

RICHLAND COUNTY YOUTH & FAMILY COUNCIL SERVICE COORDINATION PLAN

OVERVIEW

The Richland County Youth & Family Council was established to collectively improve the service delivery system to children and families in need around Richland County in north central Ohio.

The purpose of service coordination is to provide a mechanism for families needing services when those needs may not have otherwise been addressed in traditional agency mechanisms and procedures.

Richland County's social service agencies have an established history of collaboration, dating back three decades, and sharing of resources in terms of meeting community needs. This history includes the establishment of an effective Early Intervention Collaborative, the launch of the Interagency Cluster for Services to Youth and the subsequent merging of these endeavors into a Family and Children First Council.

The Council, whose structure has been utilized to prepare this plan, is governed by a Board of Trustees. Permanent members to this Board are the Chief Executive Officers of the institutions in the county who are party to the Agreement.

These include Mental Health and Recovery Services Board, Mansfield City Schools, City of Mansfield, Richland County Schools, Children Services, Juvenile Court, Richland County Board of Commissioners, Developmental Disabilities, Public Health, United Way, Third Street Family Health Services, Mid-Ohio Educational Services Center, Ohio Heartland Community Action Commission, Domestic Violence Shelter, Ohio Department of Youth Services, Child Care Choices, North Central State College/OSU-Mansfield Child Development Center, and Richland County Job & Family Services.

None of the agencies involved in the council want to replace or assume the primary role of any of these systems. The council goal is to supplement and enhance the current assistance being offered, as explained in Ohio Revised Code 121.37. That section of the code states, in part, *“The purpose of the cabinet council is to help families seeking government services. This section shall not be interpreted or applied to usurp the role of parents, but solely to streamline and coordinate existing government services for families seeking assistance for their children.”*

The OAC requires each county to develop a service coordination mechanism, which serves as the guiding document for all of the agencies involved. This is perhaps more important than ever today due to the complicated nature of problems confronting children

and families and the scarce resources available to social service agencies. As most youth and their families do not have “single system” issues, almost all of the youth we serve require some type of service coordination and virtually all of the providers have become adept at working with other agencies and systems.

Our program of service coordination shall be child-centered and family focused. The needs of the individual child and the family will guide our efforts. Our services shall, of course, be responsive to the cultural, racial and ethnic differences in Richland County’s population. This service coordination plan will work to assist any child or family whose needs are not being met by any one individual agency.

While the service coordination needs of youth receiving services from the many multi-faceted providers are addressed in this service coordination plan, the target population in Richland County for the 2010 service coordination plan are multi-system youth with intensive needs who will benefit from a formalized service coordination mechanism rather than the less formalized service coordination delivered by most service providers in the county. These youth with multiple problems typically cannot benefit from traditional services and require more intensive, specialized interventions than the traditional service providers can offer.

RICHLAND COUNTY
YOUTH AND FAMILY COUNCIL
SERVICE COORDINATION MECHANISM

July 6, 2010

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I) OVERVIEW AND PURPOSE

The purpose of the Richland County Family and Children First Service Coordination Mechanism (herein referred to as the SCM) is to apply the knowledge and experience of families and professionals toward the development of a family-centered and cost-effective plan of action for families and children who are involved with one or more service providers. Information is shared and coordinated between agencies while protecting and assuring the confidentiality of the child and family.

II) COMMITMENT TO CHILD WELL-BEING

Ohio's Commitments to Child Well-Being are:

- 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

Richland County Youth and Family Council will support Ohio's vision to the Commitment to Child Well-Being by making services available to families and children of Richland County. Through the enactment of House Bill 66 the Service Coordination Mechanism shall serve as the guiding document for the coordination of services in Richland County.

III) SERVICE COORDINATION MECHANISM DEVELOPMENT

Richland County Youth and Family Council had representatives from all agencies involved in the planning and development of the Service Coordination Mechanism. The following agencies played an integral role in the development of this mechanism. Agencies in bold are mandated participants via Ohio Revised Code (ORC) 121.37.

