

Muskingum County

**Service Coordination Plan
Revised June, 2010**

The attached Muskingum County Service Coordination Mechanism was reviewed and adopted at the June 2, 2010 PRO-Muskingum Families and Children First Board meeting.

Overview

The Muskingum County Service Coordination Plan has been adopted by our board of directors. It is to address the Creative Options responsibility of the council.

It is recognized that families in Muskingum County have a variety of needs. These needs range from very minimal to highly intensive. The needs of a well-adjusted, high-functioning family may be as minimal as participating in area recreation or after school tutoring. However, there are many families that benefit from greater use of community resources both public and private. In some cases, these families are in need of resources in order to keep their families intact. Just as each family has unique strengths, they may also have unique needs.

Muskingum County has many services designed to address issues families face in our community. There are after school programs that serve a variety of purposes. The Fatherhood Initiative works to engage fathers in the lives of their children. In our community we have mental health, home-based, substance abuse prevention, preventative services through Juvenile Court and Children Services, Care Teams and many other community/private programs too numerous to mention. All of these programs are designed to reduce the risk factors and build assets for our youth.

For every traditional and non-traditional program there is a process for involvement rather it is as simple as showing up or as complicated as being referred, applying or scheduling an appointment. Creative Options is the mechanism in Muskingum County designed to assist families in accessing, discovering, navigating, managing and coordinating the most appropriate services for their family. This high level of access is achieved by each agency working together through FCFC and through the use of this Service Coordination Plan.

Purpose

The county service coordination mechanism shall serve as the guiding document for coordination of services in Muskingum County. For children who also receive services under the Help Me Grow program, the service coordination mechanism shall be consistent with rules adopted by the Department of Health under section 3701.61 of the Revised Code. All family service coordination plans shall be developed in accordance with the county service coordination mechanism. When a child is involved in both HMG and service coordination through the council, the main provider of service coordination should be HMG to assure compliance with O.R.C. 3701.61, the council service coordination mechanism will support and provide resource assistance for the family's HMG Plan.

Comprehensive Family Service Coordination Plan

I. Referring a child and family

Any School, Agency, Muskingum County Juvenile Court ,Organization or Parent/Caregiver can make a referral for service coordination by meeting the following criteria:

1. The child must live in Muskingum County and be under the age of 22 or an unborn child.
2. The legal custodian must complete and sign the multiple agency release of information form.
3. A referral form is completed that includes but is not limited to:
 - A. Date of referral
 - B. Contact information
 - C. Brief description of problems/issues
 - D. Referral source and contact information
4. Both forms must be returned to either the Creative Options Coordinator or a Committee member by mail, email, fax or in person.
5. The Coordinator or Committee Member will present the case at the Service Coordination Committee meeting at the next scheduled committee meeting upon receipt of the referral.
6. The Committee will reply with a response within 3 days and set a meeting date as soon as the family is available.

Levels of Intervention

Level 1- Family only needs referred to an appropriate agency and simply needs more information or assistance in selecting an appropriate agency

Level 2- Family is experiencing some kind of problem and is in need of creative solutions or strategies; however they do not require service coordination or funded interventions.

Level 3- Family is involved with more than one agency, service gaps have been identified, intensive interventions are needed as well as service coordination.

II. Notification of all Comprehensive Family Service Coordination Plan meetings.

Upon acceptance of a referral, the coordinator will contact all agencies involved with the family, and agencies offering services requested by the family in order to set up a meeting. Parents will be informed of the availability of a Parent Advocate should they feel that would be helpful. Parents will be informed that they can invite any support persons that they would like. Every effort will be made to set the time and place of the meeting in a manner most convenient to the parent/caregiver. Invitees to the meeting shall include; involved agencies, family requested agencies, school representative(s), parent advocates, family support persons and the Creative Options Coordinator. A minimum of one weeks notice will be given for non-emergency referrals. All invitees will receive notice of the meeting by phone, letter or e-mail.

III. Procedure for a family to initiate a meeting and invite support persons.

Upon request to the Creative Options Coordinator or to any team member a team meeting will be initiated. The family may invite support persons both formal and informal to team meetings. It is asked that the parent/caregiver submit the name and relationship of the person to the coordinator at least two days prior to the meeting if possible.

IV. Ensuring a Comprehensive 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.

Upon notification from Juvenile Court, Children Services or other placing agencies that a child is being placed, an emergency meeting will be scheduled. This meeting will occur prior to placement or no later than ten days after placement in the case of an emergency.

V. Monitoring progress and tracking outcomes of each Integrated Services Plan.

Outcomes will be monitored on the Creative Options Services Plan. The needs of the child and family are addressed with a strategy. Each strategy shall have a corresponding measurable desired outcome and expected time frame to achieve outcome. The Plan is reviewed and updated at each team meeting.

