



Family & Children First
council

Service Coordination in Wayne County

Revised June 2010

OVERVIEW

Since 1986, the Wayne County Family & Children First Council has been the catalyst for bringing health, human and social services organizations and schools together to coordinate and streamline services for families and children in Wayne County. Ohio Revised Code 121.37 was enacted in 1995 and amended in 2002 resulting in the development and implementation of the countywide Wayne County Service Coordination Plan Mechanism. The resulting document provides written service coordination guidelines for both providers and families. In June 2005, the Ohio Legislature most recently amended the ORC 121.37 to ensure those agencies, organizations and families in Ohio's counties work together to design an improved procedure for responding to the strengths and concerns of children who have multi systemic needs and their families.

The following is an excerpt of Ohio Revised Code 121.37 as adopted by the Ohio Legislature in June 2005:

(B) (2) The purpose of the county council is to streamline and coordinate existing government services for families seeking service for their children. In seeking to fulfill its purpose, a county council shall provide for the following:

- a. Referrals to the cabinet council of those children for whom the county council cannot provide adequate services;
- b. Development and implementation of a process that annually evaluates and prioritizes services, fills service gaps where possible and invents new approaches to achieve better results for families and children;
- c. Participation in the development of a countywide, comprehensive, coordinated, multi-disciplinary, interagency systems for infants and toddlers with developmental disabilities or delays and their families, as established pursuant to federal grants received and administered by the department of health for early intervention services under the "Education of the Handicapped Act Amendments of 1986".;
- d. Maintenance of an accountability systems to monitor the county council's progress in achieving results for families and children;
- e. Establishment of a mechanism to ensure ongoing input from a broad representation of families who are receiving services within the county system;

(C) Each county shall develop a county service coordination mechanism. The County service coordination mechanism shall serve as the guiding document for coordination of services in the 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 Ohio Revised Code. All Family Service Plans shall be developed in accordance with the county service coordination mechanism. The mechanism shall be developed and approved with the participation of the county entities representing child welfare; mental retardation and developmental disabilities; alcohol, drug addiction, and mental health services; health; juvenile judges; education; the county family & children first council; and the county early intervention collaborative established pursuant to the federal early intervention program operated under the "Education of the Handicapped Act Amendments of 1986".

The mission of the Wayne County Family & Children First Council is to:

Promote coordination and collaboration among local government, non-profit organizations, businesses and parents for the benefit of Wayne County's children.

Although this mission was adopted in 1990, the Council periodically has reaffirmed commitment to this mission.

The membership of the Wayne County Family & Children First Council is diverse. The permanent membership is comprised of the following:

- 4 Parent Representatives
- 5 None Profits Agencies (annually rotating)
- City of Wooster
- Community Action Wayne/Medina (Head Start)
- Department of Youth Services
- Mental Health & Recovery Board
- Tri-County Educational Services Center
- Wayne County Board of DD
- Wayne County Children Services Board
- Wayne County Health Department
- Wayne Co. Help Me Grow
- Wayne County Dept. of Job & Family Services
- Wayne County Commissioners
- Wooster City Schools
- Wayne County Juvenile Court (as an adviser)

Additional membership includes more than 35 schools and organizations in our community who have an interest in supporting the mission of the Council. These local government agencies, parents, none profit agencies, community organizations and school districts work together to improve the lives of child in our community. The Council agrees that measurement is needed to gauge our progress toward improvement and to determine our impact on child well being.

Ohio has identified 6 Commitments to Child Well Being by which local Council's can measure progress. Wayne County added a 7th in 2002 along with a set of outcome indicators.

The Ohio Commitments to Child Well Being include:

1. Expectant parents and newborns will thrive
2. Infants and toddlers will thrive
3. Children are ready for school
4. Children and Youth succeed in school
5. Youth Choose Healthy Behaviors
6. Youth successfully Transition into adulthood

Wayne County's additional Commitment to Child Well Being

7. Families and individuals live in safe and supportive neighborhoods.

To this end, Wayne County continues to collect data and produces an outcome directory; "...And How Are the Children" (formally "What's Up With Our Kids") which looks at the commitments over time to let Wayne County know how are children are doing.

Service Coordination in Wayne County reflects agreement of the Council members to streamline services to families, promote shared responsibility, reinforce common values, and encourage accountability in achieving goals within established guidelines. Furthermore, **Service Coordination in Wayne County** provides a formalized process with written procedures and establishes a format to resolve questions, conflicts or disputes.

Service Coordination in Wayne County is consistent with rules adopted by the Department of Health under section 3701.61 of the Ohio Revised Code impacting children who are younger than three years of age and enrolled in Help Me Grow. A Family Service Plan is the same as an Individual Family Service Plan (IFSP), developed by the Help Me Grow Program, each developed in accordance with procedures which have been agreed upon by an Inter-Agency Agreement.

Service Coordination in Wayne County has been developed, revised and approved by the Wayne County Family & Children First Council including the county entities representing child welfare; developmental disabilities; alcohol, drug addiction, and mental health services, health; juvenile judges; education; the county Family & Children First Council; and the county early intervention collaborative established pursuant to the federal early intervention program operated under the "Education of the Handicapped Act Amendments of 1986".