- 1. Richland County Children Services Board**
- 2. Richland County Department of Job and Family Services**
- 3. Richland County Board of DD**
- 4. Richland County Mental Health and Recovery Board**
5. Parent Representatives
- 6. Richland County Juvenile Court**
- 7. Family and Children First Coordinator**
8. Mid-Ohio Educational Service Center
- 9. Mansfield City Schools Board of Education**
- 10. Mansfield/Ontario Richland County Health Department**
11. Richland County United Way
12. City of Mansfield
13. Domestic Violence Shelter
14. Ohio Department of Youth Services
15. Child Care Choices

- 16. Ohio Heartland Community Action Commission
- 17. Mansfield/Richland County Public Library
- 18. NC State/OSU Child Development Center
- 19. Third Street Family Health Services
- 20. Richland County Help Me Grow

Richland County Youth and Family Council Service Coordination Mechanism will be reviewed on an annual basis to ensure that all Families and Children are being served in the most effective manner. The Richland County Youth and Family Council will submit service coordination data to the state upon request.

The target population shall be those defined per section 121.37 of the ORC including House Bill 57 and ASHB's and 66 specifically the following:

- Abused Children
- Neglected Children
- Dependent Children
- Unruly Children
- Alleged Unruly Children
- 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 Richland County Youth and Family Council

IV) UNDERLYING VALUES

Values outlined by the Ohio Family and Children First continue to positively integrated systems that support children by preserving families through supportive inter-agency, home and community interventions.

It is from this foundation that the following principles have been developed and will guide the continued development of a common assessment process, designation of service responsibilities, development of an integrated, comprehensive service plan, monitoring and evaluation of the Service Coordination Plan, throughout the continuum child serving agencies in the county. The principles and values are as follows:

1. Children and Families who are in need of services shall be identified as early as possible and accepted without exception through proper and appropriate assessment.
2. Family involvement in the assessment, and plan development, evaluation is valued and their input shall be sought.
3. The strengths and needs of the diverse cultures, races and or ethnic groups in the community shall be respected during the provision of services.
4. Information collected in the assessment and team meeting will build on strengths of the child and family.
5. Services will be family focused and community based.

6. Every effort will be made to assure each child a safe and permanent family and home.
7. Every attempt will be made to develop community based services as gaps or needs are identified.

V) SERVICE COORDINATION MECHANISM/INTER-SYSTEM PROCESS

The Richland County (SCM) seeks to improve the familial and social health of Richland County children and families with multiple needs. Service coordination is the process of applying the knowledge and experience of families and professionals to develop a family-centered and cost-effective plan of action for families and children who are involved with one or more service providers. The Ohio Revised Code stipulates process that needs to be adhered to by county Family and Children First Councils. Richland County Youth and Family Council will adhere to those same requirements as stated below. The Service Coordination Mechanism will provide services and supports to families with children 0-21. The three primary tiers: Care Management (CMT), Residential Diversion/Review Team (RDRT), and the Executive Leadership Team (ELT).

The (CMT) will consist of local agencies that provide services to youth and families in Richland County. The Director of the Youth and Family Council will facilitate this meeting. The referral process can consist of agency referrals or family member referrals. Family referrals will be addressed in this meeting and identification of need. The family will also have the option of a Family Advocate. The (CMT) will utilize FCSS funds and local pooled funds to address family need. Agencies participating in the (CMT) include Richland County Children Services, Juvenile Court, Richland County Newhope, Richland County Job and Family Services, Mansfield City Schools, Mid-Ohio Educational Service, Richland County Mental Health and Recovery Services Board, and the National Alliance on Mental Illness.

The RDRT meeting will also be facilitated by the Director of the Youth and Family Council. (RDRT) team, which consists of identified agencies who are working with youth who may be at risk of out of home placement. Three agencies will attend all (RDRT) meetings include Juvenile Court, Richland County Children Services, and the Mental Health and Recovery Services Board.

The Executive Leadership Team (ELT) will consist of **Executive Directors from the mandated members of Council. The (ELT) will meet monthly to review recommendations from the (RDRT) regarding the assurance that all local options have been attempted prior to sending a youth out of county for treatment. The (ELT) will also review any conflicts that may occur during the (CMT) meeting as well.** (See attachment A for description)

1) DESIGNATION OF SERVICE RESPONSIBILITIES

Responsibility for services is identified in the Service Coordination Mechanism. Services are provided for the duration of a comprehensive family service coordination plan to the extent funding is available. All available funding sources may be used to pay for services.

1. **Youth and Family Council Coordinator.** The coordinator is key to guiding a child and family during service coordination. The coordinator can also consider

Council objectives for families and children. The Coordinator is responsible for reporting requirements assigned by law or otherwise assigned as a condition of service coordination. The Coordinator will also facilitate the dispute resolution process.

