



Ohio Family and Children First

Service Coordination Mechanism

Guidance

March 2010

OFCF Service Coordination Mechanism Guidance, 2010

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Ohio Family and Children First Service Coordination Mechanism Guidance 2010

I. Introduction

In the summer of State Fiscal Year (SFY) 2010, each county Family and Children First Council (FCFC) that requested an Ohio Department of Mental Health (ODMH) Systems of Care, Family Centered Services and Supports (FCSS) allocation for the purpose of supporting certain costs associated with the FCFC Service Coordination process, was required to sign a statement assuring that certain required components of service coordination were in place at that time, or would be in place by June 30, 2010. The Office of Ohio Family and Children First (OFCF) Cabinet Council is requesting the submission of each county's updated service coordination mechanism to verify that the specified components in the signed assurance statements are in place. This guidance document is provided as a resource and to provide direction for review and revision of the county FCFC Service Coordination Mechanism (SCM) as required in Ohio Revised Code (ORC) 121.37 and 121.38.

The updated guidance integrates the new fiscal and previously promulgated county FCFC service coordination mechanism statutory requirements and outlines the state's review process for each revised county service coordination mechanism.

II. Service Coordination History & Overview

Ohio has a long history of coordinating services and systems to address the needs of children and families. In the mid-eighties, under the direction of Governor Celeste state child serving agencies formed the Interdepartmental Cluster Services For Youth (ICSFY) to address the needs of children with severe and multiple problems. Counties were then mandated to form ICSFYs. Much of the focus was on children with very intense needs requiring out-of-home placements. Funding was provided at the state level to assist with specific needs.

In the early nineties, Governor Voinovich envisioned the Family and Children First Councils to expand the work of cluster and become the catalyst for bringing communities together to coordinate and streamline services for families and children needing or seeking governmental assistance. FCFCs were established in statute along with how the coordination of services and systems should operate at the state and local level.

Service coordination is a process of service planning that provides individualized services and supports to families. It is child-centered and family-focused, with the strengths and needs of the child and family guiding the types and mix of services to be

provided. It is critical that services and supports are responsive to the cultural, racial, and ethnic differences of the community population.

The FCFC service coordination statutory mandate has driven the development of arrays of coordinated care options previously non-existent in most communities. Service coordination has promoted wraparound service by linking children in one system's care to other systems as well as to informal local supports. In addition, FCFC driven service coordination has united service providers without dismantling systems. Information is shared while also assuring the confidentiality of the child and family.

The success of FCFC service coordination efforts depends on integrating key components into this process. The following is a list of components that will improve the service coordination process, resulting in a more effective service delivery system:

- Services are delivered using a family-centered approach.
- Services are responsive to the cultural, racial and ethnic differences of the population being served.
- Service outcomes are evaluated.
- Available funding resources are fully utilized or integrated.
- Wraparound services and community supports are utilized.
- Specialized treatment for difficult-to-serve populations and evidence-based treatment services are encouraged.
- Duplicative efforts among agencies are reduced or eliminated.
- Most importantly, families are fully involved in decision-making for their children and are provided with family advocacy options.

Recently, county FCFCs with the Office of OFCF Cabinet Council developed an effective practice model for coordinating systems and services at the micro (individual service coordination) and macro (systems) levels. This model can be viewed at: <http://www.fcf.ohio.gov/> and click on Coordinating Systems and Services – Effective Practice Model..

Funding History with Service Coordination

As aforementioned, service coordination support flowed primarily toward the most difficult-to-serve children through a funding line item at the state level known as “cluster”. County FCFCs were able to request cluster funding to support specific needs of a child or family. Most needs were related to placement costs.

However, services for children in out-of-home care were often provided too little, too late, and/or for too long under cluster funding. Recognizing these systematic shortcomings, the Access to Better Care (ABC) budget in FY 06-09 expanded funding opportunities for county service coordination. ABC focused on prevention and early intervention for conditions that have

historically led to the need for placement and other intensive, restrictive services. ABC incorporated active engagement at all levels of public and private service providers, and stressed active partnership with families.

In FY10, ABC was replaced with the Systems of Care (SOC) initiative. The framework for the SOC initiative describes the OFCF Cabinet's commitment to implement a coordinated continuum of services and supports for all children and families, with an emphasis on behavioral health care. SOC is a broad, flexible array of effective services and supports that focus on family-centered practice, community-based services, strengthening the capacity of families, and providing individualized services. SOC involves an organized, coordinated network (i.e., Family and Children First) that integrates services/supports planning, coordination and management across multiple levels. Two of the components of the Systems of Care initiative, Children's Community Mental Health (CCBH) and Family Centered Services and Supports (FCSS), provided the opportunity for county FCFCs to use funding to provide services and supports to families in FCFC service coordination.

In FY12, Family-Centered Services and Supports remained as the viable funding source for county FCFCs to provide non-clinical services and supports to families in FCFC service coordination. For more information about FCSS, visit OFCF's website at: www.fcf.ohio.gov and click on initiatives – system of care (FCSS).

III. Service Coordination Purpose

The purpose of service coordination is to provide a venue for families requiring services where their needs may not have been adequately addressed in traditional agency systems. Each system has areas of responsibility, and the Service Coordination Mechanism is not intended to override current agency systems, but to supplement and enhance what currently exists. Service coordination should build upon the strength of services in the community that are already working for families. The service coordination process should provide access to existing services and supports, both formal and informal, and when appropriate propose new services, supports, and/or strategies to be added in order to address unmet needs.

