

HANCOCK COUNTY SERVICE COORDINATION MECHANISM

Revised 5-1-19

OVERVIEW OF SERVICE COORDINATION MECHANISM

The Family and Children First Council (FCFC) has been identified through ORC 121.37 as the vehicle to coordinate efforts to improve access to streamlined services, as well as to improve outcomes for children and families. Hancock County believes and supports these statewide commitments. Since its inception in the early nineties, the Family and Children First Council has been a catalyst for encouraging community collaboration to provide services that are in the best interests of families. As a result of the Amended Substitute House Bill 66 signed in 2005, additional provisions were added to the service coordination requirements, as shown in the chart below:

Family Involvement	Wraparound	Service Coordination	Funding	Placement
Services are delivered using a family-centered approach and families are fully involved in making decisions for their children	X	X		X
Services are responsive to cultural, racial and ethnic differences	X	X	X	X
Service outcomes are evaluated	X	X	X	X
Available funding resources are fully utilized or integrated	X	X	X	X
Wraparound services and community supports are utilized	X			
Specialized treatment for difficult-to-serve populations and evidence-based treatment services are encouraged	X	X	X	X
Duplicative efforts among agencies are reduced or eliminated	X	X	X	X

This Service Coordination Mechanism shall serve as the guiding document for coordination of services throughout Hancock County when a child/youth with complex, multi-system needs is referred to the Hancock County Family and Children First Council for assistance as required in the Ohio Revised Code 121.37 and 121.38. From here on out, the Family and Children First Council in Hancock County will be referred to as the Family and Children First Council (FCFC). For children who also receive services under Ohio's Early Intervention program, this Mechanism shall be

Hancock County Family First Council
Service Mechanism, Revised 5-1-2019

consistent with the rules adopted by the Department of Developmental Disabilities under ORC 5123.02. This Mechanism will be reviewed by the Family Stability Committee annually to ensure that it is effective and that it reflects the process that is practiced within the county. Any changes made to the Mechanism are submitted to the full Council for approval prior to implementation. Families and agency personnel will be made aware of and trained in the Mechanism through a public awareness campaign, which will include a FCFC brochure and community presentations to local child and family serving organizations. The Family Stability Committee members will be responsible to educate and train personnel within their own agency.

FAMILY COUNCIL STRUCTURE

The Hancock County FCFC consists of administrative staff or their designee from the following agencies, as well as three Parent/Family Representatives who are receiving/have received in the past, services from a member agency:

- Findlay City Schools*
- Hancock County Educational Service Center*
- Hancock Board of Developmental Disabilities*
- Hancock County Alcohol, Drug Addiction and Mental Health Services Board*
- Family Resource Center of Northwest Ohio*
- Hancock County Child Protective Services*
- Ohio's Early Intervention System*
- Hancock County Department of Job and Family Services
- Hancock Public Health (City and County combined)
- Hancock County Commissioner's Office
- City of Findlay Mayor
- Community Action Commission/Head Start
- Ohio Department of Youth Services
- United Way of Hancock County
- Ohio State University Extension Office
- Spiritual Community Representative
- Business Community Representative
- Hancock County Probate and Juvenile Court Judge

The full FCFC meets on a bi-monthly basis and has several committees that deal with various issues on a more in-depth basis; Executive Committee, Early Childhood Collaborative Committee, Family Stability Committee. The FCFC Coordinator is an employee of the FCFC who attends meetings of the full FCFC and the various committees to help ensure accurate and timely communication among the groups.

Family Stability Committee

The Family First Council has designated the Family Stability Committee to implement the transformation of local service delivery from child-centered systems to family-centered systems in order to advocate for multi-needs families. This change represents the commitment to supporting children and preserving families through inter-agency, home, and community interventions wherever

possible. The Family Stability Committee is comprised of agency staff that provide services to youth and families that represent the target population. The voting membership of this committee will include one decision-making representative, or their designee, from each of the agencies marked (*) above as council members. Hancock County Juvenile Court is not a mandated member of Council, but does have a voting membership on the FSC.

A quorum of the Family Stability Committee shall be one-half plus one of the voting membership present at a meeting. If a quorum of members are not present, the meeting cannot be held and will be rescheduled. In cases where an individual agency chooses to fund services, or agencies choose to cost share services, those decisions will be made by the individual agency(s) whose funds are being utilized, not by the Family Stability Committee as a whole.