2. **Family Team Leader.** The Family Team Leader will facilitate and coordinate services within a Family Team. The Family Team Leader will collect necessary information from service providers and be responsible for submitting reports to the Coordinator.
3. **Family Teams.** The Family Teams will act as service facilitators that will act in the best interests of the child and family to create a quality and comprehensive family service coordination plan. Family Teams will submit required reports to the Family Team Leader. This team will review the initial referral for a family in need of services from the Richland County Youth and Family Council. This team could consist of identified line staff, supervisors from local service providers.
4. **Service Provider.** The service provider supplies any information the Family Team Leader might need to coordinate services and submit required reports.
5. **Executive Committee.** The Executive Committee will participate in the dispute resolution process when required. The scope of their involvement is defined in the dispute resolution process section of this Service Coordination Mechanism.

The following pages outline the process of service coordination, how to access it, and what families and agencies should expect to experience during the process.

A) INFORMATION- This part of the process allows a family to gather information about the available resources and services in the county. Families can access information from the Richland County YFC Coordinator or any YFC Council Member. Upon request, families will be provided with a directory of services that details available services and provides the contact information for those services. In addition, families will be provided with a brochure that explains what service coordination is, who service coordination is for, and how service coordination can be accessed. This brochure includes an abbreviated overview of “Service Coordination- a Guide for Families” that is posted on the Ohio Family and Children First Council web page. A complete copy of the guide can be provided at the request of a family.

B) REFERRAL - The referral process may be initiated by any agency, the juvenile court, or any family voluntarily seeking services. Referrals will be directed to the Richland County YFC Coordinator. Families can make referrals by phone, mail, through an agency, or by person-to-person contact with the YFC Coordinator. Agencies will fill-out a referral form and submit it to the YFC Coordinator by mail, fax or email. The referral form will include but is not limited to referral receipt date, referral source contact information, contact information for referred family/child, description of the issue, a

response/outcome of the referral, and timeline for each referral process step. **See Attachment B.**

Once a referral is made, the family will be contacted within 24 hours or no later than the next business day by the YFC Coordinator. At that time, the YFC Coordinator will conduct an assessment that will determine the strengths and needs of the family. The coordinator will take all reasonable steps to contact referred families and complete the initial assessment. The YFC Coordinator will document all attempts made to complete a referral. It is important to note, if the coordinator is unable to confirm contact with a family, a home visit may become necessary. The YFC Coordinator will dismiss a referral after 20 days if contact is unable to be made with a family. The family will be notified of the dismissal in writing.

C) SERVICE IMPLEMENTATION – In order for services coordination to be implemented, an assessment must be conducted and a family service coordination team will or will not be established based on the assessment. Family teams will be comprised of all relevant agencies and individuals who will be providing services and supports to the child and family. These family teams will act as service facilitators that will act in the best interests of the child and family to create a quality and comprehensive family service coordination plan.

After the family completes the initial assessment, the YFC Coordinator will create the initial family team. Who makes up the initial family team will be based on the information produced by the assessment. After the initial family team is established, the family and the YFC Coordinator will coordinate an appropriate date for the first team meeting. This first meeting will take place within five (5) business days of completing the assessment. Transportation issues will be addressed at this time and a meeting place and time will be established that is most convenient for the family.

At this time, the YFC Coordinator will contact those agencies and individuals who have been identified as appropriate family team members. All family team members will be notified of the time and place of the first scheduled meeting via phone, mail and e-mail. Families and their family advocate will be notified via phone and/or mail.

At a minimum, the family team should include the following: The family, a family advocate, a representative from their home school and/or school of instruction (if child is of school age), and representatives from agencies that have had previous involvement with the family. After the initial meeting it may be determined that other agencies should be added to better serve the needs of the family and child.

Once the initial meeting has taken place, transportation, time, and location will be addressed to best suite the needs of the family through the service coordination mechanism.

Other important information regarding initiating family teams and requirements of family team meetings include:

1. At any time a family may initiate a Family Service Coordination Plan meeting.
2. There will be a Family Service Coordination Plan meeting before any non-emergency out of home placement. This must take place within five (5) days.
3. A Family Service Coordination Plan will take place within ten (10) days of an emergency placement.
4. Family needs and requests will be considered when scheduling the time and location of all meetings.
5. Each family will be notified of FCFC privacy and confidentiality statements. Families will be asked to sign release of information forms so team members can share information. (**Attachment C**)

INITIAL FAMILY TEAM MEETING -

This process should happen within five (5) business days of completing the initial assessment.

All family team members will be notified via phone, mail and e-mail. The family will be notified by phone and/or mail. However, if contact cannot be facilitated in this manner a home visit may be required.

