



# OTTAWA COUNTY SERVICE COORDINATION MECHANISM

Ottawa County Family & Children First Council

Margaret Osborne, Director - [mosborne@co.ottawa.oh.us](mailto:mosborne@co.ottawa.oh.us)

## **TABLE OF CONTENTS**

<b>Section</b>	<b>Page #</b>
Overview .....	2
Guiding Principles and Values .....	2
Entities/agencies/persons were involved in the review and revisions of the mechanism.....	3
The structural components and levels of intensity of service coordination in Ottawa County.....	3
Levels of Intensity.....	4
Target population .....	5
Alignment with Early Intervention Part C Services .....	5
Community Awareness of Service Coordination Process .....	5
Quality Assurance and Continuous Improvement.....	6
Service Coordination Mechanism Components .....	6
Notification of Family Service Coordination Plan Meetings .....	7
Family Advocates & Support Components.....	8
Out-of-Home Placement Procedure.....	8
Monitoring Progress and Tracking Outcomes.....	8
Protecting Family Confidentiality .....	9
Family Assessment of Strengths and Needs.....	9
Individualized Family Service Coordination Plan.....	10
Dispute Resolution .....	10
Individual Family Service Coordination Plan - Plan of Care.....	12
Individual Family Service Coordination Plan – Progress, Reviews & Meetings .....	12
Individual Family Service Coordination Plan – Ensuring Services Responsive to the Strengths, Needs, Family Culture, Race and Ethnic Group, and Least Restrictive Environments .....	12
Unruly Children & Juvenile Court System .....	13
Description of how timelines will be established for completing family team goals.....	15
Description of how crisis & safety plans will be included in the Family Service Coordination Plan.....	15
Fiscal strategies for supporting FCFC Service Coordination, which includes how funding decisions are made for services identified in the Family Service Coordination Plan.....	16
Improvement Resources & Quality Assurance of Service Coordination Mechanism .....	16
Ottawa County FCFC WrapAround Committee .....	16

## **I. Overview of service coordination in Ottawa County**

The Service Coordination Mechanism (SCM) shall serve as the guiding document for planning, coordinating, and implementing service coordination to families with multiple needs. The Ottawa County Family and Children First Council (OCFCFC) is committed to providing coordinated services to families with children Birth through age 22.

The purpose of Service Coordination through OCFCFC is to provide an alternative approach for children and families who need a more intensive collaboration of multi-system providers and informal supports. Each system has areas of responsibility, and this Service Coordination Mechanism is not intended to override current agency systems but to supplement and enhance what currently exists. Service Coordination should build upon the strengths of services in our communities that are already working for families. The service coordination process will provide access to existing services and supports, both formal and informal, and when appropriate propose new services, supports and/or strategies to be added to address family and youth's unmet needs.

Service coordination is an approach to service planning that provides child-centered and family-focused services and supports with the strengths and needs of the child and family guiding the types and mix of services to be provided. A team of individuals who are relevant to the well-being of the child and family (e.g., relatives, other natural supports, service providers and agency representatives) collaboratively develop an individualized plan of care, implement this plan, and evaluate success over time. Information is shared while also assuring the confidentiality of the family. The goal of this process is to assist families in building a system of natural supports so to gradually reduce family reliance on formal systems and become self-sufficient.

The levels of care used to serve children and families in the context of this Service Coordination Mechanism include:

- information and referral
- basic service coordination
- high fidelity wraparound

This mechanism will identify the criteria which will be used to suggest what level of service coordination is needed for a child and their family. However, no child or family will be refused the opportunity to refer themselves for consideration of service coordination.

## **II. Guiding principles and values**

These commitments are supported by certain underlying values:

1. Children have the right to live with their own families.
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, and the responsibility to access those services.

### **III. Entities/agencies/persons were involved in the review and revisions of the mechanism**

The Ottawa County Service Coordination Mechanism was developed by the Ottawa County Family and Children First Council, and updates were reviewed and approved by the WrapAround Committee, a multi-disciplinary committee under the direction of the OCFCFC. This committee includes representatives of Ottawa County Schools, Help Me Grow Representative, Job and Family Services, Juvenile Court, Board of Developmental Disabilities, and WSOS.

The mechanism was further developed through the collaboration of council members, which includes parents, in order to include and ensure the development of a comprehensive system that would be coordinated and most cost-effective for the families and children in Ottawa County.

The mechanism was written and developed with the intent of providing multiple access to the coordination of services for children who have been adjudicated abused, neglected, dependent, unruly, alleged unruly, delinquent or whose families voluntarily seek such services. Further, the mechanism is family-focused, coordinated, community-based, and facilitative.

