



# **Service Coordination Mechanism**

## **2024-2025**

## TABLE OF CONTENTS

<b>A.</b>	<b>Overview of Service Coordination in Delaware County.....</b>	<b>Page 3</b>
	<b>1. Entities/Agencies Involved in Revision.....</b>	<b>Page 3</b>
	<b>2. Structural Components.....</b>	<b>Page 4</b>
	<b>3. Levels of Intensity.....</b>	<b>Page 5</b>
	<b>4. Target Population.....</b>	<b>Page 6</b>
	<b>5. Training and Awareness.....</b>	<b>Page 6</b>
	<b>6. Alignment with Children and Families.....</b>	<b>Page 6</b>
<b>B.</b>	<b>Procedure for Referring a Child and Family.....</b>	<b>Page 8</b>
<b>C.</b>	<b>Notification Procedure for Families and Agencies.....</b>	<b>Page 9</b>
<b>D.</b>	<b>Initiating Meetings and Inviting Support Persons.....</b>	<b>Page 9</b>
<b>E.</b>	<b>Out of Home Placement.....</b>	<b>Page 10</b>
<b>F.</b>	<b>Monitoring Progress and Tracking Outcomes.....</b>	<b>Page 11</b>
<b>G.</b>	<b>Protecting Family Confidentiality.....</b>	<b>Page 11</b>
<b>H.</b>	<b>Assessing Strengths, Needs, and Cultural Discovery.....</b>	<b>Page 12</b>
<b>I.</b>	<b>Developing an Individualized Plan of Care.....</b>	<b>Page 12</b>
	<b>a) Designating service and support responsibilities.....</b>	<b>Page 12</b>
	<b>b) Selecting family team members who will track progress and schedule meetings .....</b>	<b>Page 13</b>
	<b>c) Culturally competent and least restrictive environment.....</b>	<b>Page 13</b>
	<b>d) Timelines and family team goals.....</b>	<b>Page 13</b>
	<b>e) Crisis and safety plans.....</b>	<b>Page 13</b>
<b>J.</b>	<b>Dealing with a Child who is Alleged to be Unruly.....</b>	<b>Page 14</b>
<b>K.</b>	<b>Dispute Resolution Process.....</b>	<b>Page 15</b>
<b>L.</b>	<b>Fiscal Strategies.....</b>	<b>Page 20</b>
<b>M.</b>	<b>Quality Assurance.....</b>	<b>Page 21</b>
<b>N.</b>	<b>Service Coordination Mechanism Acronyms.....</b>	<b>Page 21</b>

## **A. Overview of Service Coordination in Delaware County**

The Service Coordination Mechanism shall serve as the guiding document for planning, coordinating, and implementing service coordination to families with multiple needs. The Delaware County Family and Children First Council (FCFC) is committed to providing coordinated services to families with children Birth through age 21.

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

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

The levels of involvement used to serve children and families in the context of this Service Coordination Mechanism include information and referral, basic service coordination, and intensive high-fidelity wraparound. This mechanism will identify the criteria which will be used to suggest what level of service coordination is needed for a child and their family. However, no child or family will be refused the opportunity to refer itself for consideration of service coordination.

### **1. Entities/Agencies Involved in Revision**

The Delaware County Service Coordination Mechanism was developed by a multi-disciplinary team under the direction of the Delaware County Family and Children First Council. This team includes representatives from Delaware County Job and Family Services, Delaware County Board of Developmental Disabilities, Delaware County Juvenile Court, Delaware-Morrow Mental Health and Recovery Services Board, Delaware Public Health District, local school districts, parent representatives, and Family and Children First Executive Council.

The Service Coordination Mechanism will support the following:

- Ohio's commitments to children's well-being, including commitments that expectant parents and newborns will thrive; infants and toddlers will thrive; children are ready for school; children and youth succeed in school; youth choose healthy behaviors; and youth successfully transition into adulthood;
- Coordination of appropriate, effective, and cost-efficient services for children and families;
- Increasing family involvement throughout the levels of planning and services;
- Supporting early intervention to families;
- Encouraging shared responsibility among systems serving children and families; and
- All the above efforts are locally driven.

## **2. Structural Components**

The organizational structure of the Service Coordination Mechanism includes the Delaware County Family and Children First Council and its FCFC Coordinator, the Interagency Youth Council, Service Coordinators, and Child and Family teams.

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

The Interagency Youth Council consists of administrators from Juvenile Court, Delaware-Morrow Mental Health Recovery Services Board, Job and Family Services, Delaware Public Health District, and Delaware County Board of Developmental Disabilities. Their purpose is to: identify shortcomings and service needs in the continuum of care for youth/families; provide information, advice and counsel concerning service priorities or needs of multi-need youth and families; and to advocate for systemic change.