During the first family team meeting the YFC Coordinator will be in attendance, in order to introduce the family to the service coordination process. This introduction will include the purpose of service coordination, an overview of how service coordination works, the family's right to privacy and confidentiality, a definition for family-centered approach, an introduction of all family team members in attendance, and an overview of the dispute resolution process. Each family will be informed of their right to dispute the service coordination process and outcomes decided upon in the family teams. Families will be given a written guide to the dispute resolution process.

Once the process is explained family team members will actively engage the family in an informal discussion focusing on the individual strengths and needs of the family, and briefly discuss why service coordination was initiated. At this time, it may be determined that other agencies should become part of the family team to better address the strengths and needs of a family.

The service provider that has the most involvement with the family will become the lead agency. If several agencies have similar involvement, the family team will vote on the lead agency. The family has the opportunity to dispute the appointment and appoint the team member they feel would be most appropriate, or the family may appoint themselves as lead.

The lead agency will be involved in all facets of the family service coordination plan and are not limited to, but responsible for:

1. Facilitating the family teams
2. Contacting family team members with regard to meeting places and times.

3. Will provide monthly reports to the YFC Coordinator
4. Will collect paperwork when other family team members cannot attend

A privacy and confidentiality statement, which will be approved by the Richland County YFC, will be distributed at the initial meeting and all members are required to read and sign it. As additional members are invited to these meetings, they will be asked to sign the statement as well. Families will also be asked to sign release of information forms so team members can share information.

Once a family has been introduced to the service coordination process, identified strengths and needs, decided upon a lead agency, and has been informed of the confidentiality process and dispute resolution process, the family team will discuss what data should be collected before the next team meeting. While we recognize that it will not always be possible to produce all of the relevant data by the next meeting, team members will make all reasonable efforts to produce the data requested by the family team. Relevant data can include, but is not limited to psychological evaluation, drug dependency assessments, Individual Education Plans, and other psycho-social information.

At the end of the initial family team meeting, the family team will decide on a meeting location for the next family team meeting. The second family team meeting will occur within 10 business days, excluding holidays and school snow days. If the family has a transportation issue and is not able to attend family team meetings due to these issues, the family team will discuss and provide a viable solution to the family's transportation issues. (**Attachment D**)

SECOND FAMILY TEAM MEETING-

This process will happen within ten (10) business days (excluding holidays and school snow days) of the initial family team meeting.

All family team members will be notified via phone, mail and e-mail. The family will be notified by phone and/or mail. However, if contact cannot be facilitated in this manner a home visit may be required.

By the second meeting the family team shall be well established. The family and team members will share data and verbal information. The family will be encouraged by all team members to further explore family and community strengths. If the family team believes that there is sufficient data to begin formulating a Family Service Coordination Plan, the family team is encouraged to do so.

Once the Family Service Coordination Plan has been initiated, the family team will collectively decide on a time, date, and location for the next meeting. Again, transportation issues will be addressed at this time.

METHOD TO DIVERT A CHILD FROM THE JUVENILE COURT SYSTEM

The Intake Department of The Richland County Juvenile Court strives to divert first time unruly or misdemeanor offenders from the formal Court process. These diversion efforts include unofficial conferences, warning letters, and restorative intervention practices. Recommendations are made to parents and youth which include referral for drug and alcohol services, educational programs for shoplifters, parent education programs, volunteer community service, house arrest, and other appropriate options.

Diversion is an alternative to an official adjudication. The diversion option allows the court to implement a plan which gives the child an opportunity to be responsible for his behavior, but, at the same time, avoids giving a formal label of delinquency to the child. After successfully fulfilling the terms of the diversion plan, the case is handled unofficially.

The Richland County Juvenile Court also has a diversion process for students who are truant from school. The Truancy Action Program (TAP) is a school/juvenile court attendance/truancy process which is implemented in all ten Richland County school districts. The five components of the process are: 1. Warning Letter; 2) Attendance/Truancy Awareness Program for Parents and Students; 3) Mandatory Attendance Meeting; 4) Informal Court Conference; and 5) Official Hearing. The process encourages school, parent, child, and Court cooperation in the interest of supporting the child's participation in school and diverting the child from a formal Court hearing.

TAP is designed to maximize parental involvement. Parents are intimately involved at four stages of the process: Truancy Awareness Program for Parents and Students, Mandatory Meeting, Unofficial Hearing, Official Hearing. Parents are expected to actively participate in the development of plans and to commit to fulfilling defined responsibilities. A Truancy Coordinator facilitates the TAP process; is the Hearing Officer for the unofficial conferences; and, presents recommendation to Truancy Court.