TARGET POPULATION

The priority population of the Hancock County FCFC is children birth through 21 years of age and their families for whom traditional service provisions have not successfully met the child's and family's needs. Specific needs populations would include children who are: adjudicated unruly/delinquent or at risk of becoming unruly/delinquent, abused, neglected, dependent (substance abuse), involved with Ohio's Early Intervention System, at risk of out-of-home placement, and/or youth with behavioral health issues and/or developmental delays. Service coordination will not be denied on the basis of race, color, ethnic origin, religion, sex, age, or sexual orientation.

Referral to Family Support Services

Contact number: 419-422-8616 (Wraparound Facilitator)

Contact number: 419-424-7073 (FCFC Coordinator)

In order to make a referral to the FCFC, the referring party (which may be agency staff, Juvenile Court representative, or the family themselves) must submit a completed intake packet (**Referral Form, Authorization for Release/Exchange of Information, and Risk Screen Tool. These forms may be obtained from the FCFC website: <http://fcfchancock.org>**). The packet will be submitted to either the FCFC Coordinator or to the referring agency in order to start the service coordination process. These will be presented at Family Stability meetings. Upon receipt of the completed packet, the FCFC Coordinator will determine if the referral is accepted, and if so, the Level of Service Intervention required. The Level of Service is primarily based on the results of the completed standard risk assessment tool, along with input from other identified team members, natural supports, and professionals. The assessment is to assess the needs and strengths of any child referred and contain the following elements: Life Functioning/Independent Living, Child Strength's, Behavioral/Emotional Needs, School, Child Risk Behaviors, Developmental Needs, Trauma, Juvenile Justice Needs, Substance Abuse Needs, and Vocational/Employment Need. Some of these will help those youth who are over 18 receive the services they need.

Timeframes

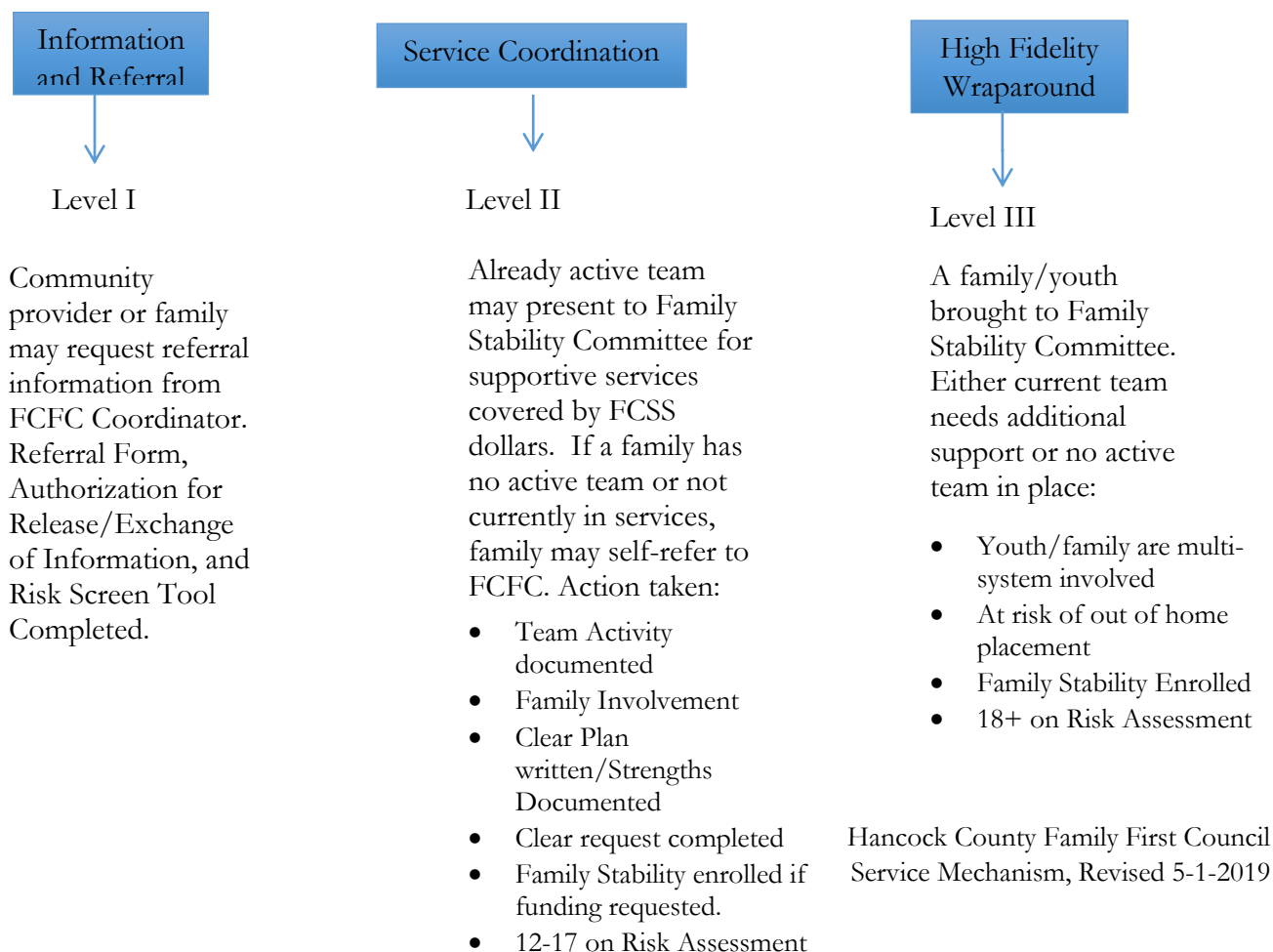
Once the packet has been received and approved, the Wraparound Facilitator or referring agency will contact the family within 7 business days to inform them of the status of their referral. The

