

Highland County  
Family and Children First Council  
Service Coordination Mechanism

July 2010

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## I. Overview and Purpose

The Highland County Family and Children First Council is committed to providing coordinated services to all families with children birth through age 21. **Intersystem Collaborative for Youth Team (ICYT)** serves as the program for Family and Children First Council to ensure children and families receive adequate and appropriate services. We are committed to providing strengths-based, family-centered services that recognize the family as the child's first and most influential teacher. By partnering with parents to develop the most useful and efficient service coordination plan, it is the hope of the Council that the needs of families and children will be met. In Highland County, the purpose of service coordination is to provide a means for families to adequately address their needs which may not have been met in traditional agency systems.

Ohio Revised Code, section 121.37(C) provides a description of the service coordination mechanism, its purpose, and required components. The law mandates each county to develop a county service coordination mechanism. Therefore, the Highland County Service Coordination Mechanism shall serve as the guiding document for coordination of services in Highland County when a child is referred to the Council for assistance. All persons or entities providing service coordination on behalf of Highland County Family and Children First Council, whether Council employees or contracted providers, must follow the processes, policies, practices, and procedures as outlined in the Service Coordination Mechanism. This mechanism is not intended to overrule or supersede individual systems, but to develop an accessible way for families and children to receive services across multiple systems.

It is the primary goal of this mechanism to ensure that services to Highland County families and children include the following components:

- Services are delivered using a family-centered approach
- Services are responsive to the cultural, racial, and ethnic differences of the population being served
- Service outcomes are evaluated
- Available funding resources are fully utilized or integrated
- Service Coordination services and community supports are utilized
- Specialized treatment for difficult-to-serve populations and evidence-based treatment services are encouraged
- Duplicative efforts among agencies are reduced or eliminated

- Most importantly, families are fully involved in decision-making for the children and are provided with family advocacy options

### ***Development & Review of the Mechanism***

The Highland County Family and Children First Council Service Coordination Mechanism has been developed by the ICYT and agencies involved with the Council. The ICYT is responsible for monitoring the need for revisions of the mechanism and bringing the recommendations to Council for review/approval. The service coordination mechanism is intended to be a useable document guiding year-round practices for service coordination. The ICYT and Council will review the document annually to ensure the procedures set forth meet current practice. When a conflict arises between protocol and practice, the ICYT will ensure necessary implementation and/or plan changes are made.

## **II. Organization of the Council**

Members of Highland County Family and Children First Council include those individuals as established in Ohio Revised Code, section 121.37(B)(1). Since each board of county commissioners may invite any local public or private group that funds, advocates, or provides services to children and families to become a member of the local Council.

The full Council membership provides oversight to the service coordination process. The Council helps to streamline and coordinate existing government services for families seeking services for their children. Members of Council provide program management by determining and clarifying policies, procedures, expectations, and the lines of authority and communication. In addition, the Council has a role in any policy disputes that cannot be resolved at the interagency level.

Highland County's interagency team, known locally as the Intersystem Collaborative for Youth Team (ICYT). These individuals retain the actual treatment planning and service coordination functions, in coordination with the Council Coordinator. This committee serves as Council's forum for service planning and identification of service gaps. The group is able to make recommendations regarding strategies and financing of service gaps to Council.

The ICYT is also responsible for determining a plan of treatment for individual cases referred to them by child and family wraparound teams. The group monitors treatment for children involved in the service coordination process as well as monitoring treatment for those youth involved in out of home care. The ICYT make recommendations to the full Council membership for help with financing services identified on a child and family service coordination plan.

Highland County Family and Children First Council fully endorse the Ohio's Commitments to Child Well-Being:

- Expectant parents and newborns thrive
- Infants and toddlers thrive
- Children are ready for school
- Children and youth succeed in school
- Youth choose healthy behaviors
- Youth successfully transition into adulthood

### **III. Identified Children**

Any child, adolescent, or young adult through the age of 21 and residing in Highland County may be determined eligible under this Service Coordination Mechanism.

Any multi-need child whose service and support needs is not being adequately met while working with the family outside of this plan may be eligible for services. Included in this category are families who need a higher-level coordinated cross-systems approach to care or families that may need access to more flexible funding and supports in order to provide identified services.

Referred children may have a significant impairment of ability to perform in the family, in school, and in the community. Children who are abused, neglected, dependent, unruly, alleged unruly, or delinquent under the jurisdiction of the Juvenile Court may also be referred for service coordination.

No child or family will be refused the opportunity to refer himself or herself for consideration of service coordination.

Criteria for service coordination include but are not limited to the following:

1. Family is requesting help for a child/youth.
2. A child/youth/family is involved in multiple systems and service plans are not meeting the needs of the parties involved.
3. A family is need of additional resources that are not covered in current service plan.
4. An agency on behalf of a family is having difficulty accessing a service need.
5. A child/youth has been identified as unruly/delinquent and is at risk of placement.
6. A child/youth is at risk of a non-emergency out of home placement.
7. A child/youth is placed in an out of home placement for emergency purposes.

