

Pike County Service Coordination Mechanism

The Pike County FCFC Council Coordinator contact information is as follows:

Susan Roark
330 E North St
Waverly, Ohio 45690
740-253-2397
Pike.servicecoordination@gmail.com

The Pike County Family and Children First Council Intersystem Collaborative for Youth shall exist to assist abused, neglected, dependent, delinquent, unruly and/or multi-need children birth through twenty-one years of age, and their families, who seek services of their own accord. Children with disabilities identified with special education shall be eligible through age twenty-one. The collaborative was established pursuant to Ohio Revised Code, sec. 121.37, to ensure that multi-need children and their families receive adequate and appropriate services.

The Pike County Family and Children First Council is committed to provide coordinated services to all families with children birth to age 21. Our commitment is to family centered practice that recognizes families are a child's first and most influential teacher. Partnership with families is the only way to develop the most useful plan of service delivery to meet the family's needs. **The Council is committed to providing services to the child and family in the least restrictive environment that ensures the safety of all involved.**

Pike County's Service Coordination Mechanism/Plan (SCM or SCP) is a dynamic document that is the core for coordinating and providing support to families seeking services and families involved in multiple service systems. This mechanism is not designed nor utilized to override individual systems but to enhance and facilitate working with and for families and children across multiple systems. Participants involved in the review and revision of the Pike Co. Family and Children First Service Coordination Mechanism included parents, Pike Co. Children Services, Pike Co. Help Me Grow, Scioto Paint Valley Mental Health Center, Pike CAC Head Start.

The Pike County Service Coordination Mechanism is reviewed annually by the Council Members.

Target Population:

The **Pike County Family and Children First Council's Service Coordination Mechanism** is open to all children **ages birth to age 21, children over 18 must be involved with**

DD. Children ages birth to age 3 years receiving services through Help Me Grow (HMG) will be preliminarily served through HMG Service Coordination . If a child being served through Help Me Grow Early Intervention Service Coordination requires more support than can be provided through the HMGEI team, a referral will be made to the FCFC Service Coordination process for more help.

Procedure for Referring a Child and Family

1. When a child and their family are in need of service coordination, **the family may contact the Service Coordinator directly** or an agency, school, or Juvenile Court may contact the Service Coordinator on behalf of the family. A referral packet is completed including a: Service Coordination Referral Form (Attachment 1) Release of Information form (Attachment 2.) When the packet is returned to the Service Coordinator, the Coordinator contacts the family to arrange a date for an initial Child and Family Team Meeting at the family's convenience. A team meeting will be arranged within 10 business days from the date the completed packet is **received** by the Coordinator.
2. At the first Child and Family Team Meeting the Service coordinator will help the family complete the Pike County Family and Children First Council application (attachment 3) Consent to treat forms (Attachment 4), and Pre-meeting Worksheet (Attachment5). These forms must be complete prior to second meeting.

Children and Families being served by HMG will follow the guidelines set by the Ohio Department of Health and the Ohio Department of Developmental Disabilities in the referral of families to Service Coordination and development of an Individual Family Service Plan (IFSP). If further assistance is needed in meeting the needs of a child and their family, the HMG Service Coordinator or family member will submit a referral for Service Coordination packet to the Pike County Service Coordinator and a Child and Family Team will be convened within the stated guidelines.

Criteria for service coordination include but are not limited to the following:

- Family is requesting help for a child/youth.
- A child/youth/family is involved in multiple systems and service plans are not meeting the needs of the parties involved.
- A family is in need of additional resources that are not covered in current service plan.
- An agency on behalf of a family is having difficulty accessing a service need.
- A child/youth has been identified as unruly/delinquent and is at risk of placement.
- A child(ren)/youth is at risk of a non-emergency out of home placement
- A child (ren)/youth are placed in an out of home placement for emergency purposes.

