

WYANDOT COUNTY FAMILY AND CHILDREN FIRST

Service Coordination Mechanism

6/30/2010

Table of Contents

Introduction, overview and goals	3
Goals	3
Underlying values	5
Participants responsible for the development of the Service coordination plan	5
Process for referral	5 - 6
Parent/Guardian referral	6
Formal referral	6 - 7
Informal consultation	7
Formal consultation	7
Service Coordination meeting protocols	7 - 8
Confidentially and least restrictive environment	8
Child/Family needs & strengths assessment	8 - 9
Outcome monitoring/tracking	9
Dispute Resolution	10 – 12
Designation of service responsibilities	12
Service Coordination Plan guidelines	12 – 13
Service planning for comprehensive family service coordination plans	13 – 15
Service coordination team	15 – 16
Fiscal strategies	16 – 17
Public awareness/targeted marketing	17
Service coordination mechanism quality assurance	18
Inter-agency agreement	19
Appendix	20
Addendum A Referral Form	1
Addendum A1 Referral Source Report	2
Addendum B Confidentiality Form	3
Addendum C Team Signature/Confidentiality Form	4
Addendum D Family Strengths & Needs Assessment Form.....	5
Addendum E Individual Service Coordination Form	6
Addendum F Crisis Safety Plan.....	7
Addendum G Team Meeting Letter	8
Addendum H Dispute Resolution Form	9

**WYANDOT COUNTY FAMILY AND CHILDREN FIRST
SERVICE COORDINATION PLAN
REVISED JUNE 2010
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I. INTRODUCTION, OVERVIEW AND GOALS

The Family and Children First Council of Wyandot County is established to collaboratively improve the service delivery system to children and their families living in Wyandot County. The purpose of service coordination is to provide a venue for families needing services where their needs may not have been adequately addressed in traditional agency systems. Each system has areas of responsibility, and the collaborative approach is not intended to replace or assume the primary role of any one of these systems but to supplement and enhance what currently exists. Ohio Revised Code Section 121.37 states, "The purpose of the county council is to streamline and coordinate existing government services for families seeking services for their children." The ORC requires each county to develop a county service coordination mechanism, which serves as the guiding document for coordination of services in the county. Families residing in Wyandot County who have a child age 0 through the age of 21 are eligible to seek service coordination services through the Wyandot County Family & Children First Council Service Coordination Mechanism. 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 this service coordination mechanism.

Wyandot County Family and Children First Council maintains that a family should not have to be actively involved with an agency, particularly a placing agency, in order to receive appropriate service coordination services. In addition, when standard services provided by individual agencies are unable to fully meet the needs of a child and family, the Family & Children First Service Coordination Mechanism may be implemented. Therefore; service coordination is available for Wyandot County families through the Family & Children First Council.

GOALS

The primary goal of the service coordination mechanism is to provide family-focused and strengths-based individualized services and supports to families with children ages 0 - 21. It shall be child-centered and family-focused, with the strengths and needs of the child and family guiding the types and combination of services to be provided. Services and supports shall be responsive to the cultural, racial and ethnic differences of the community population. Service coordination shall build upon the strength of services in the community that already exist and are effective for families. The service coordination mechanism shall provide access to existing services and supports, both formal and informal, and when appropriate, propose new services/supports to be added in order to address unmet needs. While this mechanism describes a plan of care for families identified by systems, it also allows for families to refer themselves into this level of service planning. It is not intended to override current agency systems, but to supplement and enhance what currently exists.

Wyandot County has identified criteria which would generally suggest that service coordination is indicated for a child and/or family. However, no child or family will be refused the opportunity to refer itself for consideration of service coordination. The county criteria includes any child whose service and support needs are not being adequately met while seeking assistance outside of the Wyandot County Service Coordination Mechanism. One family may need a

higher-level coordinated cross-systems approach, while some families may need to access more flexible funding or supports in order to provide what is identified and otherwise inaccessible. These local criteria will not limit service coordination only to a select group of children whose needs must fall within a limited set of predetermined needs or whose number of multi-needs must reach a number higher than two. The service coordination mechanism ensures that if the need for other interventions can be identified prior to court or Children's Services involvement, services are put in place to meet those needs.

Wyandot County has identified groups and types of children and families that are not being served or whose needs are being inadequately addressed. Through monitoring and tracking the service coordination process, Wyandot County anticipates further learning where service gaps exist, what services are working, where cross-system coordination works well and where it needs improvement. This information shall be reported to the county Family and Children First Council to inform its decision-making process, while seeking to improve the local service delivery system.

The target population shall be those defined per Section 121.37 of the Ohio Revised Code, including House Bill 57 and ASHB's 117 and 66, specifically the following:

- Abused Children
- Neglected Children
- Dependent Children
- Unruly Children
- Alleged Unruly Child
- Children who appear as unruly but not under the jurisdiction of the juvenile court as alleged or adjudicated
- Delinquent Children
- Children whose families are voluntarily seeking services of any publicly funded family serving system.
- Children at-risk of becoming unruly or delinquent as determined by the Wyandot County FCF Council

The Goals for Service Coordination are as follows:

- A. Support Ohio's Commitments to Child Well-being:
 - Expectant parents and newborns thrive
 - Infants and Toddlers thrive
 - Children are ready for school
 - Children and Youth succeed in school
 - Youth choose healthy behaviors
 - Youth successfully transition into adulthood;
- B. Coordinate, appropriate, effective and cost-efficient services for children and families;
- C. Increase family involvement throughout the various levels of planning and services;
- D. Support early intervention with families;
- E. Encourage shared responsibility among systems serving children and families;
- F. Provide inclusion of awareness and education of racial, cultural, ethnic, and gender sensitivity issues, and to assure that appropriate measures are taken to meet unique and individual needs in these areas;
- G. Be family centered and locally driven.

Underlying Values

The Wyandot County Family and Children First Council values are in alignment with the values of Ohio Family and Children First 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 revision of FCFC service coordination is to transform local service delivery from child-centered systems to family and children integrated systems that support children and preserve families through inter-agency home and community intervention wherever possible.

