

SERVICE COORDINATION MECHANISM 2018

Athens County Family & Children First Council

Overview

Athens County Family and Children First Council established our Service Coordination Mechanism to serve as the guiding document for the coordination of services within our county. Our Service Coordination Mechanism shall be consistent for ALL children and define family coordination plans. Any child receiving services under Ohio's Early Intervention Program will have service coordination consistent with the rules adopted by the Department of Developmental Disabilities (DODD) under section 5123.02 of the Ohio Revised Code. All persons or entities providing service coordination on behalf of Athens County FCFC will follow the processes of this Service Coordination Mechanism.

Children receiving services under Ohio's Early Intervention programming (Help Me Grow) and who are also being served under our Service Coordination Mechanism will receive services consistent with the EI requirements per federal regulations and DODD policies. When a child is eligible and involved in both systems, the main provider of service coordination will be HMG to assure compliance with ORC 5132.02. Our Service Coordination Mechanism supports and provides assistance for the family's HMG/IFSP/Early Intervention Plan.

Service Coordination Mechanism Ohio Revised Code 121.37(C)

Our Athens County Service Coordination Mechanism was developed in conjunction with agency representatives from child welfare; juvenile court; education; developmental disabilities; alcohol, drug-addiction, mental health services; health; 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. We have established an implementation schedule for this Mechanism to begin as soon as approval is obtained from Ohio Family and Children First and not before May 1, 2018. Ohio Family and Children First Cabinet Council monitors the implementation and administration Athens County's Mechanism.

Service coordination in Athens County builds upon the strengths of existing services in the community that are working for families. This system allows for better access and coordination for our families, and provides a mechanism to propose new services or address unmet needs. Service coordination is a collaborative, coordinated, cross-system team planning process that addresses the needs of families with multiple and complex needs.

The process is family-focused and strength based, responsive to the culture, race, and ethnicity of the family. This capitalizes on a system of natural supports for the family which can gradually reduce family reliance on existing formal structures. Families in Athens County can self-refer to Council for this level of service planning.

The following criteria describe eligibility requirements for the Athens County FCFC Service Coordination:

- Service Coordination for children ages birth to 21. Children who have multi-systemic needs, and who have intensive behavior or emotional disabilities.
- Service Coordination for children birth to age 21 who present with developmental disabilities and/or dual diagnosis with a mental health disorder and have multi-systemic needs.
- Information and referral to any agency or family member seeking help within the service delivery system, including diagnostic systems, parenting programs, mental health or developmental disability services, educational guidance, SSI, Medicaid, counseling services for mental health and/or substance abuse, the court system, the child welfare system, and the early childhood community and services.

- Individualized family services including a family systems assessment, information & referral for services (see above), behavior management assessment, and service system access. Not all families necessarily have to access the Inter-System (Cluster) system. The ACFCFC can provide help to families to make sure they know of the services available to them and support that access to services. However, if the problems are severe, cross multi-systems, are leading to greater court involvement, or just need a higher level of cross-systems coordination, Service Coordination can be provided. At all times, children will be reviewed for "cluster" services if the parent requests it.

By monitoring and tracking children through this process, the we learn where service gaps exist, what services are effective, and where cross-system coordination needs improvement. This information informs our decision-making process and improves local service delivery.

Our Service Coordination Mechanism components are listed below and meet requirements under the Ohio Revised Code 121.37(C):

(C) 1. *County-wide referral procedure for a child or family:*

A service coordination application referral shall be signed by the parent. Service providers may assist the custodial parent in completing the application referral. The application will contain:

- the date of the receipt of the referral,
- contact information of the person being referred,
- the age of the person referred at the time of referral,
- a description of the experiencing problems/concerns,
- systems/agencies that have been involved with the person to date,
- contact information for the person making the referral,
- identification of Medicaid Manage Care Plan, if applicable, and
- Council response to the referral or the outcome of the referral.