3. Children being served by Pike County Children Services Board (CSB), but not in foster care, may also be provided service coordination through Family Case Conferences. Children Services' policy is to conduct a placement team meeting within 5-7 business days in which CSB staff meet with the birth family and foster family to share information and begin case planning. The Council Coordinator may attend these meetings to assure coordination of services. Within 30 days of the placement date, a Family Case Conference is held with the family, family support and service providers to develop a comprehensive case plan. If there is a service need that is identified or additional resources needed to implement a plan, the family can be referred for further service coordination or the developed plan can be submitted to the Council through the Creative Solutions and Review Team for help with implementation.

The Council strives to facilitate a service coordination process that is family centered and responsive to the cultural needs of the family. The community is primarily rural and Appalachian. There is a high incidence of poverty and unemployment. The community is inundated with illegal drug activity, primarily opioid addiction. The community has sponsored several Bridges Out of Poverty and are currently offering Trauma Informed Care Training to the community to help the community deal with the trauma families are experiencing under the shadow of the opioid epidemic. The model of service coordination used in Pike County is family centered and the family guides the process from deciding who attends and participates and what the goals for the child and family. Children are not excluded from the process. When it is deemed by the parent and the team that the child can handle the process and be appropriate, children are included. The terminology use throughout this plan is family focused. Families decide who, when, and where. The plans may be started because of a child but the issues are addressed as a family system.

The Pike County Family and Children First Council will utilize service coordination/ wraparound model as outlined below.

I. Change to Service Coordination/ Wraparound Care TEAM

Purpose: Initial case planning when multiple agencies are involved to prevent duplication of services, or if a family requests help but they are not yet involved in services nor is there a clear point of entry. Service coordination plan is developed based on family strengths and resources available. A meeting is arranged and facilitated by Service Coordinator who tracks identified gaps in services.

Who Attends: Families, family-invited supports, direct providers, teachers and/or guidance counselors, Pike Co. Children Services Board case workers, Mental Health case managers, Probation Officers, Parent Advocates when requested.

I. Procedure for Notification of Change to Service Coordination/ Wraparound TEAM meetings

Agency Referral

When a completed referral packet is received, the Coordinator contacts the referral source to confirm information and then contacts the family by phone. The coordinator explains the process and answers any questions the family may have. A date and time is chosen with the family. The Coordinator sends letters/emails or calls to invite partners to the child and family team meeting to all contacts approved by the family through the release of information.

Family Referral

When a family contacts the Pike County Service Coordinator requesting help the Coordinator will either meet with the family in person if feasible or will mail/email referral materials.

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The family at anytime can initiate a team meeting by contacting all parties or by contacting the coordinator to contact all involved parties.

Unruly/Delinquent Youth

Families and youth would become involved in diversion services when an unruly or misdemeanor complaint is filed or charge is imminent. A comprehensive assessment and family focused case plan would be jointly developed with a lead agency case manager identified and assigned by the family.

I. Change to Service Coordination/ Wraparound TEAM

II. Meeting Procedure and Process

II. Families participate voluntarily through self or other community provider referral. All involvement is highly confidential and family-focused. A family and child assessment of strengths and challenges is facilitated at the **Change to Service Coordination/ Wraparound TEAM Meeting**

. The meeting follows a “wraparound” model.

- 1) Introductions are made; a brief history is summarized with “how did we get here”.
- 2) An assessment of who is involved, who lives in the home, diagnoses, medications, school district family make-up, etc.
- 3) The team addresses strengths of the family and child, assess what is going well.
- 4) Next the team assesses challenges for the child, family and team, what is not going so well.

- 5) Family identifies goals for the child and family. The team offers available resources and creates service goals identifying who is responsible and a y when date.
- 6) Goals are set and resources identified with a list of who is responsible for each step. Included in the plan is a crisis/emergency plan the family feels comfortable with and will cover safety issues for the family.
- 7) Each person in attendance at the **Change to Service Coordination/ Wraparound TEAM Meeting** receives a copy of the Team Action plan at the end of the meeting. (Attachment 5)

Length of services is anticipated to be 30-180 days. This may be extended based on the needs of the youth being served.

Children birth to age three and their families would receive service coordination and plan development through the local Help Me Grow Services unless the need is greater than can be resolved by HMG providers. Those families can request a Pike County Service Coordination Meeting/Family Team Meeting.