II. PARTICIPANTS RESPONSIBLE FOR THE DEVELOPMENT OF THE SERVICE COORDINATION PLAN:

The mechanism has been developed with the participation and contribution of Wyandot County Department of Job and Family Services/Children's Services, Wyandot County Board of DD, Mental Health and Recovery Services Board of Seneca, Sandusky, and Wyandot Counties, Wyandot County Health Department, Wyandot County Juvenile Court, local school personnel, a parent representative, Help Me Grow, including the Wyandot County Early Childhood Coordinating Committee (ECCC), and Wyandot County Family and Children First Council, Executive Director. The updated Service Coordination Mechanism has been approved in principal by the Wyandot County Family and Children First Council on June 30, 2010.

Note: For children who also receive services under the Help Me Grow program, the service coordination mechanism shall be consistent with rules adopted by the Department of Health under section 3701.61 of the Revised Code. All family service coordination plans shall be developed in accordance with the county service coordination mechanism.

III. PROCESS FOR REFERRAL

A county-wide procedure to approve intake/referral of children/families into the unified assessment process occurs through the partners in the Wyandot County Family and Children First Council by signing an inter-agency agreement form that outlines the process for referral.

- 1) A unified, coordinated, comprehensive, strengths based assessment process, will occur through the use of a standard screening tool and a multi-agency cross training program that is designed to use the screening tool properly.
- 2) The Wyandot County Family and Children First Council shall adopt assessment methods and instruments which are responsive to the strengths and diverse needs of the citizens of Wyandot County. Families will be involved in choosing appropriate services and providers during all phases of planning, implementation and evaluation of such services.
- 3) The Wyandot County Family and Children First Council seeks to share necessary information among system agencies and organizations to enable the successful planning, implementation and evaluation of such services, and has adopted a common release form. (ADDENDUM B)
- 4) The Wyandot County Family and Children First Council seeks to develop a common understanding concerning the strengths and needs of the children and their families.

Note: Not all families who are referred to service coordination will be appropriate for service coordination. Various levels of intervention are available through this mechanism when a family is referred for service coordination. This service coordination mechanism will support the least intrusive response, while still adequately addressing a family's needs, and these community options or supports shall be pursued before service coordination is initiated. Families whose only need is to be referred to another community resource will not be taken in for service coordination.

The procedure for an agency, juvenile court, or a family voluntarily seeking service coordination to refer the child and family to the county council for service coordination in accordance with the county service coordination mechanism shall be as follows:

The following describes the points of entry for service coordination:

- A. **Parent/Guardian Referral:** A parent and/or guardian may make a self-referral by contacting the Family and Children First Council office. The Service Coordinator will review the referral process with the individual and assist them as needed. The individual will receive a referral packet, which consists of a release of information, intake and referral form, and a copy of the dispute resolution process. This self-referral process will enable the Service Coordinator to serve as a resource to the family to provide a prevention measure and support the family to prevent the need for invasive future systems involvement.
- B. **Formal Referral:** If a formal referral to the FCFC Service Mechanism is deemed appropriate by a service providing agency, then the following information is to be delivered to the Service Coordinator:

Completed referral packet thoroughly filled out, including:

- Referral Form, (ADDENDUM A) which will include the following information:
 - 1) *The date of the receipt of the referral,*
 - 2) *Contact information for the family/child being referred,*
 - 3) *A brief description of the issues being experienced*

4) *Contact information for the person referring.*

5) *Response/outcome of the referral.*

- HIPPA Compliant Release of Confidential Information form
- Other documentation as appropriate

Contact with the family and/or referring agency will occur within five working days of the referral. A consultation will be scheduled to assist the Service Coordinator in determining the appropriateness of the referral, identify additional resources, and to determine whether or not additional systems need to be formally involved.

- C. **Informal Consultation:** The Service Coordinator will make a determination on the appropriateness of the referral based on informal consultation and assessment with the family and/or agency/community representative making the referral. Notification of appropriateness of the referral will occur within five working days of the consultation (ten days after initial referral).

Formal Consultation: The Service Coordination Committee will serve as the core team and resource to the Service Coordinator to assist in determining appropriate action and further involvement with formal service coordination, if warranted.

If the family becomes formally involved in service coordination, appropriate members of a Family Team (separate from the Service Coordination Committee Team) are identified, including any community members the family may identify as trusted and appropriate at the intake interview. Procedures for development of a family service coordination plan, safety plan, and grievance procedures will be covered at the time of intake. Emphasis on the child and family's strengths and needs in several life domains is included as the treatment plan is developed and throughout the family's involvement.

IV. SERVICE COORDINATION MEETING PROTOCOLS

In order to provide for collaborative delivery of strengths-based and needs-driven services, the agencies that assist the family will join to create a "Family Team". A blend of formal and informal resources may be included on the team, and the family may choose to include other community members who the family trusts and respects.

The procedure for notification of all comprehensive family service coordination plan meetings shall consist of the following:

The referring agency, with the family's approval, shall appoint a lead case manager to ensure that the family and all appropriate staff from involved agencies, including a representative from the appropriate school district, are notified of and invited to participate in all family plan meetings. A family that was self-referred shall utilize the services of the Service Coordinator to facilitate notification of family service coordination meetings. Family needs and limitations will be considered when establishing the time and location of meetings so that the least restrictive environment will be adhered to. A reasonable guideline will be established for the amount of advance notice expected prior to a meeting, normally about three weeks. Advance written notice will be the preferred method of communication.

- 1) For agency referrals, the lead case manager is to be responsible for notification of the families of the meeting dates with the Family Team.

- 2) The first review meeting by the Family Team will determine appropriate further procedures. The lead case manager will be responsible for notifying the parents and other appropriate agencies and community members in writing no less than two weeks (10 business days) prior to the next meeting.
- 3) A copy of the letter of notification of the wrap-around meeting, and a list of recipients of said notification, shall be delivered to the Service Coordinator no less than two weeks (10 business days) prior to the next wrap-around meeting.