Progress reports will be provided monthly to Creative Options for any child in an out-of-home placement, respite care or other program. These reports will be provided by the placement or through a service provider. Each report will be kept in the child's individual case file and reviewed by the Creative Options Service Coordinator and/or the child's team as needed.

Involved agencies will also be asked to provide evaluations and assessment tools as they are available and when appropriate.

In addition, self-report will be documented which will include but not limited to feedback from the child(ren), parent/caregiver or other members of the team.

Results and monitoring of families are reported at the monthly PRO-Muskingum Families and Children First Board of Directors and Creative Option Funders meetings.

VI. Protecting the confidentiality of families

All information, documentation and communications shall be treated as confidential. Information will only be shared with agencies listed on the current, signed release form. When reports are given in a public arena, no names or identifying information will be shared. Each team member signs a Confidentiality statement that is maintained by the service coordinator.

VII. Assessing the needs and strengths of any child or family referred

Needs/Strengths are assessed using an ECOMAP (attached) during the team meeting and included in the Service plan. In addition, the Strengths Assessment is utilized as well as self-reports and evaluations from involved agencies.

VIII. Developing a family integrated service plan

The procedure for developing a Family Integrated Service Plan is known as the Creative Options Collaborative Contract. The Collaborative Contract is filled out by the team at the first team meeting and reviewed through out.

1. The caregiver, referral source or other team member briefly describes the history of the family, significant events, etc.
2. Needs of the child and family are determined through team discussion and those to be addressed are listed on the form.
3. Strategies to address the needs are developed and listed on the form. Each strategy developed looks at meeting the needs of the family locally and in the least restrictive setting. Should services not be available locally the family can be assisted with transportation issues by members of the team. Any placements needed the team looks at best interest of the child and least restrictive environment when discussing options with the family.
4. A measurable desired outcome is determined and listed for each strategy. Service Coordination data will be submitted to the state for the purpose of evaluation upon request or via standardized reporting mechanism by funding sources.
5. An expected time frame to achieve outcomes is listed.
6. The person responsible for each strategy is listed.
7. The strategies are read aloud and each team member is given the contract to read and sign.
8. Safety Plan will be completed as needed as well as crisis numbers are listed on the integrated services plan.
9. Before the meeting adjourns, the team determines when the next meeting should occur. Any team members not present will be provided the next meeting date, time and location.
10. The Parent/Guardian/Caregiver is informed at the end of each team meeting that if a need arises to schedule a meeting sooner that they can contact the Service Coordinator or any team member to initiate a date, time or location change. If a team member is contacted by the family they will contact the service coordinator to schedule and inform the other members of the change.

The parent/caregiver will be informed of their right to use the dispute resolution process.

IX. Dispute resolution process

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. The county council shall inform the parents or custodians of their right to use the 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 Revised Code.

The parent/caregiver will be informed of their right to use the dispute resolution process. As the entity charged by MCFCFC to oversee the coordination of services to families and youth involved in more than one of the public systems (school, mental health, MCCS, JC, and MRDD), the goal of Creative Options is to develop a joint service plan through a consensus process. During a Creative Options team meeting, it is important that all members and providers are present to discuss how their unique services can be "wrapped around" the family to promote stability. As described above, these team members then agree to follow a service plan, which details their specific role in serving the family. In order to divert youth who may become part of the Juvenile Court system they are referred to the Diversion Program for services as well as other community services that will stabilize the youth and family. The Juvenile Court Judge has the final authority in the county dispute resolution process.

Dispute between Agency and Agency, Parent/Child and Agency/Child/Family to their SC Plan

There may be times when one or more of the agencies may dispute the services that have been charged with providing per the joint coordinated service plan. If the plan involved a Shared Funding Agreement, one or more of the parties who helped devise the plan may disagree with the amounts or “shares” on the Agreement. A party might also feel that a system not on the agreement should be on the agreement. If a party has any of these types of disputes they may initiate a dispute resolution process by filing a written complaint with the Committee Coordinator. The Committee Coordinator will attempt to resolve the dispute directly by talking with the systems involved. If this is not successful, the Committee Coordinator will, within 2 days, request a review by the Council Board of Directors. The board members will be furnished with relevant information, representing majority and minority opinions on the matter of dispute, and may ask the planning team for anything additional they may need.

The Board will review the matter within 5 working days of the request. Recommendations will be prepared and voted on by the Board, with the decision conveyed in writing to the planning team, including the parents, within 5 working days. All parties will agree to abide by this decision.

If the dispute is not resolved after the above process, the Board of Directors within 7 working days will refer the case to the presiding juvenile court judge. All relevant information gathered in the above process will be furnished to the juvenile court judge, along with the integrated service plan in dispute. A request will be made for an informal pretrial meeting, at which time representatives of the planning process can present their perspectives on the issues in questions.

