

HOLMES COUNTY SERVICE COORDINATION MECHANISM

I. OVERVIEW

The Holmes County Service Coordination Mechanism is a response to the statutory requirement that each county is required to have a Service Coordination Mechanism. The Service Coordination Mechanism must incorporate certain provisions found in the Ohio Revised Code (ORC) 121.37 (C)(D) and 121.38. All Holmes County Family and Children First Council members continue to work together 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 builds upon the strength of services in the community that are already working for families. The service coordination process provides 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.

This 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 is consistent with rules adopted by the Department of Health under ORC 3701.61. All family service coordination plans shall be developed in accordance with the county service coordination mechanism.

Council member organizations include schools, programs, agencies, juvenile court, county officials and service systems (such as the Mental Health and Recovery Board which represents both the mental health and substance abuse recovery systems). These member organizations have a long history of working closely together to provide appropriate, effective services to infants, children and adolescents and their families with a special emphasis on serving those at risk and those with multiple needs. Organizational members share a common philosophy of respect for the family and for the importance of the family, and/or the importance of the family and service provider partnership.

Holmes County Family and Children First Council member organizations are:

- Holmes County Health Department
- Holmes County Commissioners
- Holmes County Department of Job & Family Services
- Holmes County Juvenile Court
- Mental Health & Recovery Board of Wayne-Holmes Counties
- East Holmes Local Schools
- West Holmes Local Schools
- Tri-County Educational Services Center
- Holmes County Board of DD
- Holmes County District Library
- Holmes County Head Start
- The Counseling Center
- Every Woman's House
- Anazao Community Partners
- OSU Extension
- Big Brothers Big Sisters of East Central Ohio
- Parents
- Early Intervention/Help Me Grow
- Family Life Counseling & Psychiatric Services

All members of Holmes County Family & Children First Council are involved in development and/or review of the county Service Coordination Mechanism.

The Service Coordination Mechanism process proceeds in three stages:

1. Identification of the strengths of present cooperative efforts among member organizations.
2. Identification of areas of service coordination in need of change and strengthening.
3. Development of agreed upon strategies for creating a coordinated, comprehensive continuum of family strengthening and child development enhancing services.

The service coordination mechanism employed through this plan will create solutions based on Ohio's Commitments to Child Well-Being, which are:

1. Expectant parents and newborns thrive
2. Infants and toddlers thrive
3. Children are ready for school
4. Children and youth succeed in school
5. Youth choose healthy behaviors
6. Youth successfully transition into adulthood

In addition, these underlying values of service coordination will be at the forefront of case planning and implementation:

1. Children have the right to live with their own family.
2. Children have the right to be nurtured and protected in a stable family environment.
3. When children are at risk of harm, the community has the responsibility to intervene.
4. Families are our community's most important resource and must be respected, valued, and encouraged to build upon their strengths.
5. The racial, cultural and ethnic heritage of children and the neighborhoods where they live are respected and supported as strengths. Ethnic and racial child-rearing practices are valued.
6. Families have the right and responsibility to participate in identifying their concerns, priorities, and needed resources.
7. Families have a right to individualized service provision that addresses the multiple needs of their children.

II. TARGET POPULATION AND ENTRY INTO COORDINATED CARE

The total population of Holmes County is over 41,000 based on estimates from the Ohio Department of Development. About 40% of the families are Amish. Holmes County is designated as an Appalachian county. This creates unique service needs and opportunities for Holmes County. The Service Coordination Plan embraces a multi-cultural approach to serving the target population of families and children, and recognizes that strengths and needs must be assessed from a culture sensitive perspective. The Holmes County Family and Children First Service Coordination Mechanism serves children from ages 0 through 21 who have multi-systemic needs. All components of the service coordination mechanism shall be responsive to family strengths, needs, and cultural diversity, and shall be delivered in the least restrictive environment. This is monitored by the Service Funding Committee, which oversees service coordination activities for Holmes County Family and Children First Council. Each system has areas of responsibility, and the collaborative approach is not intended to replace or usurp the primary role of any one of those systems.