A procedure is in place permitting a family to initiate a meeting and invite support persons. Families can initiate a meeting to develop or review the family's service coordination plan, and the family can invite a family advocate, mentor, or support person(s) of the family's choice to participate in any such meeting.

V. CONFIDENTIALITY AND LEAST RESTRICTIVE ENVIRONMENT (ADDENDUM B & C)

There shall be contained herein a procedure for protecting the confidentiality of families. Confidentiality of all personal family information disclosed during service coordination meetings or contained in the comprehensive family service coordination plan shall be honored and adhered to under all applicable ethical codes and HIPPA. In-service trainings will take place to orient service providers and agency personnel about the service coordination mechanism. This training will include protocols and proper utilization of the Wyandot County Family and Children First Confidentiality Release Form. All related issues around confidentiality will also be reviewed with team members involved on a Family Team, such as family advocates, mentors, or support persons of the family's choice who participate in any such meeting.

The Wyandot County Family and Children First Council Service Coordination Mechanism assures that all services to be provided are responsive to the strengths, needs and culture of the family, and will be provided without regard to ethnicity, race, religion, national origin, sex, or physical disability. Services will be provided in the least restrictive environment. Sensitivity and responsiveness to special needs will be a priority. Family and Children First will work with all available resources to ensure culturally competent agencies, programs, and services that are responsive to the cultural, racial, and ethnic differences of the populations served.

VI. CHILD/FAMILY NEEDS & STRENGTHS ASSESSMENT (ADDENDUM D)

The service coordination mechanism provides for assessment of the needs and strengths of any child or family that has been referred to the council for service coordination, including a child whose parent or custodian is voluntarily seeking services, and ensures that parents and custodians are afforded the opportunity to participate in the assessment and subsequent coordination plan.

This service coordination mechanism establishes that all referral entities ensure an initial assessment of the strengths and needs of the child and family, and will utilize the use of the assessment as a basis for a coordinated community response. Information shall be collected from the child (when appropriate), family/caregiver, and agencies/providers, as well as any approved individual or entity as noted by the family. The assessment tool shall be culturally sensitive.

The comprehensive assessment may provide information about:

- Specificity: The objective and observable description of the child's difficulties;

- Environmental Factors: The people and systems that impact the child and the relationship between the instructional, social and community environment and the specific difficulties demonstrated by the child;
- Strengths: The strengths and available resources of the child, family, teacher(s) and school setting (when appropriate), especially as these may be useful to the development of intervention plans;
- History: The duration of the difficulties, their relationship to specific developmental or situational stressors and any previous attempts to resolve the child 's difficulties;
- Intensity: The severity of the difficulties as they affect academic achievement, social skills, and interpersonal relationships within the family, community and school settings;
- Pervasiveness: The extent to which difficulties occur in different situations within the school, family or community settings;
- Persistence: The extent to which difficulties have continued despite the use of well-planned, empirically-based and individualized intervention strategies provided within the least restrictive environments;
- Developmental and cultural functioning: The child 's current developmental status and the extent to which the child's behavior is different from the behavior expected for children of the same age, culture, and ethnic background; and
- Cognitive and academic functioning: The child's cognitive abilities and academic performance.

VII. OUTCOME MONITORING/TRACKING

A procedure for monitoring progress and tracking outcomes of each family plan shall consist of the following components:

Evaluation and monitoring progress will occur by tracking outcomes of each family plan by the Family Team and family. This shall include identification of measurable results, and indicators of progress and evaluation procedures, no more than every 90 days, or as needed and determined by the family team (no more than 180 days for any case). Included in this evaluation will be monitoring and tracking children in out-of-home placements of children who were placed while being served under the service coordination mechanism or whose parents request service coordination through this mechanism. The monitoring of these children will be to assure continued progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment, and education.

Monitoring will also occur with families receiving collaborative services as specified on the family plan representing a unified service delivery system for a child and family. Collaborative services planning will include the monitoring of each service provider to assure that services are implemented as stated in the plan and that outcomes of the services are recorded and reported to the Wyandot County Family and Children First Council. In all cases, the reporting mechanisms shall ensure the confidentiality of each individual child and family.

VIII. DISPUTE RESOLUTION (*ADDENDUM H*)

A grievance or dispute resolution is a method to resolve conflicts between parties, including between agencies and between families and agencies. The grievance/dispute resolution in this situation will refer only to those cases that have been referred to the Wyandot County Family and Children First Council Service Coordination Mechanism. In cases where specific time frames on families and/or systems would be inappropriate and difficult to meet, the entire process will be completed within 60 days.

The local dispute resolution process shall be used to resolve disputes between a child's parents or custodians and a county provider regarding service coordination. The FCF Council shall inform the parents or custodians of their right to use the 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 Revised Code. Parents shall be included in all aspects of the dispute process. The process assures that children and their families will continue to receive necessary services while any disputes are being resolved. The process distinguishes between and defines differences in emergency and non-emergency situations, with appropriate time-frames for each.

The Wyandot County Family and Children First Council promotes the following steps to be used in the resolution of non-emergency disputes:

- A.
 1. A parent/custodian may notify Service Coordinator to discuss the complaint. Within three working days the coordinator will determine if the complaint is agency specific or if it is regarding to the identified plan.
 2. If the complaint is agency specific, the Service Coordinator will direct the parent/guardian to the appropriate agency representatives and/or contacts within two working days. The coordinator will also contact the agency management to make them aware of the complaint and to whom the family was directed.
 3. The agency which is the subject of the complaint will submit notification to the Service Coordinator of the outcome of the dispute within five working days from the date the agency was contacted regarding the complaint.

If parent/custodian is satisfied, process ends.

- B. If the dispute is not resolved informally with the primary agency, the family may take the following steps:
 1. A written formal grievance is submitted by the family to the Service Coordinator. Within five days the written dispute will be forwarded to the Family Team, with a copy going to the service provider.
 2. The complainant holds a meeting with the Family Team following the request in writing, not to be greater than ten days from receipt of the written complaint filing. The team shall attempt to resolve the dispute within the scope of the meeting. If the complaint is regarding the identified plan, then all agencies involved with the case will be called to a meeting to discuss the concerns of the family and modify

the plan as needed. At such time a written report will be forwarded to the parent/custodian and a copy provided to all agencies involved.