### **IV. The structural components and levels of intensity of service coordination in Ottawa County**

The organizational structure of the service coordination mechanism includes the Family and Children First Council (FCFC) and FCFC Director, the FCFC WrapAround Committee, FCFC Wraparound Coordinator, and Child and Family teams.

The Administrative Level consists of executives of all of the systems who participate in the Council and Parent Representatives. They serve as the policy level branch of the Mechanism. They provide integration and planning to improve community-based, family-centered services. The Council provides program management by determining and clarifying policies, procedures, expectations, and the lines of authority and communication. In addition, the Council will have a role in any policy disputes that cannot be resolved at the WrapAround Committee level. The FCFC Director provides backbone support to Council and the WrapAround Committee as well as oversight of the Wraparound Coordinator.

The WrapAround Committee serves as Council's forum for service integrated planning, identifying service gaps, and making recommendations regarding strategies and financing of service gaps to Council. The FCFC Wraparound Coordinator assists the FCFC Director in providing backbone support to the WrapAround Committee.

The Wraparound Coordinator provides direct services for children and families in need of service coordination. The Wraparound Coordinator is a contracted individual of FCFC and serves as the neutral point of contact for families and agencies and as the formal contact under the service coordination mechanism. In addition, any Ottawa County agency can assign staff to facilitate teams by receiving wraparound training.

The WrapAround Coordinator assists the family in forming child and family teams for both basic service coordination and high fidelity wraparound. The child and family team include parents and children, and others who are relevant to their life, such as relatives, members of the family's social support network, service providers, and agency representatives.

## **V. Levels of Intensity**

Three levels of intensity are offered to families, including information and referral, basic service coordination, and high-fidelity wraparound depending on the need of the child and family. Descriptions of these services levels are meant to serve as broad definitions, as families may cross between levels throughout their service coordination experience.

### **Level 1- Information and Referral**

Information and referral is the level of Service Coordination primarily for families referred to Service Coordination whose needs can be met through referral to the appropriate service provider, agency, or other community support system. This less intensive approach may be appropriate for some families, while still adequately addressing a family's needs. Families struggling with one issue or basic need, experiencing a short-term crisis, and those families that have not previously used services from more than one agency may fall into this category.

### **Level 2- Service Coordination**

Service Coordination is defined as a broad-based, neutrally-positioned, youth and family-driven, cross-system (team) planning process by which previously identified and existing resources and supports are coordinated to determine the least restrictive plan of success for the youth and family. If the family has utilized resources and still needs additional support from the formation of a team, service coordination should be implemented and is designed to be short-term assisting the family in meeting their needs and ensure services are coordinated. Child and family teams develop an individualized strength-based plan, monitor the plan, and measure success over time. Team meetings are generally less frequent, and the length of service is typically between 3-12 months. Functions of Service Coordination can include:

- ◆ Systems-level problem solving
- ◆ Safety monitoring/planning function
- ◆ Placement monitoring function
- ◆ Managing risk and complex decisions, level of care decision making

### **Level 3- High-Fidelity Wraparound**

High-Fidelity WrapAround is defined as a specific evidence-based intensive planning and facilitation process, utilizing a comprehensive team to develop a uniquely designed plan based on the youth and family's unmet needs, and is inclusive of uniquely-designed resources linked to youth and family strengths. The purpose of wraparound planning is not the elimination or ending of formal supports and services, but rather to increase the capacity of a family and those around them to get their needs met without the reliance on an on-going intensive team-based planning and adaptation process.

Child and family teams, including formal and informal supports relevant to the life of the child and family, will develop an individualized strength-based plan, monitor the plan, and measure success over time. Team meetings are generally more frequent, and the length of service is typically between 12-18 months. High-Fidelity Wraparound is an evidence-based process

with distinct steps/phases that must be followed to fidelity. These include:

- ◆ Phase 1: Engagement and team preparation
- ◆ Phase 2: Initial plan development
- ◆ Phase 3: Implementation
- ◆ Phase 4: Transition

## **VI. Target population:**

The target population is youth 0-13 and transition age young adults ages 14 - 22 with emphasis on those most vulnerable. No family will be refused the opportunity to refer oneself for consideration for service coordination. However, the target population includes children who are abused, neglected, dependent, unruly, alleged unruly, at risk of becoming unruly, or delinquent children under the jurisdiction of the juvenile court. Included in this population are those children whose families are voluntarily seeking services. Target population also includes:

- ◆ multi-need families
- ◆ multi-need children between the ages of 0-22
- ◆ Ottawa County resident
- ◆ inability to access needed services
- ◆ multiple agency involvements

## **VII. Alignment with Early Intervention Part C Services**

As a required component of the county SCM, there is a distinct effort to align the efforts of FCFC Service Coordination/Wraparound and Early Intervention Service Coordination under the umbrella of the Ottawa County Family and Children First Council to provide a seamless continuum of care developed for the 0-22 population.

