of Privacy Practices upon request.

You may exercise any of these rights by submitting a written request to the FCFC Coordinator/ Vinton County Prosecutor.

FCFC is required to protect your health information, including maintaining the privacy of your health information and providing you with this Notice. FCFC is required to abide by all the terms of the Notice currently in effect. FCFC reserves the right to change the terms of its Notice and to make the new Notice provisions effective for all health information that it maintains. You may obtain a copy of the current Notice by submitting a written request to:

Vinton County FCFC Coordinator
31927 State Route 93
McArthur, Ohio 45651

You may file a complaint with the FCFC Coordinator if you feel your privacy rights have been violated without fear of retaliation. You must submit your written complaint to the FCFC Coordinator.

If you have further questions regarding this Notice, you may contact the FCFC Coordinator at 740-596-2522.

Signature of Parent/Guardian: _____ Date: _____



VINTON COUNTY FAMILY AND CHILDREN FIRST COUCNIL
REQUEST FOR DISPUTE RESOLUTION

Between Parent and Council Part C Agency Dispute w/ County Council

Purpose – To request formal dispute resolution as described in the Service Coordination Mechanism. Use this form to resolve issues relating to service coordination that defy a consensus solution among members of a family team, family, or agency.

Application- Submit this form to the Intersystem Coordinator for resolution of issues regarding service coordination. A service coordinator, provider, family member, or other member of a family team may submit this request. Any council member may submit a request regarding Council business.

Submitted by: _____ Phone: _____

Position and Agency (if applicable): _____

Address: _____

Issue: (Identify the reason for this request)

Other Information: (Include pertinent resolution attempts and list interested parties.)

I hereby request formal resolution of the concern. (Attach any pertinent documentation or additional comments.)

Signature: _____ Date: _____



**VINTON COUNTY FAMILY AND CHILDREN FIRST COUNCIL
FAMILY RIGHTS AND RESPONSIBILITIES**

Families have the right to:

1. Receive quality services in a respectful manner without discrimination.
2. Make an informed choice of services.
3. Know the qualifications of staff that provide them with services.
4. Receive and understand information and instructions about their service needs.
5. Consent to or refuse services before they are provided.
6. Know the nature and purpose of services.
7. Refuse services with the receipt of information and the consequences of refusal.
8. Be informed prior to any transfer or discharge from services.
9. Expect confidentiality of information and protection of their child's records.
10. Receive timely response to their needs along with reasonable continuity and coordination of services.
11. Know how to voice any grievance about their services.
12. Receive services based on a comprehensive family service coordination plan.
13. Be part of the process of updating the comprehensive family service coordination plan when family needs change.

Families have the responsibility to:

1. Give accurate information about their mental health, substance use, and domestic violence issues as well as other circumstances which might impact upon the care of their children.
2. Assist by making and keeping a safe environment.
3. Notify the family team lead agency if scheduled appointments need to be changed.
4. Notify the agency if there is a change in your living arrangements.
5. Work with the family team in planning, reviewing and changing their comprehensive family service coordination plan.
6. Inform family team immediately if they have any concerns or problems with the service they are receiving.

I have reviewed and understand my rights and responsibilities and have been informed that my comprehensive family service plan will be developed. Also, I have received and have had explained to me the Dispute Resolution Process brochure.

Family acknowledgement signature

Date

Council Coordinator Signature

Date