

Noble County

Service Coordination Plan **2018**

Adopted - June 24, 2010
Effective – July 1, 2010
Revised – April 2018

Noble County Family & Children First Council

Three Parent Representatives

Allwell Behavioral Health

Noble Behavioral Health Choices

Mental Health Recovery Board

**Noble County Health Department
HMG - EI**

**Noble County Department of Job & Family Services
And PCSA**

Noble County Board of Developmental Disabilities

Noble Local Schools

Caldwell Exempted Village Schools

Caldwell Mayor

Noble County Commissioners

GMN Tri-County CAC Inc.

GMN Tri-County CAC Inc. – Head Start

Noble Learning Center

Department of Youth Services

Noble County OSU Extension

NOBLE COUNTY FAMILY AND CHILDREN FIRST COUNCIL

Service Coordination Plan

I OVERVIEW

The Noble County Service Coordination Mechanism has been developed and adopted by Council. This mechanism is to provide guidance to address the Creative Options function of Council, to meet the needs of children with severe and multiple needs. The agencies, in the development of the original mechanism, and each succeeding revision, include all members of Council and parent representatives.

The Service Coordination Mechanism (SCM) recognizes that coordination is a process of service planning and system collaboration to provide services and supports to families who have needs across multiple systems. The goal is child-centered and family-focused, with the strengths and needs of the youth and family guiding the services needed; and for services and supports to be responsive to the family’s cultural, racial, and ethnic characteristics of the community.

II PURPOSE

The county service coordination mechanism shall serve as the guiding document to assure continuity and consistency in coordinating services to multi-system youth, who are age 0 through 21 years of age, for those utilizing Family-Centered services and Supports funding, per O.R.C. 121.37. For children who also receive services under the Early Intervention (EI) program, the service coordination mechanism shall be consistent with rules adopted by the Department of Developmental Disabilities under section 5123.02 of the O.R.C. All family service coordination plans shall be developed in accordance with the county service coordination mechanism. When a child is involved in EI and service coordination through the council, the main provider of service coordination should be EI to assure compliance with O.R.C. 5123.02, the council service coordination mechanism will support and provide resource assistance for the family’s EI Plan for youth aged 0-3.

II COMMITMENTS AND VALUES

The success of service coordination efforts through the county FCFC depends on collaboration and implementation of key values into this process. The following include values in the Service Coordination Process which will result in a more effective service delivery system:

- Services will be developed using a family-centered approach.
- Services will be established to meet the cultural, racial and ethnic characteristics of the population being served.
- Services outcomes will be evaluated.

- All available funding resources will be fully utilized or combined.
- Home and community services are utilized as needed.
- Specialized treatment for difficult-to-serve populations and evidence-based treatment services are encouraged.
- Duplicate efforts among agencies are reduced or eliminated.
- Most importantly, families and youth are fully involved in decision-making and are provided with an advocate, or a contact.

This service coordination mechanism is intended to assist families and children in achieving these goals.

OFCF values that shape Ohio’s public policy regarding families and their children continue to guide the progress of county Family & Children First service coordination:

Children have the right to live with their own family.

Children have the right to be nurtured and protected in a stable family environment.

When children are at risk of harm, the community has the responsibility to intervene.

Families are our community’s most important resource and must be respected, valued, and encouraged to build upon their strengths.

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.

Families have the right and responsibility to participate in identifying their concerns, priorities, and needed resources.

Families have a right to individualized service provision that addresses the multiple needs of their children.

With these values in mind, the purpose of this Noble County Service Coordination Mechanism is to transform local services delivery that support children and preserve families through multi-systems, home and community intervention wherever possible.

IV REFERRAL PROCEDURE

Any agency, including juvenile court, or a family voluntarily seeking service coordination, may refer the child and family to the county council for service coordination in accordance with the county service coordination mechanism. This may

be accomplished by contacting the FCFC Coordinator by phone at 740-305-1395, 46049 Marietta Rd., Caldwell, OH, 43724-0250. A verbal or written request will immediately initiate the service coordination process.

Children who are appropriate for referral to the Creative Options process are residents of Noble County, 0-21 years of age and who meet any of the following:

- Have parent(s)/guardian(s) who are requesting services
- Need services from two or more social service agencies, including schools and juvenile court
- Are abused, neglected, dependent, unruly or delinquent
- Continue to have unresolved problems despite attempts at resolution
- At risk for out-of-home placement

A Referral Form (EHR) shall be completed for each case referred. This form shall include (1) the date the referral is received; (2) the source of the referral; (3) contact information for the family/child; (4) a brief description of the issue of concern; (5) response/actions taken, and; (6) a time line for the referral process.

V SERVICE COORDINATION MEETING PROTOCOLS

The Family and Children First Coordinator, upon receiving a referral of a case for process, will contact **all** agencies involved with the child and family to set up a team meeting. This will be done within 14 days of the referral to the Family and Children First Council (for non-emergency case). This action will occur only after the Consent to Release Information form has been signed by the parent/guardian. The FCFC shall ensure the protection of any personally identifiable information collected, used, or maintained. All Creative Option members sign a confidentiality form to protect each youth and family.