3. If parent/guardian is satisfied process ends.
- C. If the dispute is not resolved under Step B above, the family may take the following steps:
1. An appeal may be filed with the Wyandot County Family and Children First Council.
 2. The FCF Executive Director will forward the complaint to the Council and schedule a meeting to review the case at the regular monthly meeting or 15 days, whichever comes first. The Council may designate a mediation team, composed of agencies not directly involved in the dispute, to review the case.
 3. A written report will be forwarded to the parent/custodian within five working days, with a copy provided to the Service Coordinator and appropriate Family Team members, and a summary of the mediation team findings to the Wyandot County Family and Children First Council.
 4. If parent/guardian is satisfied process ends.

When the provision of services cannot be resolved through the designated dispute resolution process, the final arbitrator of individual case resolution will be the presiding juvenile court judge.

- D. If the dispute is not resolved under Step C above, the family may file an appeal to the Wyandot County Juvenile Court.
1. Disputes not resolved by the Wyandot County Family and Children First Council mediation team shall be submitted to the presiding judge of the Juvenile Court of Wyandot County, per 51216.46 of the Ohio Revised Code within seven days. Preparation of inter-agency assessment and treatment information for the court shall be completed by the Service Coordinator and/or appropriate Family Team members not involved in the dispute.
 2. Wyandot County Juvenile Court provides a decision on the case, which becomes legal and binding. The court provides documentation to the family/custodian and whomever the Court deems appropriate.

The timeline for the dispute process is 60 days from the time that the initial complaint is received to the point at which it is resolved or failed through the council process. Once the dispute is filed with Juvenile Court (within 7 days of the failed council dispute process), the court has 90 days in which to hold a hearing. There is no time limitation on the Judge making a decision in statute.

Decisions made by the Wyandot County Juvenile Court may be appealed by legal means within the statutes of the Ohio Revised Code.

Disputes between agencies shall utilize the process beginning with Step B above.

Emergency disputes shall be deemed an emergency in the event of imminent danger to child and/or family and/or the community. In such case, the Family Team shall refer to procedure B above. The family or agency filing the dispute shall submit in writing their grievance to be presented at a meeting to be held within three working days of the submission of the written dispute to the Family Team. All timelines state above in this dispute resolution process shall be honored in one-half the time allotted for non-emergency disputes.

The overall emergency dispute process shall conclude within 30 days of initial complaint.

IX. DESIGNATION OF SERVICE RESPONSIBILITIES (ADDENDUM E)

This procedure describes the development of family service coordination plans through the FCF Service Coordination Mechanism.

Note: Several public systems already require the preparation of a comprehensive service or treatment plan, often as a result of federal mandates. The family service coordination plan described here is designed to fulfill such requirements as simply as possible, with minimal overlap and duplication. If multiple mandates inescapably require multiple plans, such plans will be linked together and coordinated to eliminate duplication and conflicting expectations of the family.

In order to provide for collaborative delivery of strengths-based and needs-driven services, the agencies who assist the family will join to create a "Family Team". A blend of formal and informal resources may be included on the team, and the family may choose to include other community members who the family trusts and respects.

An individual will be designated in each case to track progress, schedule reviews and facilitate meetings. The Wyandot County Family and Children First Council designates a Service Coordinator, or an individual approved by the family, to track the progress of the family service coordination plan, schedule reviews every 90 days or as necessary, and facilitate the family service coordination plan meeting process.

Timelines for completion of goals specified in the plan with regular reviews scheduled to monitor progress toward those goals will be tailored to each service plan in order for the family and team to monitor progress and acknowledge successes. Expectations of the team in scheduling review meetings will be established at each meeting. Those members unable to attend the meeting will be either emailed, faxed or mailed a copy of the notes from the meeting and the date and time of the next meeting.

The service coordination plan provides a process to address children who are alleged to be unruly. Early identification and intervention is a critical factor in preventing a child from becoming further involved in the juvenile court system, working directly with the juvenile court and Prosecutor's office process for diverting youth.

Service Coordination Plan Guidelines

- A unified, coordinated service plan shall be developed for each child and family which is inclusive of all the appropriate services and supports. This plan will fulfill the requirements as simply as possible with minimal duplication or overlap.

- The referring system agency or program, or the system agency or program providing the primary service to the child and/or family will provide the service coordination.
- The service coordinator shall, in partnership with the family, provide cross-system service coordination and monitor service plan effectiveness.
- The service plan is an agreement of which agency will be providing what specific service, including coordinated assignment of responsibilities, authority, and funding. The dispute resolution process as outlined in Section VIII shall govern any conflict that may arise. The service plan shall consider the following:
 - ✓ Least restrictive environment
 - ✓ Choices and desires of the family
 - ✓ Timely service implementation
 - ✓ Intervention at the earliest possible moment in order to avoid out-of-home placements
 - ✓ Keeping children safe while supporting families
 - ✓ Identify and support the strengths and needs of the family
 - ✓ Cultural and ethnic diversity
 - ✓ Promote local autonomy and decision making
 - ✓ Maximize financial resources
 - ✓ Build on current collaborative structures

X. SERVICE PLANNING FOR COMPREHENSIVE FAMILY SERVICE COORDINATION PLANS

The following are general guidelines for the operation of Family Teams:

1. Composed of the people who know the child and family best;
2. Composed of family, community and care provider representatives;
3. Embodies the community's commitment to unconditional care;
4. Features strong parent involvement;
5. Assures commitment to community based care;
6. Has the ability to attend and respond appropriately to family needs; and
7. Fosters a blame free environment.
 - a. Cases will be presented at scheduled team meetings. The referring agencies and/or case managers and/or Service Coordinator will present the current assessment of the case and reason for referral. The families are a vital part of the planning phase.
 - b. The team will identify strengths and needs of the child and family unit. The case review will identify previous and current agency and/or system involvement. The team will identify any additional assessments and referrals that may be beneficial to the child and family.