Throughout the dispute resolution process, it is the responsibility of the planning team to develop an interim plan for services to the child/family. The team leader will monitor the situation to assure services are not disrupted, keeping the safety and well being of the child/family first and foremost. Each agency represented on Creative Options that is providing services or funding for services that are the subject of the dispute initiated by a parent shall continue to provide those services and the funding for those services during the dispute process.

Families receiving services through the Help Me Grow program are entitled to assessing the Dispute Resolution process described above or can contact the HMG Project Director (740-450-3275) or to file a complaint with the Ohio Department of Health, Bureau of Early Intervention Services located at 246 N. High Street, Columbus, OH (614)644-8389 or email beis@gw.odh.state.oh.us. The Muskingum County Help Me Grow will adhere to all timelines, processes and procedures described in the Ohio Department of Health, Bureau of Early Intervention Services, Ohio Procedural Safeguards, Part C: Early Intervention Help Me Grow policies.

Nothing in the dispute resolution section shall be interpreted as overriding or affecting decisions of a juvenile court regarding an out-of-home placement, long-term placement, or emergency out-of-home placement.

This process will be used in the case of any dispute situation. The result of the dispute resolution process will be provided to the family and involved parties within 5 business days in the form of a letter.

Emergencies: If an immediate emergency situation arises during the dispute resolution process, e.g. question of safety and well being of the child or imminent out-of-home placement, the team will be called in. Once the emergency situation is handled, any continuing conflict will follow the outlined process but may require being moved along faster, with final resolution within 10 working days, rather than the 22-day timeline.

X. Service Responsibilities

Services to the family will be divided according to family choice as well as around agency expertise. The Creative Option Team member who is assigned as service coordinator will be approved by the family and track progress according to the integrated services plan. In most cases the service coordinator conducts the meetings however, in their absence a team member will provide leadership in conducting the meeting and completing the integrated services plan. The service coordinator will navigate the system for the families and take care of tracking progress, scheduling meetings as needed, explain parental rights and secure all necessary paperwork for the case. Parent Advocates can be included in the meetings to ensure that culturally appropriate services are maintained. The Service Coordinator will also be responsible for setting goals with the family, time lines and agency referrals.

XI. Monitoring and Public Awareness

An annual review of the service coordination will be held with the Creative Option Team. If changes are desired or needed revisions will be taken before the PRO-Muskingum Families and Children First Board of Directors for approval. As new Creative Options Team Members become involved they will receive a copy of the plan as well as training as needed. Because the plan will be approved by the PRO- Muskingum Families and Children First Board of Directors each agency director will be aware of the plans and their direct responsibility.

An annual review of this plan will allow the Creative Options Team Members and F&CF Board of Directors the opportunity to reflect upon the effectiveness of the plan. Because each case is different and the primary goal of this plan is to keep children in their homes and Muskingum County whenever possible, the plan's effectiveness is only as strong as the intervention services we have in place. The Creative Options Coordinator will educate families, agencies and direct care workers through presentations which will take place in meetings, schools, and various other places or opportunities as needed.

XII. Funding Issues

Funds supporting Creative Options come from contributions from participating agencies into a pooled fund, Shared Funding Agreements, FCSS10 and other grants as they become available.

Funding decisions are made at the monthly Funders meeting which consists of all agency directors or representatives who contribute funds, Creative Options Chair, and Creative Options Coordinator.

XIII. Attachments

- a. Creative Options Referral Form**
- b. Creative Options Release Form**
- c. Creative Options confidentiality statement**
- d. Dispute Resolution Overview**
- e. Creative Options Integrated Services Plan**
- f. Safety Plan**
- g. Creative Options Service Model/Brochure**
- h. ECOMAP – Family strengths assessment**
- i. Board Minutes from June 2, 2010**
- j. Board Minutes from July 29, 2010 Creative options committee meeting**
- k. Membership list of Creative Options committee members**

The following individuals have participated in the development and approval of the service coordination plan. Committee members include Roger Birch (Mental Health and Recovery Services Board), Linda Whitehart (Muskingum Behavioral Health), Chuck Archer (Zanesville City Schools), Dr. Carol Beazel (Thompkins Child and Adolescent Services), Heather Rice (Help Me Grow), Linda Seekatz (Zanesville City Schools), Jim Still-Pepper (Six County Inc.), Solomon Curtis (Muskingum County Children Services/Avondale Youth Center), Michelle Sutton (Muskingum County Department of Job and Family Services), Sandy McElhaney (Zanesville Police Department), Barb Rose (Muskingum Valley Educational Service Center), Donna Adornetto (Muskingum Valley Education Service Center), Katie West (Muskingum Valley Education Service Center), Wendi King (Genesis Behavioral Health), Chris Daw (Muskingum County Board of MR/DD), Jorinda Seyerle (Zanesville Metropolitan Housing Authority/Section 8), Ashley Roberts/Stephanie Border (Big Brothers/Big Sisters), Angela Carder/Julie Russell (Juvenile Court) Jeri Johnson (Headstart), and Ronda Hollingshead (PRO-Muskingum Families and Children First Creative Options Coordinator).