The Service Coordinators provide direct services for children and families in need of service coordination and high-fidelity wraparound. The Service Coordinators serve as the neutral point of contact for families and agencies. All Service Coordinators provide information and referral and coordinate child and family teams for both basic service coordination and high-fidelity wraparound. Service Coordinators assist the family in forming child and family teams for both basic service coordination and for high fidelity wraparound. The child and family team includes parents and children and others who are relevant to their life such as relatives, members of the family's social support network, service providers, and agency representatives.

### 3. Levels of Intensity

Wraparound has maintained three levels of involvement to families including information and referral, basic service coordination, and high-fidelity wraparound depending on the need of the child and family. Currently, the program is adjusting focus to more upstream and early intervention efforts as it relates to youth who are involved with multiple systems or who have multiple needs. Descriptions of these service levels are meant to serve as broad definitions, as families may cross between levels throughout their service coordination experience.

- **Level 1- Information and Referral** - Resource and referral information is provided to the family and no further services are provided. This less intensive option such as a referral to a single agency or two may be appropriate for some families, while still adequately addressing a family's needs. Families struggling with one issue or basic need, experiencing a short-term crisis, and those families that have not previously used services from more than one agency may fall into this category. The length of service is typically 90 days.
- **Level 2- Basic Service Coordination** - This is defined as a broad-based, youth and family-driven, cross-system (team) planning process by which previously identified and existing resources and supports are coordinated to determine the least restrictive plan of success for the youth and family. Basic service coordination is provided for youth and families with less intensive multiple needs across multiple systems. The family has utilized resources and still needs some additional support from the formation of a team. Basic service coordination is designed to be short term and assist the family in meeting their needs and ensure services are better coordinated. Child and family teams, including formal and informal supports relevant to the life of the child and family develop an individualized strength-based plan, monitor the plan and measure success over time. Team meetings are generally less frequent, and the length of service is typically between 3-12 months.
- **Level 3- Intensive High-Fidelity Wraparound** - This is defined as a specific evidence-based intensive planning and facilitation process, utilizing a comprehensive team to develop a uniquely designed helping plan based on the youth and family's unmet needs, and is inclusive of uniquely designed resources linked to youth and family strengths. High-Fidelity Wraparound is provided for youth and families with complex intensive multiple needs across multiple systems including those who may be at risk of out-of-home placement. Child and family teams, including formal and informal supports relevant to the life of the child and family develop an individualized strength-based plan, monitor the plan and measure success over time. Team meetings are generally more frequent, and the length of service is typically between 9-18 months. High-Fidelity Wraparound is an evidence-based process with distinct steps/phases that must be followed to fidelity.

These include:

- Phase 1: Engagement and team preparation

- Phase 2: Initial plan development
- Phase 3: Implementation
- Phase 4: Transition

Delaware County FCFC occasionally works in tandem with Ohio Medicaid's OhioRISE (Resilience through Integrated Systems and Excellence), a specialized managed care program for youth with complex behavioral health and multisystem needs. Youth who are Medicaid eligible, and meet the level of care criteria, are referred to either I Am Boundless or Aetna. <https://managedcare.medicaid.ohio.gov/managed-care/ohiorise>. Delaware County FCFC and our local OhioRISE/Aetna Care Management Entity work collaboratively to ensure that service coordination is available to all eligible families who are in need.

#### **4. Target Population**

The target population is youth 0-21 years old with emphasis on those most vulnerable. No family will be refused the opportunity to refer themselves for consideration of service. However, the target population includes multi-need children who are struggling with mental and behavioral health issues and children who are abused, neglected, dependent, unruly, alleged unruly, adjudicated unruly, at risk of becoming unruly, or alleged or adjudicated delinquent children under the jurisdiction of the juvenile court and their parents. Included in this population are those children whose families are voluntarily seeking services. Priorities: multi-need families; multi-need children from the ages of 0-21; Delaware County resident; inability to access needed services; multiple agency involvement.

#### **5. Training and Awareness**

The FCFC Coordinator plays a pivotal role in disseminating information about the county Service Coordination Mechanism (SCM) to FCFC member organizations and other relevant groups. Updates on the SCM are provided annually at Delaware County Family and Children First Council meetings. FCFC reviews and formally approves the Service Coordination Mechanism annually. Agency personnel will be trained on the SCM by agency administrators. Each agency administrator is responsible for ensuring that all agency staff is aware of the process, and that agency procedures allow staff to make families and youth aware of FCFC services. Referral forms, program flyers, and brochures are distributed to agencies during these meetings and at community events. This proactive approach ensures that families and service providers are aware of the availability and purpose of service coordination within the community. Members of FCFC Council convene annually to evaluate the effectiveness of the mechanism.

Efforts to inform families about the process are also coordinated with other community educational or social marketing initiatives, aligning with programs such as Women, Infants, and Children (WIC), Head Start/Early Head Start, and Children with Medical Handicaps (CMH). This coordinated approach ensures that families receive comprehensive information about available services and support programs, including the SCM, thus promoting greater accessibility and awareness within the community.