Follow up meetings are scheduled with the date shown on the top of the Team Action Plan (Attachment 5). The Coordinator will complete the Child Adolescent Need and Strength Assessment (CANS) with the family within 90 days of initial intake.

II. Pike County Family and Children First Council Administrative Committee

Purpose: To solve or resolve service coordination issues at the systems level, discuss resources available to support plan, approve expenditures for FCSS and other funds available to the Council for service provision, and address identified gaps in services and lack of resources.

Who Attends: Director of Pike Co. Children Services, Paint Valley ADAMHS Board representative, Juvenile Court Representative, Representative of Pike Co. DD Board, (Administrative Agent for the Council), Scioto Paint Valley Mental Health Center Representative, Director Pike Co Department of Jobs and Family Services, Chair Person of the Council.

The Committee makes determination of the expenditure of funds for Service Coordination Plans. When reviewing the plans, Families are referred to by first name and last initials or by Child's first name and last initial. Funding plans and service gaps are reviewed in a committee meeting after the Bi-Monthly Meeting, or as needed via email. If there is an emergency need to expend or commit more than \$250.00 this team will either meet in person, or approve expenditure through conference call or email.

Service Coordination for Children At-Risk of / or Emergency Placement

The PCFCFC member agencies participate in proactive planning for prevention of Placement. Service Coordination is provided for children at-risk of placement and their families.

Children identified at-risk of placement for unruly/delinquent behaviors are referred by Children Services Diversion workers and Juvenile Court, including but not limited to children being released from Juvenile Detention Center, released from foster care, group home placements. These children have a high rate of return to care and in order to avert further placements these cases are high priority for Service Coordination. Another high priority population includes children being released from hospitals for behavioral health issues. These are children who are being served primarily by private mental health providers or seek help for the first time through hospital emergency rooms and placed into child or adolescent psychiatric units and are in need of specialized services upon discharge from the hospital. Pike County has no beds for inpatient, psychiatric treatment for children. These children must be served out of county and the hospitals are good at referring directly back to the Mental Health provider in the county or to the FCFC. Children who have been placed in out of home care will have a service coordination meeting within 10 days. That meeting will be initiated by Children Services, or other placing agency and the Coordinator will attend and facilitate as necessary.

Procedure for Protecting Confidentiality of Families

Before a SCP is started, the parent/guardian/custodian of the child signs a Release of information (Attachment 3) agreeing to the release of the child's(ren's) name and identifying information (birth date and family name) to specific agencies and individuals to be invited to the child and family team meeting, Administrative Committee. The letters of invitation include the child's name and family name. When the plan is reviewed by the Administrative Committee the child/family are identified by first name and last initial or first name only.

The Referral Packets, Team Action Plan, ROI and Consent to serve Child and Family Assessment tools and all other paperwork are kept by the Service Coordinator in a locked file cabinet. Group notes from the meeting are destroyed. When a youth completes Service Coordination their paperwork is destroyed. Youth and family information is kept in Fidelity EHR, which is password protected on a password protected computer.

Continuity of Services and Follow up

Plans are reviewed by service coordinator and wrap around team monthly as long as the plans are active. Parents or any party involved in the service coordination plan can request or initiate a child and family team meeting or follow-up Child and Family Team when new issues need to be addressed or there are goals from the plan that have barriers to completion. The Service Coordinator will review the plan at least every 30 days and track goal accomplishments.

Dispute Resolution Process

Dispute Resolution is an important component of any service delivery system. Although agencies and professionals are committed to meeting the needs of the child and/or family, there are times when decisions or the process may be questioned by one or more members of the team. In all instances, families are encouraged to ask questions and become informed as to what is available, what their child might need and what rights and responsibilities they have as parents. Conflicts may arise in three types of situations:

1. The family is in disagreement with one agency
2. The family is in disagreement with the service plan
3. One agency is in disagreement with another agency or the service plan

The process for handling each of the above situations is dependent on the premise that individuals will in all instances seek clarification and resolution at the team level prior to initiating the formal conflict resolution process. If the family needs direction in order to handle the situation in a team setting, they may request the assistance of a parent support person to meet with the team. Lists of the parent support personnel will be made available to the family at any phase of the dispute resolution process.