Service coordination is a collaborative, coordinated, cross-system team planning process implemented to address the needs of families with multiple and complex needs. The process is family-focused and strengths-based. It is responsive to the culture, race, and ethnicity of the family. Therefore, it results in a unique set of community services and natural supports individualized for the child and family; and based on the child and family's perceptions of their strengths and needs to achieve a positive set of outcomes. The process must assist families in building a system of natural supports so to gradually reduce family reliance on formal systems as it becomes appropriate. The county FCFC service coordination mechanism must allow for families to refer themselves into this level of service planning.

IV. Service Coordination Target Population

Each county FCFC should clearly identify the criteria for children and families who would typically be accepted into the service coordination process. However, no family should be refused the opportunity to refer oneself for consideration for service coordination. *The age group for children being served through FCFC service coordination has been expanded to ages 0 through 21 for those county FCFCs using SOC: Family Centered Services and Supports funding.* This new age group should be clearly addressed in the Service Coordination Mechanism. Additional target population criteria might include any child *with multi-systemic needs* whose service and support needs are not being adequately met while seeking assistance outside of the Service Coordination Mechanism. The criteria should never limit service coordination only to a select group of children whose needs must fall within a limited set of predetermined needs or whose number of “multiple” or “systemic” needs must reach a certain number. The criteria should ensure that if the need for other interventions can be identified prior to court involvement, services are put in place to meet those needs. In addition, families may need a higher level coordinated cross-systems approach which the criteria should recognize.

It is important that FCFCs identify, for themselves and for this mechanism, the groups or types of children and families that are not being served, or whose needs are being inadequately addressed. Through monitoring and tracking the service coordination process, FCFCs will learn where service gaps exist, what services are working, where cross-system coordination works well and where it needs improvement. This information should inform the county FCFC’s decision-making process on how to improve the local service delivery system.

V. Service Coordination Mechanism, Purpose, Required Components: Ohio Revised Code 121.37(C)

The following pages describe the service coordination requirements of O.R.C. 121.37(C) which are captured in a box. Further explanation, directions, and important comments to aid in developing the service coordination mechanism follow each statute (box) section.

O.R.C. 121.37(C): Each county shall develop a county service coordination mechanism. The county service coordination mechanism shall serve as the guiding document for coordination of services in the county. For children who also receive services under the Help Me Grow program, the service coordination mechanism shall be consistent with rules adopted by the Department of Health under section 3701.61 of the Revised Code. All family service coordination plans shall be developed in accordance with the county service coordination mechanism. The mechanism shall be developed and approved with the participation of the county entities representing child welfare; mental retardation and developmental disabilities; alcohol, drug addiction, and mental health services; health; juvenile judges; education; the county family and children first council; and the county early intervention collaborative established pursuant to the federal early intervention program operated under the " Individuals with Disabilities Education Act of 2004," 20 U.S.C.A. 1400;

The county shall establish an implementation schedule for the mechanism. The cabinet council may monitor the implementation and administration of each county's service coordination mechanism.

The service coordination mechanism shall serve as the guiding document for coordination of services in the county when a child is referred to the FCFC for assistance. In order to assure consistency in the county service coordination approach, and to assure that the process meets the requirements established in the law, all persons or entities providing service coordination on behalf of the FCFC, whether county FCFC employees or contracted providers, must follow the processes, policies, practices and procedures as they are outlined and described in the county FCFC Service Coordination Mechanism.

All children who receive services under the Help Me Grow program and who are also being served under the county service coordination mechanism must be assured that the services received under the service coordination are consistent with the laws and rules of HMG per federal regulations and ODH policy and procedures. When a child is involved in both HMG and service coordination through the FCFC, the main provider of service coordination should be HMG to assure compliance with O.R.C. 3701.61. The FCFC Service Coordination Mechanism will support and provide resource assistance for the family's HMG Plan.

Each county mechanism must include the following components.

O.R.C. 121.37(C)(1): A procedure for an agency, including a juvenile court, or a family voluntarily seeking service coordination, to refer the child and family to the county council for service coordination in accordance with the county service coordination mechanism;

A referral process is required that may be used by an agency or family to refer a family to the Service Coordination Mechanism. This county-wide referral procedure must show how the Service Coordination Mechanism is accessed and what the steps are in the referral process. It is preferable that there is documentation of the following:

- 1) The date of the receipt of the referral,
- 2) Contact information for the person being referred,
- 3) A brief description of the problems being experienced
- 4) Contact information for the person referring.
- 5) Council response to the referral or the outcome of the referral.

As part of the referral procedure, a county FCFC should establish timelines within which a family will be contacted after a referral is made and within which the initial family meeting is scheduled.

Not all families who are referred to service coordination will be appropriate for service coordination. Each county should describe the levels of intervention available through this mechanism when a family is referred to the FCFC Service Coordination Mechanism. Each level of intervention should describe the general criteria for being appropriate for each level. For example, a family may be referred whose only need is to be referred to another community resource. Less intensive or intrusive options may be available and more appropriate, and these community options or supports should be pursued before service coordination is initiated. The Service Coordination Mechanism should support the least intrusive response, while still adequately addressing a family's needs.

There is an underlying assumption that families will be knowledgeable and aware of the Service Coordination Mechanism in the county. The FCFC Service Coordination Mechanism should describe how families and service providers will be educated about and trained in the service coordination mechanism in the county.