#### **6. Alignment with Children and Families**

As a mandated component of the county Service Coordination Mechanism (SCM), there is a concerted effort to harmonize the functions of FCFC Service Coordination/Wraparound and their partnerships with Early Intervention (EI) Service Coordination, Children's Services Programming, Juvenile Court involvement and OhioRISE Care Coordination. This alignment aims to establish a seamless continuum of care tailored for individuals aged 0-21. Each of these agencies actively participates in the Interagency Youth Council to ensure ongoing alignment, referrals, data collection, thus maintaining a pivotal role within the SCM.

**Child Protective Services – Youth in Custody:** Youth and families involved in the children's service system regardless of custody status are eligible for FCFC Service Coordination. FCFC staff will collaborate with child protective services to provide comprehensive support to these at-risk youth and families.

**Youth in Juvenile Justice System:** FCFC staff will work alongside Delaware County Juvenile Court to provide service coordination for youth alleged unruly or adjudicated delinquent, as well as youth and families who are experiencing excessive tardiness, chronic absenteeism, and truancy. Referrals will be made to Delaware County FCFC and they will work with the family to build a team and create a unified plan to divert the youth from the juvenile court system when possible.

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

**OhioRISE Care Coordination:** FCFC Service Coordination is available for youth enrolled in OhioRISE. This includes those with complex behavioral health and multisystem needs. While funding restrictions prohibit the utilization of FCSS funding for service coordination activities for youth enrolled in OhioRISE receiving Care Coordination, Delaware County FCFC will work to ensure the youth/family are referred and connected to care coordination as well as necessary services and supports.

No family will be denied the opportunity to refer themselves for consideration for service coordination. Delaware County FCFC will work to identify groups or types of children and families not being served or whose needs are inadequately addressed to improve the local system of care.

## **B. Procedure for Referring a Child and Family**

Service Coordination is available to children, youth, and young adults ages 0-21, with multi-system needs. Any agency, Juvenile Court, and/or any family voluntarily seeking services can access service coordination through this process. There are three various levels of service coordination available to families. Determination of the actual level of involvement/intervention is made following referral and is based on family need and preference as described below. The Service Coordination process begins when a family, individual, or agency/system representative (Juvenile Court, Children Services, Mental Health and Addiction Services, Developmental Disabilities, any agency, any hospital, any school, etc.) identifies a need for a coordinated, strength-based planning process for a youth experiencing difficulties.

Partner agencies making the referral should explain the Service Coordination process to the family prior to making the referral. Parents may make direct referrals to FCFC staff at any time. To access services, a referral form must be completed and submitted to the FCFC Coordinator.

There are several ways for families and professionals to request or obtain a referral form. This includes:

Online: <https://fcfc.co.delaware.oh.us>  
E-mail: Rachel.layne@jfs.ohio.gov  
Phone: 740-833-2385  
Mail: Delaware County Family and Children First Council  
Attn: FCFC Coordinator  
145 N. Union St.  
Delaware, OH 43015

The referral form contains the following information:

1. The date of the receipt of the referral.
2. Contact information for the person being referred.
3. Age, gender, and race of the person being referred at time of referral.
4. A brief description of the problems being experienced.
5. Systems/agencies that have been involved with the person to date.
6. Contact information for the person referring.
7. Identification of medical insurance and primary care physician if applicable.

Upon receipt of the referral, FCFC staff sends an e-mail to the referral source confirming receipt of the referral within one business day of receipt of referral. After three unsuccessful attempts at contact with parent/guardian, a "No Contact" letter is mailed. If the family does not respond by the end of the time specified in the letter, the case is closed.

When the initial engagement meeting is scheduled, ideally within five days, the Service Coordinator explains the Service Coordination process and reviews the needs of the family at referral. Through this process, the Service Coordinator helps the family decide if Service



Coordination or Wraparound is the right support to meet the family's needs or if referrals to other programs or services are more suitable, and any additional questions they may have about the FCFC process are answered. The meeting is conducted at the time and location of the family's choice. During this meeting, the Service Coordinator reviews the process, identifies any immediate service referrals thought to be helpful and addresses immediate crisis stabilization issues. The parent is asked to sign consent for release of information to allow sharing of information for additional team members that have been identified. The Service Coordinator also completes the CANS (Child and Adolescent Strengths and Needs) assessment to evaluate the family's strengths and needs. The Service Coordinator is responsible for the generation, support, and maintenance of a family-centered team for each assigned family. The Service Coordinator works with the family to identify members to participate in the youth and family team. The initial meeting is scheduled following the CANS assessment.

The Service Coordinator enters data from the referral form into a tracking system, which includes the date referral is received and placement at time of referral. The Service Coordinator creates a case record, and documents activities in the case notes in the Ohio Automated Service Coordination Information System (OASCIS).

At any point during the intake process or the on-going family case, if the youth meets OhioRISE eligibility, the family has the option to change care coordinators and lead agencies.