level of service that they may be approved for will be based on the referral form, a completed risk assessment, and if necessary, any additional information being requested by the referral source. Within 7 business days of the initial contact with the family on the status of their referral, attempts will be made to schedule a face to face meeting. If the referral is deemed an emergency situation, a meeting with family and service providers will take place within three business days, unless an approved exception is agreed upon by all parties.

Confidentiality

The FCFC will ensure that the confidentiality of children/youth and their families involved in services through FCFC is protected and that all information shared among team members and providers is done so only with a Release/Exchange of Information that has been signed by the responsible family member(s). The Release of Information limits the sharing of information to members of Service Coordination, High Fidelity Wraparound, and Family Stability Committee. For Family Stability Committee meetings, minutes taken involving families will be initialized for confidentiality purposes and shall be maintained by the FCFC Coordinator. If determined eligible for Service Coordination or Wraparound, the assigned Service Coordinator or Wraparound Facilitator will ensure that all members of the Service Coordination or Wraparound Team sign a confidentiality statement which explains the confidentiality expectations of information disclosed during team meetings and the planning process. This will mean that the youth is considered FCFC enrolled (Service Coordination or Wraparound) and may have access to funding.

Level of Service Intervention



Level IV would be an out-of-home placement.

INFORMATION AND REFERRAL

After the intake packet has been reviewed and it is determined that the family qualifies (on the risk assessment) for Information and Referral, The Wraparound Facilitator or lead agency involved with youth will make the appropriate referrals to the family and make sure they feel comfortable, and the information they have been given is clear. The process is complete at this level.

SERVICE COORDINATION

The purpose of Service Coordination is to provide a venue for families needing services where their needs may not have been adequately addressed in traditional agency systems. This will be for multi-system youth. Service Coordination and collaboration will build upon the strengths of services currently existing in the community, as well as, the strengths of each family's system. The risk screen tool that is included in the intake packet will be reviewed and will determine if the family is eligible for Service Coordination or Wraparound.