It is important to note that the parents' and agency representatives' signatures are required on the service plan when developed. By signing the document, all parties are assuring that they are in agreement with the developed plan and enter into a contractual agreement to comply with the goals and process. Failure to follow through may result in the initiation of due process proceedings, if an agency is not in compliance, or court imposed consequences, if the family is not in compliance.

While a dispute is being resolved, the child/family will continue to receive services identified in the Family Plan.

Category A: Family Disagrees with the Plan

Purpose: The local dispute resolution process shall be used to resolve disputes between a child's parents or custodians and the county council regarding service coordination. A parent or custodian who disagrees with a decision rendered by a county council regarding services for a child may initiate the dispute resolution process established in the county's Service Coordination Mechanism. **In addition, children and families eligible for Help Me Grow Home Visiting, but not eligible for Early Intervention services, may file a complaint through the county council's dispute resolution process.**

Parents or custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. 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 Ohio Revised Code.

The following steps outline this component of the dispute resolution process:

- (1) The council coordinator is designated as the liaison for the receipt of complaints regarding service coordination. The Coordinator is located at:
Susan Roark
330 E North St
Waverly, Ohio 45690
740-253-2397
Pike.servicecoordination@gmail.com
- (2) Parents or custodians shall be informed of their right to use the dispute resolution process.
 - a. Those parents or custodians who are denied access to the service coordination process at the point of referral will be informed of their right to use the dispute resolution process and will be provided a written copy of the council's dispute resolution process.
 - b. During intake, parents or custodians will be informed of their right to use the dispute resolution process and will be provided a written copy of the council's dispute resolution process.
 - c. Any member of the service coordination team or any member of council who receives a complaint from a parent or custodian regarding service coordination will inform the complainant of their right to use the council's dispute resolution process and provide the complainant with the contact information for filing a complaint.
 - d. The council coordinator will provide a copy of the dispute resolution process to the parent or custodian filing a complaint.
- (3) The council coordinator will notify the council chair and administrative agent of the complaint within seven (7) calendar days.
- (4) Each agency represented on a county council that is providing services or funding for services that are the subject of the dispute resolution process initiated by a parent or custodian must continue to provide those services and the funding for those services during the dispute resolution process.
- (5) The Council's Executive Subcommittee will assign one or more individuals to investigate the complaint. The assigned individuals will not have a direct interest in the matter.
- (6) The investigation of the complaint will include at least the following:
 - a. Conducting an on-site investigation as determined necessary;
 - b. Interviewing the parent or custodian and giving the parent or custodian the opportunity to submit additional information, either orally or in writing;
 - c. Interviewing relevant providers and giving providers an opportunity to submit additional information, either orally or in writing; and
 - d. Reviewing all relevant information and making a decision.

- (7) The council will issue a written decision to the parent or custodian within sixty (60) calendar days from receipt of the complaint.
- (8) Situations determined to be an emergency by the Council's Executive Subcommittee will be addressed within 5 calendar days.
- (9) The written decision will address each allegation and include findings of facts and conclusions and the reasons for the council's decision.

Category B: Dispute Resolution Related to Part C Early Intervention Services

Purpose: Ohio Department of Developmental Disabilities (DODD), as the lead agency, shall establish procedural safeguards that are consistent with Part C regulations. DODD, in partnership with the state and county family and children first councils, is responsible for assuring effective implementation of these procedural safeguards by each state or local agency or a private agency in the state that is involved in the provision of Early Intervention (EI) services. Each county council shall develop and maintain a resolution process for complaints, which shall be consistent with EI.