- c. The team representatives and Service Coordinator will specify the services to be delivered. These services could include, but are not limited to: Mental Health diagnostic assessments, psychiatric evaluations, DD evaluations, school psychological, substance abuse evaluations, etc.
- d. The team representatives will designate the appropriate agencies and request these agencies to arrange identified services.
- e. The identified case manager and lead agency will communicate with the appropriate systems and the family regarding appointment times, medication changes, or any barriers the family may be confronted with.
- f. The team will identify the time frame the services can or will be addressed, with alternative time frames established in the case of a barrier.
- g. The team will receive monthly updates on open cases, and will address any concerns that arise around the case on an on-going basis. Agency representatives can contact the FCF Executive Director to address concerns in order to facilitate linkage to additional systems, if necessary.
- h. Special meetings may be scheduled at the request of the family or any service provider that has concerns regarding any barriers or complications with a case, or in case of urgent or emergency situations. Upon the approval of the family, the FCF Executive Director may help facilitate the special meeting if needed.
- i. The Service Coordinator will witness the parental agreement with the plan.
- j. The identified lead agency and/or case manager will be responsible for assuring that all Releases of Information are up to date and will have new releases signed as needed on a timely basis.

A procedure exists to conduct a family service coordination plan meeting before a non-emergency out-of-home placement for all multi-need children, or within ten days of a placement for emergency placements of multi-need children involved in service coordination. The family service coordination plan shall outline how the county council members/providers will jointly pay for services, where applicable, and provide services in the least restrictive environment. The community members will assure that all alternatives to out-of-home placement have been exhausted as reasonable and appropriate responses to the child and family situation. The Family Team will utilize the opportunity to begin planning for community supports for the family during placement and to begin planning for the child's return to the community. This procedure exists for children who are involved in service coordination under this council mechanism.

A family may refer itself to service coordination mechanism at any point in time, which includes any time prior to or immediately after an out-home-placement.

The procedure for ensuring a comprehensive family service coordination plan meeting occurs before an out-of home placement is made, or within ten days after placement in the case of an emergency consists of the following guidelines:

- The family service coordination plan shall outline how the county council members will jointly pay for services, where applicable, and provide services in the least restrictive environment.
- Commit to the ability to meet within short notice, within two working days of initial notice by placing agency, provider, and/or Service Coordinator.
- Establish initial child/family services plans, or a placement prevention plan linked to the existing service plan.
- Review alternative options and assure that all alternatives to out-of-home placements have been considered to determine that all options have been exhausted as reasonable and appropriate responses to the child and family situation.
- Commitment of resources (services, supports, funds, etc.).
- Ability to provide short-term case management and community re-entry transition supports.
- Connections to adult service systems, where appropriate, to ensure access to necessary services for adult family members in need should a situation occur.
- Family Team will begin planning for community supports for the family during placement and to begin planning for the child's return to the community.

Nothing in this division shall be interpreted as overriding or affecting decisions of a juvenile court regarding an out-of-home placement.

SERVICE COORDINATION TEAM:

The local county agency heads will determine and designate a primary agency representative to the Service Coordination Team which will oversee and guide this process. It is preferable that the same designee will serve on the team for at least a 12 month period.

The Service Coordination Team may consist of at least but not limited to representatives from the following agencies and entities as appointed by the Council:

- Parent Representative
- Job & Family Services/Children's Services
- Mental Health & Recovery Services Board/Alcohol and Drug Addiction Services
- Provider Agencies
- Wyandot County Juvenile Court
- Representative from a public school system within Wyandot County
- Help Me Grow
- Health Department
- Juvenile Diversion Program
- Board of DD

The Family and Children First Council Executive Director will serve as an informal and formal resource to the core Service Coordination Team.

The designated parties will attend Service Coordination Team meetings regularly. In the event a member is unable to attend, that representative is responsible to provide the team with any updates or pertinent information to the overall plan.

The County will have two tiers of team meetings; one to determine the appropriateness of further wraparound assistance; The Service Coordination Team, and the second tier will be the

Family Team, who will proceed with wraparound and service coordination for cases deemed appropriate.

Other community representatives can be invited at the parent and/or custodian's request, or if the involvement of their system is pertinent to the needs of the child and family to serve on the Family Team. These may include but are not limited to: representatives from Head Start, foster parents, DD, the child's home school district and/or educational service center, law enforcement, and/or other relevant and appropriate participants.

The Family Team shall consist of those individuals who signed off on the plan developed as a result of the initial family-centered wraparound meeting.

The Family Team will work with the family to include a plan for dealing with short-term crisis situations and safety concerns. The team will be prepared to respond appropriately and immediately in the event there is a crisis or safety concern. The team will 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 will target strategies that provide support to the child and family during these times, keeping everyone safe, while still keeping the child and the family together when possible.

Items that may be included in the family plan of an alleged unruly child:

- Designation of the person or agency to conduct the assessment of the child and the child's family and designation of the instrument or instruments to be used to conduct the assessment;
- An emphasis on the personal responsibilities of the child and the parental responsibilities of the parents, guardian, or custodian of the child;
- Involvement of local law enforcement agencies and officials.

The method to divert a child from the juvenile court system may include, but is not limited to, the following:

- Preparation of a complaint under section 2151.27 of the Revised Code...notifying the child and the parents, guardian or custodian that the complaint has been prepared to encourage the child and the parents, guardian, or custodian to comply with other methods to divert the child from the juvenile court system;
- Conducting a meeting with the child and parents...and other interested parties to determine the appropriate methods to divert the child from the juvenile court system.
- A method to provide the child and the child's family a short-term respite
- A program to provide a mentor to the child
- A program to provide parenting education
- An alternative school program, if available
- Other appropriate measures

X. FISCAL STRATEGIES

The Wyandot County Service Coordination Committee plans to enhance other existing program components by linking various existing resources to most efficiently and effectively meet the needs of families through the Service Coordination Plan. The following programs and resources

will link various strategies and will be utilized as resources to families through the Service Coordinator:

- The Community-based juvenile diversion activities, funded partially through local community donations, juvenile court and the Wyandot County Prosecutor's Office.
- Flexible service to families with an active case in Children's Services where substance abuse has been identified as an issue in the family: funded through HB 484 funds,
- Appropriate Mental Health Services, as funded through private insurance, Medicaid, and Mental Health & Recovery Services Board
- Services deemed appropriate for family stability, available through Emergency Assistance Funds at Children's Services
- Strengthening Families Programs 6 - 12 and 10 - 14.
- Youth and parent cooking program: provided by OSU Extension, Wyandot County
- Mentoring program – Heart of Ohio Mentoring
- Placement needs to be addressed with consideration for IV-E eligibility.