The funders that participated in the development and approval of the service coordination plan include: Zanesville Muskingum County Health Department, Corey Hamilton- Health Commissioner, Rod Hollingsworth Mental Health and Recovery Services Board – Executive Director, David Boyer, CSB- Executive Director, John Hill, Board of DD- Superintendent, Dan Kieffer, Muskingum County Juvenile Court – Director, Kathy McLeish, David Branch, Franklin Local School District – Superintendent & PRO-Muskingum Families and Children First – Executive Director

Each member acts as a resource for their agency. The members also participate in the team meetings with the families, they facilitate assisting families to get connected to their services as well as utilize their knowledge of the community to connect families to services that will assist them. If their agency is actively involved with a family they bring that information forward and then the person doing the direct work with the family is invited to the team meetings. The members also identify families that may benefit from service coordination and present those families to the group. Once the family is accepted then the team is formed.

The committee meets each Thursday for an hour to update members on the children who had team meetings the week before and to provide them with a list of the upcoming team meetings. During the summer the committee meetings are held twice monthly in accordance with the need. New referrals are made at this time as well as announcements of any new services being offered. Team meetings are held according to the needs of the child and family. Each meeting is documented (both team and committee) and members are provided the information. Family participation is key in the team meetings. The service coordination is a voluntary service and the family must be willing to participate.

**CREATIVE OPTIONS
REFERRAL FOR SERVICE COORDINATION**

Family Name _____ Date _____

Referring Agency _____ Phone: _____ Contact Person: _____

Identifying Information

Child's Name _____ DOB _____ Sex _____

School District _____ SSN _____ Grade/Placement _____

Mother's Name _____ Custody: ___ Yes ___ No Phone _____

Address _____ Employment _____

Father's Name _____ Custody: ___ Yes ___ No Phone _____

Address _____ Employment _____

Legal Custodian: _____ Address _____

Type of Placement: ___ Foster Care ___ Relative ___ Permanent Phone: _____

Other Members of household:

| Name | Sex | Relationship | SSN | DOB/Age |
|------|-----|--------------|-----|---------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Financial Status (include all sources of income, not amounts)

___ OWF ___ SSI ___ BCMH ___ SSDI ___ Insurance ___ VA ___ Child Support

Other: _____

Other Agencies involved with family at this time:

- | | | | |
|------------------------------|--------------------|---------------------|----------------|
| ___ Job & Family Svc. | ___ Health Dept. | ___ Six County | ___ Head Start |
| ___ Musk. Behavioral Health. | ___ Help Me Grow | ___ Big Bro/Big Sis | ___ MR/DD |
| ___ Children Services. | ___ Juvenile Court | ___ Thompkins | ___ Kinship |
| ___ Other | | | |

Reason for Referral (Please include documentation of medical history and any school records pertinent to care)

Is at least one parent/custodian willing to be member of the Team? ___ Yes ___ No

Please submit complete form and signed Release of Information to Creative Options, Muskingum County Family & Children First Council
 333Putnam Ave., Zanesville, Ohio 43701 Phone: 454-9908 Fax: 454-7993 e-mail: admin@pro-muskingum.org

**FAMILY & CHILDREN FIRST COUNCIL OF MUSKINGUM COUNTY
CONSENT FOR RELEASE OF INFORMATION**

Person's Full Name

Date of Birth

Social Security Number

Individual Case Number

Creative Options members have my permission to use and/or disclose protected health information regarding service delivery planning for the purpose of securing, coordinating, and/or providing services for the above named person. Creative Options includes the following agencies:

Big Brothers/Big Sisters
Catholic Social Services
Center for Child & Family Development
Department of Youth Services
Early Childhood Network
Eastside Community Ministry
Family & Children First Program Staff
Genesis Behavioral Health
Head Start
Help Me Grow
House of Samuel
Lelia Payton Counseling Center
Mental Health & Recovery Services Board
Muskingum County Schools

Muskingum County Board of MR/DD
Muskingum County Department Of Human Services
Muskingum County Juvenile Court
Muskingum County Children Services Board
Muskingum Behavioral Health
Six County Inc.
Starlight School
Thompkins Child & Adolescent Services
Zanesville/Muskingum Health Department
Zanesville City Schools

I authorize sharing of the following information if needed by the receiving agency to secure, coordinate, and provide services to the individual: (Circle Yes, No or N/A and initial.)

Circle One **Initial**

Yes No N/A _____

Identifying Information:

name, birth date, sex, race, address, telephone number, social security number

Yes No N/A _____

Case Information:

the above Identifying Information, plus medical (except for HIV, AIDS, mental health treatment records and drug and alcohol treatment records) and social history, treatment/service history, Individualized Education Plans (IEP's), Individualized Family Service Plans (IFSP's), transition plans, vocational assessments, grades and attendance, and other personal information regarding me or the individual named above (disability, type of services being received and name of agency providing services to me or the individual named above).