The following steps outline this component of the dispute resolution process:

- (1) An individual or an organization may file a complaint with the county council regarding the provision of early intervention services within the county. The council coordinators designated as the council's liaison for the receipt of complaints.
- (2) The council coordinator will notify DODD(Early Intervention Services) of the complaint in writing (via email or U.S. mail or fax) within seven calendar days of receipt of the complaint.
- (3) The council coordinator will provide a copy of the procedural safeguards to the individual registering the complaint.
- (4) The council coordinator will explain the options available for dispute resolution, which include:
 - Filing a complaint with the county council;
 - Filing a complaint with DODD;
 - Requesting mediation;
 - Requesting an administrative hearing with DODD;
 - Filing a complaint with the provider of Early Intervention services, if the provider has a resolution process for complaints.*
- (5) Unless the state or other agencies and parents of a child otherwise agree, the child and family must continue to receive appropriate Early Intervention services currently being provided, during the resolution of disputes arising under Early Intervention. If the complaint involves the initiation of one or

more services under this part, the child and family must receive those services that are not in dispute.

- (6) The Council's Administrative Subcommittee will assign one or more individuals to investigate the complaint. The assigned individuals will not have a direct interest in the matter.
- (7) The investigation of the complaint will include at least the following:
 - Conducting an on-site investigation as determined necessary;
 - Interviewing the complainant and giving the complainant the opportunity to submit additional information, either orally or in writing;
 - Interviewing relevant providers and giving providers an opportunity to submit additional information, either orally or in writing; and
 - Reviewing all relevant information and making a decision.
- (8) The council will issue a written decision to the complainant within thirty (30) calendar days from receipt of the complaint. The written decision must address each allegation and include findings of facts and conclusions and the reasons for the council's decision. A copy of the decision will also be provided to DODD. **
- (9) The council will ensure that corrective actions are implemented within 45 days or sooner of the written final decision if there was a violation.

* If the provider has a resolution process for complaints, the provider of Early Intervention services must notify DODD and the county council of the complaint in writing (via email or U.S. mail or fax) within seven calendar days of receipt of the complaint. The provider of Part C services must issue a written decision to the complainant, the county council, and DODD within thirty (30) calendar days from receipt of the complaint.

** If DODD receives notice that a complaint regarding Early Intervention services was filed with the county council or a provider, DODD will monitor the resolution process to assure that the complaint is resolved by the county council or provider within thirty (30) calendar days. If the complaint is not resolved within thirty calendar days, DODD will notify the complainant, the county council and the provider, if applicable, that complainant may select one of the following:

- (1) To have DODD investigate the complaint in accordance with Rule 3701-8-08 (C)(4), If this option is selected, DODD shall assure the complaint is investigated and resolved within sixty (60) calendar days from the date the county council or provider received the complaint; and
- (2) To mediate and/or go to an administrative hearing in accordance with Rule 3701-8-08 (C)(3). DODD shall assure that if the complainant selects mediation and/or administrative hearing, the hearing is completed within thirty days from receipt of the request for mediation and/or administrative hearing.

Category C: Agency Disputes with County Council Decisions

Purpose: An agency represented on the county council that disagrees with the council's decision concerning the services or funding for services a child is to receive from agencies represented on the council may initiate the local dispute resolution process established in the county Service Coordination Mechanism applicable to the council.

The following steps outline this component of the dispute resolution process:

Step 1. Agency contacts Coordinator who convenes a meeting, within 5 working days, of the involved agency representatives to resolve the issue. If a resolution cannot be reached, move to step 2

Step 2. Coordinator convenes a meeting with the Agency Directors involved within 5 working days to negotiate a resolution. If no solution is reached, then step 3.

Step 3. Full Family and Children First Council to Dispute is convened within 5 working days and they will facilitate a final negotiated resolution

Step 4. There shall be preparation of an inter-agency assessment and treatments information that will be supplied to the court.

Step 5: If an issue remains unsolved after all the steps of the process have been implemented the coordinator will place the matter before the Pike County Juvenile Court by filing a petition within 7 days. (per ORC 121.37)

- (1) An agency subject to a determination pursuant to a local dispute resolution process shall immediately comply with the determination, unless the agency objects to the determination by doing one of the following not later than seven days after the date the written determination is issued:
 - a. If the child has been alleged or adjudicated to be an abused, neglected, dependent, unruly, or delinquent child or a juvenile traffic offender, filing in the juvenile court of the county having jurisdiction over the child's case a motion requesting that the court hold a hearing to determine which agencies are to provide services or funding for services to the child.
 - b. If the child is not a child described above, filing in the juvenile court of the county served by the county council a complaint objecting to the determination.
- (2) The court shall hold a hearing as soon as possible, but not later than ninety days after the motion or complaint is filed. At least five days before the date on which the court hearing is to be held, the court shall send each agency subject to the determination written notice by first class mail of the date, time, place, and purpose of the court hearing. In the case of a motion filed under division (B)(1) of this section (4a noted above) the court may conduct the hearing as part of the adjudicatory or dispositional

hearing concerning the child, if appropriate, and shall provide notice as required for those hearings.