### **IV. 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. ***Intersystem Coordinator.*** The coordinator role is to guide 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.
4. **Service Provider.** The service provider supplies any information the Family Team Leader might need to coordinate services and submit required reports.
5. **FCF Council.** The FCF Council 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.

**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 Highland County FCFC Coordinator or any FCFC 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.

## V. Procedure for Referring a Child/Family

Referrals can be initiated by an agency or any family voluntarily seeking services. All referrals will be directed to the Highland County FCFC Coordinator will contact with in 2 business days.

- a. **Parent/Guardian Referral:** A parent/guardian may access service coordination for their child through any Family and Children First member agency or by calling the Council Coordinator. The Council Coordinator or an ICYT member will initially meet with the family to complete the referral packet (Appendix A). At this point, every parent is offered the services of a Parent Advocate. The family will identify members for the ICYT.
- b. **Agency Referral:** A formal referral for Service Coordination is made through the Council Coordinator. A member of the ICYT will complete the Referral Form with the information provided by the agency. A member of the ICYT will contact the family to

further explain the process and make arrangements to complete the referral packet (Appendix A). At this point, every parent is offered the services of a Parent Advocate.

## VI. Components

Service coordination is designed to respond to the needs of a family in the least intrusive manner. This includes using a strengths-based approach to service planning as well as utilizing natural, community-based supports and services. The Highland County Service Coordination Plan incorporated the following underlying values of Ohio Family and Children First:

- Children have the right to live with their own family.
- Children have the right to be nurtured and protected in a stable family environment.
- When children are at risk of harm, the community has the responsibility to intervene.
- Families are our community's most important resources and must be respected, valued, and encouraged to build upon their strengths.
- The racial, cultural, and ethnic heritage of children and the neighborhoods where they live are respected and supported as strengths. Ethnic and racial child-rearing practices are valued.
- Families values, beliefs and traditions will also be respected and supported.
- Families have the right and responsibility to participate in identifying their concerns, priorities, and needed resources.
- Families have a right to understand service provision that addresses the multiple needs of their children.

All children and families in Service Coordination receive services through the same procedures. The difference lies in the intensity of service requirements, frequency of case monitoring, and services that require special funding arrangements. Once a case has been referred for consideration, the procedure is as follows:

- a. The Council Coordinator will contact the family to discuss the Service Coordination process. The referring agency if a part of the ICYT at this time will complete the referral packet, strengths and needs will be identified utilizing the ICYT tools, if the referring agency does not have a tool to utilize and Family Team members are identified with the family.
- b. The Council Coordinator will contact the members of the Family Team to determine a meeting time and location.
- c. At the first Family Team meeting, members with the family will evaluate family strengths, identify needs, and complete a Family Service Coordination Plan. The plan also identifies a TEAM leader that will facilitate all TEAM meetings.
- d. Between scheduled meetings, parents and service providers may contact the Council Coordinator or the TEAM leader for assistance in accessing funding, referrals, or specialized services.
- e. Goals set forth in the plan will have specific timelines to be monitored for appropriate progress. Progress will be noted on ICYT meeting forms.
- f. A Crisis/Safety Plan will be developed during this meeting.

- g. Families may initiate a meeting to revise or review their plan by notifying the Council Coordinator or TEAM leader at any time.
- h. The ICYT will regularly meet to review cases and progress.

### ***POINTS OF INTEREST OF SERVICE COORDINATION***

#### ***Needs & Strength Assessment***

Any child or family that has been referred to the Council for service coordination, including a child whose parent or custodian is voluntarily seeking services, will have access to an assessment process which identifies their strengths and needs and ensures access to services or supports to address those needs. The assessment process will address and be responsive to any cultural/values/belief/tradition issues that are pertinent to a family. All members of the family service coordination team, including the child and parent will be afforded the opportunity to participate in the entire assessment process.

If a formal or clinical assessment has been completed for a child and family by an agency involved with the family service coordination team, the results of those assessments will be integrated into the service coordination planning process for the child and family. This assessment will be written from a strength-based perspective, reviewed with the family, child and agency for feedback.

The intake form will include the strengths and needs identified by the family and the Team. At this time the family's culture/values/traditions/beliefs are explored with the family. Information gained from the strengths and needs assessment and the cultural exploration process will also be included in the family service coordination plan.

#### ***Help Me Grow Service Coordination***

All children who receive services under the Highland County Help Me Grow (HMG) program and who are also being served under Highland County's Service Coordination Mechanism are assured that the services received under this mechanism are consistent with the laws and rules of HMG per federal regulations and Ohio Department of Health policy and procedures. When a child is involved in both HMG and service coordination through the Council, the main provider of service coordination will be HMG to assure compliance with the Ohio Revised Code, section 3701.61. Our mechanism will support and provide resource assistance for the family's HMG plan.

#### ***Notification of Meetings***

A family and all appropriate staff from involved agencies, including a representative from the appropriate school district, will be notified of and invited to participate in all family service coordination plan meetings. The Council Coordinator or TEAM leader will be

responsible for sending a written notice to the involved parties at least two days in advance of the meeting. This notification can be via fax, email, or letter.

