

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 & what needs qualify them for it?	Who can refer a child & how is a referral made?	How can a parent self-refer a child? Where can a parent get a self-referral form & 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?
Highland	Danielle Ratcliff Title: FCFC Coordinator Phone: 614-989-9642 Email: fccdratcliff@yahoo.com	0-21years of age with multi-systemic needs & live in Highland County	Self Referral or referral from an agency / organization	Contact coordinator either by phone, mail or email. Forms can be obtained in person, faxed, emailed & are available on the FCFC website, www.highlandfcfcweebly.com	When service coordination is decided to be what is needed for the family, they are offered a parent advocate. The coordinator will make the contacts.	In the application packet a dispute resolution is given to the family. The process will take 60days unless deemed an emergency by the Council, in which it will take 30 days.	Danielle Ratcliff Title: FCFC Coordinator Phone: 614-989-9642 Email: fccdratcliff@yahoo.com