If the Council Coordinator approves Service Coordination for a family, a Service Coordinator, approved by the family, will be designated to track the progress of the Individualized Family Service Coordination Plan (IFSCP), schedule reviews as necessary, and facilitate the meeting process. A meeting will be scheduled and the family will be given an explanation of the level of service to be provided and the dispute resolution process. Also at this meeting, the Parent Caregiver and a Child Strengths Assessment form will be completed to assess the strengths of the family in a manner that is respectful to the family's culture. This assessment tool will focus on the strengths of the child(ren) and/or parent/family and will identify the family needs. This form will be completed by the parent/custodian with assistance from the Service Coordinator. The needs and strengths will be written into the IFSCP and goals will be identified with the child/family. These goals will be given specific timeframes to be completed and will specifically list who (individual or agency) will be responsible for each task. There will be a crisis plan completed and if needed, a safety plan. The family will continue to meet with the Service Coordinator on a regular basis until the goals are met and the plan will be reviewed at each family meeting. The family shall always be provided the opportunity to offer information and suggestions throughout the Service Coordination process and the services will be provided in the least restrictive environment possible. Goals will be reviewed quarterly. How often the family meetings take place will be determined by the family and the Service Coordinator.

The family will continue in service coordination and will not be considered complete until their level of risk is lowered. The family must be in agreement with transitioning off of service coordination. A transition plan will be established at least 30 days prior to the family being released from service coordination.

Guiding Principles of Service Coordination

Family voice and choice Collaborative Strengths-based Team based Community based
 Persistent Natural Supports Culturally Competent Outcome-based Individualized

Phases for Service Coordination

- Completion of strength assessment/risk assessment
- Creating an IFSCP by establishing measurable goals and specific timeframes
- Assigning tasks to specific individuals to complete goals
- Assisting the family with getting connected to appropriate services
- Assisting with approved supports if needed
- Transitioning the family off of the IFSCP reassessing strengths and risks

Scheduled Meetings

There will be an initial meeting with the family along with those agencies involved with the child and his/her school district. All participants will receive contact information so that everyone will be contacted and reminded of each meeting. Contact may include letter, email, or phone call. At the end of the current meeting, all participants will plan the next meeting. These meetings will be scheduled around the family and will be scheduled and run by a designee from the referring agency.

Family Centered Approach

When meetings or team meetings are scheduled, they are scheduled around the family. The meetings are to take place when it is convenient for the family. A Family Centered approach is used with Service Coordination and High Fidelity Wraparound. The family picks the location of the meetings, be that at their home, agency, or neutral location. A family may initiate a meeting to develop or review the family's service coordination plan.

The family has the right to have their support systems attend meetings and be part of the wraparound process. The family may invite an advocate, church member, family member, friend, etc. Any additional people should be added to the confidentiality release. The family should notify the team leader of who they are bringing with them to the meetings. More people may be added to the confidentiality list. When a team is utilized, team members will also consist of agency representatives.

EI (EARLY INTERVENTION) SERVICE COORDINATION

For EI Service Coordination, families may be referred through another agency or through a call center (Bright Beginnings, Cuyahoga County, (216)698-7500 and are then approved for Service Coordination if they are eligible. If a child is being serviced through FCFC Service Coordination and is referred to EI, EI will be the lead provider of Service Coordination if the family is determined eligible. An EI representative attends the Family Stability Committee meetings and reports on the youth who participate in EI Service Coordination. For those youth who are still in need of services, but who age out of EI, an EI Service Coordinator will make contact with another agency to continue services needed for the family.

HIGH FIDELITY WRAPAROUND

High Fidelity Wraparound is a voluntary, strengths-based, needs driven process. If the Wraparound facilitator deems that High Fidelity Wraparound is needed, the facilitator will assist agency staff currently involved with the family to initiate Family Team Meetings. The Facilitator assists the family in putting an individualized team together that consists of the family's natural supports as well as the professionals who are working with them. The team's job is to assist the family in identifying

and prioritizing their needs, developing measurable goals, brainstorming creative options and creating a workable plan. This plan may include traditional, supportive, or flexible services. The Facilitator will work with the family and child to complete the Parent Strength Assessment Form and the Child Strength Assessment form. Teams meet regularly to review their progress and continue to meet until the team's mission is achieved. All teams must involve the family and have a clear Family Wraparound Plan in place that documents the strengths of all family members. Families are permitted and encouraged to initiate a family team meeting to develop or review the family's Wraparound Plan, as well as to invite a family advocate, mentor, or other support person of their choice to participate in any such meeting. All statutory components required under ORC121.37Cc regarding holding the Family Team Meetings, developing the Plan and associated timelines, identifying possible diversion programs, and safeguarding the family's confidentiality, which are all similar to the requirements of Service Coordination, will be followed.