In the case of an emergency child and family team meeting, where a written notification will not reach team members in a timely manner, a telephone call to the involved parties will be sufficient. Documentation of a phone call to the team members should be made and placed in the agency's case file.

At the end of the initial meeting, ongoing team meetings are scheduled and documented in the Family Plan.

### *Family Initiation of a Meeting*

A family involved in service coordination under the Council may initiate a meeting to develop or review the family's service coordination plan. In order to initiate a meeting, the family member may contact the Council Coordinator or TEAM leader and request assistance with scheduling the meeting.

## **VII. Family Service Coordination Plans**

A Family Service Coordination Plan is developed and maintained as part of the Service Coordination process. The plan will identify and organize providers, services, and responsibilities. Services may be provided by public and private agencies and informal supports. Families have an active role in writing the individual family service coordination plan and share a responsibility for carrying out the plan.

Alternative family plans will be utilized to ensure that there is minimal overlap and duplication and to make the process as simple as possible, when families are a part of a public systems which already require the preparation of a comprehensive service or treatment plans.

All Family Service Coordination Plan must include the following:

- Ensure assistance and services provided are responsive to the strengths and needs of the child and family, as well as the family's culture, race, and ethnic group, by allowing the family to offer information and suggestions and participate in decisions.
- A guarantee that services will be delivered in the least restrictive environment (the most helpful setting while being with other children).
- A timeline for the goals outlined on the plan.
- Consent to participate from agencies, family, and informal supports.
- A Crisis Plan for detailed arrangement regarding the process for dealing with an emergency situation or a short term crisis situation.

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

## **VIII. Out of Home Placement/Unruly/Delinquent Children**

Youth who need intensive intervention to prevent out-of-home placement or court involvement are high priority cases for Service Intervention. Close monitoring and service coordination by the Coordinator and ICYT are a primary focus.

- If out of home placement becomes necessary at any time during service coordination, a Family Team meeting will occur prior to such placement. This meeting will include discussion regarding treatment recommendations beyond the capability of parents and the funding sources. In the event of an emergency, and an out of home placement becomes necessary, a Family Team meeting will take place within 10 days after placement is made.
- In this meeting members can assess whether all other alternatives have been exhausted as reasonable and appropriate responses to the situation. Decisions will be made regarding funding or placement with an emphasis on the responsibilities of the family, which may include responsibility to help pay for services. A transition plan must be initiated at the time of any placement for the child's anticipated return within ninety days to the community. The transition plan identifies the services and support the family will be offered from agencies. Special funding considerations will be referred to the FCFC. Participation in ICYT by an agency or family does not guarantee funding for services or placement beyond the funding responsibilities already required by law of each individual agency. (Decisions of the ICYT or Council shall not be interpreted as overriding or affecting decisions of a juvenile court regarding an out of home placement.)
- The primary goal of Service Coordination is to work with families to prevent out of home placements. If a placement does occur, the agencies involved with the family will discuss the fiscal implications and alternative resources. Family and Children First Council funding sources will focus on the transition back to home and community.

*Please note that this requirement applies to children who are involved in service coordination under the Council mechanism. The law provides that a family may refer itself to service coordination at any point in time, which includes any time prior to or immediately after an out-of-home placement. Nothing in this division shall be interpreted as overriding or affecting decisions of a juvenile court regarding an out-of-home placement.*

## **IX. Procedure for Protecting Confidentiality of Families**

It is a family's right to be assured that protecting their confidentiality is of the highest priority and the law. All information disclosed during the service coordination meetings or contained in the comprehensive service coordination plan is to be considered confidential. All families involved with service coordination are also guided by all HIPPA, state, and federal laws regarding client confidentiality.

All families must sign a release of information so that members and involved agencies can exchange information. The Addendum B package will be utilized which includes the

Release of Information to be used under this plan, the Clients Rights and Responsibilities as well as the Notice of Privacy Practice.

To ensure that none of the family personal information is shared by team members outside of the team meeting, participants at team meetings will be required to sign the Team Meeting form stating they will not share the family's personal information with out prior consent from the family.

Where families are involved with agencies that have confidential forms that address their agency specific needs, these confidential forms will also be signed by the family / team members.

#### **X. Funding/Fiscal Issues**

The Highland County Family and Children First Council and its member agencies strive to be creative and flexible as possible to maximize the use of all funds available and to provide the best possible service without duplicating efforts or spending resources needlessly.

Funding of family service coordination plans is determined by the ICYT. If the ICYT cannot determine or agree on a funding plan, it will then be forwarded to the Council for determination. The ICYT in collaboration with the Council Coordinator and Administrative Agent of Council will determine which source is appropriate for funding the identified services in the plan.

Highland County has no pooled funding for service coordination. When a portion of a child's plan requires special monetary consideration, the ICYT will refer the specific need to the Council Coordinator. The Council Coordinator will convene a meeting of appropriate agency directors. The director of each agency will have final say as to what their agency can contribute.

There are several other fiscal strategies that may be used to provide services to children and families. Funding sources may include but are not limited to:

**Council Member Funding** – Once a family service coordination plan has been developed by a service coordination team for a specific child and family, more than one member agency of Council may agree to pay for the needed services described in the plan.

