

# 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 <b>Parent Advocate</b> ?	What happens if I disagree with a service coordination decision? <b>How long does it take</b> to get an answer when I disagree?	Who do I call or email to file a dispute or disagreement?
<b>Medina</b>	<b>Michelle Kipfstuhl</b> Title: Service Coordinator  <b>Phone:</b> 330-764-8580 <b>Email:</b> <a href="mailto:mkipfstuhl@hmgmedina.org">mkipfstuhl@hmgmedina.org</a>	Birth through 21 with complex, multi-system needs that cannot be met effectively through the services & coordination of a single system.	Anyone can refer. A referral can be made by calling Family First Council or completing a referral form which is located on FFC website, <a href="http://www.FamilyFirstMedina.org">www.FamilyFirstMedina.org</a>	<b>A parent can call Family First Council at 330-764-8580 or obtain a referral form on FFC website &amp; when completed forward it to FFC Service Coordinator or Council Coordinator</b>	A Parent Advocate will be offered during the intake process. A family can request an advocate at any time while engaged in the Service Coordination process.	The Dispute Resolution policy will be explained during the intake process. At any time during the Service Coordination process a request for dispute can be initiated. 60 days to get a resolution.	<b>Christine Ruf</b> Title: Council Coordinator  <b>Phone:</b> 330-764-8580 <b>Email:</b> <a href="mailto:shayemc@aol.com">shayemc@aol.com</a>