Holmes County may utilize pooled dollars to fund service coordination in accordance with the Pooled Funding Agreement and any groups created by the Funders to administer the Pooled Funds. The Community Care funders have designated and appointed individuals to serve as members of the Service Funding Committee. The Holmes County Family & Children First Council Coordinator serves as Chair of this committee. The Service Funding Committee, which is representative of the child-placing systems, meets twice each month, with special meetings called as needed. Funding requests are submitted to the Council Coordinator, who sets the agenda for the Service Funding Committee. Services identified in a

Family service coordination plan are addressed and approved in this manner. School representatives are also invited to Service Funding Committee meetings. Holmes County Family and Children First Council shall approve a process to utilize both Children's Community Behavioral Health funds and Family Centered Services and Supports funds for children and their families in service coordination. The Service Funding Committee will oversee this process. In addition, pooled funds may be used for out of home placements in those cases where community-based services are not appropriate. The identified lead case manager and the Care Team of a multi-need case, in coordination with the Service Funding Committee, will pursue all other appropriate sources of funds/reimbursements applicable to the case, including, but not limited to, parental support, insurance, Title IV-E, Social Security, Supplemental Social Security Income (SSI), fees and other local funds. Any reimbursement of costs recovered from any one or more sources will be paid into the Pooled Fund. It is further agreed that the origination of the referral of any family or individual to the Service Funding Committee shall not prejudice the outcome of any decision regarding authorization for funding, including the outcome of formal dispute resolution process as outlined in the Holmes County Community Care Plan, and regardless of the adjudicated or voluntary status of the family or individual case.

III. SYSTEM ACCESS

There will be access through any member organization, area agency or service provider, or the Family & Children First Council Coordinator by any family referred to or seeking services. Referrals to HCFCFC service coordination may be made by any agency (not just HCFCFC member agencies), juvenile court, and any family voluntarily seeking services. Member organizations agree to serve as entry service providers and will share responsibility for forming a multi-discipline, multi-system service team to determine the most appropriate method of accessing services and addressing the needs of the youths or families. The Service Funding Committee, Help Me Grow, Family Centered Services and Supports, and Children's Community Behavioral Health will be incorporated into this process. Member agencies who are not direct service providers will nonetheless support service coordination and give cooperative credit. Notification of a service coordination plan meeting is sent by the lead case manager. Family members are also informed that they may invite a support person, and may request a PAC advocate or mentor from an area agency. The meeting notification includes a representative from the child's school district representatives from those agencies involved with or seen as possible resources to the child and family. Families may have approval over the participants and facilitator of the service coordination process. In addition, as service coordination is child-centered and family-focused, this mechanism will describe a plan of care for families identified by systems. It also allows for families to refer themselves into this level of service planning. Criteria for self-referral includes any child from birth to age 21 with multi-systemic needs whose service and support needs may not be adequately met while working outside the Service Coordination Mechanism. It is not intended to override current agency systems, but to supplement and enhance what currently exists.

IV. FAMILY AND CHILD INFORMATION AND ASSESSMENT

Information and Application

It is expected that each member organization will provide staff that will assist in the application process, explain the service coordination mechanism to the family, provide a verbal explanation of the dispute resolution process, serve families in his/her own member organization and ensure the transition of multiple need families to a lead case manager. Written notices and explanation are provided as part of entry level services. Families voluntarily seeking services are referred to the Holmes County Family & Children First Council Coordinator, who facilitates the referral process for them.

All member organizations are required to protect client rights, and families will be encouraged to permit sharing of necessary information among member organizations, including the family service plan developed by a multi-disciplinary, multi-system service team. This authorization will facilitate the provision of coordinated, outcome based services to families including those with severe and/or multiple needs and includes use of the HIPAA Notice of Privacy Practices and Holmes County Family & Children First Release of Information form. Agreements to protect and respect confidentiality are signed by the family and among members of the service coordination team.

A county-wide referral procedure includes documentation of:

1. Referral receipt date
2. Referral source contact information
3. Contact information for referred family/child
4. Description of the issues
5. Response/outcome of referral
6. Timelines for each referral process step
7. Explanation of the Dispute Resolution process to the Family at the beginning of service coordination

It is the expectation of the Holmes County Family & Children First Council that a member's intake process will focus on the child or youth in the context of the family unit and environment. In all instances the family is encouraged to express and define strengths and needs and to identify positive outcomes rather than to try to fit the child and themselves into existing services. The primary method of strengthening the family will be to wrap supportive services around the family unit in partnership with the parents/caretakers. The intent of the service coordination mechanism is to provide services in the least restrictive environment; ensure confidentiality, facilitate family input; review case plans and develop timelines for monitoring progress toward identified goals; develop plans for dealing with short-term crisis situations and safety concerns.