Placement or cost sharing of a case that requires placement and/or respite services: In the event a decision of placement is made or recommended by the team, the case manager of the lead agency will contact agency directors and coordinate a meeting to review the recommendations and appropriate placement facilities, and a determination of cost-sharing shall be made.

In addition, complimentary resources and non-duplicating services will be integrated on a case-by case basis as appropriate. This will strengthen the resources and infrastructure of the child and family serving systems across the spectrum.

Further funding opportunities to enhance and compliment the Service Coordination Plan will continue to be sought on an ongoing basis including but not limited to:

- Pooled and shared funding mechanisms through existing and new sources
- A search for increased flexibility in the use of current funds
- Reallocation of resources from institutional services to community-based, preventive, and
- Family-centered services

XII. PUBLIC AWARENESS/TARGETED MARKETING

Families and service providers will be educated about and trained in The Wyandot County Family and Children First Council Service Coordination mechanism through various opportunities. In-service sessions will be provided to the various service providers, and families will be informed as part of a social marketing campaign, as well as through their contact with the

various agencies, schools and other child and family-serving entities who have received training in the mechanism. Efforts will be ongoing to bring information to providers and families.

XIII. SERVICE COORDINATION MECHANISM QUALITY ASSURANCE

The Wyandot County Family and Children First Council will annually review its service coordination mechanism process. Consistency in the implementation and use of the mechanism as a county-wide model will be determined, as will outcomes for families and children. The Wyandot County Family and Children First Council Service Coordination Team will consult quarterly with the Service Coordinator to assure that the county service coordination mechanism is kept up to date, is working effectively, and determine if the process is practiced by the county. The Wyandot County Family and Children First Council Executive Director will facilitate the monitoring procedure and review in conjunction with the FCF Council. Information on outcomes for families will be tracked regarding effectiveness of the Wyandot County Service Coordination Plan process, reported annually to the state and community and will be available upon request.

INTER-AGENCY AGREEMENT
July 1, 2010 – June 30, 2011

The below agency or program is in agreement with the contents of the above Service Coordination Plan for the Wyandot County Family and Children First Council; and to be an active participant of the policies and procedures adopted above, as appropriate for families involved with two or more agencies, which is affirmed through the below signature by the agency representative.

For any item not addressed in the FCF Council bylaws or in this Service Coordination Plan, or for any item that may be declared invalid under state or federal policy, the remaining sections and all portions thereof shall remain in effect under the provisions of this interagency agreement.

Nothing in this section service coordination mechanism shall be interpreted as overriding or affecting decisions of a juvenile court regarding an out-of-home placement, long-term placement, or emergency out-of-home placement.

Wyandot County JFS/Children's Services

Wyandot County Juvenile Court

Wyandot County Health Department

ECCC/HMG Committee

Wyandot County Board of DD

Upper Sandusky Exempted Village School District

Carey Exempted Village School District

Family & Children First Council

Mental Health & Recovery Service Board of SSW

Fireland's Counseling & Recovery Services

Parent Representative

Parent Representative

Wyandot County JFS

HHWP Community Action Commission

NAMI

Ohio Department of Youth Services

Mohawk Local School District

OSU Extension, Wyandot County

Addendum A

Wyandot County Service Coordination Referral Form

Date of Referral: _____

Child's Name: _____ DOB: _____ Gender: M F

Address: _____ City _____ State _____ Zip _____

School District: _____ Wyandot _____

School Attending: _____ Grade: _____

Child Diagnoses: _____

Father: _____ Telephone: _____ hm _____ cell _____
 Address: _____ City _____ State _____ Zip _____

Mother: _____ Telephone: _____ hm _____ cell _____
 Address: _____ City _____ State _____ Zip _____

Legal Custodian (if not parent): _____ Telephone: _____
 Address: _____ City _____ State _____ Zip _____

Siblings in the home/ages _____

Referring Agency: _____
 Address: _____ City _____ State _____ Zip _____

Contact Person: _____ Telephone: _____

CHECK ALL THAT APPLY:	Providers/Agencies	Contact Number
Children age 5 & under in the family		
History of Alcohol or Drug Abuse <input type="checkbox"/> Youth <input type="checkbox"/> Parent		
Involved in: <input type="checkbox"/> Juvenile Drug Court <input type="checkbox"/> Family Drug Court		
Mental Health Issues <input type="checkbox"/> Child <input type="checkbox"/> Caregiver		
Family/Child(ren) involved in counseling		
Physical/Sexual/Emotional Abuse Issues		
Domestic Violence Issues		
Placement Concerns: _____ Foster/Relative Provider: _____		
Housing Concern: _____		
Educational Concerns: <input type="checkbox"/> Truancy <input type="checkbox"/> On IEP <input type="checkbox"/> Expulsion <input type="checkbox"/> Other		
Behavioral Concerns: _____		
Child Protective Involvement _____ Caseworker: _____		
Juvenile Court Involvement _____ Charges: _____		

Presenting Issues/Safety Concerns: (For Funding Requests, please specify specific service or equipment, amount of funding requested, provider of services, if known) If service provider is unknown, please state): _____

OFFICE USE ONLY:

Date Referral Received: _____

Serv. Coord. Checklist:	Reason for Referral:	Action Taken:	Child has/is:
Release of Information Signed?	Service Coordination	Service Coordination	Behavioral Health Diagnosis
Parent Advocate Offered?	Funding	WrapAround	Medically Fragile
Parent Advocate Referral?	WrapAround	Other: specify	MRDD Eligible
		Notified Referring	