### **C. Notification Procedure for Families and Agencies**

Family needs and schedules are the first consideration when scheduling team meetings. The Service Coordinator is responsible for scheduling meetings in consultation with the family and for inviting all appropriate team members including natural supports, agencies involved with the family and the appropriate school personnel. The Service Coordinator will be responsible for extending an invitation to the initial meeting to all team members, by phone and/or e-mail, at least one week prior to the meeting. After that, the next team meeting will be scheduled at the end of the current meeting. The Service Coordinator notifies anyone not present, by phone and/or email, at least one week prior to the next meeting, except in cases needing an emergency meeting. If an emergency meeting is needed, team members will be notified as soon as possible, and a meeting will be scheduled within 3 days.

### **D. Initiating Meetings and Inviting Support Persons**

All families involved in service coordination will be given contact information for everyone on their team roster. Meetings will be regularly scheduled by the team. If the family determines they would like to invite a support person(s) (parent advocate, mentor or another family member that is involved with the care of child) the parent may invite the support person(s) and inform the support person(s) of the date/time/location of their team meeting. The family may request help from the facilitator in initiating the invitation to the support person(s), and the support person will be added to the team roster for future

team meetings. If the family would like help with initiating an additional meeting(s) to continue the development or review of their individualized plan of care, they may do so by contacting their Service Coordinator. Families can request a copy for their family plan from the Service Coordinator at any time. Potential advocates/supports can be obtained from a variety of sources including but not limited to: NAMI, local school districts, and local educational service centers.

### **E. Out of Home Placement**

Nothing in this section shall be interpreted as overriding or affecting decisions of a juvenile court regarding an emergency out of home placement. If a child requires an out-of-home placement, the following conditions and procedures will be followed:

- If the out-of-home placement is not an emergency, family/team meeting will take place before the placement occurs.
- If the out-of-home placement is an emergency, a family/team meeting will occur within 10 days after the placement.

The meetings will be used to make sure that all other community-based options have been exhausted and will give team members an opportunity to consider alternatives to placement. If out-of-home placement does not need to continue, then the team members will put community supports in place for the family during the placement and begin planning for the child's reunification with family and the community. When out-of-home placement must continue, then the FCFC Coordinator and Service Coordinator will monitor to assure continued progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment, and education.

Delaware County Family and Children First Council via a grant agreement with the Ohio Department of Medicaid (ODM) may seek multi-system youth custody relinquishment funding. Funding must only be requested to support children and youth who are at risk for custody relinquishment or have already been relinquished and need services and/or supports to transition to community and/or non-custody settings. Applications for technical assistance or funding must be submitted by FCFC. These will be vetted by a multi-system team composed of FCFC staff and other involved agencies, and funding will be authorized (or not authorized) by ODM. Authorized funding will be subject to the terms of ODM's executed grant agreement with FCFC. The FCFC Coordinator and assigned Service Coordinator will provide oversight for financial tracking and the submission of required updates.

When multi-system youth funding is denied and out of home placement is determined to still be a need due to safety concerns of the child or family, the FCFC Coordinator may request that involved community agencies share the cost of placement by utilizing Pooled Funding. Payment for services is decided on a case-by-case basis.

## **F. Monitoring Progress and Tracking Outcomes**

Delaware County has a monitoring procedure in place designed to track progress and outcomes for families. This includes the utilization of the Individualized Plan of Care, incorporating goals, action steps, responsibilities, and timelines tailored to each family's needs. FCFC staff undergo training to utilize the state's database system, OASCIS. Each family receives a plan of care, directly addressing their CANS assessment and outlining outcomes tied to their goals.

Internally, FCFC tracks demographic information for each family, alongside the date and source of referral. Additionally, client outcomes and progress are tracked monthly. The utilization of OASCIS Reports allows Delaware County to continuously monitor family outcomes, identify system gaps, and address needs within the community.

The results of this monitoring and tracking are reported to the Council on a regular basis. Data collected through this system informs the decision-making processes, enabling the FCFC to evaluate and prioritize services, address service gaps, and innovate approaches to enhance outcomes for families and children.

Furthermore, the monitoring and tracking process extends to children in out-of-home placements. FCFC staff monitors youth in out-of-home placements and ensures the development of re-entry plans to ensure continuity of care post-discharge. These re-entry plans encompass housing, ongoing treatment, and educational planning, ensuring seamless transitions and sustained support for vulnerable youth.

## **G. Protecting Family Confidentiality**

With the efforts of all persons involved in the decision-making process, it is recognized that the most important player in any situation is the family. The family has the right to have services provided in the least restrictive environment. It is a family's right to be assured that protecting their confidentiality is of the highest priority and the law. All information disclosed is to be considered confidential. The confidentiality of the family and youth will always be protected. Information contained in an Individualized Plan of Care, as well as any personal family information disclosed during service coordination meetings shall be respected with the highest confidentiality.