Diverting Unruly Youth

Youth alleged to be unruly are dealt with at Holmes County Juvenile Court. Cases are referred to an Intake Probation Officer. Diversion is a 90-day program and creates a contract with the youth and family that is overseen by a Intake/Diversion Officer employed by the Juvenile Court. If the youth satisfies terms contracted upon in a three month time frame, including no new charges, the case can be closed. Depending on the needs of the child/family, the case may remain open longer than 90 days. However, if the youth receives new charges during the diversion program or fails to cooperate with the established contract, then the Juvenile Court can file charges on the original and/or new charges. The Diversion program can be denied at any time and the case would then be sent before the Court. The diversion officer will conduct 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. A contract is constructed that the child and parents sign, outlining specific responsibilities for each. Counseling, parental support, and mentoring through the Juvenile Court's Connections Program are offered. Specific prevention needs are identified to prevent further court involvement. A child typically participates in the Diversion program once, although children 12 years of age and under may go through the program a second time.

Family Strengths/Needs Based Assessment

The Holmes County Family and Children First Council has experience in implementing a family strengths/needs based model in working with the target population. The family strengths/needs based model will be integrated into all member organizations' service delivery. This improves service planning and delivery county-wide.

Every Council member organization and local systems of care has their own criteria for levels of intervention that Council will access and utilize. Member organization designees collect and contribute information as part of the procedure for assessing the needs and strengths of any child and family accessing the Service Coordination process. Information is collected from the child, family/caregiver, agencies/providers and others. A standardized tool or approach to guide assessment of needs and strengths in a culturally sensitive manner is utilized. The child and family are involved in all aspects of this process. The Family Strength Assessment is utilized as a tool for both families and agencies working to develop a family service plan. Family members contribute information and may ask for input from agency representatives or an advocate or mentor. The information is part of their HCFCFC service coordination record and retained by the HCFCFC Coordinator. The Family Strength Assessment is also utilized as the standardized culturally sensitive assessment tool.

V. SERVICE RESPONSIBILITY AND SERVICE PROVISION

Member organizations provide entry services to families. This includes notifying the family that a service coordination meeting can be requested; setting a date, time and meeting location acceptable to the family; assuring that the meeting takes place before a non-emergency out-of-home placement occurs, or within ten days of an emergency placement. This does not over-ride or affect decisions of a juvenile court or children's services regarding an out-of-home placement. Families are told that they may bring an advocate, mentor or support person to meetings. Written notice of a meeting, those invited, and the purpose of the meeting is distributed to all invited.

The schedule for Service Funding Committee meetings is utilized for scheduling service coordination planning meetings for families whenever possible. However, an individual family service coordination plan meeting shall occur before an out-of-home placement is made, or within ten days after placement in case of an emergency. Alleged unruly children and their families will be offered service coordination at the earliest possible time in order to divert them from the juvenile court system. A family's preference for scheduling the meeting is considered. The Family & Children First Council Coordinator or lead case manager serves as a contact person for scheduling and communication. A family may request a family Service Coordination plan meeting through an organization with which they are involved or by contacting the Holmes County Family & Children First Council Coordinator.

If the child-family unit only requires help which can be provided or arranged by one member organization, that member takes the responsibility for Case Care Coordination. In such cases the service coordination mechanism is not utilized, although the case may be referred in the future if circumstances warrant.

If the child-family unit has needs which can be met only through the assistance of multiple service providers, the staff designated to provide entry care coordination serves the family long enough (a) to secure agreement for a lead case manager from a fellow member organization and/or (b) to establish a Family Service Team which selects a lead case manager and develop a Family Service Plan. All multi-need families have a lead case manager and a team of helpers, referred to herein as a Family Service Team, who are likely to be able to help the child-family unit successfully complete their outcome based plan.

A Family Service Team approves or designates a lead case manager that is agreed upon by the family.

The lead case manager:

1. Tracks progress of the family Service Coordination Plan and reports of team members
2. Assists in scheduling family Service Coordination Plan reviews as necessary
3. Facilitates family Service Coordination Plan meetings

It is understood that member organizations provide staff designated to provide entry care coordination and lead case managers who have up-to-date knowledge of the child-family strengthening services of every member organization and of other service providers which might be needed by families. It is expected that case managers are responsible for coordination of the family service plan and monitoring the outcomes.