In Athens County, we strive to identify potential multi-system youth (for service coordination) as early as possible. The application shall be submitted for review at the next occurring Inter-systems Cluster meeting regularly scheduled for the first Monday of each month (unless that Monday is a holiday, then the second Monday of that month). The family will be contacted by the referring agency or their designee within two (2) weeks of the Cluster meeting, informing them of the status of their referral. Athens County FCFC initiates an assessment period. The lead service provider (identified team lead) schedules a team meeting in which the FCFC Administrator attends and begins the 30-day assessment period. The team members shall be identified on the application or at the cluster meeting with the approval of the parents of the child.

Children who access the funding components of the ACFCFC, must be clustered through Inter-systems, and participate in the Service Coordination Mechanism. The Athens County FCFC Inter-systems Cluster are committed to helping families identify and work on their individual needs taking steps appropriate for their family system and accessing services, including FCFC support services, in a planned and productive way utilizing a least intrusive response while adequately addressing a family's needs through an ongoing process of assessing youth and family needs. Assessing youth is conducted using the Ohio CANS assessment tool.

The service coordination mechanism for Athens County demonstrates the following available levels of coordination, intervention, and criteria: (along a continuum of care)

Information and Referral: Families who need help navigating the systems of care, obtaining referral help for diagnostic work, or referral/advocacy to specific agencies to help with accessing services can work directly with the Athens County FCFC Coordinator without going through the Inter-systems process.

Service Coordination: For children and their families who have needs across multiple systems. This is a cross-system process of planning using resources and supports designed to make the system work better to meet the child's needs. This coordination is a strength-based plan aligning current, local systems to support efforts in shared planning. Those enrolled in service coordination meet quarterly to track progress and assess goal completion. Children whose families work through issues but wish to remain "clustered" may do so by remaining on the stable cluster list until such time that the family needs services and must

move to active status. The parent may withdraw the child from the FCFC at any time they wish, or allow the permission form to expire and not renew services.

High-Fidelity Wraparound: Children with high intensity, severe emotional, behavioral health, or physical health needs who are receiving services from multiple local systems and/or children who are at-risk of out-of-home placement (residential or TFC) shall receive the basic components of our high-fidelity wrap-around teaming approach to care. Oftentimes, when all other options have failed, high-fidelity wraparound provides a comprehensive plan (based on unmet needs) that ensures coordinated efforts across systems which build upon a child's strengths. Plans are uniquely designed to stabilize families while assessing further treatment needs.

Both service coordination and high-fidelity wraparound have the following components:

- Coordinated efforts in effective monitoring
- Coordinated services and supports
- Aligned resources
- Navigated systems (as requested by families)
- Maximized family and community connectedness based on the family's culture
- Utilized natural supports
- Involved families (in all aspects of coordination)
- Respected supports (based on strengths)
- Assessed progress
- Identified barriers (across systems)
- Planned response plans relating to crisis and safety concerns

Families and service providers will be educated about and trained in this mechanism. We, FCFC Administrator, and staff are available and often attend service providers' in-service meetings and community organizational meetings and events, these meetings and events include (but are not limited to) the Early Childhood Collaborative (17 local members, including WIC, Head Start/Early Head Start, and Hopewell Health Centers Early Childhood Mental Health and Help Me Grow). Council has 3 active parent representatives who are ready to educate peers and groups within the community as invited. Athens County uses social media to inform families of service coordination processes and community events.

As defined by ORC 121.37, any agency, juvenile court member, or any family voluntarily seeking services can refer to the Athens Co FCFC for access to the service coordination process.

- (C) 2. *Procedure ensuring family and all appropriate staff from involved agencies, including a representative from the appropriate school district, are notified and invited to participate in all family service coordination plan meetings.* Staff from service agencies and family support systems are identified on the Service Coordination application. Each agency present at the Inter- systems Cluster meeting shall notify their individual agency staff, including a representative from the appropriate school district, that they are appointed as a member of the family team. If an agency or school district is not present at the Cluster meeting, the FCFC Coordinator, or designee, shall notify the non-attending agency staff member. Documentation shall be kept in the child's FCFC record of all notifications. Written documentation (letter or email) is preferred, although voice mail is also an acceptable alternative for written notification. It is the responsibility of the assigned team lead to notify all appropriate present and future members of the family team, including the parents/family or guardian and the mentor, advocate, or support person of the family's choice. This procedure will ensure all appropriate supports are notified and invited to participate in the family's service coordination plan meetings. Meetings will occur with time and location considerations of the family and supporting staff and agencies. Meeting times, dates and locations are discussed at each family service coordination meeting and future meetings are scheduled at that time. For all non-emergency meetings, a notice of at least 30 days is in place. Advance written notice is required through the electronic medical record used to send participants reminder email notifications.