Information regarding the following shall not be released unless initialed below:

Yes No N/A _____

HIV and AIDS related diagnosis and treatment

Yes No N/A _____

Substance Abuse Information

Substance abuse diagnosis, treatment plan, diagnostic intake/assessment, treatment progress, attendance, drug test results for the past: _____ (specify length of time or number of treatment episodes).

Yes No N/A _____

Mental Health Information:

Mental Health diagnosis, treatment plan, diagnostic intake/assessment, medications, treatment progress, psychological/psychiatric evaluation, attendance, test results.

Yes No N/A _____

Financial Information:

Public assistance eligibility and payment information provided for establishing eligibility but not limited to pay stubs, W2's and tax returns, and other financial information.

I understand that the Consent for Release of Information expires 180 days from the date it is signed or one month after the time I am no longer served by the Family & Children First Council of Muskingum County (whichever comes first unless otherwise indicated herein by the consumer. I also understand that I may cancel this Consent for Release of Information at any time in writing, along with the date and my signature. The revocation does not include any information which has been shared between the time that I gave permission to share information and the time that it was canceled.

I understand that my records are protected under the federal regulations governing Confidentiality of Alcohol and Drug Abuse Patient Records 42 C.F.R. Part 2, the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Pts. 160 & 164, and cannot be disclosed without my written consent unless otherwise provided for in the regulations. However, I understand that information being disclosed pursuant to this authorization may be subject to re-disclosure by the recipient and no longer protected by Family and Children First Council of Muskingum County.

I understand that my signing or refusing to sign this consent will not affect public benefits or services for which I am eligible.

This consent expires on the _____ day of _____, 20_____.

| | | |
|-------------------------------|--------------|-------|
| _____ | _____ | _____ |
| Signature of Person | Printed Name | Date |
| _____ | _____ | _____ |
| Signature of Parent/Guardian | Printed Name | Date |
| _____ | _____ | _____ |
| Witness/Agency Representative | Printed Name | Date |

Violation of Federal law and regulations is a crime. Suspected violations may be reported to the United States Attorney in the district where the violation occurs.

TO ALL AGENCIES RECEIVING INFORMATION DISCLOSED AS A RESULT OF THIS SIGNED CONSENT:

THIS INFORMATION IS PROTECTED BY FEDERAL AND STATE PRIVACY LAWS AND REGULATIONS. ANY FURTHER RELEASE OF THIS INFORMATION IS STRICTLY PROHIBITED UNLESS FURTHER DISCLOSURE IS EXPRESSLY AUTHORIZED BY THE INDIVIDUAL; DYS IN CASE OF YOUTH RECORDS; OR APPLICABLE EXCEPTIONS IN FEDERAL AND/ OR STATE LAW.

1. If the records released include information of any diagnosis or treatment of mental illness, drug or alcohol abuse, the following statement applies:

Information disclosed pursuant to this consent has been disclosed to you from records whose confidentiality is protected by Federal law.

Federal regulations (42 CFR Part 2, the Health Insurance Portability and Accountability Act of 1996 P.L. 104-191 ("HIPAA"), 45 C.F.R. Pts. 160 & 164) prohibit you from making any further disclosure of it without the specific written consent of the person to whom it pertains, or as otherwise permitted by such regulations. A general authorization for the release of medical or other information is NOT sufficient for this purpose.

2. If the records released include information on an HIV-related diagnosis or test results, the following statement applies: This information has been disclosed to you from confidential records protected from disclosure by state law (O.R.C. 3701.24.3). You shall make no further disclosure of this information without the specific, written and informed release of the individual to whom it pertains, or as otherwise permitted by state law. A general authorization for the release of medical or other information is NOT sufficient for the purpose of the release of HIV test results or diagnoses.

3. The information has been disclosed to you from records protected by federal and/or state confidentiality rules. Any further release of it is prohibited unless the further disclosure is expressly permitted by the person to whom it pertains, DYS in the case of youth records, or applicable federal and/or state law.

EXPECTATIONS FOR CREATIVE OPTIONS TEAM MEMBERS

Thank you for agreeing to be a member of a *Creative Options Team*.
As a member of the Family Team, you are committing to the following:

1. Attend all Team Meetings (if unable to attend, provide pertinent written information to Service Coordinator prior to meeting).
2. Actively participate in meetings.
3. Encourage participation by all members including parents.
4. Willingly accept and perform assigned tasks in a timely manner.
5. Contribute to the development of the Integrated Services Plan document.
6. Be willing to perform as a "team" member for the benefit of the child/youth and family.
7. Share pertinent agency/organization/school information as necessary.
8. Be willing to think creatively in developing services and plans of action for clients.
9. Commit to embracing and utilizing a 'wraparound' model of service delivery, respectful of the family's needs and goals including review of Wraparound Introduction materials.
10. Respect all viewpoints and ideas and assure TEAM decision-making.
11. Maintain CONFIDENTIALITY of all information shared at Family Team meetings and pertaining to case. No 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.