The lead case manager is responsible for:

1. Coordinating the arrangement of specialized assessments and the services identified as necessary as a result of those assessments.
2. Expediting the designation of a Family Service Team and the development of the family service plan.
3. Overseeing the measurement/observation of outcomes and evaluation of key indicators of progress.
4. Surveying service satisfaction of the child-family unit.
5. Arranging for transitional services when appropriate.
6. Coordinating the sharing of appropriate information among all service team members and families

Service Funding Committee meetings serve as the venue for setting timelines for service completion, reviewing family Service Coordination Plans and monitoring progress toward identified goals. The Service Coordination Plan for short-term crisis situations may revert to procedures utilized by the appropriate system of care for the particular crisis situation. The service coordination team develops a crisis and safety plan that is included as part of the family service plan.

Family Service Plans

A family service plan is the individualized blueprint for addressing the needs/strengths of the child-family unit. Each Family Service Plan includes signature lines for providers of a service to formally acknowledge responsibility and agreement to meet that responsibility. In addition, family strengths, needs, and cultural diversity are integral components of the family Service Plan. Regular Team meetings are held with each child-family unit to assess progress mutually and to evaluate compliance of all parties with the terms of the Plan. Protocol is followed regarding informing families and other attendees of meeting date, location, purpose and other pertinent information. The Family Service team determines when, if ever, the family should be referred to the Service Funding Committee for services beyond the Team's ability to provide or secure. Crisis and Safety Plans are developed for all families who have individuals service coordination plans.

When a Family Service Plan includes service needs not available through member organizations, Service Team Members are responsible for:

1. Searching for existing providers outside of the Holmes County Family & Children First Council network.
2. Presenting a request for services to the Service Funding Committee of the Community Care Board when unable to secure them by the above processes.

The Family Service Plan format is user friendly, both for the family and the service providers. Services identified in the Family Service Plan are provided in a timely manner. Throughout every stage of service planning family input is sought and services designed in a manner respectful of family strengths, needs and cultural issues. Family Service Plans are reviewed with families and all involved parties on a regular basis, giving time for assessment of progress while keeping those involved on track as to difficulties experienced and adjustments needed in the plan. Families are typically involved in service coordination for approximately six months. Service coordination ends upon completion of goals, when the family no longer wishes to participate or when all parties agree that no progress is being made.

VI. DISPUTE RESOLUTION

In some dispute situations which may arise involving implementation of this Service Coordination Mechanism, judicial processes already are in place. It is understood by all member organizations that judicial processes take precedence over those developed by Council for these disputes. Furthermore, it is understood that the Juvenile Court can only resolve cases for which it has been given legal jurisdiction and over which it has no inherent conflict of interest as a member of Council. Families and agencies have the option to file for dispute resolution with the Juvenile Court within seven days following a failed dispute resolution and assessment or treatment information will be provided to the court when disputes reach this level. The Juvenile Court Judge is the final arbitrator in this process.

While it is acknowledged that disputes may interrupt aspects of service delivery, each agency represented on 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, whenever possible. The primary goal of service coordination is to strengthen families in the target population so that they are able to nurture the development of their children and their family unit.

Families will be informed about the dispute resolution process as well as client rights pertinent to each involved agency. The lead case manager will review the dispute resolution information with each family at the time of the initial team meeting and when the family service plan is developed. In order to access the dispute resolution process, either the family or their lead case manager on their behalf can submit a written petition to the Council Chair stating the facts of the dispute. Families may choose to have legal representation in the dispute process should a court become involved. Necessary services will continue while any type of dispute is being resolved.

Disputes Involving the Pooled Funds

In accordance with ORC 121.37 C (9) and 121.38, the local dispute resolution process involving Pooled Funds will be contained in the Pooled Funding Agreement. Any disputes involving Pooled Funds shall be resolved using the locally agreed dispute resolution process contractually agreed to by the pooled funders and in accordance with the pooled funding agreement. No other dispute resolution process at the state or local level shall govern the use of Pooled Funds.

The dispute resolution process of this Service Coordination Mechanism covers the following types of disputes: agency to agency, child/family to agency, child/family to their Service Coordination Plan.

Child/Family to their Service Coordination Plan

At any time a child/family may dispute the content and services identified in their service coordination plan. This will be initially addressed at a team meeting. Necessary services will continue while any dispute is being resolved. Written determination of findings will be made within 60 days. Assessment or treatment information will be provided to the court when disputes reach this level. Families have the option to file for dispute resolution with the Juvenile Court within seven days following a failed dispute resolution.