Guiding Principles of Wraparound

Family voice and choice Collaborative Strengths-based Team based Community based
 Persistent Natural Supports Culturally Competent Outcome-based Individualized

The High Fidelity Wraparound process is structured around well-defined activities and skill set. The fidelity of the model is monitored through the use of standardized continuous quality improvement tools. The FCFC Coordinator monitors the activities of the Wraparound Coordinator.

Phases of the High Fidelity Wraparound Process

Phase I: Engagement and Team Preparation

During this phase, the Wraparound Facilitator meets with the family to lay the groundwork for trust and engagement and to identify family team members, such as representatives from agencies, schools, and systems working with the family as well as advocates, mentors and or family supports. The Wraparound Facilitator explains confidentiality and confirms the release of information allows for communication with all service providers and family's natural supports on the team. Families are given an explanation regarding the level of service and dispute resolution process. The Parent Strength Assessment and Child Strength Assessment are completed with the family in a manner respectful to the family's culture.

During this phase, the tone is set for teamwork and team interactions that are consistent with the Wraparound principles. The Wraparound facilitator assists the family and team members with the Immediate Crisis Stabilization Plan if there are concerns that need to be addressed before any work can be done with the youth and family, and if needed, a safety plan. The activities of this phase should be completed quickly, typically within 1-2 weeks, so that the team can begin meeting and become personally invested in the Wraparound process as quickly as possible.

Phase 2: Initial Plan Development

An initial wraparound team meeting will occur within 30 days unless the family cannot meet within the timeframe due to work schedules, vacations, illness, etc. The Wraparound Facilitator is responsible for inviting and or notifying team members (both formal and informal) to this meeting

as well as subsequent meetings via telephone, email, face-to-face meeting, or text messaging. However, the family is at all times encouraged to invite or notify team members if they so desire.

This phase begins with an orientation to the Wraparound process. Team trust and mutual respect are built while the team creates an initial Wraparound plan of care reflective of Wraparound principles. Family strengths assessment is the foundation for this individualized plan.

Aspects of the plan

Team mission is developed

Ground rules are developed

Strengths are highlighted

Needs are prioritized

Measurable goals are developed

Selected strategies to meet those goals are identified

Responsibilities are assigned to team members

Parent/Guardian and team members sign the plan as acceptance/agreement of the plan

Planning is facilitated by the Wraparound Facilitator and it is always focused on implementing a child/youth plan in the least restrictive setting and appropriate to the level of service intensity. Further system penetration is avoided whenever possible. If, for any reason, needed services or supports are not available, the Wraparound plan will outline efforts to address the gaps. This may include addressing these at the Family Stability meeting in an effort to close the gaps in service.

The team schedules their next review meeting. This phase should be completed within 1-2 weeks of Phase 1. A rapid time frame will be implemented in order to promote team cohesion and share responsibility in moving together toward achieving the team's mission. In addition:

-Team meeting times are scheduled at families' convenient times/locations.

-Families may request a team meeting at any time by contacting the facilitator, who will assist them in scheduling the meeting.

-Families are encouraged to invite involved agencies/team members, including schools, to team meetings.

-Families may invite a family advocate, mentor or support person to participate in any team meeting.

Crisis and safety planning is an important component of High Fidelity Wraparound and is completed in Phase 1. The team works to develop a plan that identifies individualized strategies and provides immediate support to the child and family, keeps everyone safe, while still keeping the child and the family together when possible. If/when crisis occurs it is not considered as a failure.

Phase 3: Plan Implementation

During this phase, the initial Wraparound plan is implemented and the Wraparound team meets regularly. Progress, satisfaction, and successes are continually reviewed at Wraparound review meetings. Changes are made to the plan as needed while continually striving to build and/or maintain team cohesiveness and mutual respect while working toward the team mission. If multiple plans are required to operate simultaneously because of system mandates, these plans are coordinated to eliminate duplication and conflicting expectations, with minimal overlap and

duplication. The activities of this phase are repeated until the team's mission is achieved, goals have been attained and High Fidelity Wraparound is no longer needed.