O.R.C. 121.37(C)(2): A procedure ensuring that a family and all appropriate staff from involved agencies, including a representative from the appropriate school district, are notified of and invited to participate in all family service coordination plan meetings;

A procedure is required to be documented in the county Service Coordination Mechanism describing how families and agencies will be notified of, and invited to, all family service coordination plan meetings. Representatives from all appropriate agencies, including a representative from the child's school district as well as family support persons, both formal and informal, should be notified of and invited to all family service coordination plan meetings. Family needs and limitations should be considered when establishing the time and location of meetings. Counties should establish a reasonable guideline for the amount of advance notice expected prior to a meeting. Advance written notice is preferred.

O.R.C. 121.37(C)(3): A procedure that permits a family to initiate a meeting to develop or review the family's service coordination plan and allow the family to invite a family advocate, mentor, or support person of the family's choice to participate in any such meeting;

A procedure is required to be documented in the county Service Coordination Mechanism describing how families can initiate a meeting to develop or review the family's service coordination plan. The mechanism must also indicate that a family may invite a family advocate, mentor or support person of the family's choice to participate in any such meeting.

O.R.C. 121.37(C)(4): A procedure for ensuring that a family service coordination plan meeting is conducted before a non-emergency out-of-home placement for all multi-need children, or within ten days of a placement for emergency placements of multi-need

children. The family service coordination plan shall outline how the county council members will jointly pay for services, where applicable, and provide services in the least restrictive environment.

This requirement should give the community members a chance to assure that all alternatives to out-of-home placement have been exhausted as reasonable and appropriate responses to the child and family situation. It also gives the family team an opportunity to begin planning for community supports for the family during placement and to begin planning for the child's return to the community. This requirement applies to children who are involved in service coordination under the FCFC mechanism. The law provides that a family may refer itself to service coordination at any point in time, which includes any time prior to or immediately after an out-home-placement. Nothing in this division shall be interpreted as overriding or affecting decisions of a juvenile court regarding an out-of-home placement.

O.R.C. 121.37(C)(5): A procedure for monitoring the progress and tracking the outcomes of each service coordination plan requested in the county, including monitoring and tracking children in out-of-home placements to assure continued progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment, and education.

The results of this monitoring and tracking system should be reported to the county FCFC on a regular basis. Data and information collected through the monitoring and tracking system should be used to inform the decision-making process of the county FCFC as required under ORC 121.37(B)(2)(b). The Service Coordination Mechanism should describe each county's monitoring process and the outcome data that will be collected. In addition, the mechanism should describe how the county will report this information to the FCFC and how the information will be used to inform the decision-making process of the FCFC as it fulfills its responsibilities to annually evaluate and prioritize services, fill service gaps and invent new approaches to achieve better results for families and children [as found in 121.37(B)(2)(b)].

O.R.C. 121.37(C)(6): A procedure for protecting the confidentiality of all personal family information disclosed during service coordination meetings or contained in the comprehensive family service coordination plan.

A procedure must be described in the Service Coordination Mechanism that protects the confidentiality of all personal family information disclosed during service coordination plan meetings or contained in the comprehensive family service coordination plan. A release of information should be signed by the parent/guardian of all children involved in FCFC service coordination concerning the disclosure of information during the service coordination process. An additional document explaining the confidentiality expectations of information disclosed during team meetings and the planning process should be signed by all family team members participating.

O.R.C. 121.37(C)(7): A procedure for assessing the needs and strengths of any child or family that has been referred to the council for service coordination, including a child whose parent or custodian is voluntarily seeking services, and for ensuring that parents and custodians are afforded the opportunity to participate.

The service coordination mechanism must describe a procedure to be followed by all persons or entities providing service coordination on behalf of the FCFC to assure a consistent approach is applied to the assessment of the strengths, needs and cultural discovery of the child and family. A description of the assessment tool and an overview of who will provide input into the assessment process should be included.

Note: As used in this guidance, the term “assessment” means an initial screening for strengths, needs and/or for intake services. It is recognized that within many professional categories the term assessment implies the application of a well-developed technology by persons with highly practiced skills qualified within their respective disciplines. Such assessments are important and should be provided when appropriate; however, it is not expected that every child and family covered by this plan will need or receive highly technical, specific assessments. It is expected that every child and family covered by this plan will have access to an assessment process which identifies their strengths and needs and ensures access to services or supports to address those needs.

O.R.C. 121.37(C)(8): A procedure for development of an individual family service coordination plan described in division (D) of this section.

Several public systems already require the preparation of a comprehensive service or treatment plan, often as a result of federal mandates. The individual family service coordination plan described under Section VII of this guidance should be designed to fulfill such requirements as simply as possible, with minimal overlap and duplication. If multiple mandates inescapably require multiple plans, such plans should be linked together and coordinated to eliminate duplication and conflicting expectations of the family.

VI. Dispute Resolution Process for Service Coordination: ORC 121.37(C)(9), 121.381, 121.382

O.R.C. 121.37(C)(9): A local dispute resolution process to serve as the process that must be used first to resolve disputes among the agencies represented on the county council concerning the provision of services to children, including children who are abused, neglected, dependent, unruly, alleged unruly, or delinquent children and under the jurisdiction of the juvenile court and children whose parents or custodians are voluntarily seeking services. The local dispute resolution process shall comply with section 121.38 of the Revised Code. 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. The county council shall inform the parents or custodians of their right to use the 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 Revised Code.

O.R.C. 121.381, 121.382: Families must have access to the dispute resolution process.

Not later than sixty days after the parent or custodian initiates the dispute process, the council shall make findings regarding the dispute and issue a written determination of its findings.

Each agency represented on a county family and children first council that is providing services or funding for services that are the subject of the dispute initiated by a parent shall continue to provide those services and the funding for those services during the dispute process.

Nothing in division (C) (4) of this section shall be interpreted as overriding or affecting decisions of a juvenile court regarding an out-of-home placement, long-term placement, or emergency out-of-home placement.

The service coordination mechanism must describe a process to be used to resolve disputes between agencies or between parents and agencies. The county FCFC must inform parents of their right to use the dispute resolution process. Parents should be included in all aspects of the dispute process, if they choose. The process must assure that children and their families will receive necessary services while any disputes are being resolved. The process must distinguish between and define differences in emergency and non-emergency situations, with appropriate time-frames for each. Each stage of the process must include timelines, promoting swift and timely resolutions. There must also be an overall time limitation for the entire dispute resolution process for individual cases. The process should recognize and make use of entities and relationships within the community which reflect that community's unique culture and characteristics.

When the provision of services cannot be resolved through the designated dispute resolution process, the final arbitrator of individual case resolution will be the presiding juvenile court judge.

The procedure identified in the Service Coordination Mechanism should include:

- a) following a failed dispute resolution process a procedure for filing with the Juvenile Court within seven days; and,
- b) preparation of inter-agency assessment and treatment information for the court.

VII. Individual Family Service Coordination Plan: O.R.C. 121.37(D)

Division (D) describes the individual family service coordination plan [referenced in 121.37(C) (8)]. It includes the required statutory components of the plan which are captured in a box. Further explanation, directions, and important comments to aid in developing the service coordination mechanism follow each statute (box) section.

O.R.C. 121.37(D)(1): Designates service responsibilities among the various state and local agencies that provide services to children and their families, including children who are abused, neglected, dependent, unruly, or delinquent children and under the jurisdiction of the juvenile court and children whose parents or custodians are voluntarily seeking services;

The family service coordination plan should describe the mechanisms and methods by which the responsibilities of all involved parties will be clearly identified. If, for any reason, needed services or supports are not available, the plan should show how priorities are chosen and what efforts will be undertaken to address such gaps. In this manner, service accountability is provided. The procedure for designating responsibilities should include the following elements:

- 1) A method for synthesizing strengths and needs identified through the assessment into a unified family service coordination plan, which is inclusive of all appropriate services and supports.
- 2) Coordinated assignment of responsibilities. Authority and funding, among all responsible agencies and organizations, for coordinated assessment, service plan development, service plan implementation, transitional services, service activity tracking, and service satisfaction.

O.R.C. 121.37(D)(2): Designates an individual, approved by the family, to track the progress of the family service coordination plan, schedule reviews as necessary, and facilitate the family service coordination plan meeting process;

In order to coordinate plan management across systems, a designated individual shall track the progress of the family service plan, schedule needed reviews of the plan, and facilitate the family service plan meeting process. It is important in order to encourage family confidence and genuine participation in the service coordination plan process that the family has a voice in choosing and approving the individual designated for this responsibility.

O.R.C. 121.37 (D)(3): Ensures that assistance and services to be provided are responsive to the strengths and needs of the family, as well as the family's culture, race, and ethnic group, by allowing the family to offer information and suggestions and participate in decisions. Identified assistance and services shall be provided in the least restrictive environment possible.

Family involvement in choosing appropriate services and providers in the planning, implementation, and evaluation of services on behalf of the family must be respected. It is critical to the outcome of service coordination planning that special attention is given to issues related to racial/ethnic/cultural identity and to gender. System development should also promote early intervention, preventing unnecessary out-of-home placements 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.

O.R.C. 121.37(D)(4): Includes a process for dealing with a child who is alleged to be an unruly child. The process shall include methods to divert the child from the juvenile court system;

Early identification and intervention is a critical factor in preventing a child from becoming further involved in the juvenile court system. A process should be developed to identify and intervene with these children as soon as a problem is identified. Division (E) of 121.37 includes some recommended responses to addressing the needs of alleged unruly children.

O.R.C. 121.37(D)(5): Includes timelines for completion of goals specified in the plan with regular reviews scheduled to monitor progress toward those goals;

Timelines for goal completion allow the family and team to monitor progress and acknowledge successes. Expectations of the team in scheduling review meetings should be established at each meeting.

O.R.C. 121.37(D)(6): Includes a plan for dealing with short-term crisis situations and safety concerns.

Planning for short-term crisis and safety concerns establishes the understanding among team members that family crises are a possibility and will not be considered a plan/child/family/team failure if they should occur. The team will be prepared to respond appropriately and immediately in the event there is a crisis or safety concern. It allows the team to plan its response during a time when everyone is positive and calm, helping to assure that members will not overreact if the need arises to implement the crisis/safety plan. Efforts should target strategies that provide support to the child and family during these times, keeping everyone safe, while still keeping the child and the family together when possible.

O.R.C. 121.37(E): Includes items that may be included in the individual family service coordination plan of an alleged unruly child. Items to highlight include:

- (E)(1)(a) Designation of the person or agency to conduct the assessment of the child and the child's family as described in Division (C)(7) of this section and designation of the instrument or instruments to be used to conduct the assessment;
- (b) An emphasis on the personal responsibilities of the child and the parental responsibilities of the parents, guardian, or custodian of the child;
- (c) Involvement of local law enforcement agencies and officials.
- (E)(2) The method to divert a child from the juvenile court system that must be included in the service coordination process may include, but is not limited to, the following:
- (a) Preparation of a complaint under section 2151.27 of the Revised Code...notifying the child and the parents, guardian or custodian that the complaint has been prepared to encourage the child and the parents, guardian, or custodian to comply with other methods to divert the child from the juvenile court system;
- (b) Conducting a meeting with the child and parents...and other interested parties to determine the appropriate methods to divert the child from the juvenile court system.
- (c) A method to provide the child and the child's family a short-term respite...
- (d) A program to provide a mentor to the child...
- (e) A program to provide parenting education...
- (f) An alternative school program...
- (g) Other appropriate measures...

VIII. Fiscal Strategies

There are several fiscal strategies that may enhance the FCFC Service Coordination Mechanism. As previously mentioned under Section II of this guidance, the System of Care: Family Centered Services and Support (FCSS) funds are for those children (ages 0 through 21) with multi-systemic needs, who are receiving service coordination through the local FCFC. FCSS funds are designed to meet the unique non-clinical needs of children and families identified on the individualized family service coordination plan developed through the service coordination process and/or to support the FCFC service coordination process, as described in the service coordination mechanism. For more information about the FCSS funds, visit www.fcf.ohio.gov and click on Initiatives – System of Care (FCSS).

Additional fiscal strategies for Service Coordination to be considered might include:

- Blended or pooled funding [i.e., funding which pools dollars from multiple sources and makes them indistinguishable funds (lose their categorical identity)];

- Braided funding (i.e., the funding sources remain visible while they are used in common to produce great efficiency and/or effectiveness. Therefore, the funding is able to be tracked according to source. This funding is more eligibility specific.);
- Coordinated funding mechanisms;
- A search for increased flexibility in the use of current funds;
- Changes in service program eligibility requirements which will increase program flexibility, including utilizing the Regulation Free Zone rule waiver process available to FCFCs; and/or
- Reallocation of resources from institutional services to community-based, preventive, and family-centered services.

IX. Service Coordination Improvement Resources

Strategic efforts to improve service coordination at the local level may be reflected in the county revised Service Coordination Mechanism. Over the years, FCFCs have developed their Service Coordination Mechanisms, received reviewer feedback, and updated components that have been required by statutory or funding requirements. Many have incorporated High Fidelity Wraparound (HFWA) principles and practices.

The HFWA imposes high levels of monitoring, coaching and adherence in operationalizing the philosophies and defined practices of the model. More information about HFWA may be found at the National Wraparound Initiative website at <http://www.rtc.pdx.edu/nwi/>. The OFCF website also contains HFWA information at: <http://www.fcf.ohio.gov/coordinating-systems-and-services/high-fidelity-wraparound.dot>.

Enhanced fiscal resource priority-setting, accessing state funding opportunities, and local interagency investment and reinvestment of resources may be used as part of the local improvement efforts.

The OFCF regional staff is available to assist with questions about revisions. More information about service coordination, including a service coordination resource toolkit with examples of county service coordination mechanisms, county service coordination process information and county forms, can be found at: www.fcf.ohio.gov – click on Coordinating Systems and Services – Locally Produced Forms.

Through these improvements, the goal for Ohio children and youth to successfully live with their families, in their own communities, succeeding in school, are healthy and have overall well-being, is more likely achieved.

X. Service Coordination Mechanism Quality Assurance

It is important for quality assurance purposes that FCFCs periodically monitor their service coordination mechanism process. Consistency in the implementation and use of the mechanism as a county-wide model will yield better outcomes for families and children. To assure that the county FCFC service coordination mechanism is kept up to date, is effective, and reflects the process that is practiced by the county, each FCFC should describe how it will monitor and review the “process” as it is practiced. The mechanism should include information about who will monitor and review the mechanism and how often this will happen. It is the expectation of the office of OFCF Cabinet Council, that counties will assure that the mechanism on file with OFCF reflects current practice.

XI. State Service Coordination Committee

When requested, the OFCF Cabinet Council will review individual family service coordination plans and unresolved county disputes through a State Service Coordination Committee made up of representatives from the cabinet agencies and from the Office of OFCF. Guidance and specific requirements for requesting a review, including forms to be used for a request, are available at: <http://www.fcf.ohio.gov/coordinating-systems-and-services/service-coordination-state-committee.dot>.

The State Service Coordination Committee will review cases when there is an unmet family need that the county FCFC is unable to fulfill, or when the county is unable to develop a family service coordination plan that leads to significant improvement in family functioning or stability. This committee will review case documents submitted by the county FCFC and make recommendations to the OFCF Cabinet Council for its review and approval. With the OFCF Cabinet Council’s approval, the Office of Ohio Family and Children First will respond, in writing, to county FCFC requests within 45 days of the receipt of the request by the State Service Coordination Committee.

When requested, the OFCF Cabinet Council will provide an administrative review of unresolved local disputes regarding conflicts among parents, agencies and/or councils pertaining to the county FCFC service coordination process or decisions made during the individual family service coordination process. The dispute must be concerning a decision made or a process proposed or implemented during a phase of the county service coordination process regarding a family or child who is formally involved in the county FCFC service coordination. This includes a disagreement regarding the denial of acceptance of a family into the county service coordination process. Agencies, providers or parents/legal guardians who have participated on a family service coordination plan team may request a dispute resolution review.

The State Service Coordination Committee will review such requests and make recommendations to the OFCF Cabinet Council for its review and approval. With the OFCF Cabinet Council’s approval, the OFCF will respond, in writing, to county FCFC

requests for dispute resolution review within 30 days of the receipt of the request by the State Service Coordination Committee.

Exceptions: Disputes involving families involved in Help Me Grow with a Part C eligible child, where the dispute is regarding service being provided as part of the Help Me Grow program, will be responded to within 30 days. These cases do not require the family to be formally participating in the FCFC service coordination process.

The county juvenile court judge may be the county's final arbiter of the county service coordination disputes. The OFCF Cabinet Council will not review cases for which the complainants have sought a juvenile court ruling. The OFCF Cabinet Council's administrative review must be requested and completed prior to seeking resolution through the county juvenile court as final arbiter of the dispute.

XII. County Service Coordination Mechanism Update Due Date, Documentation and Review Process

Ohio Family and Children First will accept the following completed documents between May 1, 2010 and July 31, 2010. All completed documents must be submitted by July 31, 2010. County FCFCs will not be able to access SFY 11 FCSS funding or OCBF funding until these documents are submitted and approved.

The following documents should be submitted electronically unless noted below to OFCF, Attention: Tammy Payton at: Tammy.Payton@governor.ohio.gov.

- 1) The Service Coordination Mechanism Cover Sheet (Attachment A)
 - 2) The county FCFC updated Service Coordination Mechanism
 - 3) Minutes from a full FCFC meeting where the updated County FCFC Service Coordination Mechanism was approved. The minutes must reflect such approval.
 - 4) Signatures of FCFC Chair, FCFC Administrative Agent, and 1 family representative who meets the requirements of the current law (Attachment B). *This form may be emailed (scanned), fax to Tammy Payton at 614.728.0170 or mailed to OFCF, Attn: Tammy Payton, Governor's Office, 77 S. High Street, 30th Floor, Columbus OH 43215.*
 - 5) Supporting forms submitted as addendums requested in the checklist (Attachment C)
 - 6) Service Coordination Matrix form updates (Attachment D)
- Attachment C is a checklist of the requirements that should be included in the updated Service Coordination Mechanism.

- Attachment E is a copy of the state team review tool, which may be a helpful guide to use when updating the mechanism.
- Attachment F contains resources that may be helpful for updating the Service Coordination Mechanism and/or process.

The county FCFC Service Coordination Mechanism will be reviewed by the OFCF Regional Coordinator and the State Service Coordination Committee to ensure compliance with O.R.C. 121.37 and 121.38. Each county FCFC will receive feedback that will include the mechanism's strengths and any areas needing improvement. If components are out of compliance with the ORC, the county will be informed and will be unable to access funding until such components are addressed.

If technical assistance is needed either in updating the FCFC Service Coordination Mechanism or after feedback is received, please contact your OFCF Regional Coordinator. A technical assistance visit will be scheduled for your county.

Attachment A

FCFC Service Coordination Mechanism Cover Sheet

County Name: _____

FCFC Coordinator/Director Name: _____

FCFC Coordinator/Director Address: _____

FCFC Coordinator/Director Email Address: _____

FCFC Coordinator Phone Number: _____

Attachment B

Family and Children First Council Signature Page

The undersigned submit the _____ County Family and First Council Service Coordination Mechanism and assure that the Service Coordination Mechanism has been reviewed and revised by the FCFC during State Fiscal Year 2010/11 to meet compliance with Ohio Revised Code 121.37 and 121.38 and the Systems of Care: Family Centered Services and Support Guidance, and that the mechanism has been approved by the FCFC by July 31, 2010.

FCFC Chair (Signature)

Date

FCFC Chair (Print/Type Name)

FCFC Administrative Agent (Signature)

Date

FCFC Administrative Agent (Print/Type Name)

FCFC Family Representative (Signature)

Date

FCFC Family Representative (Print/Type Name)

Attachment C

Checklist for FCFC Service Coordination Mechanism Updates

The County FCFC Service Coordination Mechanism should include all of the following:

- 1) An overview or description of the purpose of service coordination in your county that includes what entities/agencies/persons were involved in the review and revisions of the mechanism, the structural components (or levels/types of intervention) of service coordination in your county, a description of the criteria established, including age range, for children accepted for service coordination, and a description of how families and agency personnel and community members will become aware of and trained in the service coordination mechanism process in your county.
- 2) A description of the statutory components required under ORC 121.37 (C), including:
 - (C)(1): A procedure for referring a child and family.
 - Include a copy of the standardized referral form used in your county as Addendum A.*
 - (C)(2): A notification procedure for all individual family service coordination plan meetings.
 - (C)(3): A procedure for a family to initiate a meeting and invite support persons
 - (C)(4): A procedure ensuring an individual family service coordination plan meeting occurs before an out-of-home placement is made, or within ten days after placement in the case of an emergency.
 - (C)(5): A procedure for monitoring progress and tracking outcomes.
 - (C)(6): A procedure for protecting family confidentiality.
 - Include a copy of the form used that parents sign as the release of information as Addendum B.*
 - Include a copy of the form that is signed by family team members assuring that none of the family personal information shared by team members during an individual family team meeting will be shared with others outside the identified individual family team members without written consent of the family as Addendum C.*
 - (C)(7): A procedure for assessing the strengths, needs and cultural discovery of the family.
 - Include a copy of the form used to collect and document family strengths, needs and cultural discovery information as Addendum D.*
 - (C)(8): A procedure for developing a family service coordination plan.
 - Include a copy of the form used to document the required components of the individual family service coordination plan as Addendum E.*
 - (C)(9): A dispute resolution process, including the judicial review process.

- 3) A description of the statutory components required under ORC 121.37 (D), including:
- An overall description of the process and individual components of the family service coordination plan.
 - (D)(1): Description of the method for designating service/support responsibilities.
 - (D)(2): Description of the method for selecting the family team member who will track progress, schedule meetings and facilitate meetings.
 - (D)(3): Description of how plans will ensure services are responsive to the strengths, needs, family culture, race and ethnic group, and are provided in the least restrictive environment.
 - (D)(4): Description of how alleged unruly children will be dealt with using service coordination, including a method for diverting them from the juvenile court system
 - (D)(5): Description of how timelines will be established for completing family team goals.
 - (D)(6): Description of how crisis and safety plans will be included in the family service coordination plan.
 - Include a copy of the documents to be used to record the family crisis and safety plan as Addendum F.*
- 4) A description of the fiscal strategies for supporting FCFC service coordination including:
- How funding decisions are made for services identified in the family service coordination plan.
 - How flexible resources are maximize.
 - How funds are blended, braided or coordinated to support service coordination.
 - How resources are reallocated from institutional services to community-based, preventive, and family-centered services.
 - How decisions will be made regarding the use of the Children’s Community Behavioral Health funds for children and their families in service coordination.
 - How decisions will be made regarding the use of the Family Centered Services and Supports funds for children and their families in service coordination.
- 5) Quality Assurance of Service Coordination Mechanism
- Describe how the service coordination mechanism process will be monitored and reviewed. Please include who will monitor and review the mechanism and how often this will happen.

Attachment D

County FCFC Service Coordination Matrix Page

Please complete the below matrix for your county service coordination process/mechanism. This is shared publically and especially with parents and parent advocates. Enter information into the matrix in family-friendly language and in language that would be easily understood by professionals who are unfamiliar with FCFC jargon or acronyms. The current statewide FCFC Service Coordination matrix is located at: <http://www.fcf.ohio.gov/dotAsset/9357.pdf>.

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?
	Name: Title: Phone: Email:						Name: Title: Phone: Email:

Attachment E
FCFC Service Coordination Mechanism Review Tool

County: _____
Reviewers: _____

I. GENERAL

1. Has an updated written County Service Coordination Plan been submitted for review (2010)?
2. Have the cover page, signature page, council minutes, and Addendums A-F been submitted?
3. Does the updated County SCM include an overview and purpose of service coordination?
4. Is there evidence of current or planned implementation/practice of the updated written plan?
5. Has the plan been adopted/approved by the Family and Children First Council?
6. Has the updated SC Matrix been completed and submitted in family-friendly language?

Reviewers' Comments:

II. PARTICIPANTS RESPONSIBLE FOR THE DEVELOPMENT OF THE SCM

1. Are all required participants, as outlined in ORC 121.37, involved in the planning? Please check below:

- | | | | | |
|--|--|-------------------------------|---|---|
| <input type="checkbox"/> Child Welfare | <input type="checkbox"/> Health | <input type="checkbox"/> MRDD | <input type="checkbox"/> Juvenile Court | <input type="checkbox"/> EI/HMG Committee |
| <input type="checkbox"/> Education | <input type="checkbox"/> ADAMH /CMH/ADAS | | <input type="checkbox"/> Families | <input type="checkbox"/> FCFC |
| <input type="checkbox"/> Others: | | | | |

Reviewers' Comments:

III. ACCESSING THE COUNTY SERVICE COORDINATION PROCESS

- 1. Is there a procedure outlining access to the county service coordination mechanism, including levels of intervention, and criteria for each level?

- 2. As defined in ORC 121.37, can all of the following refer to or access the SC process?
 any agency juvenile court any family voluntarily seeking services

- 3. Is access to the FCFC service coordination process available to children and youth (ages 0-21) with multi-systemic needs?

- 4. Does the referral process include documentation of the following?
 referral receipt date referral source contact info. contact info. for referred family/child
 description of the issues response/outcome of referral timelines for each referral process step

Reviewers' Comments:

IV. SERVICE COORDINATION MEETING PROTOCOLS

- 1. Is there procedure for Family SC Plan meeting notification and invitation?
If yes, are all mandated parties notified and invited? Please check below:
 family appropriate staff from involved agencies appropriate school district representative
 mentor, advocate, or support person of the family's choice

- 2. Is there a procedure that permits a family to initiate a Family SC Plan meeting?

- 3. Is there a procedure to ensure a Family SC Plan meeting takes place before a non-emergency out-of-home placement occurs?

- 4. Is there a procedure to ensure that a Family SC Plan meeting takes places within 10 days of an emergency

placement?

5. Are family needs & requests considered when scheduling the time/location of meetings?

Reviewers' Comments:

V. CONFIDENTIALITY AND LEAST RESTRICTIVE ENVIRONMENT

1. Is there a procedure that ensures confidentiality of all personal family & health care information disclosed during meetings or contained in the Comprehensive Family SC Plan?
2. Is there a procedure to ensure that assistance and services are provided in the least restrictive environment possible?

Reviewers' Comments:

VI. CHILD/FAMILY NEEDS & STRENGTHS ASSESSMENT

1. Is there a procedure for assessing the needs, strengths and culture discovery of any child and family accepted into the SC process?
2. From whom does the county collect information for the child/family needs, strengths and culture discovery assessment process?
- child family/caregiver agencies/providers other(s)
3. Is there a standardized tool or approach to guide the assessment of child/family needs, strengths and culture discovery?
4. Is the assessment tool or approach culturally sensitive?

Reviewers' Comments:

VII. OUTCOME MONITORING/TRACKING

1. Assurance that upon request, SC data will be submitted to the state for the purpose of evaluation?

Reviewers' Comments:

VIII. DISPUTE RESOLUTION

1. Is there a formalized dispute resolution process?
2. As defined in ORC 121.37, does the process cover all of the following types of disputes? Please check below:
agency to agency child/family to agency child/family to their SC Plan
3. Does the dispute resolution process assure that the child/family will receive the necessary services while any disputes are being resolved?
4. Do all stages of the dispute resolution process include specific time limitations, (i.e. # of days for each step), including assurance that written determination of findings are made within 60 days?
5. Does the process distinguish and define differences between emergency and non-emergency situation?
6. Is there a process to file with the Juvenile Court within 7 days following a failed dispute resolution? Does it include assurance of an interagency assessment or treatment information being submitted to the court?
7. Does the Juvenile Court Judge have final authority in the county process?
8. Is the local HMG dispute process aligned with the County Service Coordination Mechanism?
9. Is there a process to inform families and agencies about IFSCP dispute resolution process?

Reviewers' Comments:

IX. DESIGNATION OF SERVICE RESPONSIBILITIES

- 1. Is there a process for designating service responsibilities for the Individual Family Service Coordination Plan?

- 2. Is there a process for establishing a family team member of the Individual Family Service Coordination Plan that:
 - designates an individual/lead service coordinator that is approved by the family
 - tracks progress of goals included in the family SC plan
 - schedules family SC plan reviews as necessary
 - facilitates family SC plan meetings

X. SERVICE PLANNING FOR INDIVIDUAL FAMILY SC PLANS

- 1. Is there a process that allows for family input to help ensure that services to be provided are culturally appropriate and responsive to the strengths and needs of the family?

- 2. Is there a process for dealing with a child alleged to be unruly and include methods to divert the child from the juvenile court system?

- 3. Is there a process requiring Individual Family SC Plans to include timelines for goal completion and regular plan reviews to monitor progress toward identified goals?

- 4. Is there a process requiring Individual Family SC Plans to include a plan for dealing with short-term crisis situations and safety concerns?

Reviewers' Comments:

XI. FUNDING/FISCAL ISSUES

- 1. Is there a procedure that outlines how funding decisions are made for services identified in the Family SC Plan?

- 2. How is Service Coordination funded in the county? Please check below:

- None/Not Applicable
 CCBH Funds
 FCSS funds
 Local Pooled/Blended Dollars
 Local Braided Funding
 Parent/Caregiver
 Other(s):

Reviewers' Comments:

XII. PUBLIC AWARENESS/TARGETED MARKETING

1. Is there a procedure to educate families, agencies, and direct care personnel about the County's SC Plan?
2. Are staff regularly trained in the county's SC model?

Reviewers' Comments:

XIII. QUALITY ASSURANCE OF THE COUNTY SC PLAN

1. Do you collect and/or track information on the effectiveness of the County Service Coordination Plan process?
2. How often is the plan revisited?
 Annually
 Bi-Annually
 Other:

Reviewers' Comments:

Reviewer's Summary

Areas of Strength:

Opportunities for Improvement:

Other Comments:

- Mechanism Complete and Responsive to ORC 121.37, 121.38 and/or FCSS Guidance Assurances
 Mechanism Incomplete and Non-Responsive to ORC 121.37, 121.38 and/or FCSS Guidance Assurances

The following minimum requirements/components must be addressed before the county's Service Coordination Mechanism is approved:

Attachment F

Service Coordination Mechanism Resources

The below websites provide additional information that may assist with updating the county FCFC Service Coordination Mechanism.

OFCF Statute (O.R.C. 121.37): <http://www.fcf.ohio.gov/dotAsset/10144.pdf>

Coordinating Systems and Services Effective Practice Model: <http://www.fcf.ohio.gov/resources/effective-practice-model/coordinating-systems-and-services.dot>

Service Coordination Tool-Kit: <http://www.fcf.ohio.gov/coordinating-systems-and-services/service-coordination-toolkit/>

Service Coordination Matrix (as of 2009): <http://www.fcf.ohio.gov/dotAsset/9357.pdf>

High-Fidelity Wraparound: <http://www.fcf.ohio.gov/coordinating-systems-and-services/high-fidelity-wraparound.dot>

State Service Coordination Committee: <http://www.fcf.ohio.gov/coordinating-systems-and-services/service-coordination-state-committee.dot>

System of Care Initiative: <http://www.fcf.ohio.gov/initiatives/system-of-care.dot>

System of Care: Family-Centered Services and Supports Guidance: <http://www.fcf.ohio.gov/dotAsset/9715.pdf>

System of Care: Children's Community Behavioral Health Guidance: <http://www.fcf.ohio.gov/dotAsset/9192.pdf>

OFCF Regional Coordinators' Contact Information: <http://www.fcf.ohio.gov/resources/ofcf-state-and-regional-contact-with-map.dot>