Child/Family to Agency Case Disputes

Member organizations recognize that complaints, disagreements and disputes may arise involving children and families. Every effort will be made to develop such strong partnerships between families and service providers that virtually all disputes can be resolved informally. However, if the dispute cannot be resolved informally and it involves a specific member organization, the service coordination dispute resolution process may be used only after:

1. The member organization's dispute resolution process has been used but has failed to resolve the dispute, or
2. The member organization involved has waived its own process

The following Case Dispute Resolution Process will be used in the event a case dispute cannot be resolved by the member organization's process or the member organization has waived its own process:

1. A written petition stating the facts of the dispute will be presented to the Family and Children First Council Chair by (a) the family, (b) the lead case manager on behalf of the family, or (c) any other Council member who is involved in the provision of services to the family within five working days of the time it has been determined by them that the dispute cannot be resolved less formally.
2. The Council Chair will review the petition and contact a mediator within three working days of receipt of the written dispute petition. The mediator will make every effort to schedule mediation within one week of receipt of the petition. The date will be agreeable to all parties to the dispute. The mediator will submit a written summary of the mediation to the Council Chair. The Chair will provide copies of same to the family, the lead case manager and the Council Coordinator.
3. If the parties to the case reach an agreement the dispute will be considered resolved.
4. Should one or more of the parties disagree then the full Council membership will meet within five working days of notice of disagreement to the Chair. In a single meeting format, Council member organizations will attempt to resolve the dispute through discussion and negotiation. The parties to the dispute may be asked to agree to additional time for the resolution process. A two thirds (2/3) majority of the voting members will be required to achieve resolution. Such a resolution will

- be issued to the family and the lead case manager within three working days of the vote. Written determination of findings will be made within sixty days.
5. Any Council party affected by a decision of the Council pursuant to step #4 of this process may appeal to the Juvenile Court, which shall retain the authority granted to it in ORC Section 121.38 to issue an order to bring about a final disposition of the dispute. The appeal will be filed with Juvenile Court within seven days following a failed dispute resolution. An interagency assessment or treatment information will be submitted to the court.
 6. Should Council members be unable to resolve the case dispute through the above process, the case together with all information relevant to it will be referred to the Juvenile Court (per ORC 121.38) for a binding resolution.
 7. Written determination of findings will be made within 60 days.

Member Organization Disputes

Disputes may arise involving the services provided through the service coordination process by a member organization or organizations. These disputes are likely to involve those areas in which a member organization's traditional way of doing business, fiscal constraints, job descriptions or service eligibility mandates conflict with a family's need and with a Family Service Team's service recommendations. At any time an agency may dispute the content and services identified in a family service coordination plan. This will be initially addressed at a team meeting. Necessary services will continue while any dispute is being resolved. Written determination of findings will be made within 60 days. Assessment or treatment information will be provided to the court when disputes reach this level. Agencies have the option to file for dispute resolution with the Juvenile Court within seven days following a failed dispute resolution.

In the event of Family & Children First Council member organization disputes, the following processes will occur:

1. Disputes between or among organizational members may be referred by written petition to the Council Chair at any time.
2. The Chair will notify all members of receipt of a dispute petition and appoint a neutral Council member to act as a mediator in the dispute.
3. The mediator will hold mediation sessions. The mediator will submit a written summary of the mediation to the Council within 60 working days. The dispute will be considered resolved if the parties to the dispute agree.
4. If the mediation process does not result in a resolution the Council may resolve the dispute through a two-thirds (2/3) vote of the voting members. Prior to any such resolution the Council may request that the parties participate in an arbitration process.
5. When arbitration is used, the arbitration panel shall consist of one Family & Children First Council member selected by each of the disputants and a third Family & Children First Council member chosen by these two panel members. The arbitration panel, may receive the best settlement offers from each of the disputants and recommend one or the other of these offers to the Council for its consideration. The arbitration panel may also hear the facts and arguments of each disputant and make a non-binding decision to be forwarded to the Council. This arbitration process and vote of the Council shall be completed within 30 days of the date the mediator issues his/her report to the Council. A two-thirds (2/3) vote of the voting Council members will be required to make a binding decision.