Families participating in service coordination will sign the Release of Information form on which they will indicate their wishes regarding the sharing of information. That document will set the parameters for any information, written or verbal, that may be shared between agencies. This document also indicates the start date for service coordination. All information disclosed in family team meetings and contained in the plan of care will be protected. Only the parties given authorization on the Release of Information form will have consent to view and hear the family information. Some exceptions will include abuse, neglect, danger to self or danger to others, and any other exceptions determined by law by mandated reporters.

## **H. Assessing Strengths, Needs and Cultural Discovery**

An initial intake call with the Service Coordinator marks the beginning of the assessment process, aimed at understanding the child and/or family's strengths, needs, cultural background, and past trauma. This phone call fosters active participation from the family, allowing them to express their perceptions of challenges, strengths, cultural considerations, desired changes, and required services.

Delaware County utilizes the CANS assessment tool which includes essential elements for evaluation, such as strengths, life functioning, behavioral/emotional needs, risk behaviors, cultural factors, potentially traumatic/adverse childhood experiences, early childhood, transition age, and caregiver resources and needs.

The CANS assessment aids in determining the appropriate level of coordination, providing insights into the family's presenting level of need. The CANS assessment identifies priority planning areas of need that inform the development of the Individualized Plan of Care.

This standardized approach ensures that assessments are conducted systematically, considering the diverse needs and cultural backgrounds of the children and families served by FCFC Service Coordination.

### **I. Developing an Individualized Plan of Care**

Every family identified as appropriate for Service Coordination and High-Fidelity Wraparound will be a partner in the development of an Individualized Plan of Care. As a part of the process, the Service Coordinator works with the family to identify formal and informal supports who can be utilized for the Family Team composition. The focus of the plan will be goals and objectives specific to the strengths and needs of the child and family.

To develop a Plan of Care, the following process is followed:

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

The Plan of Care will include:

#### **a. Description of the method for designating service/support responsibilities.**

During the initial meeting with families, the Service Coordinator will gather information

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

**b. Description of the method for selecting the family team member who will track progress, schedule meetings, and facilitate meetings.**

When a referral is received, the FCFC Coordinator will determine which Service Coordinator holds that case. The Service Coordinator responsible for the case will schedule and facilitate team meetings, track progress, and report progress back to the team as needed.

**c. Description of how plans will ensure services are responsive to the strengths, needs, family culture, race, and ethnic group, and are provided in the least restrictive environment.**

Family involvement in choosing appropriate services and providers and in the planning, implementation, and evaluation of services on behalf of the family must be respected. It is critical to the outcome of service coordination that special attention is given to the issues related to strengths, needs, racial/ethnic/cultural identity and to gender. System development should also promote early intervention, preventing unnecessary out-of-home placement and keeping children and communities safe while supporting families whenever possible. Services and supports should meet the needs of children and their families in the least restrictive environment possible and as close to their own home environment as possible.

**d. Description of how timelines will be established for completing family team goals.**

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

**e. Description of how crisis and safety plans will be included in the family service coordination plan.**

Delaware County FCFC seeks the health and safety of all residents and family members and sees it as important to include measures to promote the overall health and safety of individuals. Planning for short-term crises and safety concerns establishes the understanding among team members that family crises are a possibility and will not be considered a plan/child/family/team failure if they should occur. Service Coordinators will ensure that crisis and safety plans are addressed at team meetings using family strengths

and unmet needs. Delaware County FCFC recognizes that crisis plans, and safety plans are two separate entities and shall be addressed as such. Families can identify their own crisis and safety is non-negotiable. The team will be prepared to respond appropriately and immediately in the event there is a crisis or safety concern. It allows the team to plan its response during a time when everyone is positive and calm, helping to assure that members will not overreact if the need arises to implement the crisis or safety plan. Efforts should target strategies that provide support to the child and family during these times, keeping everyone safe, while keeping the child and the family together when possible. Crisis and safety plans will be represented throughout family plans.

If, for any reason, needed services or supports are not available, the plan should show how priorities are chosen and what efforts will be undertaken to address such gaps.

### **J. Dealing with a Child Who is Alleged to be Unruly**

Alleged or adjudicated unruly and delinquent youth may be referred to Service Coordination and are included in the target population. Service Coordination is a valuable tool to assist youth involved in the juvenile justice system and to help prevent further involvement.

When involved in Service Coordination, the following items may be included in the Plan of Care:

- Designation of a Service Coordinator to conduct the assessment of the child and family
- Assessment instruments including the CANS
- Emphasis on the parent's role and voice in the plan
- Involvement of local law enforcement
- Referrals for respite, a mentor, parenting education, alternative school program contingent on need of the child and family and service availability.

Complaints are filed in the Juvenile Court by the Prosecutor's Office or directly from Law Enforcement if a youth is arrested and placed in detention on the immediate charge. Juvenile Court may conduct a meeting with the child and guardians and other interested parties to determine the appropriate methods to divert the child from the juvenile court system. All Delinquency, Unruly, Contributing, and Failure to Send complaints will be forwarded to the Director of Court Services (DCS). At that time, the DCS will assign each case to a Probation Officer or Diversion Specialist, based on the level of offense and prior Court involvement. The DCS may elect to refer a youth to the Diversion Specialist or other community resource to avoid formal Court action while still addressing the youth's needs. This referral is left to the discretion of the DCS, or Juvenile Prosecutor.