**Systems of Care, Family Centered Services and Supports (FCSS)** – Money from the Ohio Department of Mental Health to fund supported services for children and youth with multi-needs. The ICYT works in conjunction with our local mental health board provider to specifically target eligible youth.

**Help Me Grow Funding** – Money allocated to the Administrative Agent of Council from the Ohio Department of Health to provide developmental services to children age 0-3 and their families.

Other available funding options include individual agency funds, parent contributions, insurance, donations, and other grant funding.

By accessing all of the above listed funds based upon the service provided, the population being served, and the rules and regulations of the different funding streams, it is felt that these resources will be maximized.

## **XI. Public Awareness/Marketing**

In order to help familiarize agency personnel and families with the service coordination process, individuals will be trained about the usefulness of the service coordination mechanism through various avenues. This training/awareness will include:

- Distribution of the written Service Coordination Plan to all Council members for use within their own agencies.
- A user friendly brochure to be distributed throughout the County that briefly explains the plan and how to make a referral.
- A PowerPoint presentation that outlines the major components of the service coordination process.
- Members of the ICYT will be able to use this tool to provide training as needed to agency personnel and their families.
- The Council Coordinator will provide outreach at community events throughout the year on the service coordination guidelines.

## **XII. Quality Assurance**

For children in out-of-home placement, the agency that placed the child will be responsible for collecting the following data for each child: progress with their out-of-home placement, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment, and education.

For children not in out-of-home care, the lead case manager identified on the service coordination plan will be responsible for tracking outcomes. Data to be collected includes demographic information like age, gender, ethnicity, zip code, etc. of the child and family, historic information on services provided, measures of the child's health and well-being, and overall satisfaction with services.

The Council Coordinator will track information on the number of referrals received and who made the referrals for service, the amount of funding spent for child/family services, and what services were purchased. All collected data will be entered into a database by the Council Coordinator in order to generate reports on the service coordination process.

All of the information collected will be reported to the ICYT for monitoring. The ICYT will monitor the submitted data at their bi-weekly meetings. A written report will be submitted to the Council for review at their monthly meetings. The overall data will be used to evaluate and prioritize services, fill service gaps, and allow Council to invent new

approaches to achieving better results for families and children as mandated by the Ohio Revised Code, section 121.37(B)(2)(b).

Upon request, service coordination data will be submitted to the State for the purpose of program evaluation.

### **XIII. Dispute Resolution Process**

A grievance or dispute resolution is a method to resolve conflicts between parties. The Council recognizes that three types of conflict are likely to occur. The three anticipated scenarios for potential conflict are:

1. The child/family is in disagreement with one agency.
2. The child/family is in disagreement with the service coordination plan.
3. One agency is in disagreement with another agency or in disagreement with the family service coordination plan.

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. Individual 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 to assist them in voicing their concerns.

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.

*Please note that this process includes the assurance that children and their families will receive necessary services while any disputes are being resolved.*

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

1. The disputing parties will inform the lead case manager of the facts of the conflict in writing. The lead case manager will be responsible for informing the Council Coordinator that a complaint has been filed.
2. The lead case manager will call a special meeting of the family team within five (5) working days of receipt of notification and will facilitate the dispute resolution process.
3. When a resolution is reached, the parents and the agency representatives will sign the revised family service coordination plan to acknowledge their commitment to the plan.

4. The lead case manager is responsible for the implementation of the plan.

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

1. The family or agency which disagrees with the family service coordination plan shall file a written objection to the plan with the Council Coordinator.

2. Upon receipt of the objection or within five (5) working days the Council Coordinator shall initiate discussions with each party to determine the facts of the case.

3. After determination of the facts and sharing among agencies and families involved, the Council Coordinator shall schedule a meeting of the parties to the disagreement for the purpose of discussing the resolution of the dispute between the two parties.

4. If such efforts prove to be unsuccessful, the Council Coordinator shall cause the membership of the ICYT to become aware of the facts of the case within five (5) working days of the meeting described above. The ICYT will review all of the relevant information at the regularly scheduled meeting, which occurs on the first Wednesday of the month.

5. Recommendations of the Family Preservation Team shall be issued within five (5) working days.

6. Any policy violation dispute not resolved will be referred to the Council membership to invite suggestions for reaching resolution of the dispute.

7. If the parties fail to reach an agreement under this procedure, the matter will be filed with the Highland County Juvenile Court within seven (7) days and processed in accordance with the Ohio Revised Code, section 121.38.

8. The Council Coordinator shall keep a record of the results of each step of the resolution process and shall prepare an interagency assessment and a treatment packet for the Juvenile Court.

9. No later than sixty (60) days after the parent or custodian initiates the dispute process, the Council shall make findings regarding the dispute and issue a written determination of its findings.

10. Emergency Dispute Resolution: An emergency situation is described as a disruption to an essential service provision which jeopardizes the safety and well being of the child or family.

In the event that a family or provider brings the emergency situation to the attention of the Council Coordinator, the Coordinator will request an emergency meeting of the ICYT to review the referral. The time frame for convening this meeting will vary according to situation needs. A meeting will be scheduled no later than five (5) working days. Once the immediate emergency is handled, resolution of the conflict will follow the outlined process.