6. If any party to the dispute fails to abide by the decision of Council, the Council may access the State Cabinet Council appeal process following a majority vote of the voting Council member organizations. Cabinet Council decisions may result in a redirection of state funds to the county.

Help Me Grow Procedural Safeguards

An individual or an organization may file a complaint with the county FCFC regarding the provision of early intervention services within the county. Efforts will be made to ensure that services to the family continue while the complaint is being investigated. The FCFC shall notify ODH of the complaint in writing (via e-mail or fax) within seven calendar days of receipt of the complaint and investigate the complaint in accordance with procedures that meet the following minimum requirements:

- a. The alleged violation must have occurred not more than one year before the date that the complaint is received unless a longer period is reasonable because the alleged violation continues for that child or other children, or the complainant is requesting reimbursement or corrective action for a violation that occurred not more than three years before the date on which the complaint was received.
- b. The alleged violation must be submitted to the FCFC in writing and shall include the facts alleged in the complaint. FCFC's written procedures must include the address where the complaint is to be mailed.
- c. The FCFC shall assign one or more individuals to investigate the complaint. The assigned individuals must not have a direct interest in the matter and shall investigate the complaint by doing at least the following:
 - Conduct an on-site investigation as determined necessary;
 - Interview complainant and give complainant an opportunity to submit additional information, either orally or in writing about the allegation;
 - Interview relevant providers and give providers an opportunity to submit additional information, either orally or in writing about the allegation; and,
 - Review all relevant information and make an independent determination as to whether there has been a violation.
- d. The FCFC shall issue a written decision to the complainant within thirty (30) calendar days from receipt of the complaint. The decision shall address each allegation in the complaint and shall include the findings of fact and conclusions and the reasons for the FCFC's decision. A copy of the decision shall be provided to the complainant and the ODH.
- e. If the FCFC determines there was a violation, the FCFC must ensure that corrective actions are implemented within 45 days or sooner of the written final decision. The corrective action plan may include the following:
 - Require the participation of the provider in specific technical assistance activities;
 - Award of monetary reimbursement appropriate to the needs of the child and family; and/or
 - Develop and provide trainings at the county level to achieve compliance in the appropriate future provision of services for all infants and toddlers with disabilities and their families. A copy of the corrective action plan must be provided to the complainant and the ODH.
- f. The ODH will monitor the corrective action plan to ensure that corrective actions are implemented.
- g. If the complainant is not satisfied with FCFC's findings or corrective action plan, the complainant may file a complaint with ODH in accordance with the procedures set forth by ODH. ODH will investigate the complaint and issue a written decision within thirty (30) days from receipt of the complaint.

If a written complaint is received above that is also the subject of an administrative hearing, or contains multiple issues, of which one or more are part of the administrative hearing, the complaint investigation or any part of the complaint investigation that is being addressed in the administrative hearing must be set aside until the conclusion of the hearing. However, any part of the complaint that is not part of the administrative hearing must be resolved within the established timelines.

If an issue is raised in a complaint filed under this procedure that has previously been decided in an administrative hearing process involving the same parties, the hearing decision is binding and the ODH will notify the complainant of such.

VII. QUALITY ASSURANCE, IMPROVEMENT AND EVALUATION

The Council Chair appoints a work group to develop an evaluation plan to evaluate how effectively and efficiently the service coordination process is being followed. The Family & Children First Council Coordinator will offer training to agencies, staff and direct care personnel about the county's Service Coordination Plan. The work group reports its recommendations to the Council. Amendments may be made through the process described in Section X. Holmes County Family & Children First Council places quality assurance as a high priority in its mission of promoting safe, healthy, and stable children and families. The work group develops a plan and process for the regular annual evaluation of the Service Coordination Mechanism and reports its recommendations to the Council. Agencies and direct care personnel inform families about the County's Service Coordination Mechanism. Upon request, service coordination data will be submitted to the state for the purpose of evaluation.

VIII. FISCAL IMPLICATIONS OF SERVICE COORDINATION

To ensure effective implementation of the Service Coordination Mechanism, the Holmes County Family & Children First Council and Community Care Board will each develop a budget designed to allocate resources and designate an equitable sharing of costs.

X. AMENDMENTS TO THE SERVICE COORDINATION MECHANISM

The Council may amend this Service Coordination Mechanism at any of its regular meetings provided that written notice of the proposed amendment has been given to each member organization's Council representative not less than thirty days prior to the date of the meeting. Other than editorial changes, no change may be made in any proposed amendment after notice of the proposed change has been provided to Council members. Approval of any amendment to this plan shall require a two thirds (2/3) vote of all voting members.