Each school is responsible for referring parents and children to TAP for the Truancy Awareness Program for Parents and Students and for unofficial and official hearings. The Truancy Awareness Program is offered twice monthly. The Truancy Coordinator leads the program with support at each session from volunteer school administrators.

The unofficial conferences, conducted by the Court, are scheduled by school officials. Conferences usually last between thirty and sixty minutes. A specific signed plan is developed which identifies each participant's continuing responsibilities.

Official hearings are held weekly in a specially-developed Truancy docket. The Court is committed to hearing all Truancy Complaints within ten days of their filing.

CONFIDENTIALITY AND ACCESS TO RECORDS –

I. POLICY

Records that are generated or held by the Richland County Family and Children First Council will be safeguarded and managed in accordance with Ohio Law. Records that are regarded as open to public inspection will be disclosed in accordance with the law.

II. DEFINITIONS

Confidential Information: Information, which is subject to specific limitations on disclosure. Such information must be specifically labeled, handled, and stored in such a way as to guard against accidental disclosure.

Disclosure: To communicate, transmit, or in anyway convey any information to any individual or organization in written, verbal or other form.

III. PROCEDURES

- A. Confidential Records: The individually identifying case records of clients in the possession of the Family and Children First Council are considered privileged records and are held confidential. Such records must be specifically labeled confidential, handled, and stored in such a way as to guard against accidental disclosure.
- B. Open Records: The Ohio Revised Code sec 149.43- 149.44 states that all records that records, which are not identified as confidential, must be open for inspection by and released to the public. Examples of open records include general administrative records such as correspondence files, financial or statistical reports, program plans, meeting notes, and so forth. Any information which personally identifies clients, sensitive personal information about employees or other persons officially associated with the Family and Children First Council or other records which are protected as confidential by federal or state law or regulation are specifically exempted from public access.
- C. Access to Open Records: All Family and Children First Council records, which are not identified as confidential, must be open for inspection by and released to the public.

1. You are entitled to inspect public records promptly and to receive copies of public records within a reasonable period of time.
 2. You may inspect or receive copies of public records at all reasonable times during regular business hours.
 3. Except in limited circumstances, a public office may charge you no more than the actual cost to duplicate the public records you have requested.
 4. Although it may benefit you to make a request for public records in writing, a public office cannot deny you access to public records because you refuse to do so.
 5. You have the right to choose whether you want to receive copies on paper, in the same form as the public office keeps them, or in a different form that the public office can duplicate in its normal operations.
 6. You must make your request specific and you must identify the particular records you want. A request for all records about a particular topic, for instance, may be legally improper.
- D. Storage of Records: All records and identifying data will be stored in a manner that is in compliance with both state and federal standards for storing data.

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 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.

DISPUTE RESOLUTION PROCESS

A. Disputes between a Child's Parents/Custodians and the County Council- (Attachment E&H)

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

Intervention services, may file a complaint through the county council's dispute resolution process.

Parents or custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. The dispute resolution process is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the Ohio Revised Code.

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

1. The council coordinator is designated as the liaison for the receipt of complaints regarding service coordination. (See Attachment A)
2. Parents or custodians shall be informed of their right to use the dispute resolution process.
 - a. Those parents or custodians who are denied access to the service coordination process at the point of referral will be informed of their right to use the dispute resolution process and will be provided a written copy of the council's dispute resolution process.
 - b. During service implementation, parents or custodians will be informed of their right to use the dispute resolution process and will be provided a written copy of the council's dispute resolution process.
 - c. Any member of the Family team or any member of council who receives a complaint from a parent or custodian regarding service coordination will inform the complainant of their right to use the council's dispute resolution process and provide the complainant with the contact information for filing a complaint. (See Attachment A)
 - d. The council coordinator will provide a copy of the dispute resolution process to the parent or custodian filing a complaint.
3. The council coordinator will notify the council chair and administrative agent of the complaint within seven calendar days.
4. Each agency represented on a county council that is providing services or funding for services that are subject to the dispute resolution process initiated by a parent or custodian must continue to provide those services and the funding for those services during the dispute resolution process.
5. The council Executive Committee will assign one or more individuals to investigate the complaint. The assigned individuals will not have a direct interest in the matter.
6. The investigation of the complaint will include at least the following:
 - a. Conduction an on-site investigation as determined necessary;
 - b. Interviewing the parent or custodian and giving the parent or custodian the opportunity to submit additional information, either orally or in writing;