The Council in collaboration with the ICYT will inform the parents or custodians of their right to use and access the dispute resolution process and to be included in all aspects of the process, if they choose. Parents and custodians are provided with a copy of the Highland County Service Coordination Mechanism (which includes the dispute resolution process) when the family is first referred to the Council for assistance.

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. If this process is being accessed for a child and family receiving services under the Highland County Help Me Grow program, please refer to HMG Policies and Procedural Safeguards.

### ***Dispute Resolution Related to Part C Early Intervention Services***

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 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;
  - Reviewing all relevant information and making a decision.
8. The council 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 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.

#### **XIV. Participants involved in the writing of the Mechanism**

*Intersystem Collaborative for Youth Team*

Danielle Ratcliff - Highland Co FCFC  
Joe Herrington – Scioto Paint Valley Mental Health  
Toni Lewis – Scioto Paint Valley Mental Health  
Sue Honeycutt – Highland Co. BDD  
Connie Reno – Highland Co. CAO  
Margie Free – Hillsboro City Schools  
Julie Brassel – Alternatives to Violence  
Ellen Butcher – Connections  
Lisa Higley – Highland Co. DJFS

*FCFC members who participated in the review and approval of Mechanism*

Bonnie Cumberland - Parent Rep  
Beverly Captain - Parent Rep  
Wendy Jacobs - HC Children Services  
Debbie Robbins - HC Department of Jobs & Family Services  
Tony Long - Southern Ohio Education Service Center  
Joe Adray – Family Recovery Services  
Karen McDonald-Myers – Big Brothers & Big Sisters  
Sheena Weade – Highland County Head Start  
Julie Brassel - Alternative to Violence Center  
Penny Dehner – Paint Valley ADAMH Board  
Karen Mendenhall, Scioto Paint Valley Mental Health  
Cindy Bailey, Highland Co. Help Me Grow  
Heather Gibson, Highland Co. Help Me Grow  
Katy Lewis – Highland Co. Department of Health

**Highland Co Family & Children First Council**  
**Intersystem Collaborative for Youth Team**  
**Referral Form**

**PLEASE PRINT**

Date of Referral: \_\_\_\_\_

ICYT Number \_\_\_\_\_

**PARENT/CARETAKER INFORMATION**

Family Name: \_\_\_\_\_

Street Address: \_\_\_\_\_  
 (No PO Box Numbers)

City, State, Zip: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Alternate Contact Number: \_\_\_\_\_

**FAMILY INFORMATION:** (please provide the data you have available)

**Referred Child(ren)**

Referred Child(ren)'s Name	Birth Date	Grade level	Race	Gender

**Adults living in the home and relationships to the child(ren)**

Name	Relationship to Child

**Other children living in the home**

Child's Name	Age

## ICYT Referral Form – page 2

**Reason for Referral:** (check all that apply)

Child Facing Out of Home Placement	Child Exhibiting Behavior Issues at School	Child Exhibiting Behavior Issues at Home	Family Crisis/ Conflict	Legal Charges Pending/Filed on the Child

**Is the child/family situation \_\_\_\_\_ Chronic or \_\_\_\_\_ a Crisis?** (Mark both if applicable)

Is the family aware that a referral has been made for FCFC Services? \_\_\_\_\_

**Current System Involvement:** (check all that apply to referred children)

Juvenile Court	Special Education	HCDD
Job & Family Services	Alternative School	Head Start/ EHS
Children's Services	Medicaid Benefits	Help Me Grow
Mental Health Services	Social Security Benefits	Alternatives to Violence
Intensive home-based services (describe)	Substance Abuse Program	Other (Describe)

**YOUR INFORMATION:**

Your Name: \_\_\_\_\_

Name of Organization (if Applicable): \_\_\_\_\_

Contact Number: \_\_\_\_\_ Alternate Contact Number: \_\_\_\_\_

Is a Release of Information form included? \_\_\_\_\_ Yes \_\_\_\_\_ No

**Questions? Call 614-989-9642**

**Office Use Only:**

Date Referral Received: \_\_\_\_\_

Referred to and Date: ICYT \_\_\_\_\_ Agency \_\_\_\_\_ Date \_\_\_\_\_

ICYT Meeting date: \_\_\_\_\_

Is Family Interested in obtaining a Parent Advocate? Yes \_\_\_\_\_ No \_\_\_\_\_

Was Family notified of meeting Date? Yes \_\_\_\_\_ No \_\_\_\_\_

Family received ICYT Referral Packet: Yes \_\_\_\_\_ No \_\_\_\_\_

ICYT member \_\_\_\_\_ Date \_\_\_\_\_

**ICYT Referral Form – page 3**

Brief Summary of Presenting Problems:  
 (Please include current diagnoses and medications, if known)