By my signature I agree to the above commitments and pledge my willingness to be a participant in the Creative Options Team.

Team Member Signature

Date

CREATIVE OPTIONS

A Committee of PRO-Muskingum Families and Children First Council

Dispute Resolution Process

Parents/ custodians/guardians shall use existing local agency grievance procedures to address disputes NOT involving service coordination (Creative Options). This dispute resolution process is in addition to and does not replace other rights or procedures that parents or custodians have under other sections of the Ohio Revised Code.

Disputes concerning Creative Options should be addressed to PRO-Muskingum Families and Children First by calling 740-454-9908.

Steps in the Resolution Process:

1. If there is significant and unresolved conflict regarding any aspect of the service coordination plan by the participants (including parents), every attempt is made to resolve that conflict with the members of the service coordination team to keep the mediation close to the direct service level if possible. If the grievant is not satisfied with the recommendations offered they may file a written complaint with the Creative Options Service Coordinator.
2. Time Frame: Within 2 days of the formal complaint to the PRO-Muskingum office the Creative Options Coordinator will review and offer recommendations. If the grievant is not satisfied with the recommendation(s) offered, the Creative Options Coordinator will, within two working days, request a review by the PRO-Muskingum Families and Children First Council Board of Directors.
3. The Board of Directors will review the grievance within 5 working days of receipt of the grievance. The Board may require additional information or ask participants for further details regarding the dispute. The Board will develop recommendations, which are then voted upon, with a majority vote required for acceptance. All parties will agree to abide by this decision.
4. If the grievant is not satisfied with the decision, they have 7 working days to refer the case to the presiding juvenile court judge. All relevant information gathered in the above process will be furnished to the juvenile court judge, along with the integrated service plan in dispute. A request will be made for an informal pretrial meeting, at which time representatives of the planning process can present their perspectives on the issues in question.

Throughout the process, it is the responsibility of the planning team to develop an interim plan for services to the child/family. The team leader will monitor the situation to assure services are not disrupted, keeping the safety and the well being of the child/family first and foremost.

Re-affirmed June 30, 2010 – Creative Options Funders Committee

Muskingum County Creative Options Integrated Services Plan

Child/ren's Names/s: _____ Date Developed: _____

Team Leader: _____
Name Agency Phone#

Crisis Contact: _____
Name Agency Phone#

| What | When | Who |
|------|------|-----|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
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| | | |
| | | |

Next Meeting: Date _____ Time _____ Place _____

Check if strength exists:

- Family is connected to services within community.
- Family has transportation.
- Economic resources meet family's needs.
- Family is affiliated with a faith-based organization or social club.
- If a crisis occurs, family has knowledge/resources to manage crisis.
- Extended supports exist (i.e., family, friends)

If Yes:

Name

Relationship

| | |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

We agree with this ISP and will follow through with actions

Parent/Custodian

Parent/custodian

Team Members

Safety Plan Document

| | |
|--|------------------------------------|
| Family Name: | Date of Plan: |
| Team members in attendance | Team members absent |
| 1) Clearly describe the behavior risk requiring a safety plan response: | |
| 2) Clarify the goals | |
| 3a) Define appropriate behaviors | 3b) Define inappropriate behaviors |
| 4) Sensible family and community agreements and rules related to the safety risk | |

5) Plan for educating siblings, family, and others in the community

6) Plan for community safety

7) Plan for the full 24 hour day

8) Back up plan if behavior occurs

9) Plan for managing negative community reaction



Mission Statement

To assist families with problem solving, managing needs and utilizing area resources to stabilize and strengthen those families within our community.

Purpose

Creative Options is a team of local service providers who collaborate with families in order to keep children in their homes and in the community by providing wraparound services, respite and other local service alternatives.

Benefits of Creative Options

- Wrap- Around Services
- Highly Supportive
- Voluntary Process
- Objective
- Timely
- Service Coordination
- Multi-Disciplinary Team Approach
- Integrated Services Plans
- County Wide Resources
- Comprehensive



Families enter Creative Options through a referral from an Agency, School or Self referral.

The family is immediately assisted with crisis-intervention, services, etc. in order to maintain the child in the home.

Then efforts shift to empowering the family to manage their needs without the use of Creative Options.

The family exits Creative Options at a point when the team feels the family can manage needs.