In addition, the following programs are provided by Juvenile Court to prevent children from becoming further involved in the juvenile court system:

**Diversion:** This program is an alternative to probation typically offered to first-time alleged unruly or misdemeanor delinquent youth. Its main purpose is to prevent formal

court involvement for those youth who have no previous court history. The goal is to address present negative behaviors with the youth and their parents by providing short-term intervention. Upon referral to the Diversion program by the Director of Court Services or by the Court the youth and family will meet with the Diversion Officer to complete the intake process. All parties involved will design a Diversion Contract. A time limit is set for completion of the Contract. The requirements will be outlined based on the results of the parent questionnaire and other information gathered by the Diversion Specialist. If the terms of the Diversion Contract are not completed within six months the complaint will be scheduled for a formal Court hearing. Follow-up visits are made in the Diversion Office, school, and home.

In addition to the above, referrals are made to other programs when available such as: Theft Diversion, Anger Management, Workforce Development (J.O.B.S. Program), Restitution, Community Service, counseling, and parenting classes as available.

### **K. Dispute Resolution Process**

A grievance or a dispute resolution is a method to resolve conflicts between parties. The Delaware 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 Delaware County Family and Children First Council is committed to resolving all conflicts at the lowest possible level and in the most expedient manner.

Individuals will be advised to seek resolution through the individual agencies prior to initiating a formal dispute resolution process. If a child is in imminent danger of abuse or neglect, the emergency will be reported to Delaware County Job and Family Services and/or a local law enforcement agency.

Families will be offered a copy of the Dispute Resolution process when they begin participation with FCFC. The FCFC Coordinator is designated the liaison for the receipt of complaints. The FCFC Coordinator will provide a copy of the dispute resolution process to the individual registering the complaint. The parent/guardian may file a complaint or grievance with Family and Children First Council within the county or they may choose to file a grievance with the state. State contacts are:

#### **If the dispute involves a child in the Family and Children First Council program:**

Parent/Guardian may file a grievance with the state by contacting:

Ohio Family and Children First  
246 N. High Street  
Columbus, OH 43215  
Phone: 614-752-4044  
Fax: 614-485-9741  
Website: [www.fcf.ohio.gov](http://www.fcf.ohio.gov)

#### **If the dispute involves a child in the Early Intervention (Help Me Grow)**

**program:**

Parent/Guardian may file a grievance with the state by contacting:

Early Intervention  
Ohio Department of Developmental Disabilities,  
30 East Broad Street 12<sup>th</sup> Floor  
Columbus, Ohio 43215

Grievances or disputes will be addressed in the following manner:

- I. Agency Complaint
  - A. If the complaint is agency-specific, then the Council Coordinator will direct the parent/guardian to the appropriate agency representatives within two (2) working days of the initial complaint. The Council Coordinator will contact agency Directors to make them aware that a family has made a complaint, the nature of the complaint, and any specific agency representative against whom the complaint was directed.
  - B. The Agency shall notify the Council Coordinator as to the outcome of the parent/guardian complaint within ten (10) working days of receiving the complaint.
  - C. If parent/guardian is satisfied the process ends. If the parent/guardian still has a complaint about the agency, the parent/guardian can take it to the next step.
  
- II. Individual Family Service Plan or Multiple Agency Involvement Complaint
  - A. If a family wishes to grieve the formation of the service plan, then all agencies involved with the case will be called to a team meeting by the Council Coordinator to discuss the concerns of the family and modify the plan as needed with direction from the family within ten (10) working days of receiving the complaint.
  - B. Upon completion of efforts to resolve the concerns, the FCFC Coordinator shall forward a written report to the parent/guardian and provide a copy to all agencies involved within ten (10) working days of the completion of the efforts.
  - C. If parent/guardian is satisfied the process ends. If the parent/guardian still has a complaint about the plan, the parent/guardian can take it to the next step.

The family can contact the Family and Children First Coordinator. The Council Coordinator will assist the family in completing a formal grievance. The Council Coordinator will forward the letter of complaint and schedule a Council meeting to review the case. Pursuant to Ohio Revised Code Section 121.381, not later than sixty days after the parent or custodian initiates the dispute resolution process, the council shall make findings regarding the dispute and issue a written determination of its findings.

**All agency disputes that cannot be resolved informally shall be resolved by utilizing the process set forth in Ohio Revised Code Section 121.38, as may be amended from**



**time to time. In the event of inconsistencies between this Policy and Ohio Revised Code 121.38, the current version of Ohio Revised Code 121.38 shall control.**

- I. When a dispute between agencies cannot be resolved through the designated dispute resolution process
  - A. The final arbitrator of the individual case resolution will be the presiding juvenile court judge,
  - B. Following a failed dispute resolution process between agencies a procedure for filing with the Juvenile Court within seven days; and,
  - C. Preparation of inter-agency assessment and treatment information for the court.
  
