

# FCFC Service Coordination Matrix

County	Who do I call or email to ask about applying for Service Coordination?	What ages of children can receive Service Coordination & what needs qualify them for it?	Who can refer a child & how is a referral made?	How can a parent self-refer a child? Where can a parent get a self-referral form & who does the parent give it to when it is completed?	How can a family get a Parent Advocate?	What happens if I disagree with a service coordination decision? How long does it take to get an answer when I disagree?	Who do I call or email to file a dispute or disagreement?
Cuyahoga	<p><b>Denise Pietrzak</b> Title: Program Officer</p> <p><b>Phone:</b> 216-443-6115 (office)</p> <p><b>Email:</b> <a href="mailto:dpietrzak@cuyahogacounty.us">dpietrzak@cuyahogacounty.us</a></p>	<p>Children birth to 21 years of age who meet at least one of the following criteria:</p> <ol style="list-style-type: none"> <li>1. Are not system involved, but have a need.*</li> <li>2. Need assistance with navigation to get their needs met across systems.</li> <li>3. Experiencing difficulties moving smoothly through the system processes.</li> <li>4. Family whose wishes differ from what the system is offering.</li> <li>5. The needs outweigh the resources of one or more system.</li> <li>6. Families who have encountered</li> </ol>	<p>Referral Process:</p> <ol style="list-style-type: none"> <li>1. Line staff contacts system liaison</li> <li>2. Family contacts FCFC</li> <li>3. Parent contacts community center</li> </ol>	<p><b>Families can self-refer by contacting the FCFC Service Coordination Specialist at 216-443-6115.</b></p>	<p>If a family is involved in Tapestry System of Care or Positive Education Program: (PEP) Connections, a parent advocate can be requested through their care coordinator, care manager or family support liaison. A parent advocate can also be requested through the FCFC office.</p>	<p>Each entity has their own internal dispute resolution process. The County process used for Service Coordination begins with communication one-on-one with the caseworkers. The case would get brought to the next level of problem solving only when it is unable to be resolved. The goal would be to resolve conflicts at the earliest level of intervention. For crisis level cases, the goal for resolution would be within 7 days. If no crisis exists, resolution needs to be achieved within 30 days. The dispute resolution sequence is below:</p> <ul style="list-style-type: none"> <li>• Worker to Worker</li> <li>• Supervisor to Supervisor</li> <li>• Liaison to Liaison</li> <li>• Executive to Executive</li> <li>• FCFC Executive Council</li> <li>• Mediation Committee</li> <li>• Juvenile Court Administrative Judge</li> </ul>	<p><b>Denise Pietrzak</b> Title: Program Officer</p> <p><b>Phone:</b> 216-443-6115 (office)</p> <p><b>Email:</b> <a href="mailto:dpietrzak@cuyahogacounty.us">dpietrzak@cuyahogacounty.us</a></p>

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		<p>barriers within or between a system which may impede or disrupt the process.</p> <p>7. Families who are having difficulty accessing needed services or supports.</p> <p>8. Families who are involved with multiple systems &amp; whose children are at risk of placement outside their home.</p> <p>*There are eligibility criteria for some systems/programs</p>					
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