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<b>KNOWN PRESENTING RISKS</b>			
Suicidal Ideations, Gestures, Attempts	Depression	Youth Uses Drugs or Alcohol	
Self-Injurious Behavior	Hears Voices/Sees Things	Parent with Drug or Alcohol Problem	
Aggressive Behaviors Toward Others, Animals, Property, etc.	Impulsive Behavior	Parent with Severe Chronic Illness	
Fire Setting – current or history	Eating Disorder	Parent with Mental Illness or Developmental Delay	
Victimization: Physical, Emotional, or Sexual	Educational Disabilities	Youth with Developmental Delay	
Sexual Acting Out – current or history	Suspended, Expelled, or Dropped Out of School	Lack of Caregiver Supervision	
Availability of Weapons	Truancy	Unrestricted Internet Access	
Runaway – current or history	Currently Placed Out of Home	Other (Please Specify)	

Identified Goals and Outcomes from Team Meeting:

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## Highland County Intersystem Youth Team Consent for Release of Information

*Please check the agencies that you want to allow ICYT to share information with:*

- Adult Parole Authority
- Family Recovery Services
- Greenfield Court
- Highland County Children Services Board
- Highland County Common Pleas/ Domestic Relations Courts
- Highland County Community Action Organization, Inc.
- Highland County Early Head Start / Head Start
- Highland County Community Corrections Department
- Highland County Department of Job & Family Services
- Highland County Juvenile Court/Juvenile Probation Department
- Highland County Law Enforcement
- Highland County BDD
- Highland County Hospital/Greenfield Medical Center
- Hillsboro Municipal Court
- Local/Private School
- Scioto Paint Valley Mental Health
- Family and Children First Council / ICYT
- H/C Alternatives to Violence
- Other: (Office, Address, Phone & Contact Name)

By Signing this form, I authorize the sharing of the following information if needed by the Highland County Intersystem Collaborative for Youth Team in order to secure, coordinate and provide services to me and my minor child(ren) listed below:

The Highland County Intersystem Collaborative for Youth Team is a mandatory reporter and required by law to report child maltreatment. Client/patient privilege is waived under this specific circumstance. Citation 2151.421.

This release expires 2 years from the signed date.

Client Name	Address	Date
Child's Name	Date of Birth	Date
Child's Name	Date of Birth	Date



## NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAYBE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The Highland County Family and Children First Council (FCFC) is dedicated to maintaining the privacy of your health information. We are required by law to maintain the confidentiality of your health information.

Circumstances that may require FCFC to use or disclose youth health information include, but are not limited to:

- To public health authorities as required by law;
- In response to a court order;
- For law enforcement purposes;
- When necessary to reduce or prevent a serious threat to your health and safety or the health and safety of another individual or the public;
- To federal officials for intelligence and national security activities authorized by law;
- To parents/guardians in the course of planning for care/treatment;
- Within FCFC for the purposes of treatment, payment, or health care operations.

Health information pertaining to family planning, sexually transmitted disease, and/or HIV will not be released without your specific authorization.

Disclosures outside of the FCFC will require your written authorization. You may revoke such authorization at any time.

Your rights regarding your health information:

- You have the right to request restrictions on certain uses and disclosures of your health information. The Family & Children First Council is not required to agree to the requested restriction.
- You have the right for your communications regarding youth health information to be confidential.
- You have the right to inspect, copy, or request amendment of your health information.
- You have the right to receive an accounting of the disclosures of your health information.
- You have the right to obtain a paper copy of the Notice of Privacy Practices upon request.

You may exercise any of these rights by submitting a written request to the FCFC Coordinator/ Pickaway County Prosecutor.

FCFC is required to protect your health information, including maintaining the privacy of your health information and providing you with this Notice. FCFC is required to abide by all the terms of the Notice currently in effect. FCFC reserves the right to change the terms of its Notice and to make the new Notice provisions effective for all health information that is maintains. You may obtain a copy of the current Notice by submitting a written request to:

FCFC Coordinator  
1575 Nth High St,  
Hillsboro, Oh 5133

You may file a complaint with the FCFC Coordinator if you feel your privacy rights have been violated without fear of retaliation. You must submit your written complaint to the FCFC Coordinator.

If you have further questions regarding this Notice, you may contact the FCFC Coordinator at 614-989-9642.

Signature of Youth/Parent/Guardian: \_\_\_\_\_ Date: \_\_\_\_\_



Highland County Family and Children First  
TEAM  
Intake and Family Strengths and Form

TEAM Number \_\_\_\_\_

Read attached description of strengths and check the strengths that pertain your family and child/ren.