All children who receive services under Ohio's Early Intervention program, and who are also being served under the county Service Coordination Mechanism, must be assured that the services received under Early Intervention (EI) Service Coordination are consistent with the laws and rules of Early Intervention requirements per federal regulations and DODD policy and procedures. If a child is being served by FCFC Service Coordination and a referral is made to EI Service Coordination, upon the determination of eligibility, the lead provider of service coordination will be the EI Service Coordination provider to assure compliance with O.R.C. 5123.02. The Wraparound Coordinator will support and assist with the family's IFSP/Early Intervention Plan as needed. If a child/family enrolled in EI Service Coordination is in need of support across multiple systems, the FCFC Wraparound Coordinator will be available to support and assist as needed.

## **VIII. Community Awareness of Service Coordination Process**

The Wraparound Coordinator provides an update to council at FCFC meetings and WrapAround Committee meetings. The Wraparound Coordinator also educates community organizations and groups regarding the process of service coordination. Brochures and information are provided to agencies and at community events.

## **IX. Quality Assurance and Continuous Improvement**

The Ottawa County Family and Children First Council will continuously monitor the Service Coordination Mechanism through multiple channels. Members of the WrapAround Committee will review the mechanism once a year, and any modifications will be presented to the Ottawa County Family and Children First Council for review and approval.

## **X. Service Coordination Mechanism Components required under ORC 121.37 (C) (2)**

### **Referral and Intake**

The process begins when a family, individual, or agency/system representative (Juvenile Court, Children Services, Mental Health and Addiction Services, Developmental Disabilities, any agency, any hospital, any school, etc.) identifies a need for a coordinated, strength-based planning process for a youth experiencing difficulties. The three levels of coordination available to families are:

- ◆ Information and Referral
- ◆ Service Coordination
- ◆ High Fidelity WrapAround

Determination of the level of coordination is made following referral and is based on family need.

Referrals can be made by contacting the WrapAround Coordinator. When a referral is made, the WrapAround Coordinator documents the following, via referral form:

- ◆ The date of receipt of referral
- ◆ Contact information of the person being referred
- ◆ Age of the person being referred
- ◆ Brief description of the problems being experienced
- ◆ Systems and agencies that have been involved with the person to date
- ◆ Contact information of the referrer
- ◆ Identification of Medicaid Managed Care Plan, if applicable
- ◆ Council response to the referral or the outcome of the referral

Referral forms (Addendum A) must be completed and submitted to the Ottawa County Family and Children First Council, Attention: Wraparound Coordinator. Families and professionals can print off a referral packet by logging onto the FCFC website ([www.ottawafcfc.weebly.com](http://www.ottawafcfc.weebly.com)), or they may request a referral packet by contacting the FCFC office or by mailing to 8200 W State Route 163, Oak Harbor, Ohio 43449). Agencies and organizations making a referral should explain the process to the family prior to making the referral. Families may make direct referrals to the Wraparound Coordinator at any time.

Upon receipt of the referral, the WrapAround Coordinator will send a follow-up e-mail or letter to the referral source confirming receipt of the referral within one day of receipt of the referral.

The Wraparound Facilitator will attempt to contact the referred family to discuss the referral and explain or confirm with the family their understanding the service coordination process within three days of receipt of the referral. After three unsuccessful attempts at contact, an “attempt to

reach you” letter is mailed. If no contact is made after 30 days of the letter being sent, the referral outcome will be documented as “unable to make contact with the family” and the referral is closed. The WrapAround Coordinator will send a follow-up referral outcome notice to the referrer.

When contact is made with the referred family, the Wraparound Coordinator will explain the process and review the needs of the family. An appointment for Intake and Assessment is scheduled within 5 days of contact unless the parent is unavailable. Appointments are conducted at a time and location of the family’s choice. At the first appointment, the coordinator will help the family decide if service coordination is the right support to meet the family’s needs, identify any immediate service referrals needed that addresses immediate crisis stabilization issues. After Intake and Assessment are complete, a notice will be sent to the referrer on the outcome of the referral.