The meeting, called a Creative Options meeting, will include the Family and Children First Coordinator, representatives from all other agencies (including the child's school system) that are involved, the child and his/her family, Parent Advocate of the family's choice, if available through NAMI Ohio, if requested and support system. Once a meeting date is established all team members, including the family will be notified in writing by the Coordinator, or the team Leader for that family. Those attending will brainstorm ideas to come up with what will be most beneficial to the child and family. From this meeting an Individualized Family Service Plan (IFSP) will be formed that states what services are to be carried out to meet the best interests of the child; based on the strengths and needs of the child/youth. The IFSP plan will outline the specific services to be provided and will name those responsible for providing them and a time frame for completion. The plan will be submitted to Team Member and family for approval and signature and copies issued. If additional resources are later considered to be needed, then assistance from The Noble County Family and Children First Council, or, if necessary, from The Ohio Family and Children First Council, will be sought. In cases

where all participants involved with the case do not agree to the IFSP, the Family and Children First Coordinator will seek assistance from the Noble County Family and Children First Council. An update of each case will be presented to the Noble County Family and Children First Council by the Coordinator monthly. The update will stay within the required boundaries of confidentiality. At the first Team Meeting, Team Members and the family will schedule the next meeting and at each meeting thereafter. A family or a Team Member may request a meeting at any time. If a meeting is determined as an emergency, the Coordinator will schedule a meeting as soon as possible and notify Team Members and family in the quickest means necessary.

VI ASSESSMENT OF NEEDS & STRENGTHS

Each referring agency will be responsible for assessing the needs and strengths of the child and family at the time of referral. The assessment shall include an intake and screening process using a developed tool commonly used by that agency, when a family requests Service Coordination for themselves, the FCFC Coordinator will use the Child & Adolescent Needs and Strengths assessment on the EHR data system. In either process, the agency referral or family referral, the FCFC Coordinator shall ask the family to approve a Team Leader or Lead Agency. The FCFC Coordinator will collaborate with each Team Leader in scheduling times and dates for meetings, facilitating family meetings and tracking the data collection and progress of goals in the family IFSP. Any agency may make a referral to the Creative Options process. Generally, the agency who is providing current services to the child and/or family will make the referral.

VII OUTCOME MONITORING AND EVALUATION

Each Individual Family Service Plan (IFSP) will be reviewed at least within 90 days of development and within each 90 days thereafter. The team leader will meet with the family and all agencies involved with the plan. No review will be held without the attendance of the family. A review may be held at the request of the family, team leader or FCFC Coordinator at any time. The team leader or FCFC Coordinator, with agreement of the family, will notify all participants of the team (in writing) of the time, date and location of all reviews. All notices will be made at least one week in advance if possible.

In each review the child/and or his family will be given the opportunity to provide input into the services needed and provided. This family input will be reflected in the individual family plan (IFSP).

VIII DISPUTE RESOLUTION

At the time of referral for service coordination, a copy of this policy will be provided to each family.

If there exists an otherwise unresolved dispute regarding an IFSP, whether between agencies, family and agency or family to their SC plan, the following process (steps) will be put into effect. The Family and Children First Coordinator is responsible for keeping all Creative Options team members and the Family and Children First Council Chairperson informed regarding the outcomes of each step in the process, scheduling meetings if necessary, to do so. If there is no Coordinator employed or under contract at the time of a dispute, or during the process of a dispute, the Children Services Supervisor will assume the role normally held by the Family and Children First Coordinator so that the process may go forward in a timely manner.

If there is a significant conflict regarding any aspect of an IFSP, every attempt will be made to resolve that conflict by those responsible for the plan. The Family and Children First Coordinator will facilitate a meeting at which efforts will be made to resolve the conflict. If a resolution does not occur at this meeting, any party to the plan, including parents or their representatives, may file a written request with the Family and Children First Coordinator, within 10 days of this meeting, to initiate the following process for dispute resolution.

The Chair of the Family and Children First Council will notify and convene a Dispute Resolution Committee within ten (10) days of receipt of the notice. The disputing party shall receive notice of the committee meeting no later than three (3) days before the meeting date and may attend the meeting with or without the family's advocate.

The Dispute Resolution Committee will provide written notification to the disputing party, the Chair of the Family and Children First council and to the FCFC Coordinator of its decision within ten (10) days after the Committee meeting.

The disputing party may disagree with the above decision and may wish to continue the Dispute Resolution Process. In such an instance, the disputing party will provide written rationale for the disagreement no later than seven (7) days of receipt of the decision of the Dispute Resolution Committee to the Juvenile Judge.

Committee recommendations, other than court referral, will be referred to the Family and Children First Coordinator, who will immediately notify the Family and Children First Council Chairperson and all service plan participants of a meeting to review and adopt the recommendations. If those recommendations are not followed, or if issues remain unresolved, the person who made the initial referral for dispute resolution will so inform the Family and Children First Coordinator.