- Caring And Appreciation
- Commitment
- Communication
- Openness To Change

- Community And Family Ties
- Working Together
- Flexibility

Child/Family Strengths \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Family Culture/Values/Beliefs \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

TEAM members signatures

_____	_____
_____	_____
_____	_____
_____	_____

Parent Advocate \_\_\_\_\_

Date Case opened \_\_\_\_\_ Family Team Meeting \_\_\_\_\_

Date Case closed \_\_\_\_\_ Reason \_\_\_\_\_

Highland County Family and Children First Council  
 FAMILY SERVICE COORDINATION PLAN

Date: \_\_\_\_\_

Next Review Date: \_\_\_\_\_

Life Domain	Needs	Strengths	Actions	Person/Agency To Complete	When will this be done	Progress
Residence						
Social						
Emotional/ Psychological						
Educational/ Vocational						
Financial/ Legal						
Medical						

TEAM Leader \_\_\_\_\_

TEAM Members Present: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Child/Family Signature: \_\_\_\_\_

# Family Safety Plan - Date of Plan \_\_\_\_\_

Child's Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

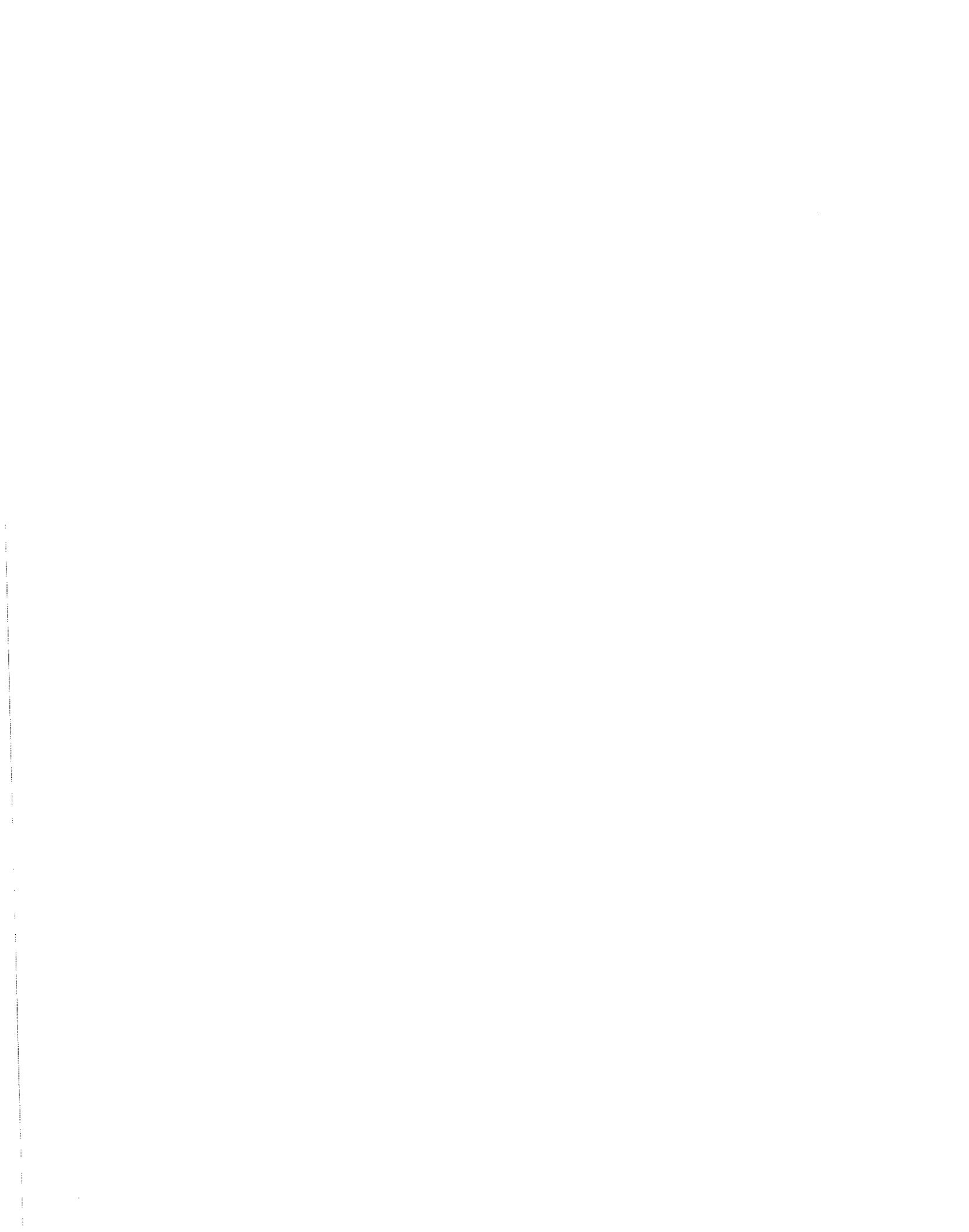
Family Members in the home \_\_\_\_\_

Family Address \_\_\_\_\_ Family Phone \_\_\_\_\_

TEAM Members (Name and Phone ) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Anticipated Crisis	Intervention Plan



## HIGHLAND COUNTY FAMILY AND CHILDREN FIRST COUNCIL SERVICE COORDINATION MONITORING/TRACKING WORKSHEET

Please check appropriate box, indicating monthly or quarterly report, be sure to signify proper quarter.

Monthly	Quarterly	Q1	Q2	Q3	Q4
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Family Team Leader: Please complete the entire form. Please include specific dates when services were provided, reviewed, and terminated. Submit for to the Intersystem Coordinator on a monthly and quarterly basis. Information will be reviewed quarterly at the Intersystem Collaborative Meeting.