At the initial appointment, the WrapAround Coordinator will conduct an assessment of strengths, needs, and cultural discovery of the child and family. The assessment is completed through a conversation where various tools such as questionnaires, timelines, and social connections map can be used. Initial Intake provides documentation of:

- ◆ Eligibility
- ◆ Release of Information
- ◆ Family Assessment
- ◆ Rights and Responsibilities

If additional team members are identified, the parent is asked to sign consent for release of information to allow sharing of information. The facilitator also completes with the family standardized assessments which will be used to evaluate the youth’s progress and effectiveness of the service coordination process. The WrapAround Coordinator is responsible for the generation, support, and maintenance of a family-centered team for each assigned family. The WrapAround Coordinator works with the family to identify members to participate in the youth and family team. Families will be encouraged to consider anyone who may have had a positive impact on their lives as well as current or needed service providers, social workers, teachers, counselors, probation officers, school staff, church members, relatives, or any other support person. Members may be added to the team at any time to address the needs or concerns that arise while the family is receiving services. The initial meeting is scheduled within a week of completion of the assessment if parents are available.

Information from the referral process is entered by the WrapAround Coordinator into the database “EHR” or “Electronic Health Record.” Once a case record is established, the WrapAround Coordinator documents all activities on the case note section in the database.

## **XI. Notification of Family Service Coordination Plan Meetings**

The Wraparound Coordinator is responsible to schedule meetings with the family and inviting team members the family has identified. Family needs and limitations are considered when arranging meeting dates and locations.

The Wraparound Facilitator will be responsible for extending an invitation to the initial meeting to all team members, by phone and/or e-mail, at least one week prior to the meeting. After that, the next team meeting will be scheduled at the end of the current meeting. The Wraparound

Coordinator notifies anyone not present, by phone and/or email, at least one week prior to the next meeting, except in cases needing an emergency meeting.

## **XII. Family Advocates & Support Components required under ORC 121.37 (C) (3)**

Families can initiate a meeting to develop or review their service coordination plan. All families involved in service coordination will be given a roster with contact information of members of their team. Families have the right to invite a family advocate, mentor or support person to any meeting, and it is their responsibility to inform them of the date/time/location of their Child and Family Team meeting. If the family would like to initiate an additional meeting(s) to continue the development or review of their individual family service coordination plan, they may do so by contacting the WrapAround Coordinator. Families can request a copy of their family plan from the WrapAround Coordinator at any time.

Potential advocates/supports can be obtained from a variety of sources including but not limited to:

- ◆ Parent Advocacy Connection
- ◆ Developmental Disabilities Council
- ◆ Local Educational Service Centers
- ◆ YouthMOVE.

## **XIII. Out-of-Home Placement Procedure required under ORC 121.37 (C) (4)**

When a child involved in Service Coordination requires an out-of-home placement, a team meeting will occur before a non-emergency out-of-home placement is made, or within ten days after placement in the case of an emergency. The WrapAround Coordinator should be notified as soon as they become aware of a family receiving wraparound services, and will in turn contact team members to set up the meeting date, time, and location. This meeting gives the family team an opportunity to discuss the appropriate placement options, begin planning for community supports for the family during placement, and to begin planning for the child's return to the community.

When considering out-of-home placement, the team will consider the least restrictive environment, in this order from least restrictive to most restrictive: respite, relative or kin home, foster home, therapeutic foster home, group home, unlocked treatment residential facility with residents going to public school, unlocked "campus style" residential facility with school on premises, and finally a locked treatment facility with school in building.

Payment for out-of-home placement is determined by the outcome of the adjudication, which warranted an out-of-home placement.

None of these provisions in this section shall be interpreted as usurping or overriding the decisions and authority of the Juvenile Court or Job & Family Services in the consideration of out-of-home placement.

## **XIV. Monitoring Progress and Tracking Outcomes required under ORC 121.37 (C) (5)**

The procedure for monitoring progress and outcomes for families engaged in the Ottawa County Service Coordination process includes utilization of the Individualized Family Service Coordination Plan which includes goals and objectives, responsibilities, and timelines. The

WrapAround Coordinator is trained to use the OFCF Electronic Health Records (EHR), Child and Adolescent Needs and Strength Tool (CANS), and Family Developmental Matrix. As each family case is reviewed, the Coordinator will utilize those documents to assess progress toward outcomes and measurable goals. Ottawa County will utilize an on-going assessment tool to continually monitor the families in different domains with a baseline established that allows for the monitoring of progress or digress of the families within each domain. A service coordination plan will be developed for each family, with outcomes directly tied to the needs assessment process. A monthly caseload report will be kept internally, capturing demographic information of each family, date, and source of referral. Referrals will be tracked on a report that reflects number of referrals managed daily and outcome of referrals.