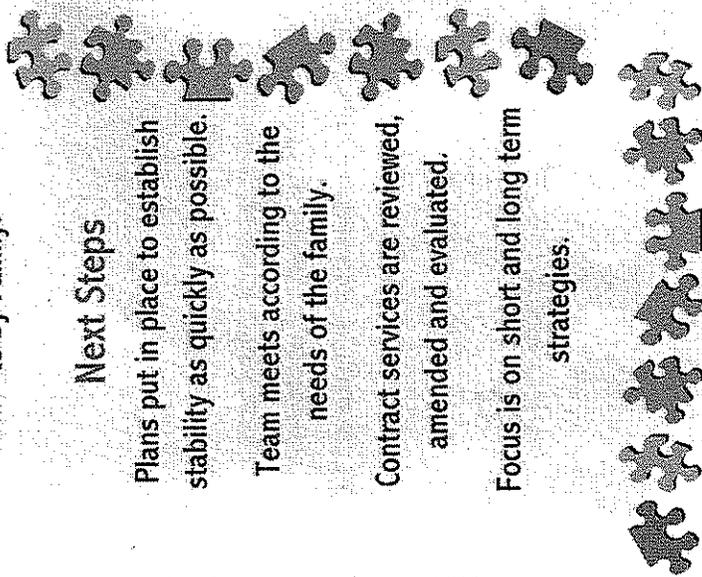
The Process

First steps

- Referral has been made, reviewed and accepted.
- An initial team meeting will be scheduled.
- Team members identified.
- Family invites any support persons to their meeting.
- Team meeting will be held.
- Needs clearly identified.
- Services identified and agreed to by Family.

Next Steps

- Plans put in place to establish stability as quickly as possible.
- Team meets according to the needs of the family.
- Contract services are reviewed, amended and evaluated.
- Focus is on short and long term strategies.





Family is Empowered

Focus on long term strategies.
Stability maintained through a strengthened family.

Transition family away from Creative Options.

Focus on ensuring services are empowering not enabling!
Evaluation.

Exit

Family is stabilized.
Family is aware of their needs and able to manage those needs.
Family knows how to reach out to Creative Options again if needed.

Evaluation.



Family Referral

- Contact Ronda Hollingshead
Creative Options Coordinator
740-455-6710
- Sign Release of Information and Referral form.

Agency Referral

- Complete Referral and have Family sign release of information.
- Give to Agency Representative for presentation at Creative Options Committee meeting.

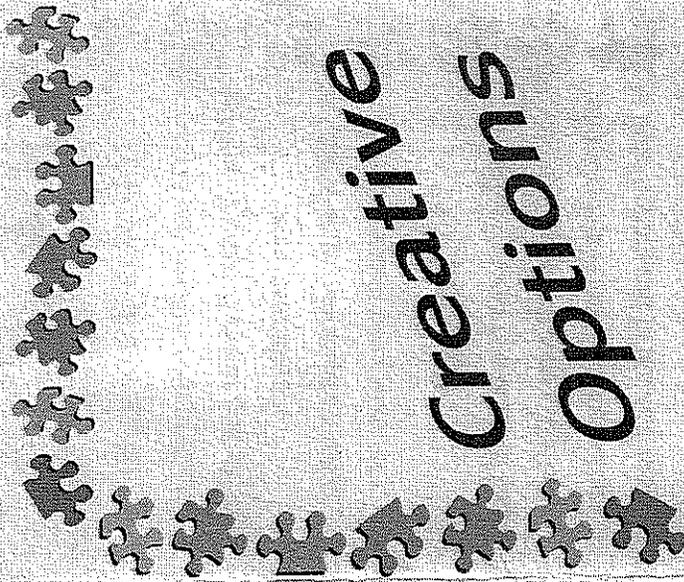
Committee will decide whether to accept referral.

Once accepted the Creative Options process begins.

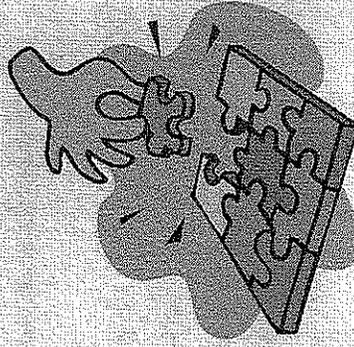


Participating Agencies

Big Brothers/ Big Sisters, Catholic Social Services, Department of Youth Services, Early Childhood Network, Eastside Community Ministry, Excel Academy, Pro-Muskingum/Family & Children First Program Staff, Genesis Health Care, Head Start, Help Me Grow, Lela L. Payton Counseling Center, Mental Health & Recovery Service Bldg, Muskingum Behavioral Health, Muskingum County Schools, Muskingum County Sheriff's office, Muskingum County Board of Development Disabilities, Muskingum County Department of Job & Family Services, Muskingum County Juvenile Court, Muskingum County Children Services Board, Muskingum Valley Educational Services Center, Muskingum Valley Health Center, Six County Inc., Starlight School, Thompkins Child & Adolescent Services, Zanesville/Muskingum Health Department, Zanesville City Schools, Zanesville Metropolitan Housing Authority/Section 8 & Zanesville Police Department