- II. When a dispute that originates with the child’s parents or custodians cannot be resolved through the designated dispute resolution process
  - A. The county family and children first council can make a referral to the state service coordination committee.
  - B. The county family and children first council may also seek mediation services that may be available in their county.

The Delaware County Family and Children First Council agrees that the conflict between any of the service partners and/or families must not impede the delivery of services. Therefore, the Delaware County Family and Children First Council is committed to resolving all conflict at the lowest possible level and in the most expedient manner. The Delaware County Family and Children First Council recognizes that three types of conflict are likely to occur and have addressed the process for resolution accordingly. The three anticipated scenarios for potential conflict are:

- The family disagrees with one agency.
- The family disagrees with the plan of care.
- One agency disagrees with another agency or the plan of care.

The process for handling each of the above situations is dependent on the premise that individuals will seek resolution through the individual agencies and/or team meetings prior to initiating the formal dispute resolution process. Emergency situations where a child is in imminent danger of abuse or neglect will be reported immediately to Children’s Services and/or a local law enforcement agency. Other non-emergency situations will follow the dispute resolution process described below. Informal/formal agency grievance procedures should be utilized prior to initiating the formal dispute resolution process. If a family needs assistance in presenting their concerns within the team setting, they may request a parent advocate or agency caseworker to assist them in presenting their concerns. Parents will be informed of the dispute resolution process by the Service Coordinator.

All necessary services to ensure the health and safety needs of the child and family shall be provided throughout the process. Any party to the Individualized Plan of Care, especially including the child and family served, may disagree with the specific services of the plan.

Steps to resolve the conflict at the family team level are:

- The disputing parties will inform the Service Coordinator, in writing, of the facts of the conflict.
- The Service Coordinator will call a special meeting(s) of the team within five (5) working days of receipt of notification and will facilitate the dispute resolution process. The family will continue to receive services as described in the Individualized Plan of Care during this process.
- When resolution is reached, the parents and the agency representatives will sign the revised Individualized Plan of Care to acknowledge their commitment to the plan.
- The Service Coordinator is responsible for the implementation of the plan.

If this process does not resolve the dispute, the following steps will be taken:

- The family or agency which disagrees with the Individualized Plan of Care shall file a written objection to the plan with the FCFC Coordinator.
- Upon receipt of the objection or within five (5) working days, the FCFC Coordinator shall initiate discussions with each party involved to determine the facts of the case.
- After determination of the facts and sharing among agencies and families involved, the FCFC Coordinator shall schedule a meeting of the parties to the disagreement for the purpose of discussing resolution of the dispute between the two (2) parties.

If such efforts prove to be unsuccessful, the FCFC Coordinator shall cause the membership of the Interagency Youth Council to become aware of the facts of the case within five (5) working days. The Interagency Youth Council will hold a special meeting to review all the relevant information (unless an emergency meeting is needed: see below). The Interagency Youth Council's recommendations shall be issued within five (5) working days. Any policy violation dispute not resolved will be referred to the Delaware County Family and Children First Executive Committee to invite suggestions for reaching resolution of the dispute.

**Emergency Dispute Resolution:** The family or provider brings the emergency to the attention of the FCFC Coordinator (An emergency situation is defined as disruption to an essential service provision which jeopardizes the safety and well-being of the child or family). The FCFC Coordinator will request an emergency meeting of the Interagency Youth Council to review the referral. Time frame for convening this meeting will vary according to situation needs response time but will be scheduled no later than five (5) working days. Once the immediate emergency is handled, any continuing conflict will follow the outlined process.

**Failure to reach an agreement at the FCFC Coordinator or Interagency Youth Council Level:**

If the parties fail to reach an agreement under the procedure, the matter will either be, **Agency Specific Dispute:** referred to the Juvenile Court within seven (7) working days and processed in accordance with Ohio Revised Code #121.38.

**Specific Dispute:** referred to another local entity, and/or eventually to the Ohio Cabinet Council within seven (7) working days and processed in accordance with Ohio Revised

Code #121.38.

The FCFC Coordinator shall keep a record of the results of each step of the resolution process and shall prepare an interagency assessment and a treatment information packet for the court. During the dispute resolution process, families will continue to receive services as indicated in the Individualized Plan of Care.

A parent or custodian who disagrees with a decision rendered by the Council regarding services for a child may initiate the dispute resolution process. Not later than sixty days after the parent or custodian initiates the dispute resolution process, the Council shall make findings and issue a written determination of its findings.

When the Council participants agree by majority vote that reasonable responsibilities are not being shared by member agencies, the State appeals process may be accessed. It is understood that, upon appeal, Cabinet Council decisions may result in a redirection of state funds within a county.

