

# FCFC Service Coordination Matrix

County	Who do I call or email to ask about applying for Service Coordination?	What ages of children can receive Service Coordination & <b>what needs</b> qualify them for it?	Who can refer a child & how is a referral made?	How can a parent self-refer a child? Where can a parent get a self-referral form & who does the parent give it to when it is completed?	How can a family get a <b>Parent Advocate</b> ?	What happens if I disagree with a service coordination decision? <b>How long does it take</b> to get an answer when I disagree?	Who do I call or email to file a dispute or disagreement?
<b>Shelby</b>	<b>Diann Rodrigues</b> Title: DAT Facilitator  <b>Phone:</b> 937-658-6819 <b>Email:</b> drodrigues@shelbydd.org	Children ages between birth & 21 yrs of age that have systemic needs whose service & support needs are not adequately met.	Anyone can make a referral such as parents & the community agency. The referral is made by contacting the facilitator to complete the appropriate referral paperwork.	<b>A parent can self-refer by completing the referral form. This can be obtained at multiple agencies within the community or from the facilitator. The completed form is then given to the facilitator.</b>	A family can at any time request a parent advocate. Also on the referral form, there is a question that asks if they would like a parent advocate.	The first step in disagreement would be to notify your case manger. If you are still unhappy with this decision you can file a grievance with the Family & Children First. The final decision will occur no later than 60 days.	<b>Diann Rodrigues</b> Title: DAT Facilitator  <b>Phone:</b> 937-658-6819 <b>Email:</b> drodrigues@shelbydd.org