ATTACHMENTS:

- Attachment A: Service Coordination Intake-Referral Form
- Attachment B: Crisis/Safety Plan
- Attachment C: Parent/Family Strength Assessment
- Attachment D: PAC Contact Sheet
- Attachment E: Service Coordination Team Signature/Confidentiality
- Attachment F: Explanation of Service Coordination
- Attachment G: Family Service Plan

- First Plan: December 10, 1998
- Revised: November 9, 2000
- Revised: August 14, 2002
- Revised: February 6, 2004
- Revised: December 2, 2005
- Revised: June 4, 2010
- Revised: February 7, 2014

ATTACHMENT A
Service Coordination Intake-Referral Form

Date: _____

Child's Name: _____

DOB: _____

Address: _____

Sex: F M

City: _____

School District: _____

Telephone: _____

School Grade Level: _____

School Placement: Regular CD SLD MD MR/DD Spec Ed Home School Alternative School

Other Children:

Names & DOB: _____

Mother's Name: _____

Legal Custodian: ___ Yes ___ No

Address: _____

Employer: _____

City: _____

Telephone: _____

Father's Name: _____

Legal Custodian: ___ Yes ___ No

Address: _____

Employer: _____

City: _____

Telephone: _____

Legal Custodian's Name: _____

Employer _____

Address: _____

Telephone: _____

City: _____

Organizations currently involved with the family (include a for all family members)

School _____ Anazao Comm. Partners Health Care Provider Other _____

Children Services Every Women's House The Counseling Center Other _____

Job & Family Services STEPS MR/DD

Juvenile Court Family Life Counseling

Reason for Referral: _____

Name of Person Completing Form: _____

Telephone Number: _____ Email Address: _____

Signature of Parent(s) or Entity with Legal Custody of Child(ren)

Date Received _____

Notice to Person Requesting _____

Describe what happens after (as a result of) the crisis

What does the person do?

How do they feel?

Actions taken, including punishments?

Rewards, what did the person get out of the crisis (unmet need)

Emotions or responses by others?

What have you tried in the past to avoid this crisis? How well did it work?

Why do you think the crisis continues to happen? What is this individual getting from the crisis:

When triggers start what can you take to prevent the crisis from happening?

What can the youth do instead of the crisis behavior?

If the crisis occurs what do I do: (Detailed, sequential action steps to be followed by the team). Include who (natural & formal supports) will do what, when and how often:

Parent Signature: _____

Date: _____

Parent Signature: _____

Date: _____

Youth/Child Signature: _____

Date: _____

Service Coordinator Signature: _____

Date: _____

ATTACHMENT C

Holmes County Family & Children First Council
Parent/Family Strength Assessment

Date of Visit ___/___/___

Date of Referral ___/___/___

IDENTIFYING DATA

Family Name _____ Phone (____) _____

Child's Name _____ Birth date _____

Residence Address _____ City _____

State _____ Zip _____

School _____ Grade Level _____

Father's occupation _____

Mother's occupation _____

Mother's education (highest level achieved) _____

Father's education (highest level achieved) _____

Number of moves in last 5 years _____ Birth order of child _____

.....
PARTICIPANTS IN ASSESSMENT

Name of respondent _____ Birthdate ___/___/___ Relationship _____

Name of other participants: _____
.....

1. The things I like most about my child(ren) are:

2. My life would really be better in six months from now if:

3. My family's life would really be better six months from now if:

4. The most important thing I have ever done is:

5. I am happiest when:

6. The best times we have had as a family are:

7. Name some special rules that your family has:

8. Who are the people you call when you need help and/or want to talk? Who has helped you in the past when you needed help? Who do you feel you can trust to be there when you need them?

9. What activities do you and your family enjoy together? What do you enjoy most about yourself?

10. What are your family traditions? In which cultural events does your family participate?

11. Are there any special values or beliefs taught to you by your parents or other people who are important to you?

12. Does your family belong to any part of a faith community? In what way? Do you belong to any social clubs?

Notes/additions:

PARENT ADVOCACY CONNECTION
Contact Sheet

All requests for a Parent Advocate need to be sent to the Family & Children First Council Program Coordinator.