Phase 4: Transition

During this phase, plans are made for a purposeful transition out of formal Wraparound to a mix of formal and natural support in the community, or, if appropriate, to services and supports to the adult system. The focus on transition is continual during the Wraparound process and the preparation for transition is apparent even during the initial engagement activities. Formal transition plans are created for each family.

PROCESS FOR DEALING WITH A CHILD (REN) WHO IS ALLEGED TO BE UNRULY.

Early identification and intervention is a critical factor in preventing a child from becoming further involved in the juvenile court system. Each plan shall include a process to identify and intervene with these children as soon as a problem is identified.

Any child serving agency including but not limited to the schools, children's services, and mental health providers that suspect a child may be identified as alleged/unruly, but not yet involved with the Juvenile Court systems should take at least one of the following actions:

1. Designate a person or agency to conduct the assessment of the child and the child's family using the approved Risk Screen Tool.
2. Conduct a meeting with child, parents and other interested parties to determine appropriate methods for diversion, emphasizing the personal responsibilities of the child and the parental responsibilities of the parents, guardian, or custodian of the child. Meeting may include local law enforcement agencies and officials. Services that may be considered are:
 - a. Parent Education: Parent Education may include Parent Project, Jr. or Sr., Incredible Years, etc., provided by Family Resource Center.
 - b. IHBT: Intensive home-based therapy program provided by Family Resource Center.
 - c. MRT: Intensive prevention program for delinquent youth provided by Family Resource Center. A group 12-step model.
 - d. Diversion: A program designed as an alternative to first-time alleged unruly or misdemeanor delinquent youth to prevent formal court involvement.
 - e. Alternative Education Programs: The Hancock County and City school districts both offer a variety of alternative education programs designed to assist each student in academic success.
 - f. Truancy Prevention Mediation: Program designed to intervene at early stage of truancy.
 - g. Pre-court truancy conferences: required prior to truancy charges being filed.
3. In the event the above alternatives do not successfully eliminate the youth's at-risk behaviors, the child should then be referred on to the FCFC Coordinator to activate the Service Coordination Plan process. Any child at-risk for becoming involved with the

juvenile justice system is at-risk of removal from his/her natural home environment upon further violation of court mandates.

OUT OF HOME PLACEMENT PROCEDURES

Hancock County strives to maintain children in their own home whenever it is safely possible to do so. When a child must be placed outside of their own home, the goal of any placement is that the services provided will be the least restrictive available to meet the child's needs. The goal will always be to return the child to their home/community in the shortest length of time, while still maintaining the safety of all involved.

If a Family Team determines that an out-of-home placement is indicated for a child (either from Service Coordination or Wraparound), the Team Facilitator/primary service provider shall inform the FCFC Coordinator of the possible need for placement and submit the appropriate referral paperwork. Then the FCFC Coordinator will contact all members of the Family Stability Committee to schedule a meeting as soon as possible, but prior to placement. An individual family meeting shall occur before an out-of-home placement is made or within ten days after placement in the case of an emergency. (Level IV). This will give the community members the chance to assure that all alternatives to out of home placement have been exhausted and that there is an appropriate response to the child and family needs.

If it is decided that an out of home placement is needed, the requesting agency will develop a contract and obtain signatures of all involved parties including parents, placement facility/agency, and involved Family Stability members prior to the placement. The contract is then provided to the FCFC Coordinator who will monitor the contract at regular meetings.

In the event that a child is already in a placement at the time of the referral to the Family Stability Committee, the Committee members will decide whether to endorse the placement, share financial responsibility, and the date the shared financial responsibility will begin. Under no circumstances shall any person/agency staff guarantee payment for placement or services without a signed Agreement for Services and Shared Funding contract on file. This plan shall outline how county council members will jointly pay for services and these services shall be provided in the least restrictive environment.

Nothing in this document shall be interpreted as overriding or affecting the decisions of a Juvenile Court and/or Child Protective Services Agency regarding an out-of-home placement of any child.