Agency Referral: _____ Issue Resolved: _____

Responsible Person: _____ Date of Action: _____

Wyandot County Family & Children First Council

"A Partnerships for Success Community"

123 East Walker Street
Upper Sandusky, OH 43351



Phone: (419) 294-6438
FAX: (419) 209-0192
Email: wyandotfcfc1@sbcglobal.net

Referral Source Report

Date _____

Referral Source: _____
Address: _____

Thank you for your referral on _____ for _____

_____ Able to assist with necessary needs

_____ A referral to the following agencies: _____

_____ Were unable to reach the family by phone and they did not respond to our letter.

_____ The family declined service coordination

_____ A team meeting is scheduled and notification has been sent.

Other information: _____

Service Coordinator

**FAMILY AND CHILDREN FIRST COUNCIL
A WYANDOT COUNTY COLLABORATIVE
RELEASE OF CONFIDENTIAL INFORMATION**

Name of Adult/Youth: _____ DOB: _____

As the parent or legal guardian of the above named youth, I hereby authorize the following *initialed* agencies through their designated representative to exchange confidential information regarding this youth for the purpose of making a referral to the designated representative of Family & Children First Council (FCFC). I understand that the information will only be utilized by the FCFC for statistical case tracking, case monitoring, assessment of services provided, identification of additional service needed, development of a comprehensive case plan, and/or for the purpose of coordinating or securing funding for program services. Such information may be shared with the State of Ohio Department of Mental Health and the Ohio Department of Alcohol and Drug Addiction Services for the above purposes or additional planning and funding for implementation of the case plan.

_____ Angeline School of Opportunity	_____ Wyandot County Help Me Grow
_____ Community Action Commission	_____ Wyandot County Juvenile Court
_____ Court Appointed Special Advocates (CASA)	_____ Wyandot County Parent Mentor Program
_____ Family and System Team Family Advocate	_____ Wyandot County WIC
_____ Firelands Counseling & Recovery Services	_____ Wyandot County Parent Mentor Program
_____ Head Start	_____ Wyandot County WIC
_____ Law Enforcement Agencies (Sheriff, USPD, DPD, SPD)	_____ Bridges Community Academy
_____ Ohio State University Extension, Wyandot County	_____ Carey Exempted Village Schools
_____ Mental Health/Substance Abuse Treatment Provider	_____ Mohawk Local School District
_____ Specify	_____ North Central Ohio Education Service Center
_____ Mentoring Program	_____ Riverdale School
_____ Wyandot County Board of Developmental Disabilities	_____ Upper Sandusky Exempted Village Schools
_____ Wyandot County Diversion Services	_____ Other (Specify) _____
_____ Wyandot County Family & Children First Council	_____
_____ Wyandot County Health Department	_____ All the Above

The agencies *initialed* above may exchange the following information with one another and the FCFC for Wyandot County Families: *(Please initial all that are applicable.)*

_____ Social History Information	_____ Immunization Records	_____ School Records
_____ Psychological/MFE Reports	_____ Psychiatric Assessments	_____ Court Records
_____ Psychotherapy Reports	_____ Intake Assessments	_____ Discharge Summaries
_____ Progress Reports	_____ Treatment Plans	_____ Social Security Number/
_____ Other (Specify)	_____ Demographic Information	_____ MACSIS/UCI/other Identification
		_____ All the above

For individuals with drug or alcohol abuse problems, even if those problems are not the primary problem under treatment, all federal regulations regarding release of information for such cases must be followed (Federal regulations 42 CFR Part 2). I understand that if there is information regarding treatment for alcohol/drug abuse, this information may be released unless I indicate otherwise.

I understand that this authorization is limited to and does not allow further release by the FCFC for Wyandot County Families except, as indicated above. I further understand that I may revoke this consent in writing at any time. Unless so revoked, this consent will automatically expire one hundred eighty (180) days from the date of my signature. A copy of my signature shall be the functional equivalent of the original

() Parent () Legal Guardian

Date: _____

Witness: (Print) _____

Date: _____

The information requested and disclosed with this release of information has been disclosed from records protected by Federal confidentiality rules (42 CFR Part 2). The Federal rules prohibit making further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Federal rules restrict any use of information to criminally investigate or prosecute any alcohol or drug abuse client.

**Wyandot County
Family & Children First
Team Signature/Confidentiality Page**

I understand and acknowledge that all client-specific information, proceedings, documents, records, discussions, opinions, findings, evaluations, and/or actions taken during today's meeting are **CONFIDENTIAL**. Except as required to carry out the duties of my employment, this information is not subject to disclosure - pursuant to Ohio Revised Code Chapters 2305, 2317, 4757, and 5122. I further understand that any breach of this confidentiality is subject to disciplinary action, and possible legal action against me. These restrictions on disclosure and confidentiality are not time-limited, and are binding on me even after my involvement with this Wraparound team.

The individuals signing below are members of the team and were a part of the meeting, either in person or by telephone, held on _____.

Printed Name	Role	Signature	Date
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Wyandot County Family & Children First Council

Parent Strength Assessment

Date of Visit ___/___/___ Date of Referral ___/___/___

IDENTIFYING DATA

Family Name _____ Phone (____) _____

Child's Name _____ Birthdate _____

Residence Address _____ City _____

State _____ Zip _____

School _____ Grade Level _____

Father's occupation _____ Mother's occupation _____

Mother's education _____ Father's education _____

Number of moves in last 5 years _____ Birth order of child _____

PARTICIPANTS TO ASSESSMENT

Name of respondent _____ Birthdate ___/___/___ Relationship _____

Name of other participants _____

1. The things I like most about my child(ren) are:

2. My life would really be better in six months from now if:

3. My family's life would really be better six months from now if:

4. The most important thing I have ever done is:

5. I am happiest when:

6. The best times we have had as a family are:

7. Name some special rules that your family has:

8. Who are the people you call when you need help and/or want to talk? Who has helped you in the past when you needed help? Who do you feel you can trust to be there when you need them?