- c. Interviewing relevant providers and giving providers an opportunity to submit additional information, either orally or in writing; and
 - d. Reviewing all relevant information and making a decision.
7. The Council Executive Committee will issue a written decision to the parent or custodian within sixty (60) days from receipt of the complaint. Situations determined to be an emergency by the Executive Committee, will be addressed within 30 calendar days. The written decisions will address each allegation and include findings of facts and conclusions and the reasons for the council's decision.
 8. When the provision of service or funding cannot be resolved through the designated dispute resolution process, the final arbitrator will be the presiding juvenile court judge. The council coordinator will assist the parent or custodian in filing the case with the juvenile court. The council coordinator will assist the family in providing assessment and treatment information for the court. The disputant must file with the Juvenile Court within seven days of the completion of a failed dispute.

B. Dispute Resolution Related to Part C Early Intervention Services – (Attachment E&H)

Purpose: Ohio Department of Health (ODH), as the lead agency, shall establish procedural safeguards that are consistent with Part C regulations. ODH, in partnership with the state and county Family and Children First Councils, is responsible for assuring effective implementation of these procedural safeguards by each state or local agency or a private agency in the state that is involved in the provision of Part C services. Each county council shall develop and maintain a resolution process for complaints, which shall be consistent with Part C.

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

1. An individual or an organization may file a complaint with the county council regarding the provision of early intervention services within the county. The council coordinator is designated as the council's liaison for the receipt of complaints.
2. The council coordinator will notify ODH (Bureau of Early Intervention Services) of the complaint in writing (via email or U.S. mail or fax) within seven calendar days of the receipt of the complaint.
3. The council coordinator will provide a copy of the procedural safeguards to the individual registering the complaint.

4. The council coordinator will explain the options available for dispute resolution, which include:
 - Filing a complaint with the county council;
 - Filing a complaint with ODH;
 - Requesting mediation;
 - Requesting an administrative hearing with ODH;
 - Filing a complaint with the provider of Part C services, if the provider has a resolution process for complaints. *
5. Unless the state or other agencies and parents of a child otherwise agree, the child and family must continue to receive appropriate Part C services currently being provided, during the resolution of disputes arising under Part C. If the complaint involves the initiation of one or more services under this part, the child and family must receive those services that are not in dispute.
6. The council Executive Committee will assign one or more individuals to investigate the complaint. The assigned individuals will not have a direct interest in the matter.
7. The investigation of the complaint will include at least the following:
 - Conducting an on-site investigation as determined necessary;
 - Interviewing the complainant and giving the complainant the opportunity to submit additional information, either orally or in writing;
 - Interviewing relevant providers and giving providers an opportunity to submit additional information, either orally or in writing; and
 - Reviewing all relevant information and making a decision.
8. The council Executive Committee will issue a written decision to the complainant within thirty (30) calendar days from the receipt of the complaint. The written decision must address each allegation and include findings of facts and conclusions and the reasons for the council's decision. A copy of the decision will also be provided to ODH. **
9. The council executive committee will ensure that corrective actions are implemented within 45 days or sooner of the written final decision if there was a violation.

* If the provider has a resolution process for complaints, the provider of Part C services must notify ODH and the county council of the complaint in writing (via email or U.S. mail or fax) within 7 calendar days of receipt of the complaint. The provider of part C services must issue a written decision to the complainant, the county council, and ODH within thirty (30) calendar days from the receipt of the complaint.

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

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

C. Agency Disputes with County Council Decisions

Purpose: An agency represented on the county council that disagrees with the council's decision concerning the services of funding for services a child is to receive from agencies represented on the council may initiate the local dispute resolution process established in the county Service Coordination Mechanism applicable to the council. Richland County Juvenile Court refers to section 121.38 of the Ohio Revised Code to address disputes on a local level.

121.38 Resolving agency disputes concerning services or funding.

(A) An agency represented on a county family and children first council that disagrees with the council's decision concerning the services or funding for services a child is to receive from agencies represented on the council may initiate the local dispute resolution process established in the county service coordination mechanism applicable to the council. On completion of the process, the decision maker designated in the mechanism shall issue a written determination that directs one or more agencies represented on the council to provide services or funding for services to the child. The determination shall include a plan of care governing the manner in which the services or funding are to be

provided. The decision maker shall base the plan of care on the family service coordination plan developed as part of the county's service coordination mechanism and on evidence presented during the local dispute resolution process. The decision maker may require an agency to provide services or funding only if the child's condition or needs qualify the child for services under the laws governing the agency.

(B) An agency subject to a determination issued pursuant to a local dispute resolution process shall immediately comply with the determination, unless the agency objects to the determination by doing one of the following not later than seven days after the date the written determination is issued:

(1) If the child has been alleged or adjudicated to be an abused, neglected, dependent, unruly, or delinquent child or a juvenile traffic offender, filing in the juvenile court of the county having jurisdiction over the child's case a motion requesting that the court hold a hearing to determine which agencies are to provide services or funding for services to the child.

(2) If the child is not a child described in division (B) (1) of this section, filing in the juvenile court of the county served by the county council a complaint objecting to the determination.

The court shall hold a hearing as soon as possible, but not later than ninety days after the motion or complaint is filed. At least five days before the date on which the court hearing is to be held, the court shall send each agency subject to the determination written notice by first class mail of the date, time, place, and purpose of the court hearing. In the case of a motion filed under division (B)(1) of this section, the court may conduct the hearing as part of the adjudicatory or dispositional hearing concerning the child, if appropriate, and shall provide notice as required for those hearings.

Except in cases in which the hearing is conducted as part of the adjudicatory or dispositional hearing, a hearing held pursuant to this division shall be limited to a determination of which agencies are to provide services or funding for services to the child. At the conclusion of the hearing, the court shall issue an order directing one or more agencies represented on the county council to provide services or funding for services to the child. The order shall include a plan of care governing the manner in which the services or funding are to be provided. The court shall base the plan of care on the family service coordination plan developed as part of the county's service coordination plan and on evidence presented during the hearing. An agency required by the order to provide services or funding shall be a party to any juvenile court proceeding concerning the child. The court may require an agency to provide services or funding for a child only if the child's condition or needs qualify the child for services under the laws governing the agency.

(C) While the local dispute resolution process or court proceedings pursuant to this section are pending, each agency shall provide services and funding as required by the decision made by the county council before dispute resolution was initiated. If an agency

that provides services or funds during the local dispute resolution process or court proceedings is determined through the process or proceedings not to be responsible for providing them, it shall be reimbursed for the costs of providing the services or funding by the agencies determined to be responsible for providing them.

Effective Date: 09-29-1997; 06-30-2005

OUTCOME MONITORING/TRACKING

The Council and its members intend to provide services that help families and children achieve their goals while complying with statutory requirements. The Council plans to monitor the progress and track outcomes of service coordination and comprehensive family plan by following evidence based methods in order to assure informed decision making, continued process, and identification of service gaps. Outcome monitoring and tracking and data collection will become part of the quarterly quality assurance audits.

SERVICE PLANNING FOR COMPREHENSIVE FAMILY SERVICE COORDINATION PLANS – (Attachment H)

The Council in concert with each individual family will develop and maintain a comprehensive family service coordination plan. The plan will identify and organize providers, services and responsibilities. Services may be provided by public and private agencies and informal supports such as neighborhood associations, neighbors, other families and churches. Families have an active role in writing the individual family service coordination plan and share a responsibility for carrying out the plan.

The individual family service coordination plan **must** include:

- Which agencies are responsible for giving your child and family the service that is needed. The agencies can be state, county and local, public and private agencies and informal supports.
- Who will coordinate services. Families will approve the person who will coordinate services. This person will make sure that the individual service coordination plan gets started and the family continues to get the planned services.
- Assurance that every child gets the service that he or she needs. The individual service coordination plan must also make sure that all services support individual family strengths.
- Families and children will be given the opportunity share opinions, ideas and suggestions about how to make services respect families culture, race, and ethnic group.
- Services will be delivered in the least restrictive environment. A least restrictive environment is when a child receives services in the most helpful setting while being with other children.
- The plan must include arrangements on how to deal with an emergency situation or a short term crisis situation.

If a child is alleged to be an unruly child, a process to try to keep the child out of the juvenile justice system. This process **may** identify these or other measures:

- A process or agency that will assess a child and family's strengths and needs, and which questions or tests will be used to do the assessment.
- Responsibility of children and families, which may include responsibility to help pay for services.
- Involvement of local law enforcement agencies.
- Holding a complaint ready to file with the juvenile court, as a way to encourage the child and family to comply with measures to keep the child out of juvenile court.
- Meetings with child, family and other people to find other ways to keep child out of juvenile court.
- Short term respite from a short term crisis that involves confrontation between child and family.
- A mentor program for child and family
- A parenting education program

Each individual family service coordination plan is different because each child and family is different.

FUNDING/FISCAL ISSUES

Council Members will continue to cooperate together on joint funding for Council activities as well as assisting in locating and advocating for outside funding sources. There will be shared fiscal responsibility to support the activities of the Council. There have been meetings in the past to develop a pooled/bubble funding mechanism for the council. A description of this process and visual can be viewed in attachment I. There are multiple agencies who provide funding for the bubble/pooled funds. Those agencies include Richland County DD, Mid-Ohio Educational Service Center, Health Department, Mansfield City Schools, Ohio Family and Children First, FCSS funds, and Ohio Children's Trust Fund.

These funds are pooled to ensure fiscal needs for youth and families can be addressed on a local level. The Director of the Youth and Family Council will also seek grant opportunities and facilitate contracts with local agencies. There has been agreement among Council members that decisions made regarding youth and families needs should be addressed in a multi agency setting. All agencies will have ideas that could be missed if only a few agencies are dealing with local family needs in Richland County. (See Attachment I).

PUBLIC AWARENESS

The Council will participate in various community outreach programs in order to reach a broad client base. The Council will produce an information brochure that will be circulated throughout the county. The brochures will be distributed to agency personnel to give to families and display in waiting rooms. Brochures will also displayed in public

places such as libraries, etc. In addition, Council will consider publishing information in the local newspapers and airs public service announcements on the radio. A multi-disciplinary Wraparound Training Team provides wraparound training, including, but not limited to the service coordination process, annually in the county. Additional skills trainings are also offered including “working lunch” trainings and full-day trainings as needed each year.

The Council will put forth best efforts to reach specific demographics that have been identified as areas where gaps in service exist.

In the future, Council will produce a training video that explains the service coordination process. This video can be used to train new agency personnel and the public at large. This goal will be reviewed when the annual service coordination mechanism review takes place.

QUALITY ASSURANCE OF THE COUNTY SERVICE PLAN

The Council will review the service coordination mechanism on an annual basis to identify and correct any gaps in service. The council will review and audit service coordination on a quarterly basis to ensure that children and families are receiving proper support. The audits will be conducted by “peer” audit teams. The audit teams will consist of various agency personnel that are members of Council. The audit teams will use a standardized monitoring tool, audit results will be forwarded to the YFC Coordinator. The YFC Coordinator will develop a corrective action plan and work with family teams to remedy adverse service coordination audit findings.

Also, the YFC Coordinator will monitor each agency that is a member of council quarterly to ensure that data is being submitted on a monthly basis. Data collected through the monitoring, tracking and quality assurance should be used to inform its decision making process of the Council as required of Councils under ORC 121.37 (B)(2)(b).

Council will annually evaluate data and prioritize services, fill service gaps and invent new approaches to achieve better results for families and children. The Council will report annually to the Ohio Family and Children First Cabinet. The intent is to have

Checklist for FCFC Service Coordination Mechanism Updates

The County FCFC Service Coordination Mechanism should include all of the following:
1) An overview or description of the purpose of service coordination in your county that includes what entities/agencies/persons were involved in the review and revisions of the mechanism, the structural components (or levels/types of intervention) of service coordination in your county, a description of the criteria established, including age range, for children accepted for service coordination, and a description of how families and agency personnel and

community members will become aware of and trained in the service coordination mechanism process in your county.

2) A description of the statutory components required under ORC 121.37 (C), including:

- (C)(1): A procedure for referring a child and family.
- Include a copy of the standardized referral form used in your county as Addendum A.*
- (C)(2): A notification procedure for all individual family service coordination plan meetings.
- (C)(3): A procedure for a family to initiate a meeting and invite support persons
- (C)(4): A procedure ensuring an individual 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.
- (C)(5): A procedure for monitoring progress and tracking outcomes.
- (C)(6): A procedure for protecting family confidentiality.
- Include a copy of the form used that parents sign as the release of information as Addendum B.*
- Include a copy of the form that is signed by family team members assuring that none of the family personal information shared by team members during an individual family team meeting will be shared with others outside the identified individual family team members without written consent of the family as Addendum C.*
- (C)(7): A procedure for assessing the strengths, needs and cultural discovery of the family.
- Include a copy of the form used to collect and document family strengths, needs and cultural discovery information as Addendum D.*
- (C)(8): A procedure for developing a family service coordination plan.
- Include a copy of the form used to document the required components of the individual family service coordination plan as Addendum E.*
- (C)(9): A dispute resolution process, including the judicial review process meaningful state wide data available about the effectiveness of service coordination