If referral to the Juvenile Court was recommended by the Committee in (4) above, or if the dispute remains unresolved as described in (5) above and referral has been made to the Family and Children First Coordinator, then the Coordinator will, within seven (7) working days of either referral, refer the matter to the

Juvenile Court Judge for consideration. The Judicial referral will include all pertinent information about the case including a chronological brief outlining the nature of the dispute and all significant events of process to date. The Judicial referral may contain a request for an informal pretrial meeting where the Creative Options team may present their perspective on issues in question. Once a dispute has been forwarded to the Juvenile Court Judge for resolution, the decision by the Juvenile Judge shall be final.

In cases that involve Early Intervention disputes, the Procedural Safeguards for Early Intervention dispute resolution will be followed.

Throughout the Dispute Resolution Process, it is the responsibility of the Creative Options Team to create and maintain an Interim Plan for services for the child and family. The Family and Children First Coordinator will monitor events to assure that services to the youth and family are not disrupted, always making sure the safety and well-being of the youth and family continues. In emergency situations, every effort will be made to shorten the above process in every way possible.

The Council's Dispute Resolution process shall be completed within 60 days and all findings presented to the family in writing within this time frame.

IX SERVICE RESPONSIBILITIES

If the family and the service agency agree that a referral to the Family & Children First Council is appropriate, then the Family and Children First Coordinator will be contacted. The Coordinator will convene a meeting of a Creative Options Committee Team where a determination will be made as to whether the referral is appropriate or inappropriate. If the referral is found appropriate, the initial referring agency will become the team leader for the case.

The FCFC Coordinator will contact the family and the child to gather a family history and other pertinent information for a subsequent team meeting. This information will be used in the formulation of an IFSP.

An IFSP will be developed for each child and family and will include: an identification of child and family strengths, needed services and their description, funding source(s) and the names of the responsible person(s) and agency(s) for carrying out the planned services. The treatment team will consist of persons/agencies responsible for planning and implementing the IFSP. A copy of the IFSP will be provided for the family and all agencies participating in it.

Creative Option members meet once a month to review on-going youth and present new referrals.

At any time during the SC process the family may contact the FCFC Coordinator to request a meeting. All meetings shall be scheduled at the convenience of the family.

X SERVICE PLANNING FOR FAMILY INCLUSIVENESS

As stated in Section V, families and Parent Advocates will be included in meetings to ensure that services are culturally appropriate and responsive to their family strengths and needs. When developing a family plan, effort will be made to deliver services in the least restrictive environment. The Individual Family Service Plan will be generated because of these meetings and will include time frames, services and goals and who is responsible for doing the activities listed; and include crises and safety concerns

XI FUNDING

Resources supporting the IFSP will come from FCSS allocations, any other allocations that become available as well as shared funding from local council member organizations, if received. Designation of funding uses shall be the responsibility of our Creative Option Team members, with approval of Council.

XII DIVERTING UNRULY AND DELIQUENT YOUTH

A Child & Adolescent Needs and Strengths (CANS) assessment will be conducted to help identify the child/youth's needs and strengths to help develop a plan that will divert the youth from entering juvenile court system. A meeting will be scheduled that include local law enforcement as needed, the youth, parent/guardians/custodians/of the youth, representatives from agencies already involved with the youth/family to discuss the complaint and develop ways/goals to divert the youth from actual unruly charges. Team members will discuss ways to help provide services that will help in this crisis such as respite, mentor for child/youth and parents, provide parenting education or an alternative school program if the complaint includes truancy, repeatedly disruptive in school or suspended/expelled from school. Or any other appropriate measures that could divert the child from the juvenile court system.

XIII QUALITY ASSURANCE AND DATA COLLECTION

To monitor the quality and effectiveness of the service coordination process, the FCFC Coordinator will report monthly to the Noble County FCF Council at their regular meeting.

The Council will review the SCM annually to determine if changes are needed. Each member agency will be informed of the service coordination process and how to utilize the SCM.

Data on the number and types of cases will be tracked by the FCFC Coordinator and reported to the Council and to the state when requested.

Effective as of January 1, 2018, The FCFC Coordinator will enter all referrals and team meetings will be held with the family and youth to establish a crisis plan, a mission, strengths and needs and a CANS assessment. All the information will be housed in an electronic data system that is approved by Ohio and Family First. This will provide tracking and data and will replace the paper process.

XIV OUT-OF HOME PLACEMENT AND CRISIS CONTINGENCIES

In the event of an imminent non-emergency out-of-home placement, the team leader and/or the FCFC Coordinator will organize an immediate review for exhausting all alternatives to an out-of-home placement. If placement is an emergency in nature, the review will convene within 10 days after placement is made. If placement does occur, the review will focus on a plan of action for the family during placement and to begin planning for the child's return to the home. While in placement, the youth will be tracked to assure continued progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment and education.

In the event of a short-term crisis or safety concern a family member, team leader, or FCFC Coordinator will convene a review of the Crisis Plan when all team members can be present and can perform in a positive and calm manner in an effort to assure no member will overreact if the need arises to implement the Crisis Plan. Review efforts will target strategies that provide safety and support to the child and family during the crisis/concern, while keeping the child and the family together when possible.

(REVISED April 2018)