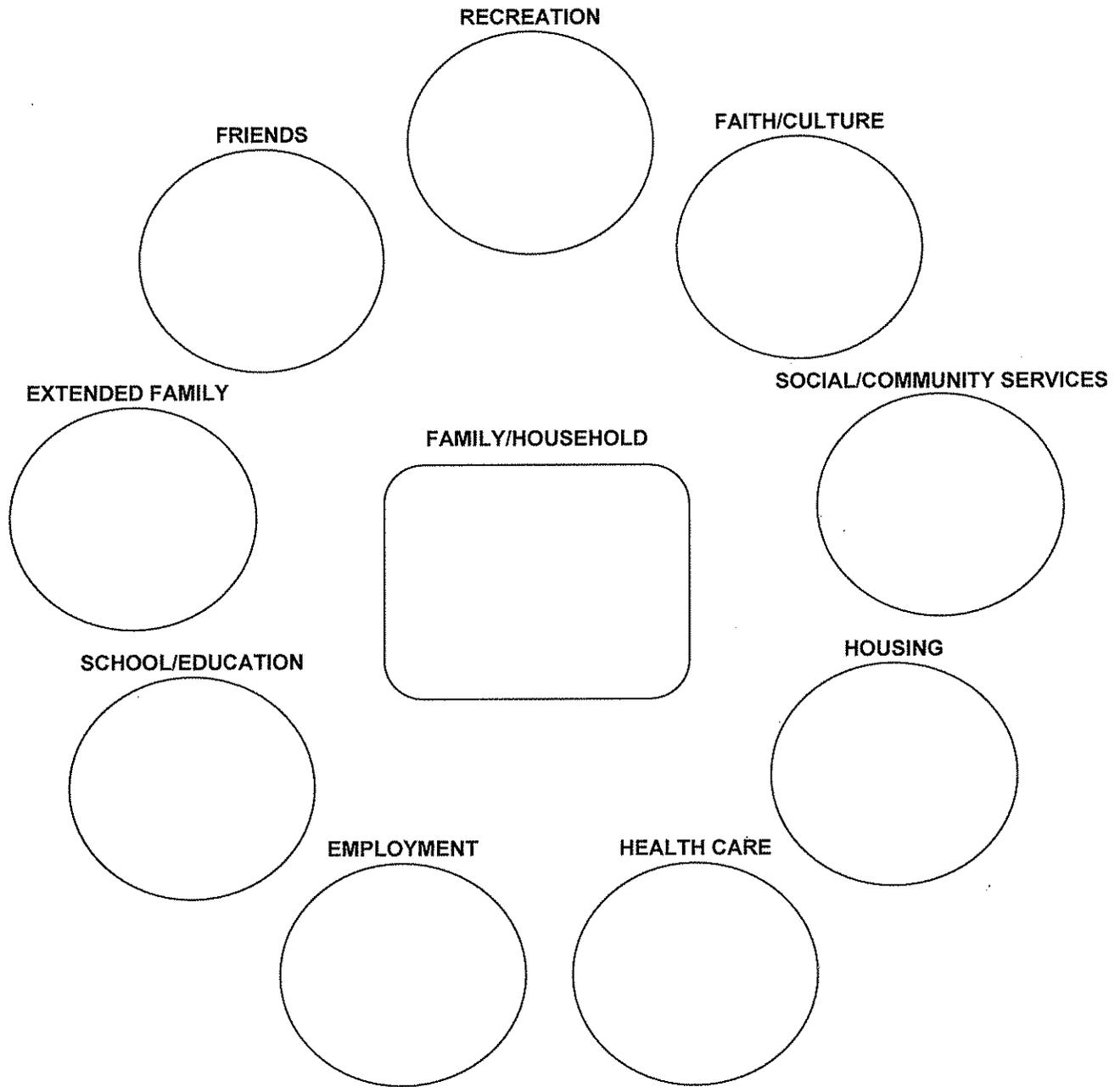
Creative Options



A committee of
PRO-Muskingum
Families and Children First

ECOMAP

FAMILY NAME: _____ DATE: _____



Fill in connections where they exist. Indicate nature of connecting with a descriptive word or by drawing lines: _____ for strong _____ for tenuous / / / / / for stressful. Draw arrows along lines to signify flow of energy, resources, etc. Identify significant people and fill in empty circles as needed. Other circles can be added.

NOTES: _____

How have you managed to overcome/survive the challenges that you have faced?

What have you learned about yourself during those struggles?

Who are the people that you can rely on?

Who has made you feel understood, supported, or encouraged?

When things were going well in life, what was different?

What do you want to accomplish in your life?

What are your hopes for your future?

What are your hopes for the future of your family?

What makes you proud about yourself?

What positive things do people say about you?

What are your ideas about your current situation?

What do you think is necessary for things to change?

What could you do to make that happen?