At the Information and Referral stage of service coordination, family demographic information, areas of risk and/or crisis at referral, referral source, and family development matrix data on families will be gathered and entered into EHR, along with any other tools used.

Reports and FDM summaries are utilized to monitor progress in Service Coordination and are presented to council on a bi-monthly basis. These reports will enable the council to monitor outcomes, the effectiveness of the service coordination process, and give the council the opportunity to make recommendations regarding the level and nature of services offered in the county. The council also will be able to suggest and create new services to fill any gaps that become apparent throughout the process.

#### **XV. Protecting Family Confidentiality required under ORC 121.37 (C)(6)**

The Ottawa County Family and Children First Council recognize the ethical responsibility to maintain the confidentiality of youth and families at all times. In order to facilitate confidentiality, an Authorization of Release of Information form is discussed with the family during the Information and Referral level of Service Coordination and is utilized during the Service Coordination Engagement and WrapAround Team levels of Service Coordination. The information contained in an Individualized Family Service Coordination Plan, as well as any personal family information disclosed during service coordination meetings, shall be respected with the highest confidentiality. Only the parties given authorization on the Authorization of Release of Information form will have consent to view and hear the family information. The family signs the Authorization of Release of Information during Intake and Assessment, which is effective for one year and renewable with a new signed form.

The Authorization of Release of Information will set the parameters for any information, written or verbal, that may be shared between agencies. This document also indicates the start date for service coordination. As a final measure to assure the protection of the family's confidentiality, all team members will sign a document that explains confidentiality expectations of information disclosed in team meetings and throughout the entire planning process. Some exceptions will include abuse, neglect, danger to self or danger to others, and any other exceptions determined by law by mandated reporters.

#### **XVI. Family Assessment Of Strengths and Needs required under ORC 121.37 (C)(7)**

After a family is referred to Service Coordination, the WrapAround Coordinator meets with the family to do and Intake and Assessment. The Intake and Assessment stage of Service Coordination is a meeting in which documentation of eligibility determination, authorization of

release of information, family assessment, and family rights and responsibilities are established. The agreed upon assessment allows the Wraparound Coordinator to become familiar with the child and/or family and to begin the discovery of strengths, needs, and culture and determine the level of service delivery. This allows to actively participate and represent their perceptions of problems, strengths, cultural issues, what they hope to change, and what services they believe would benefit their family. Team members are also encouraged to participate in the needs, strengths, and cultural discovery as this process will be ongoing.

The family assessment measures a family's strengths and needs in the following categories:

- |                                       |                              |
|---------------------------------------|------------------------------|
| ◆ Life Functioning/Independent Living | ◆ Developmental Needs        |
| ◆ Child Strengths                     | ◆ Trauma                     |
| ◆ Behavioral/Emotional Needs          | ◆ Juvenile Justice Needs     |
| ◆ School                              | ◆ Substance Abuse Need       |
| ◆ Child Risk Behaviors                | ◆ Vocational/Employment Need |

After the Intake and Assessment, the WrapAround Coordinator will review results to determine the level of service coordination in which a family will participate. The WrapAround Coordinator then monitors and tracks the strengths and needs of the family on a monthly basis.

## **XVII. Individualized Family Service Coordination Plan required under ORC 121.37 (C) (8)**

Every family identified as appropriate for service coordination will be a partner in the development of an Individualized Family Service Coordination Family Plan (IFSCP). As a part of the process, the WrapAround Coordinator will work with the family to identify formal and informal supports, for the family team composition. The IFSCP will be designed to fulfill such requirements as simply as possible, with minimal overlap and duplication. If the family requires multiple plans, such plans will be linked together and coordinated to eliminate duplication and conflicting expectations of the family. At service coordination (level of care 2), the focus of the plan will be goals and objectives specific to the strengths and needs of the child and family.

To develop an IFSCP, the following process is followed:

- Review and add to the child/ family strengths, needs, and culture discovery.
- Create a team mission statement that describes what the team hopes to accomplish through the process.
- Identify and record needs statements for a child or individual family members.
- Prioritize needs that will help the child and/or family team realize their mission statement.
- Brainstorm for strategies to meet the chosen needs.
- Develop action steps/solutions to meet the strategies.
- Select team members to follow-up on action steps.
- Identify an outcome/result for each strategy.