9. What activities do you and your family enjoy together? What do you enjoy most about yourself?

10. What are your family traditions? In which cultural events does your family participate?

11. Are there any special values or beliefs taught to you by your parents or other people who are important to you?

12. Does your family belong to any part of a faith community? In what way? Do you belong to any social clubs?

Notes/additions: _____

Interviewer's signature: _____

Addendum E

Individual Family Service Coordination Plan					
Life Domain	Needs	Strengths	Actions	Person or Agency Who Will Do This?	When Will This Be Done?
Social					
Emotional / Psychological					
Educational / Vocational					
Financial / Legal					
Realistic expectations					

Addendum E

Other					
--------------	--	--	--	--	--

Crisis/Safety Plan	
Family Name: _____	Date: _____
WrapAround Service Coordinator: _____	
Describe the crisis behavior or situation in detail, what does it look like?	
Who is involved in the crisis?	
Are there other activities going on in the environment that make the situation better or worse?	
List the triggers that lead to the crisis:	
How often does the crisis occur? (choose best option)	
Daily _____	How many times? _____
Weekly _____	How many times? _____
Monthly _____	How many times? _____
Other _____	How many times? _____

Why do you think the crisis continues to happen? What is this individual getting from the crisis:

When triggers start what action steps can you take to prevent the crisis from happening?

What can the youth do instead of the crisis behavior?

What signs or behaviors indicate the crisis is beginning:

What do you do when things start to calm down before the situation becomes severe:

If the crisis occurs what do I do: (Detailed, sequential action steps to be followed by the team). Include who (natural & formal supports) will do what, when and how often:

Addendum F

Parent Signature: _____

Date: _____

Parent Signature: _____

Date: _____

Youth/Child Signature: _____

Date: _____

Service Coordinator Signature: _____

Date: _____

smf//5.07

Wyandot County Family & Children First Council

"A Partnerships for Success Community"

123 East Walker Street
Upper Sandusky, OH 43351



Phone: (419) 294-6438

FAX: (419) 209-0192

Email: wyandotfcfc1@sbcglobal.net

TO:

FROM:

DATE:

You are invited to participate in a Family Team Meeting being held for:

Name:

Family team meetings are dedicated to looking at the strengths and needs of the family and developing a comprehensive individualized plan. This team will provide ongoing support to this family to assist them in becoming successful. Please bring with you any information that you feel would be beneficial.

A team meeting for this family is scheduled on:

DATE:

TIME:

LOCATION:

If you cannot attend this meeting, please contact

I look forward to working with you in the best interest of this family.

Dispute Resolution Process

A grievance or a dispute resolution is a method to resolve conflicts between parties. The Wyandot County Family and Children First Council agree that the conflict between any of the service partners and /or families must not impede the delivery of services. Therefore, the Wyandot County Family and Children First Council are committed to resolving all conflicts at the lowest possible level and in the most expedient manner. The grievance/dispute resolution in this scenario will refer only to those cases that have been referred to the Wyandot County Family and Children First Service Coordination Process. The timeline for the dispute process is 60 days from the time that the initial complaint is received to the point at which it is resolved or failed through the council process. Once the dispute is filed with Juvenile Court (within 7 days of the failed council dispute process), the court has 90 days in which to hold a hearing. There is no time limitation on the Judge making a decision in statute.

The process of handling grievances or disputes is dependent on the premise is that individuals will be advised to seek resolution through the individual agencies prior to the initiating a formal dispute resolution process. If a child is in imminent danger of abuse or neglect, the emergency will be reported to Wyandot County Job and Family Services and/or a local law enforcement agency. Service Coordination grievances or disputes will be addressed in the following manner:

- A. If a family wishes to grieve the formation of the service plan, the family shall notify the FCFC Executive Director to discuss the complaint. The FCFC Executive Director will determine whether the complaint is actually agency specific or if it is regarding the identified plan. The FCFC Executive Director facilitates problem solving. If the complaint is agency specific then the FCFC Executive Director will direct the parent/guardian to the appropriate agency representatives and/or Revised September 2009 contacts. The FCFC Executive Director will contact agency management to make them aware that a family has made a complaint and how and to whom they were directed.
- B. The FCFC Executive Director will receive notification from the system involved on the outcome of the parent/guardian complaint.
- C. If the complaint is regarding the identified plan, then all agencies involved with the case will be called to a meeting to discuss the concerns of the family and modify the plan as needed with direction from the Family.
- D. A written report will be forwarded to the parent/guardian and a copy provided to all agencies involved.
- E. If parent/guardian is satisfied process ends. If the parent/guardian still has a complaint about the plan the parent/guardian can take it to the next step.

The FCFC Executive Director will assist the family in completing a formal grievance to the Family and Children First Service Coordination Committee. The FCFC Executive Director will forward the letter of complaint and schedule a meeting to review the case and make the necessary modifications. Agency heads are notified and they will designate the appropriate representative to the meeting.

A written report will be forwarded to the parent/guardian and a copy provided to all agencies involved. If the parent/guardian is satisfied the process ends. If the parent/guardian is still unhappy with the decision then they may file an appeal to the Wyandot County Juvenile Court. The FCFC Executive Director will assist the family in filing an appeal to the Wyandot County Juvenile Court within seven days in accordance with Ohio Revised Code #121.38. The FCFC Executive Director will forward the complaint to the Wyandot County Juvenile Judge and work with the court staff to schedule a meeting to review the case. Wyandot County Juvenile Court provides a decision on the case. The court provides documentation to the family/guardian and the FCFC Executive Director.

If the dispute involves a Help Me Grow Service, reference will be made to the Help Me Grow policies with are in alignment with this Service Coordination Plan. Parent/Guardian may choose to file grievance with the Ohio Bureau of Early Intervention at 614-644-8389.

I _____ have received a copy of the Dispute Resolution Process for Wyandot County Service
(Parent/ guardian name)
Coordination/Wraparound on _____
(Date)

(Parent/Guardian signature)

(Witness signature)

Witness _____
(Name)

(Date)