- (3) Except in cases in which the hearing is conducted as part of the adjudicatory or dispositional hearing, a hearing held pursuant to this division shall be limited to a determination of which agencies are to provide services or funding for services to the child. At the conclusion of the hearing, the court shall issue an order directing one or more agencies represented on the county council to provide services or funding for services to the child. The order shall include a plan of care governing the manner in which the services or funding are to be provided. The court shall base the plan of care on the family service coordination plan developed as part of the county's service coordination plan and on evidence presented during the hearing. An agency required by the order to provide services or funding shall be a party to any juvenile court proceeding concerning the child. The court may require an agency to provide services or funding for a child only if the child's condition or needs qualify the child for services under the laws governing the agency.
- (4) **While the local dispute resolution process or court proceedings pursuant to this section are pending, each agency shall provide services and funding as required by the decision made by the county council before dispute resolution was initiated.** If an agency that provides services or funds during the local dispute resolution process or court proceedings is determined through the process or proceedings not to be responsible for providing them, it shall be reimbursed for the costs of providing the services or funding by the agencies determined to be responsible for providing them.

Fiscal Strategies

Funding discussions and decisions are not a part of the child and family team in terms of which agency has funding to pay for which service. Child and Family Team Meetings are for developing coordinated service plans that meet the child and family's needs. Funding needed for the plans are discussed monthly via email by the Administrative Committee. Funding may come from specific agencies or utilize funding through PCFCFC. The recommendations on funding plans are submitted at least monthly to the Administrative Sub-Committee to approve expenditures on plans.

The Pike Co. FCFC does not pool funds. The agencies do share costs of plans based on funds they have available. Pike County has chosen to expend FCSS monies through this process.

Expenditures are reported out at the PCFCFC meetings, by vendor, service and cost.

Public Awareness and Marketing Efforts

The Council has struggled with the issue of public awareness and marketing Service Coordination. The struggle is centered on capacity to serve the numbers generated by a county wide public information campaign. Annually, the Pike County FCFC Coordinator and or Service Coordinator will conduct training for all direct service staff of member agencies. This training is centered on the Service Coordination Process and how to refer families, make referrals for service coordination. Annually the FCFC Coordinator will meet with the School Counselors and Psychologists and reviews the process for referring.

Quality Assurance

Evaluation of Individual Child/Family Plans

Pike Co. FCFC feels it is important to track the effectiveness of the Service Coordination Mechanism at the Family/Child Plan. Informally plans are reviewed on a regular basis especially for children in residential treatment and out of home placements. The children/youth receiving services with FCSS funding are reviewed and tracked monthly at Administrative Committee meetings.

The plan to evaluate the effectiveness of individual child/family plans will be accomplished by the means described below:

1. The Coordinator will complete the CANS within 90 days, then subsequently every 90 days while involved in Service Coordination.
2. The Service Coordinator will track the percentage of goal completion as developed during the child and family team meeting.

General Evaluation Data Collection and Tracking

The Council Coordinator will track the following information and report to the Council Bi-Monthly:

1. Number of children/families served
2. Number of Child and Family Team Meeting scheduled and held
3. Referral sources to service coordination
4. Services identified as needed and rendered

On an annual basis the following information will be reported to the Council:

1. Annual numbers of
 - a. Number of children/families served
 - b. Number of Child and Family Team Meeting scheduled and held
 - c. Referral sources to service coordination
 - d. Services identified as needed and rendered
2. Number of repeat cases
3. Number of plans disputed

The Pike County Family and Children First Council will make any and all data available to the Ohio Family and Children First Office/Cabinet Council upon request.