## **XVIII. Dispute Resolution required under ORC 121.37 (C)(9) ORC 121.381, 121.382**

Ottawa County Family and Children First Council believe that conflict during the Service Coordination Process should not impede the delivery of services. Therefore, the Family and Children First Council is committed to resolving conflict within the Service Coordination process at the lowest possible level and in a timely fashion. The Wraparound Coordinator will ensure that

the Dispute Resolution Procedure is followed and responded to in an expeditious manner.

If a dispute arises while a family is involved with the Service Coordination process, it is advised that the grievant seek resolution through the individual agencies prior to initiating a formal Dispute Resolution Procedure. This Dispute Resolution Procedure is in addition to and does not replace any other rights or procedures that parents or custodians may have under other sections of the Ohio Revised Code. If a family needs assistance in presenting their concerns within the team setting, they may request a parent advocate or agency caseworker to assist them in presenting their concerns.

Agencies represented on the council will be informed of the Dispute Resolution Procedure when trained in the Service Coordination Mechanism. Families involved in Service Coordination will be informed of the Dispute Resolution Procedure during Intake.

Emergency situations where a child is in imminent danger of abuse or neglect will be reported immediately to Children's Services and/or a local law enforcement agency. Other non-emergency situations will follow the dispute resolution process described below.

All necessary services to ensure the health and safety needs of the child and family shall be provided throughout the process.

If a dispute arises, the grievant is to contact the Wraparound Coordinator. The Wraparound Coordinator will attempt to resolve the dispute at the Team level. If that is not possible, the Wraparound Coordinator will inform the grievant of the Dispute Resolution Procedure. The following procedure will be followed when a family or agency (grievant) initiates a formal Dispute Resolution Procedure:

Any party to the Individualized Family Service Coordination Plan, especially including the child and family served, may disagree with the specific services of the plan.

1. The party in disagreement with the plan shall notify the Director of the Ottawa County Family and Children First Council and will provide written rationale for the disagreement.
2. The Director of the Family and Children First Council will notify and convene the WrapAround 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.
3. The WrapAround Committee will provide written notification to the disputing party and the Director of the Family and Children First Council of its decision within ten (10) days after the Committee meeting.
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 juvenile court judge. This will be filed with the Juvenile Judge within seven (7) days from the date of the failed dispute resolution process and there will be preparation interagency assessment and treatment information for the court.

5. All timelines may be extended by mutual agreement between the disputing party and the Director of the Family and Children First Council. Earnest efforts will be made to resolve all disagreements within 60 days.
6. When a dispute that originates with the child's parents or custodians cannot be resolved at through the designated dispute resolution process, Ottawa County Family & Children First Council can make a referral to the state service coordination committee.

The dispute resolution process is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the Revised Code.

Note: For those families receiving Early Intervention services – Refer to Early Intervention Policies and Procedural Safeguards.

**XIX. Individual Family Service Coordination Plan/Plan of Care required under ORC 121.37 (D1)**

During the initial meeting with families, the Wraparound Coordinator will gather information regarding what agencies the family is involved with and the underlying needs of the family. Using family strengths and unmet needs, the WrapAround Coordinator will arrange a team meeting with appropriate formal and non-formal supports to design a family team plan which will build long-lasting supports. The WrapAround Coordinator will ensure that families are being suitably referred to services and have an active voice in the types of services and supports they receive.

**XX. Individual Family Service Coordination Plan Progress, Reviews & Meetings required under ORC 121.37 (D2).**

The WrapAround Coordinator will be responsible for scheduling team meetings with the family and agencies. With the family's input and approval, the WrapAround Coordinator or another member of the team will be responsible to monitor the progress, schedule reviews, and plan future meetings. It is important in order to encourage family confidence and genuine participation in the service coordination plan process that the family has a voice in choosing and approving the individual designated for this responsibility.

**XXI. Individual Family Service Coordination Plan Ensuring Services Responsive to the Strengths, Needs, Family Culture, Race and Ethnic group, and Least Restrictive Environments required under ORC 121.37 (D3)**

Families will be involved in choosing appropriate services and their providers, in the planning, implementation, and evaluation of services. The Service coordination plan will give special attention to the issues related to strengths, needs, racial/ethnic/cultural identity and to gender. System development will promote early intervention, preventing unnecessary out-of-home placement, and keeping children and communities safe while supporting the family, whenever possible. Services and supports should meet the needs of children and their families in the least restrictive environment and as close to their own home environment as possible. Research and evidence-based/informed supports and services are strongly encouraged by the family.