MONITORING PROGRESS AND TRACKING OUTCOMES

The Council Coordinator shall be responsible to monitor the progress and track outcomes of all Level of Care referrals on a regular schedule. Data collected shall be reported by referring agencies or Service Coordinators/Wraparound Facilitator to the Family Stability Committee on a quarterly basis. This data shall be put on a progress report form which will then be given to the Council Coordinator to review and collect. The Council Coordinator shall also assist with coordinating information regarding those youth placed out of the home, at risk to be placed out their home, and/or those engaged in Council Wrap meetings to the Family Stability Committee at each regular meeting. Formal tracking of total county out-of-home placements will be updated at each Family

Stability Committee meeting. Every six months, an additional report regarding total costs and days of placement will be forwarded on for review by the FCFC. This report will monitor and track children in out of home placements and will total the number of placements per agency. There is a contract (service plan) among agencies for those youth in out of home placements. The FCFC Coordinator will monitor these monthly. A re-entry plan to establish continuity of care after discharge will be developed that will include planning for housing, ongoing treatment, and education.

Service Coordination cases will be reviewed every 3 months unless there is a need to be presented earlier. Presentation will be by the agency referring the family to the FCFC Coordinator. Wraparound cases will be reviewed every 3 months by the assigned Wraparound Coordinator. Two months prior to transition out of placement, youth will be discussed at the Family Stability Committee so that proper support systems can be implemented upon return to the community.

As cases are reviewed, if there is an extended period of inactivity on the family's part, or the families are non-responsive, they may be removed from services through Family Stability. The procedure is as follows:

- At least 3 phone calls to family (document day/time/result)
- Send out letter to family indicating that they need to contact coordinator by a certain date (10 business days) for the youth to remain active
- Contact team members to see if anyone has any information/insight on how the family is doing; why they may not be responding
- If someone on the team has pertinent information or a better relationship than most with the family, have them reach out to double check how the family is doing and if they do or do not want to continue
- If no one has any additional information and there is no response from the family, close them out

FISCAL STRATEGIES

The FCFC has access to pools of flexible funding, which are distributed via the FCFC Coordinator. A funding request can be submitted to the FCFC Coordinator for any youth with an active Service Coordination/Wraparound Plan, which documents the strengths and goals of the family and clearly shows how the funding request ties into the family goals. All funds utilized are based on need, resources and availability. No case should be funded using FCFC funds until all other avenues of payment have been exhausted or ruled out and funds may not be used for an out of home placement lasting more than 14 days.

The FCFC Coordinator is entrusted to make funding decisions in an amount up to and including \$1000 and all expenditures must be properly documented. The Family Stability Committee shall be responsible to approve all funding requests over \$1000 or more. All voting decisions must be appropriately documented in the Committee minutes. The FCFC Coordinator is responsible to process invoices and track expenditures.

Requests for shared funding may also be initiated by the lead agency involved with a family who has a youth placed out of the home. However, the Agreement for Shared Funding and Services must be signed by all parties prior to implementation. If placement has already occurred, the requesting

agency remains fiscally responsible until a signed Agreement is in place. The Council Coordinator will monitor the contract agreements. All youth with a signed Agreement and Shared Funding cases must be monitored by the FCFC Coordinator. All Agreements will have a set time frame as determined by the involved agencies and should have reunification as the ultimate goal. The intent is if a child must be placed outside of his/her home, the placement and services will be the least restrictive available to meet the child's needs with a goal of returning the child to his/her home in the shortest length of time that can be expected while maintaining the child's safety. The committee will ensure that there is a plan for reintegration for this youth/family.

QUALITY ASSURANCE ACTIVITIES

The Family Stability Committee shall be responsible to ensure that the processes within the Service Coordination Mechanism are consistently implemented countywide. A summary of the families reviewed by the Family Stability Committee shall be provided to the FCFC bi-monthly. Service coordination data will be submitted to the state, upon request.

Any families that are reviewed by the Family Stability Committee will have a valid FCFC Release of Information signed (same form as used in the intake packet).

In addition, the FCFC Coordinator and designated staff in collaboration with the Wraparound Facilitator are responsible for tracking and reporting of aggregate data indicators related to:

- Individual child and family outcomes
- Demographics
- Cost Analysis
- System Involvement
- Level of Care

Identified needs/service gaps should be shared with the Full Council.