1. DATE: \_\_\_\_\_
2. FAMILY TEAM LEADER: \_\_\_\_\_
3. CHILD/FAMILY: \_\_\_\_\_
4. DATE SERVICE COORDINATION BEGAN: \_\_\_\_\_
5. CURRENT STATUS OF SERVICE COORDINATION FOR THIS FAMILY:  
\_\_\_\_\_
6. DATE OF 1<sup>ST</sup> FAMILY TEAM MEETING: \_\_\_\_\_
7. WAS IT WITHIN THE ESTABLISHED TIME LINES? \_\_\_\_\_
8. DATE OF 2<sup>ND</sup> FAMILY TEAM MEETING: \_\_\_\_\_
9. WAS IT WITHIN THE ESTABLISHED TIMELINES? \_\_\_\_\_
10. DATE OF 3<sup>RD</sup> FAMILY TEAM MEETING: \_\_\_\_\_
11. WAS IT WITHIN THE ESTABLISHED TIMELINES? \_\_\_\_\_
12. WERE GOALS SET FOR INDIVIDUAL FAMILY SERVICE COORDINATION?  
\_\_\_\_\_
13. WERE THE GOALS REVIEWED WHEN CIRCUMSTANCES CHANGED?  
\_\_\_\_\_
14. WAS FAMILY SERVICE COORDINATION PLAN REVIEWED WITHIN ESTABLISHED  
TIMELINES? \_\_\_\_\_
15. DATE SERVICE COORDINATION WAS TERMINATED: \_\_\_\_\_
16. IF SERVICE COORDINATION WAS TERMINATED WAS THE FAMILY NOTIFIED IN  
WRITING? \_\_\_\_\_
17. IS THERE A COPY OF THE NOTIFICATION IN THE FILE? \_\_\_\_\_
18. WAS THE FAMILY INFORMED OF THE DISPUTE RESOLUTION PROCESS?  
\_\_\_\_\_
19. CURRENT STATUS OF CHILD/FAMILY? \_\_\_\_\_

## Highland County Intersystem Collaborative for Youth Team

### Dispute Resolution

#### Category A: Dispute between Child's Parents/Custodians and the County Council

**Purpose:** The local dispute 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 Service Coordination Mechanism. In addition, children and families eligible for Help Me Grow, but not eligible for Part C Early Intervention service, 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 right(s) or procedure 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 Coordinator is designated as the liaison for the receipt of complaints regarding service coordination.

Highland County Family and Children First Council

Attn: Coordinator  
1575 Nth High St  
Hillsboro OH 45133  
614-989-9642

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 intake, 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 service coordination 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.
  - d) The Coordinator will provide a copy of the dispute resolution process the parent or custodian filing a complaint.

3. The Coordinator will notify the council chair and administrative agent of the complaint within seven (7) calendar days.
4. Each agency represented on a county council that is providing services or funding for services that are the subject of 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 will investigate the complaint. The assigned individuals will not have a direct interest in the matter. In the event that a member of the Council has a direct interest in the matter, the Council Chairperson will appoint another member of the Council to serve in that person's place.
6. The investigation of the complaint will include at least the following:
  - a) Conducting an on-site investigation as deemed necessary;
  - b) Interviewing the parent or custodian and giving the parent or custodian the opportunity to submit additional information, in writing;
  - c) Interviewing relevant providers and giving providers an opportunity to submit additional information, in writing;
  - d) Reviewing all relevant information and making a decision.
7. The Council will issue a written decision to the parent or custodian within sixty (60) calendar days from receipt of the complaint. Situations determined to be an emergency by the Council will be addressed within thirty (30) calendar days. The written decision will address each allegation and include finding of facts and conclusions and the reasons for the Council's decisions.
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 Coordinator will assist the parent or custodian in filing the case with the juvenile court within seven (7) days of the failed dispute resolution process. The Coordinator will assist the family in providing assessment and treatment information for the court.

### **Category B: Dispute Resolution Related to Part C Early Intervention Services**

**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 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 Highland County Family and Children First Council regarding the provision of early intervention services

within the county. The Coordinator is designated as the liaison for the receipt of complaints. Contact information:

Highland County Family and Children First Council  
Attn: Coordinator  
1575 Nth High St  
Hillsboro OH 45133  
614-989-9642

2. The Coordinator will notify ODH (Bureau of Early Intervention Services) of the complaint in writing (via email or US mail or fax) within seven (7) calendar days of receipt of the complaint.
3. The Coordinator will provide a copy of the procedural safeguards to the individual registering the complaint.
4. The 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 service, 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 will investigate the complaint. The assigned individuals will not have a direct interest in the matter. In the event that a member of the Council has a direct interest in the matter, the Council Chairperson will appoint another member of the Council to serve in that person's place.
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;
  - Reviewing all relevant information and making a decision.
8. The Council will issue a written decision to the complainant within thirty (30) calendar days from receipt of the complaint. The written decision must address each

allegation and include finding 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 Coordinator 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 service must notify ODH and the county council of the complaint in writing (via email or US mail or fax) within seven (7) calendar days of the 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 receipt of the complaint.

\*\* If ODH receives notice that a complaint regarding Part C services was filed with the county council or a provider, ODH will monitor the resolution process to assure that the complaint is