Ohio Revised Code #121.37 requires that unresolved issues be referred to the Juvenile Court having jurisdiction of the child for resolution. It further requires that during the period of investigation of the case by the court, that any services provided by any agency prior to the filing of the dispute be continued by the agency until the resolution process is completed. Following the decision of the court, if the agency or agencies providing services during the processing of the complaint are found not to be responsible for providing services, the agency or agencies shall be reimbursed by the agency or agencies found to have responsibility by the court.

Agencies adjudged to have responsibility may object to the determination of the court within a period prescribed by law. Such objections will be processed under circumstances and by procedures prescribed by Ohio Revised code #121.37.

When a dispute arises that cannot be resolved at the local level, the Dispute Resolution Process via the appropriate Ohio regulatory agency should be utilized. This includes the Ohio Family and Children First State Committee for families that disagree with the above decision.

All timelines may be extended by mutual agreement between the disputing party and the Coordinator of the Family and Children First Council. Earnest efforts will be made to resolve all disagreements within 60 days.

Note: For those families receiving HMG/EI services – Refer to HMG/EI Policies and Procedural Safeguards and HMG/EI Dispute Resolution Addendum.

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.

**L. A description of the fiscal strategies for supporting FCFC service coordination including:**

- **How funding decisions are made for services identified in the Individualized Plan of Care.** Funding plans are developed by the individual family and child teams. Funding for services identified in the Individualized Plan of Care are made by the individual agency provider. If the provider is unable to fund a recommended service, then team members help to locate community resources to fill gaps or find alternative strategies that still meet the need.
- **How flexible resources are maximized.** Funding requests must only be made for expenses not otherwise covered by another payer source.
- **How funds are blended, braided, or coordinated to support service coordination.** Local funds as well as flexible grant funds that support service coordination are generally used to support formal wraparound team facilitation. Each child and family team helps to locate community resources to fund strategies and fill gaps.
- **How resources are reallocated from institutional services to community-based, preventive, and family-centered services.** Local FCFC member organizations contribute to the Delaware County Family and Children First Council's (FCFC) Pooled Funding. Funds are used to support service coordination, wraparound facilitation, community-based preventative supports, and family centered services.
- **How decisions will be made regarding the use of the Family Centered Services and Supports funds for children and their families in service coordination.** The FCFC determines the broad use of the FCSS funds along with the oversight of the Council and Interagency Youth Council. In general, these funds are used to pay for service coordination and family supportive services. Some examples of those supportive services are respite, safety/adaptive equipment, and social/recreational activities. Child-specific requests are submitted to the Interagency Youth Council on an as-needed basis by the FCFC Coordinator. The Interagency Youth Council determines whether funding requests are approved or denied.
- **How decisions will be made regarding the use of the Multi-Systems Youth/ODM funds for children and their families in service coordination.** Technical assistance and funding through Ohio Department of Medicaid (MSY) is available to help prevent custody relinquishment of children (ages 0-21) solely for the purpose of obtaining needed treatment. The state's MSY Team can assist local entities with obtaining services that support children and youth who have been relinquished and are transitioning back to community and/or non- custody settings. Wraparound Teams can apply for this money by utilizing the application posted on the following link <https://fcf.ohio.gov/msy-ta-and-funding-applications>.
- **How decisions will be made regarding the use of the Multi-Systems Youth/PCSA funds for children and their families in service coordination.** The FCFC determines

the broad use of the MSY/PSCA funds along with the oversight of the Council. Use of these funds is restricted to providing services and supports needed to prevent the relinquishment of custody of children, 0-18, and to facilitate family reunification following a custodial episode. These funds may be used in any of the following manners:

1. Care Coordination/Wraparound to prevent custody relinquishment or for a relinquished youth
2. In-home and/or community supports to prevent custody relinquishment
3. Residential treatment and/or room and board for treatment to prevent custody relinquishment
4. In-home and/or community supports needed to support family stability for a child returning from agency custody.

### **M. Quality Assurance of the Service Coordination Mechanism**

Members of the FCFC Executive Council and Parent Representatives will monitor and review the mechanism based on this schedule.

- Review Service Coordination Mechanism: Annually
- Review and Update FCFC Forms: Annually

The Delaware County Family and Children First Council member organizations review and formally approve the service coordination mechanism and any modifications at FCFC meetings.

### **N. Service Coordination Mechanism Acronyms**

CANS: Child and Adolescent Needs and Strengths

CMH: Children with Medical Handicaps

DCS: Director of Court Services

DODD: Department of Developmental Disabilities

EI: Early Intervention

FCSS: Family Centered Services and Supports

HMG: Help Me Grow

JFS: Job & Family Services

MSY: Multi-System Youth

OASCIS: Ohio Automated Service Coordination Information System

ODM: Ohio Department of Medicaid

OhioRISE: Ohio Resilience through Integrated Systems and Excellence

ORC: Ohio Revised Code

SCM: Service Coordination Mechanism

WIC: Women, Infants, and Children