DISPUTE RESOLUTION PROCESS

Parents/custodians/guardians and agencies shall use existing local agency grievance procedures to address disputes NOT involving Service Coordination or Wraparound. These dispute resolution processes are in addition to and do not replace other rights or procedures that parents/custodians/guardians and agencies may have under other sections of the Ohio Revised Code. Those involved with Ohio's Early Intervention System may also file a dispute through this process.

Parent/custodian/guardians and agency disputes related to Wraparound/Service Coordination shall follow the procedure detailed in this document, which is given to all families engaging in High Fidelity Wraparound/Service Coordination as part of the intake process. Dispute Resolution instructions and forms may be obtained by contacting the FCFC Coordinator at 419-424-7073 or online at <http://fcfchancock.org>.

Steps in the Dispute Resolution Process:

1. If there is significant and unresolved conflict regarding any aspect of the service coordination or wraparound planning process or plan by any participant, including, parents and agencies, every attempt is made to resolve that conflict with the participating members of the wraparound process. This keeps conflict mediation and resolution as close to the direct level as possible.
 - a. Timeline: The grievant shall file Part I of the dispute resolution form with the FCFC Coordinator. The Coordinator will respond within three days. A grievant who is not satisfied with the recommendations offered has five days to complete and submit the dispute resolution form requesting advancement to the next level of dispute resolution.

2. If resolution cannot be found at the Council Coordinator level, the process will then proceed to the second level of the dispute resolution procedure and referral will be made to the Family Stability Committee by completing part II of the dispute resolution form and return it to the acting chair of the FSC through the Council Coordinator.
 - a. Timeline: FSC shall review the grievance within seven days and present their recommendations with five days of their review to the party filing the dispute. A grievant who is not satisfied with the recommendations offered has five days to complete and submit the dispute resolution form requesting advancement to the next level of dispute resolution.

3. If resolution cannot be found at the FSC level, the dispute will go before the Executive Committee by completing part III of the dispute resolution form and returning it to the chair of the Executive Committee. The committee may require additional information or ask participants for further details regarding the dispute. The committee develops recommendations, which are then voted upon.
 - a. Timeline: The committee shall review the grievance within seven days and will issue its results in writing within three days of the meeting. A grievant who is not satisfied with the recommendations offered has seven days to complete and submit the dispute resolution form requesting advancement to the next level of dispute resolution.

Steps 1-3 shall take no longer than sixty days unless delayed for any reason by the grievant. A wraparound facilitator will be made available to the grievant to assist with the dispute resolution process. The process will recognize and make use of entities and relationships within the community's unique culture and characteristics. While this process continues, all services in place for the children and family will continue.

4. When failure to reach an agreement/resolution through the dispute resolution process at the Executive Committee that originates from an agency providing an identified support to the case, the dispute will be filed with the presiding Hancock County Juvenile Court Judge. This will be filed with the juvenile judge within 7 working days from the date of the failed dispute resolution process and there will be preparation of inter-agency assessment and treatment information for the court.

When a dispute that originates with the youth's parents or custodians cannot be resolved through the designated dispute resolution process, the Hancock County FCFC can make a referral to the State service coordination committee.

Emergencies- Though infrequent, there may be an occasional situation which is considered an emergency that requires the dispute resolution procedure be modified. An emergency may be considered for any situation that requires immediate response due to the safety and well-being of the child. In these instances, an immediate decision is made collaboratively with the parents/guardians/custodians and their service coordinator. The final decisions rest with the child's legal parents or guardian. Once the immediate emergency is handled, any continuing conflict will follow the outlined dispute resolution process.

Throughout the dispute process, it will be incumbent upon the wraparound facilitator to work with parents/guardians/custodians to develop an interim plan that prevents serious disruption to needed services and supports for the child and family.

Completed forms should be sent to:
Family and Children First Council Coordinator
308 Dorney Plaza
Findlay, Ohio 45840
419-424-7073
Fax: 419-424-7898

DISTRIBUTION OF SERVICE COORDINATION MECHANISM

The FCFC Coordinator trains the Lead Agencies and those leads then train their staff.

Families and agency personnel will become aware of and trained in the Service Coordination Mechanism process in Hancock County through the following venues:

- FCFC Website (www.fcfchancock.org)
- FCFC Council Members are requested to distribute it within their own agency/organization.
- Service Coordinators and Wraparound Facilitator will share the SCM with the families/community along with the levels of care.