Date _____ County _____

Name _____ D.O.B. _____
Race: B W H Other _____ Sex: _____

Parent(s): _____ Phone: _____
Alternate Phone: _____

Home Address: _____

School: _____

Agencies, Services: _____

General Information: _____

Advocate: _____ Date Assigned: _____
Evaluation Done: _____ Faxed: _____
Case Closed: _____
Post Evaluation Done: _____ Faxed: _____

ATTACHMENT E

**Holmes County Service Coordination
Team Signature/Confidentiality Page**

I understand and acknowledge that all client-specific information, proceedings, documents, records, discussions, opinions, findings, evaluations, and/or actions taken during today's meeting are **CONFIDENTIAL**. Except as required to carry out the duties of my employment, this information is not subject to disclosure – pursuant to Ohio Revised Code Chapters 2305, 2317, 4757, and 5122. I further understand that any breach of this confidentiality is subject to disciplinary action, and possible legal action against me. These restrictions on disclosure and confidentiality are not time-limited, and are binding on me even after my involvement with this Service Coordination team.

The individuals signing below are members of the team and were a part of the meeting, either in person or by telephone, held on _____.

Printed Name	Role	Signature	Date
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

ATTACHMENT F

Holmes County Family & Children First Council

What is Service Coordination?

Service coordination is a way of addressing the assessment and service needs of families with children and organizing service delivery for them. With the family's involvement, it organizes a strength-based plan to get the child and family what they need. The Service Coordination plan and process proceeds in distinct stages and includes:

1. Identification of the strengths of present cooperative efforts among member organizations.
2. Identification of areas of service coordination in need of change and strengthening.
3. Development of agreed upon strategies for creating a coordinated, comprehensive continuum of family strengthening and child development enhancing services.
4. Coordination of all services across system and agency lines, including Help Me Grow; while serving as the single point of contact in helping parents to obtain the services and assistance they need.

Admission Criteria for FCFC Service Coordination

- Child/youth is under the age of 21
- Child/youth must be a Holmes County resident. (Note: All service providers do not need to be located in Holmes County as long as all are willing to collaborate.)
- The family is in need of a coordinated inter-disciplinary plan for addressing their unique needs
- Family is requesting service coordination through any HCFCFC member agency or HCFCFC Coordinator
- There is a team of professionals collaborating with other agencies to assist the family in creating a unified plan.
- Criteria for self-referral includes any multi-need child whose service and support needs may not be adequately met while working outside the Service Coordination Mechanism. It is not intended to override current agency systems, but to supplement and enhance what currently exists.

Criteria for Continued FCFC Service Coordination

- The child/youth is under the age of 21.
- The family is an active team participant.
- The team continues to make progress towards the family's mission statement or goal.
- The child/youth remains involved with two or more systems.

Criteria for Transitioning out of FCFC Service Coordination

- The child is over the age of 21.
- The family is no longer requesting service coordination.
- Goals have been met, and the team agrees that the family has stabilized.
- The child/youth is involved with only one system.
- The team decides that, after six months, service coordination is making no progress.

ATTACHMENT G:

**Holmes County Family & Children First Council
Family Service Plan**

Date: _____

IDENTIFIED CHILD: _____	DOB: _____	DATE OF INITIAL PLAN: _____
SIBLING: _____	DOB: _____	LEAD CASE MANAGER: _____
SIBLING: _____	DOB: _____	ADDRESS: _____
ADDRESS: _____		PHONE #: _____
PHONE #: _____		E-MAIL: _____
PARENT: _____		TEAM MEMBERS: _____
ADDRESS IF DIFFERENT: _____		TEAM MEMBERS: _____

NOTE: Add additional information on reverse side, as needed

LIFE DOMAIN	SERVICE NEEDS	FAMILY STRENGTHS	ACTIONS GENERATED	PERSON / AGENCY RESPONSIBLE	PROJECTED/ COMPLETED DATE? OUTCOME?	OUTCOME REVIEW
<p><u>Residence/Family</u></p> <p>Own Home</p> <p>Out of Home</p> <p>Date of Placement</p> <p>Caregiver</p>						
<p><u>Educational/Vocational</u></p> <p>School Name</p> <p>District</p> <p>Grade –</p>						

<u>Physical/Psychological/ Psychiatric</u>						
<u>Legal</u> Legal Guardian Information						
<u>Social/Recreational</u>						
<u>Family Natural Supports</u> identified by family						

COMMENTS:
