

# FCFC Service Coordination Matrix

County	Who do I call or email to ask about applying for Service Coordination?	What ages of children can receive Service Coordination and what needs qualify them for it?	Who can refer a child and how is a referral made?	How can a parent self-refer a child? Where can a parent get a self-referral form and who does the parent give it to when it is completed?	How can a family get a Parent Advocate?	What happens if I disagree with a service coordination decision? How long does it take to get an answer when I disagree?	Who do I call or email to file a dispute or disagreement?
Hamilton	<p><b>To access service coordination, please call the central phone line at 513-946-8668</b></p> <p>Intersystem Service Collaboration Committee Representatives:</p> <ul style="list-style-type: none"> <li>Juvenile Court</li> <li>Developmental Disabilities Services</li> <li>Dept. of Job &amp; Family Services</li> <li>Mental Health &amp; Recovery Services Board</li> </ul>	<ol style="list-style-type: none"> <li>Youth, 0-21 years old</li> <li>Hamilton County resident</li> <li>Multi-system involvement or cross system needs</li> <li>Services not currently available</li> <li>Higher level or specialized care is indicated</li> <li>At risk for out-of-home or emergency placement</li> <li>Assistance needed to navigate traditional systems and resources</li> </ol>	<p>Anyone can refer a child through the following:</p> <ol style="list-style-type: none"> <li>The central phone line (513-946-8668) to access the Intersystem Service Collaboration Committee.</li> <li>The central point of entry for traditional treatment services as follows: <ul style="list-style-type: none"> <li>Mental Health Access Point (MHAP:513-558-8888)</li> <li>Family Access to Integrated Recovery (FAIR:513-561-4142)</li> <li>Recovery Health Access Center (RHAC:513-281-7422)</li> <li>Developmental Disabilities Services Intake (DD Services: 513-794-3308)</li> <li>The United Way 211 Helpline</li> </ul> </li> </ol> <p><i>You can also contact your current system provider who may know of other services within the community</i></p>	<p><b>A parent can self refer a child by calling either one of the traditional system entry points (MHAP, RHAC, DD Services) or the ISCC phone line (513-946-8668). The phone call is the self-referral process for both traditional services and the Intersystem Service Collaboration Committee (i.e. the parent does not have to complete a self-referral form.)</b></p>	<p>Family advocates are connected through the local Parent Advocacy Connection (PAC). Entry points for access include:</p> <ol style="list-style-type: none"> <li>Service Coordination central phone line</li> <li>MCSA agency HOPE</li> <li>Family Access to Integrated Recovery (FAIR)</li> <li>Ohio Federation for Children's Mental Health</li> </ol>	<p>In cases where specialized services are denied or if there are complaints, the family may contact the ISCC (513-946-8668). The ISCC will review the case within 10 working days and render a decision that will be communicated to the family.</p> <p>Should the dispute not resolve at that level, the family can appeal to the Family and Children First Council for review by the FCFC Directors. A FCFC Directors meeting will be convened within 15 working days to discuss the complaint.</p> <p>Final decisions occur with Juvenile Court upon filing a complaint within 7 days of the Director's decision.</p> <p>This process should not longer than 60 days up filing of complaint</p>	<p>Always attempt to resolve a dispute with the provider first. If a family is not satisfied :</p> <p><b>An Intersystem Service Collaboration Committee Representative can be reached at (513-946-8668)</b></p> <p>Intersystem Service Collaboration Committee Representatives:</p> <ul style="list-style-type: none"> <li>Juvenile Court</li> <li>Developmental Disabilities Services</li> <li>Dept. of Job and Family Services</li> <li>Mental Health &amp; Recovery Services Board</li> </ul> <p>Or contact:</p> <p><b>Moira Weir,</b> Executive Director Hamilton County Family &amp; Children First Council <b>Phone:</b> 513-946-2203 <b>Email:</b> <a href="mailto:weirm@jfs.hamilton-co.org">weirm@jfs.hamilton-co.org</a></p>