- (C) 3. *Procedure permitting the family to initiative a meeting to develop or review the family's service coordination plan and allows the family to invite a family advocate, mentor, or support person of the family's choice to participate in such a meeting.* Families can contact the team lead to initiate a service coordination planning meeting. Athens County FCFC will assist a parent in obtaining a family advocate at any time one is requested. Initially, at the time of the application, the parent may request in writing that a parent advocate be appointed to the case. FCFC will facilitate a conversation with the family and create a plan to acquire a family advocate. They (the family) may also request at any time the convening of the family service coordination plan meeting, as well as being able to request at any time a review of the service coordination plan. We encourage our families to incite a family advocate, a mentor, or a support person to participate in any of the activities scheduled through our programming. There are limited services available through a trained advocate. We can help find a parent advocate through local systems if families tell us they would like that assistance. The meetings shall be scheduled at times when parents and family supports can attend the meeting. Potential advocates and supports may be obtained from the following variety of sources:
- Parent Advocacy Connection
 - Developmental Disabilities Council
 - Athens/Meigs Educational Services Center
 - YouthMOVE

- (C) 4. *Procedure ensuring a family service coordination plan meeting is conducted before a non-emergency out-of-home placement or within ten days for emergency placements of multi-system children.* All alternatives to out-of-home placement are exhausted as reasonable and appropriate responses to the family's situation. No out-of-home placements shall occur without conducting a non-emergency meeting to discuss other viable options. If an emergency placement does occur, a team meeting shall be held within 10 days of the placement. The purpose of all team meetings is to help the family identify the resources they need to keep their child successfully in the home. This may involve accessing support services like respite care, in-home non-clinical coaching for parents, mentoring services, or securing safety features for the home. At each team meeting, goals and objectives will be identified for the family and team to work on to guide them towards success. An out-of-home placement is the last choice for the child.

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. Athens County utilizes a pooled funding mechanism with payors from child welfare, the 317-mental health board, county schools, city schools, job & family services, and the DD Board. It is the responsibility of the Inter- systems Cluster to make all recommendations for placement to Council's Executive Board, who has the ultimate authority for approving funding for out-of-home placements. The family team will begin planning for community supports during placement and for the transition/re-entry back into the home/community.

A family can refer itself to the service coordination at any point in time including prior to or immediately after an out-home-placement, given they meet service coordination eligibility criteria.

This policy shall not be interpreted as overriding or affecting decisions of juvenile court regarding an out-of-home placement.

- (C) 5. *Procedure for monitoring progress and tracking outcomes of each service coordination plan, including tracking of children placed outside the home to assure progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment, and education.* Using our electronic medical record system, we monitor and track youth thus, providing Council with up-to-date progress on a regular basis. Data is used to inform Council of any service provision gaps throughout the county. This annual review of data is used in our collective impact process of creating our Shared Plan. The Athens County Family and Children First Council's Shared Plan is created (from collected data) and reviewed annually to address, evaluate and prioritize service provision gaps in local programming. Often, this process leads to inventing innovative approaches to achieve better results for families.

Data is monitored and tracked by the following demographics: (data within electronic medical record system)

- Total numbers of referrals
- Youth enrollment
- Males enrollment
- Females enrollment
- Transgender enrollment
- Racial category identification
- Age category enrollment
- Agencies involvement
- Area of concern/need (via assessment)
- Increases in needs (via assessment)
- Goal completion (percentages)
- Utilized funding (tracked by excel spreadsheet)

Whether or not a youth lives with their family or resides in out-of-home placement, documentation of the family team meetings shall include the names of the individuals who attend and their respective affiliations.

Additionally, the meeting documentation will include:

- the date of the meeting,
- the status of the child and his/her safety/crisis needs,
- the achievements made during the previous month, and
- the goals for the next month.