## **XXII. Unruly Children & Juvenile Court System required under ORC 121.37 (D)(4)**

Alleged unruly and delinquent youth may be referred to service coordination and are included in the target population. Service coordination is a valuable tool to assist youth involved in the juvenile justice system and to help prevent further involvement. When involved in service coordination, the following items may be included in family service coordination plans:

- designation of a facilitator to conduct the assessment of the child and family
- assessment instruments including the CANS
- emphasis on the parent's role and voice in the plan
- involvement of local law enforcement
- referrals for respite, a mentor, parenting education, alternative school program contingent on the need of the child and family, and service availability.

Any person having knowledge may prepare a complaint under section 2151.27 of the Revised Code. The court will notify the child and guardian that the complaint has been filed. Juvenile Court will conduct a meeting with the child and guardians and other interested parties to determine the appropriate methods to divert the child from the juvenile court system.

The following programs are provided by the Ottawa County Juvenile Court to prevent children from becoming further involved in the juvenile court system:

### 1. Diversion:

This program is an alternative to formal court proceedings for youth who commit Unruly and Delinquent offenses and have no prior court history. A diversion contract is created with a list of rules and programs for the youth to follow. The purpose is to address present negative behavior and prevent formal court involvement by providing short-term intervention. If a youth successfully completes diversion, the case is dismissed and sealed and the youth has no juvenile record.

### 2. Probation

Juvenile Probation is a form of sentencing which allows young offenders to remain in the community while under the supervision of the court. Probation is a court ordered list of rules and programs for adjudicated juvenile offenders. Juvenile Probation Officers work with youth and families to assure compliance. Length of Probation depends on the offense committed, age of youth, and compliance with court orders.

### 3. Intensive Probation:

Intensive Probation is used for youth who typically fail standard probation. Youth in this program start out on electronic monitoring and work their way through four phases of intervention, with a contract that is created with a list of rules and regulations. Home visits are increased on this program as well as weekend and evening checks. It takes one year to successfully complete Intensive Probation. This program involves youth who are considered high risk for further delinquent behavior.

#### 4. Ticket For Success:

A centralized independent living skills lab that serves all children of Ottawa County, and teaches the skills to provide the experiences that are necessary to live a purposeful life. Youth participate in lab activities during 2½ hour sessions throughout the week. Youth learn essential skills such as job searching, money management, problem-solving, car repair, cooking, cleaning and laundry, home and lawn upkeep, and how to seek the assistance of area community services. Youth may be eligible to receive community service hours or work off fines and court costs for participation in TICKET to Success curriculum.

#### 5. Juvenile Recovery Court

Juvenile Recovery Court is a specialized docket addressing the needs of substance abusing juveniles brought to the attention of our juvenile justice systems to provide immediate intervention in the lives of children and parents. This diversion model is for youth and their families who have been adjudicated delinquent and meet substance dependency criteria. Juveniles and their families work closely with the judge and treatment providers in a non-adversarial setting. Plans are devised to give juveniles a chance to achieve sobriety, provide a safe and nurturing home, become responsible for themselves, and strengthening the family unit. It is the intention of the court to foster growth and consistent interaction with the juvenile and their family in order to promote long-term sobriety. Upon successful completion of the program, the presenting charge(s) are dismissed and the case is sealed. Program length is typically 10-12 months.

#### 6. Parent Project & Loving Solutions

*Parent Project* was created specifically for parents with difficult or out-of-control adolescents (ages 11-18). The Parent Project builds hope for families and communities by providing specific, no-nonsense solutions to the problems parents face today: truancy, family conflict, poor grades, drug and alcohol use, criminal behavior, running away, violence, and negative peer influences. Parent Project offers practical and emotional support to families as they begin the difficult process of change. Parents are self-referred or can be referred to the Parent Project classes by law enforcement, diversion programs, court systems, mental health professionals, children services, social service agencies, and school officials.

*Loving Solutions* is for parents of children ages 5-10 years of age and builds hope for families and communities by providing specific, no-nonsense solutions to the problems parents face today: Sibling Rivalry, Family Conflict, Poor Grades, Truancy, Unruly Behaviors, Impulsive Behaviors, Modern Media and Technology, Drug/Alcohol Use. Loving Solutions offers practical and emotional support to families as they begin the difficult process of change. Parents are self-referred or can be referred to Loving Solutions classes by social workers, diversion programs, court systems, law enforcement, mental health professionals, school officials, and others.

#### 7. Case Management

Juvenile Court Case Managers works intensely with youth and families to identify needs and link families to appropriate community supports.

