

# 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?
Gallia	<p><b>Lisa Carroll</b> Title: Intersystem Coordinator</p> <p><b>Phone:</b> 740-446-3022</p> <p><b>Fax:</b> 740-446-6814</p> <p><b>Email:</b> <a href="mailto:lisa_carroll@gjmboard.org">lisa_carroll@gjmboard.org</a></p>	Any multi-need child, ages 0-through 21, whose service & support needs are not being adequately met in traditional agency systems. However, no child or family should be refused the opportunity to refer itself for consideration of service coordination.	Any agency personnel or parent can make a referral to the coordinator. Referral packets are filled out by referring agency, parent, or as a joint effort. Completed packets are returned to the council coordinator by fax, mail or in person.	<b>Referral packets are available on the Gallia County FCFC website at <a href="http://www.galliafcfc.weebly.com">www.galliafcfc.weebly.com</a> or by calling the council coordinator. Completed packets are returned to the council coordinator by fax, mail or in person.</b>	Families are offered a parent advocate during the referral process, however, a parent advocate can be accessed at any point during service coordination.	Gallia County FCFC has a dispute resolution process that is shared with the parent during the intake/referral process. If there is a disagreement with a service coordination decision that cannot be resolved among team members, the parent would follow the dispute resolution process. Upon filing a formal complaint, an investigation of the complaint will follow, with the Council Executive Committee issuing a written decision to the parent or custodian within 60 days.	<p><b>Lisa Carroll</b> Title: Intersystem Coordinator</p> <p><b>Phone:</b> 740-446-3022</p> <p><b>Email:</b> <a href="mailto:lisa_carroll@gjmboard.org">lisa_carroll@gjmboard.org</a></p>