The team lead is responsible for completing the paperwork, submitting it to the Athens County FCFC, and notifying non-attendees of the next meeting date. Team meetings shall be held monthly at the residential facility if children are in an out-of-home placement. Each area of a child's development should be addressed in carrying out transition and on-going goals including treatment, education, placement, and the court. Meetings shall be scheduled at a time convenient for the parents and their family support systems. Using the electronic medical record data system, data will be used to inform the family team of the decision-making process. It will allow the family team to view successes and further build on family strengths.

(C) 6. *Procedure for protecting the confidentiality of all personal family information disclosed during service coordination meetings or contained in the comprehensive family service plan.* The parent or guardian signs a release of information for Athens County FCFC that designates the agencies providing the primary services for the multi-system child and the information in which to be shared. The release of information contains all potential community partners including all applicable local school districts. The parent or guardian may choose to eliminate any providers he or she does not want to participate in those discussions. Any additional documentation regarding confidentiality expectations of information disclosed during service coordination/high-fidelity wraparound committee meetings or specific family team meetings and the planning progress will be signed by all family team members who are participating. Our Intersystem-Cluster meeting participants will also adhere to additional documentation regarding confidentiality expectations of information disclosed during coordination and funding approval meetings.

(C) 7. *Procedure for assessing the needs and strengths of any child or family that has been referred to Athens County FCFC 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.* Athens County FCFC will utilize the Ohio CANS assessment to identify the strengths and needs of families participating in service coordination or high-fidelity wraparound programming. The identified strengths and needs are used to create the family's service coordination plan. By using the Ohio CANS, we ensure a consistent approach to service coordination, using strengths to meet needs and cultural discovery of the child and family in every planning process. In completing the Ohio CANS, during the intake process and ongoing family team meetings, the parents, along with other team members, shall identify the needs and strengths of the child. The Ohio CANS contains the following elements: life domains/functioning; strengths of family and child; behavioral/emotional needs; risk

behaviors of child and family; development needs; the effects of trauma; juvenile justice needs and concerns; substance use and abuse needs; and vocational needs. Athens County FCFC staff will remain certified in administering the Ohio CANS. The Ohio CANS will be used to track progress in completing service coordination plan goals.

Strengths and needs are reviewed every 90-120 days with targeted goals addressing increasingly stronger strength attributes for the family. The family team is responsible for addressing this component of the service coordination plan and providing documentation to the Athens County FCFC.

- (C) 8. *Procedure for developing an individual family service coordination plan.* Athens County FCFC will utilize the Ohio CANS within the electronic medical record to develop an individual family service coordination plan. The family service coordination plan is designed to fulfill other public service systems' comprehensive plans with minimal overlap and duplication. All plans will be linked together and coordinated to assist the family.

Dispute Resolution Process for Service Coordination Ohio Revised Code 121.37(C)

- (C) 9. *Dispute resolution process.* The Athens County FCFC dispute resolution policy complies with section 121.38 of the ORC. This policy is appropriate for issues involving service coordination to first resolve disputes among 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. For agency-specific issues, parents should utilize that specific agency's grievance policies. ORC 121.381, 121.382: At the time of the Athens County FCFC application, the Dispute Resolution Policy shall be explained to the parent or guardian and a copy of the policy remains with the parents. Families will understand the policy is their right to use and they will be included in all aspects of the process. The Council shall make a finding within 60 days of the initiation of the dispute process by the parent or guardian. Services and funding for services shall continue during the dispute resolution process. Nothing in this section shall be interpreted as overriding or affecting decisions of a juvenile court judge regarding an out-of-home placement, long-term, or emergency out-of-home placement. ***Dispute Resolution Policy is attached for review.***

Individual Family Service Coordination Plan/Plan of Care Ohio Revised Code 121.37(D) (referenced in (C) 8)

