

# FCFC Service Coordination Matrix



County	Who do I call or email to ask about applying for Service Coordination?	What ages of children can receive Service Coordination & what needs qualify them for it?	Who can refer a child & how is a referral made?	How can a parent self-refer a child? Where can a parent get a self-referral form & who does the parent give it to when it is completed?	How can a family get a <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?
Washington	<p>Name: <b>Cindy Davis</b></p> <p>Title: Director</p> <p><b>Phone:</b> 740-376-7081</p> <p><b>Email:</b> fcfc@suddenlinkmail.com</p>	<p>Ages birth through 21 can receive service coordination. The child/youth being referred must have needs in more than one system, but not necessarily involved in more than one system. Schools are considered a system.</p>	<p>Anyone can refer including agencies, schools, parents, etc. To refer, call the Family &amp; Children First office at 740-376-7081 to obtain a referral packet or go to our website at <a href="http://www.wcfcfc.org">www.wcfcfc.org</a>, print off a referral packet and submit to the FCF office.</p>	<p><b>A parent can self-refer by contacting the Family &amp; Children First office by phone, email, fax, or text. The self-referral form is on our website at <a href="http://wcfcfc.org">wcfcfc.org</a> or can be obtained at our office or we can mail it. When completed, the form would be returned to the FCF office and given to the Director and then the Service Coordinator/Wraparound Facilitator for review.</b></p>	<p>Once a parent is enrolled in FCFC Service Coordination, the FCFC Service Coordinator will inform the parent about parent advocacy services. If requested, an advocate will be identified and linked with the parent.</p>	<p>All families are given a copy of the Dispute Resolution Policy and it is explained that if they disagree with a SC decision, the SC will help them through the process identified in the policy. At the team level, disputes should be resolved &amp; represented on the Family Plan. If not resolved here, a written referral goes to the Community Options Team (COT) to review at the next scheduled meeting. COT will issue a recommendation within 5 business days of review. If no resolution at this level, it goes to the Executive Committee level who will issue a written majority recommendation within 10 working days of review.</p> <p>In the event the family and/or agency are not satisfied with the action taken by the FCF Council, the final arbitrator of individual case resolution will be the presiding juvenile court judge. The party may pursue the issue by filing an action with Juvenile Court within seven (7) days of the failed dispute resolution process.</p>	<p>Name: <b>Cindy Davis</b></p> <p>Title: Director</p> <p><b>Phone:</b> 740-376-7081</p> <p><b>Email:</b> fcfc@suddenlinkmail.com</p>