## 8. HOPE Court

The Family Dependency Treatment Court is an alternative judicial track with the Juvenile Court System. This specialized court will deal with parents whose children have been removed from their care or are at risk of removal due to the parent's substance abuse or mental health issues. Parents participating in HOPE Court work closely with the judge, treatment providers, and child welfare in a non-adversarial setting. Plans are devised to give parents a chance to achieve sobriety and mental health, provide a safe and nurturing home, become responsible for themselves and their children, and hold their families together. It is the intention of the court to foster growth and consistent interaction with the parent in order to promote long-term stability within that parent.

In addition to the above, referrals are made to other programs when available such as intensive home-based program, Workforce Development, Restitution, Community Service, and counseling.

### **XXIII. (D)(5): Description of how timelines will be established for completing family team goals.**

Ottawa County recognizes that all families operate differently, therefore, family timelines will be established on a case by case basis. Timelines will hold families and agencies accountable. Timelines will also ensure that families and agencies have adequate time to successfully complete a task. Timelines can vary and can be adjusted when needed. During family team meetings, team members will have a voice in suggesting an appropriate timeline to achieve a goal. The family will have the ultimate decision creating the timeline to ensure accountability and that the timeline given is achievable for the family. Expectations of the team in scheduling review meetings should be established at each meeting.

### **XXIV. (D)(6): Description of how crisis and safety plans will be included in the family service coordination plan.**

Ottawa County believes that the health and safety of all residents and family members are important and will include measures to promote the overall health and safety of individuals. Planning for short-term crisis and safety concerns establish the understanding among team members that family crises are a possibility and will not be considered a plan/child/family/team failure if they should occur. The wraparound facilitator will ensure that crisis and safety plans are addressed at team meetings based on family strengths, need, and preference. Ottawa County recognizes that crisis plans and safety plans are two separate entities and shall be addressed as such. Families are able to identify their own crisis, and safety is non-negotiable. The team will be prepared to respond appropriately and immediately in the event; there is a crisis or safety concern. It allows the team to plan its response during a time when everyone is positive and calm, helping to assure that members will not overreact if the need arises to implement the crisis/safety plan. Efforts should target strategies that provide support to the child and family during these times, keeping everyone safe, while keeping the child and the family together when possible. Crisis and safety plans will be represented throughout family plans.

**XXV. Fiscal strategies for supporting FCFC service coordination, which includes how funding decisions are made for services identified in the family service coordination plan.**

Funding plans are developed by the individual family and child teams. Funding for services identified in the family service coordination plan is made by the individual agency provider. If the provider is unable to fund a recommended service, then team members help to locate community resources to fill gaps or find alternative strategies that still meet the need.

Local funds as well as flexible grant funds that support service coordination are generally used to support formal wraparound team facilitation, training and may support other community-based preventative, and family-centered services.

**XXVI.Improvement Resources & Quality Assurance of Service Coordination Mechanism**

Strategic efforts to improve Service Coordination include high-fidelity wraparound principles and practices, which include high levels of monitoring, coaching, and adherence in operationalizing philosophies and practice models.

Enhanced fiscal resource priority-setting, accessing state funding opportunities, and local interagency investment of resources may be used as part of the local improvement efforts.

Through these improvements, the goal for Ottawa County children and youth to successfully live with their families, in their own communities, succeeding in school, are healthy and have overall well-being, is more likely achieved.

Members of the OCFCFC WrapAround Committee will monitor and review the mechanism based on this schedule.

- Review Service Coordination Mechanism                      Annually
- Review Outcome Report    Annually
- Review and Update Wraparound Forms                      As Needed

**XXVII. Ottawa County FCFC WrapAround Committee**

The Ottawa County Family and Children First Council WrapAround Committee, which consists of member organizations, will review and formally approve the service coordination mechanism and any modifications at the OCFCFC meetings.

The Committee will review individual family service coordination plans and any disputes. For disputes of unmet family needs the county is unable to fill, a request will be made to the OFCF Cabinet Council, where they will review the dispute through a State Service Coordination Committee. Such requests will include unmet family needs, or when the county is unable to develop a family service coordination plan that leads to significant improvement in family functioning or stability.

The State Service Coordination Process will provide an administrative view of unresolved disputes regarding conflict among parents and agencies, pertaining to the Service Coordination Process or decisions made during the individual family service coordination process. This includes a disagreement regarding the denial of acceptance of a family into the service

Revised on 3/17/2021

coordination process. Agencies, providers, or parents/legal guardians who have participated in a family service coordination plan team may request a dispute resolution review.

Note: For those families receiving Early Intervention services – Refer to the Ohio Department of Developmental Disabilities Early Intervention Policies.