

# 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?
<b>Madison</b>	<p>Name: <b>Amanda Hampton</b> Title: Family Services Manager</p> <p><b>Phone:</b> 740-852-6342 <b>Email:</b> ahampton@co.madison.oh.us</p>	<p>Birth to age 21 who live in Madison County</p> <p>Families who have not yet been able to access needed services</p> <p>Those involved in services from two or more agencies</p> <p>Families whose children are at risk of out of home placement</p> <p>Willing Participants</p>	<p>Referral for service coordination will be accepted from any Madison County family serving agency, school district, or family. The referring agency is responsible for completing the Service Coordination Referral Form. Families are also able to request services by completing a very general form located in the Madison County brochure.</p>	<p><b>Families are able to request services by completing a very general form located in the Madison County brochure. Brochures have been provided to all Madison County family servicing agencies and school districts. Forms can be faxed, mailed or dropped off. Families are also provided contact information to contact directly by calling Amanda Hampton at 740-852-6342</b></p>	<p>When appropriate, families will receive the Wraparound approach to service coordination, however not all families who are referred to service coordination will be appropriate for Wraparound. Upon initial assessment and interview with the family, the level of intervention is determined. In general, families will fall into one of four categories:</p> <ol style="list-style-type: none"> <li>1. Crisis Stabilization</li> <li>2. Referral</li> <li>3. Service Coordination</li> <li>4. Wrap around.</li> </ol> <p>Families who are identified with a need for Service Coordination or Wrap around and who desire services</p>	<p>The Dispute Resolution Process is explained to the Parent/Guardian as a component of the Family Service Plan and the "Understanding of Dispute Resolution Process form is completed. Conflicts may arise in three distinct types of situations:</p> <ol style="list-style-type: none"> <li>1. The family is in disagreement with one agency</li> <li>2. The family is in disagreement with the service plan: or</li> <li>3. One agency is in disagreement with another agency or the service plan.</li> </ol> <p>Parents and guardians are advised that the family may choose to continue services pending the resolution of the dispute.</p> <ol style="list-style-type: none"> <li>1. Families shall be strongly encouraged to attempt to handle the issues directly with members of the Team with the assistance of the Family Service Program Manager.</li> <li>2. Issues not resolved at Family Service Program review Committee shall be referred within 2 days to Madison County Family Council Advisory Board or their designated neutral representative for review to be held within 10 working days.</li> <li>3. Written determination will be mailed to the family within 2 working days of</li> </ol>	<p>Name: <b>Madison County Family and Children First Council</b></p> <p>Title: Coordinator/vacant</p> <p><b>Phone:</b> 740.852.0339 <b>Email:</b> vacant</p>

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					<p>will be asked by the Family Services Manager to sign a release of information. With family input, a team will then be developed and convened( which may include a parent advocate or Wraparound Provider) to develop goals for the family, prioritize goals, and create a plan to help ensure family goals are met. The duration and intensity of team meetings will depend upon the needs of the family.</p>	<p>the determination.</p> <p>4. Issues not resolved at Advisory Board shall be referred to an agreed upon mediator within 2 working days. A mediation shall be held within 10 working days.</p> <p>5. Issues not resolved at mediation shall be referred within 1 day to the Juvenile Court as final local arbiter. Emergency disputes shall be defined as those disputes whereby there is the threat of imminent risk, harm or safety to the child. In the case of an emergency dispute, the resolution process will be circumvented and the Juvenile Court Judge will be immediately notified. All other disputes are considered non-emergency and will follow the established procedure. All dispute resolutions not referred to Juvenile Court shall be resolved within 45 working days from the time that the issue is first identified and brought to the attention of the Family Council Coordinator. The Family Council Coordinator shall trace the process to ensure compliance.</p>	
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