- (D) 1. Athens County's family service coordination plans will designate the service responsibilities among the various state and local agencies providing services to families. This includes 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 service coordination plan shall include a list of the responsibilities of all involved parties. As gaps are identified and/or other services are needed, the plan evolves. The Ohio CANS assessment, within the electronic medical record shall produce a record reflecting the strengths and needs of the family, resulting in a unified family service plan. This plan is inclusive of all appropriate services and support and includes a description of the efforts to coordinate the assignment of responsibilities, authority, and funding among all responsible agencies for coordinated assessment, service plan development, service plan implementation, transitional services, service activity tracking, and service satisfaction.
- (D) 2. For each family team, a team leader emerges (with the confidence of the family) to assist Athens County FCFC in tracking progress of the family's service coordination plan. The team leader assists in tracking progress by scheduling and facilitating family service coordination plan reviews (every 90-120 days). Families are encouraged to choose and approve their team leader. Athens County FCFC will ensure the assigned team leader encourages families to participate and share their voice in the reviews.
- (D) 3. All assistance and services are strength-based and need-driven. We are responsive to family's culture, race, gender, and ethnic group affiliation and allow families to offer information and suggestions. We encourage

participation in decisions, and seek to receive assistance through the least restrictive environment possible. We believe outcomes of service coordination planning should pay attention to issues related to racial, ethnic, and cultural identity and gender. At Council level, we promote early intervention to prevent unnecessary out-of-home placements and work to keep communities safe while supporting families. Athens County FCFC will seek guidance from the National Standards on Culturally and Linguistically Appropriate Services (CLAS).

- (D) 4. Athens County FCFC works closely with Athens County Juvenile Court's Diversion personnel to early identify youth who allegedly are behaving in an unruly manner their home, school and community. This close relationship serves to divert youth from the juvenile court system. Once identified families and/or juvenile court personnel can refer to FCFC service coordination or high-fidelity wraparound services. Many referrals include youth who exhibit chronic, unruly behaviors in the home, school, of community and come to the attention of diversions on more than one occasion. Alleged unruly youth referred to Athens County FCFC shall receive the same services as other youth, including the development of a family team to address the underlying issues of the alleged unruly behavior.
- (D) 5. Family team review meetings take place at least every 90 days, in some situations family team meetings occur more frequently, depending on the youth's need and family's availability. Success is noted at the team meeting. Using FCFC's electronic medical record, goals established for the family or child should contain measurable, reasonable timeframes for completion. Plans are flexible and responsive to the changing needs of the family while instilling some level of consistency for the child. Families can participate in scheduling meetings at times convenient and with assistance from their team leader.
- (D) 6. Short-term crisis and safety situations. Using the electronic medical record, a short-term crisis plan will be included in the family's service coordination plan. At the initial meeting, and subsequent family team meetings, crisis and/or safety issues need to be addressed will be added to the service coordination plan, accordingly. The goal of crisis and safety planning is to better prepare the family to handle those problems and keep the child in the home during some of those problems. Safety concerns will be addressed as part of the service coordination process.

Ohio Revised Code 121.37 (E)

- (E) 1. Oftentimes, parents and/or child serving agencies identify unruly behavior but the child may not be involved with the local juvenile court diversion services. These children may appropriate referrals to the Athens County FCFC, if they are multi-system. Below, we provide our requirements for these (alleged unruly) youth's service coordination plans:

As described in (C) 7, the assessment of the child and family's strengths and needs will be completed by Athens County FCFC and use the Ohio CANS. An emphasis is placed on the personal responsibilities of the child and the parental responsibilities of the parents, guardian, or custodian of the child; and involvement of local law enforcement agencies and officials is encouraged.

- (E) 2. The method of diverting children from the juvenile court system must be included in the service coordination process and includes, but is not limited to, the following:
 - (a) The preparation of a complaint under section 2151.27 of the Ohio 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, the parents, guardian, or custodian, 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 from a crisis involving a confrontation between the child and the parents, guardian, or custodian;
 - (d) A program to provide a mentor to the child or the parents, guardian, or custodian;

- (e) A program to provide parenting education to the parents, guardian, or custodian;
- (f) An alternative school program for children who are truant from school, repeatedly disruptive in school, or suspended or expelled from school;
- (g) Other appropriate measures, including, but not limited to, any alternative methods to divert a child from the juvenile court system that are identified by the Ohio Family and Children First Cabinet Council.

Unruly falls within a category of behavior that includes skipping school, shop-lifting, underage consumption, fighting, running away, disrespecting parental rules. Parents who are referred or self-refer for service coordination are instrumental in identifying the underlying reasons for their child's unruly behavior. Parents are given the responsibility for parenting their child with the support of the family team. Local law enforcement does not like to be involved in parent-child family matters nor do they like to place a child in detention facilities. Other safety-crisis- behavior plans should be developed with the family to avoid calling law enforcement. Athens County FCFC may ask parents to sign and follow an agreed upon contract between the child, family and juvenile court.

Athens County FCFC participates in a 4-county Department of Youth Services Grant -RECLAIM (other counties include; Jackson, Meigs, Gallia). Youth referred to this grant program are referred to Athens County FCFC for service coordination in efforts to divert them from further involvement with the juvenile court system. Youth enrolled in this programming are adjudicated to be an unruly or delinquent child. These youth, ages 14-21 receive service coordination or high-fidelity wraparound programming depending on their OYAS assessment score. The OYAS assesses for recidivism rates and helps identify areas of criminal minded behaviors. Other referrals include youth who are exhibiting chronic, unruly behaviors and have come to the attention of the court on more than one occasion. Youth referred to Athens County FCFC shall receive the same services as other youth, including the development of a family team to address the underlying issues of unruly and/or delinquent behavior.

Fiscal Strategies

Athens County FCFC has funding options that we utilize for enhancing service coordination. Children must be approved through Inter-systems Cluster to access funding sources of Council. Children can also be approved through Inter-systems and NOT access funding, but still participate on the family team receiving all the services that group can provide.

FCSS- Family-Centered Services and Supports -These funds help to stabilize families. Children, birth to 21 years old, with multi-systemic needs, and receive service coordination through Athens County FCFC are eligible for FCSS funds to meet their unique non-clinical needs. The needs must be identified on the service coordination plan, developed through the service coordination process.

RECLAIM Grant Funding -Through a 4-County Department of Youth Services Grant- RECLAIM, youth ages 14-21 years who score moderate to high on their juvenile court OYAS assessment, may receive grant funding to divert eligible youth from further contact with juvenile court or the Department of Youth Services.

Pooled Funding- Local child-serving agencies pool a small amount of their annual budget to support FCFC's efforts in stabilizing families. Pooled funding is utilized by Inter-systems Cluster for longer term respite and out-of-home placements of children once the family team process has been exhausted. Pooled funding is also utilized for localized support of programming involving parenting education and prevention efforts.

Athens County coordinates funding around existing funding sources, i.e. funds that supplement children in their parents' care, such as post-adoptive special subsidy supports, combined residential funding through FCFC and the DD Board [includes children from child welfare who are in a residential placement), Help Me Grow, grants, etc. The Council convenes appropriate parties to engage in strategic, planful, coordinated systems of funding.

Service Coordination/High-Fidelity Wraparound Improvement Resources

Athens County FCFC participated in a strategic effort during 2015 and 2016 to improve our service coordination for 14-21 years old called ENGAGE (Engaging the New Generation to Achieve Their Goals Through Empowerment). Through this effort, a high-fidelity wraparound system of care (infrastructure) was built locally. This system of care is utilized, using natural supports and connections which are designed to sustain and assist youth and their families after local providers are no longer involved. This intense level of monitoring and assessing has been successful in helping link youth and families to lasting resources and supports. Through such efforts, our goal is for youth to stably remain with their families (however defined), in their respective community, school and achieve over wellbeing.

Children with high intensity, severe emotional, behavioral health, or physical health needs who are receiving services from multiple local systems and/or children who are at-risk of out-of-home placement (residential or TFC) shall receive the basic components of our high-fidelity wrap-around teaming approach to care. Oftentimes, when all other options have failed, high-fidelity wraparound provides a comprehensive plan (based on unmet needs) that ensures coordinated efforts across systems which build upon a child's strengths. Plans are uniquely designed to stabilize families while assessing further treatment needs.

High-fidelity wraparound has the following components:

- Coordinated efforts in effective monitoring
- Coordinated services and supports
- Aligned resources
- Navigated systems (as requested by families)
- Maximized family and community connectedness based on the family's culture
- Utilized natural supports
- Involved families (in all aspects of coordination)
- Respected supports (based on strengths)
- Assessed progress
- Identified barriers (across systems)
- Planned response plans relating to crisis and safety concerns

Service Coordination Mechanism Quality Assurance

Athens County Family & Children First Council's Administrator is responsible for monitoring and reviewing family team plans. The Administrator is also an active participant on the children's teams where out-of-home placement or severe behavior problems pose the highest risk. Oversight of the entire system lies with the Inter-Systems Executive Board of the FCFC with ultimate authority resting with the (Full) Council. The Council will keep track of reports and documentation due from the family teams. Each team will be notified if record keeping is not occurring. This system also manages keeping permission forms up-to-date, keeping individual cluster cases up-to-date, and minutes of meetings where service coordination is discussed. Effectiveness can be measured by reducing the number of children who need out-of-home placement, the length of the stay in placement, the number of children on the active cluster list, or the number of children whose families report they are having better outcomes due to the service coordination process.

An annual report will be presented to Full Council by July 31st of each year. This report will monitor our county service coordination mechanism. This data collection and presentation will assist Council in yielding better outcomes for families and children in Athens County on an annual basis. The report will contain information related to the data collected (see (C) 5), the numbers of children served per category, and the numbers of individuals who participated in the service coordination mechanism. Additionally, the report will track percentages of goal completion and therefore, case closure.

By collecting necessary data and reviewing the data annually, Council will ensure local service coordination reflects our County's practices. Our local practices reflect the expectations held by the Ohio Family and Children First Council.

State Service Coordination Committee

It is understood the Ohio Family and Children First Cabinet Council reserves the right to monitor and resolve disputes at the local level and make sure the local FCFC's follow these rules if all other options are exhausted at the local level.

When requested, Cabinet Council reviews a family's service coordination plan and unresolved local dispute through a State Service Coordination Committee. The State Service Coordination Committee made up of representatives from the cabinet agencies and from the Office of Ohio Family and Children First Council. For more information on specific requirements for requesting a review and/or viewing the required documents, visit:

<http://www.fcfc.ohio.gov/CoordinatingServices/ServiceCoordinationStateCommittee.aspx>

The State Service Coordination Committee reviews cases where families have unmet needs that Athens County FCFC is unable to fulfill, or then we are unable to develop a family service coordination plan that leads to significant improvement in a family's stability or functioning. This Committee reviews case documents (submitted by Athens County FCFC) and makes recommendations to Ohio Family and Children First Cabinet Council for its review and approval. With Cabinet Council's approval, the Office of Ohio Family and Children First will respond (in writing) to our local requests within 45 days of the receipt of the request (by the State Service Coordination Committee).

The State Service Coordination Committee provides administrative reviews if there are disputes within our local community that concern decisions made, processes proposed, or implemented processes regarding a family or child that comes to a dispute situation. This includes conflicts among parents and/or agencies involved in our service coordination progress. This includes a disagreement regarding the acceptance or denial of a family into the service coordination process. Agencies, providers, or parents/guardians who have participated in the family service coordination plan team may request a dispute resolution review.

In cases of dispute resolution, the State Service Coordination Committee will make recommendations to the Ohio FCFC Cabinet Council. With the Ohio FCFC Cabinet Council's review and approval, the Ohio FCFC will respond (in writing) to Athens County FCFC any request of dispute resolution, within 30 days of the receipt of the request by the State Service Coordination Committee. Exception to this is as follows:

For disputes involving Help Me Grow Part C eligible children- dispute is regarding service being provided as part of the Help Me Grow program, will be responded to within 30 days. These children do not have to be involved with the Athens County FCFC service coordination process.

The Athens County Juvenile Court judge is our county's final arbiter for service coordination disputes. The Ohio Family and Children First Cabinet Council will not review cases in which complainants have sought a juvenile court ruling. The Ohio Family and Children First Cabinet Council's administrative review must be requested and completed prior to seeking resolution through the Athens County Juvenile Court as final arbiter of the dispute.