Guiding Principals of Service Coordination

Service Coordination in Wayne County has been built upon service system principles that have guided the work of the Council for the past 20 years. They include:

- 1. Services and supports shall meet the needs of children and their families in the least restrictive environment possible and as close to their own home environment as possible.**
- 2. The choices and desires of the family shall drive all decisions regarding services and supports, where safety is not a concern.**
- 3. Services shall be timely and responsive to the identified strengths and needs of the child and family.**
- 4. System development shall provide early intervention, should prevent unnecessary out-of-home placements, and shall keep children safe while supporting families whenever possible and appropriate to the strengths and needs of the child and family.**
- 5. Assessments and provision of services and supports shall identify and support the strengths of the child and family.**
- 6. All procedures and actions shall be responsive to the varied strengths and needs of diverse cultures, races, and/or ethnic groups in the community.**
- 7. The service system shall facilitate and promote local autonomy and decision-making.**
- 8. Financial resources to support services shall be maximized.**
- 9. Current and planned development should build upon current collaborative structures, improving processes already achieving success and clarifying roles among collaborating components.**

To facilitate this process the Diversion Team of the Wayne County Family and Children First Council shall:

- 10. Coordinate appropriate, effective and cost-efficient services for children and families.**
- 11. Increase family involvement throughout the levels of planning and services.**
- 12. Support early intervention.**
- 13. Encourage shared responsibility among systems.**
- 14. Assure that service development and coordination is locally driven.**

SERVICE COORDINATION AMONG AGENCIES AND SCHOOLS

The Wayne County Family & Children First Council established an Interagency Agreement in 1997 which charges six statutory Council members with the responsibility for ensuring that children who potentially need support from multiple agencies and systems and their families receive adequate and appropriate public services.

These six statutory Council members established a Diversion Team, each with one representative, who work together to develop and oversee service coordination in Wayne County. Each CEO designates one representative: Wayne County Juvenile Court Judge, Executive Director Wayne County Children Services Board, Executive Director Mental Health & Recovery Board, Superintendent Wayne County DD Board, Superintendent Tri-County Educational Services Center and the Superintendent of the Wooster City Schools. These representatives also have strong links with their respective systems and may follow up on specific case situations when the need arises.

A written Memorandum of Understanding with the Wayne County Family & Children First Council outlines the responsibilities of the Diversion Team. The Diversion Team is directed to:

- Work cooperatively with other Council members to assure that services to children are delivered in a timely and coordinated manner and in the least restrictive environment,
- Bring to the Council the case of any multi-systemic need child or family who is a client of a local agency whose service needs have been assessed as not being able to be met by typical case management support services.
- Facilitate the development and implementation of Family Service Plans,
- Assure the assignment of case management services according to ORC 5123:2-1-10G,
- Maintain case records and database as confidential,
- Assist in the development of a plan which includes services that are safe, permanent and least restrictive (including unruly youth).
- Provide guidance in service coordination planning to include other disciplines in the planning for joint services to children with multiple needs,
- Schedule a regular meeting time which will enable children with multiple needs to have their funding needs assessed within seven days,
- Make funding recommendations to the public systems involved in the planning, development and implementation of the joint service plans,
- Foster development of Family Teams by the direct service staff,
- Manage flexible funds used to divert children from out of home placement and
- Make periodic program and fiscal reports to the Council.

Service Coordination in Wayne County is consistent with rules adopted by the Department of Health in relation to children who receive services under the Help Me Grow Program. The Department Administrators and Diversion Team meet on a regular basis to review written procedures, share results, improve alignment of programs and resources while improving access. Regular reports are presented to the Wayne County Family & Children First Council along with recommendations for service improvement, expansion and development.

Diversion Team shall meet weekly and their activity is characterized by:

Informal Consultation: The Council Coordinator and Diversion Team members will provide informal consultations with agency and/or community representatives regarding the appropriateness of a Service Coordination referral. This consultation is designed to assist in identifying additional resources and whether or not additional organizations need to be involved.

Service Coordination Request: Submission of a formal request and approval for service coordination is submitted to the Diversion Team by case workers, other professionals, and family. The Diversion Team will assist the person requesting service coordination to arrange an initial Family Team meeting at which time a Family Service Plan will be developed which will focus on the strengths and needs of the family. A copy of each plan is to be submitted to the Diversion Team.

Funding Request: If there are insufficient funds/resources in the community, a Funding Request may be submitted to the Diversion Team. Parents must sign the Funding Request Form that details the plan for services/supports and funding being requested. There is an expectation that parents will contribute toward the cost for the service/support for which funds are being requested.

The Diversion Team reviews all Funding Requests and as such Diversion Team members work together to maximize the use of flexible funds which the Council has made available to divert children from out of home placement. There is an expectation that parents will contribute toward the cost of the service being requested. Any request for funding to purchase services from private providers will only be considered if the request is accompanied by documentation that supports the service is not available in the public child serving system and/or that using the public child serving system would be significantly detrimental to the child. At least two thirds of Diversion members must agree to approve the Funding Request. The lead service coordinator who submitted the Request, on behalf of the Family Team will be notified by fax or mail within 48 hours of approval or denial. If additional information is needed prior to approval, the service coordinator will also be notified by fax or mail. This notification will contain a list of the needed information.

SERVICE COORDINATION FOR CHILDREN AND FAMILIES

Eligibility for Service Coordination

An eligible child includes a child with multiple systemic needs, who is a resident of Wayne County and is between the ages of birth to the age of 22. A multi-systemic needs child is one that is having difficulties maintaining in one or more community domains and as such is identified as having, but not limited to, the following concerns: behavior, mental health impairment, academic/school related problems, family preservation and/or placement issues, legal, health problems, substance abuse, violence, neglect and abuse.

A child younger than three years old who has been determined through a multidisciplinary evaluation to have a developmental delay or disability is eligible for service coordination through the Help Me Grow program. Help Me Grow is regulated by a similar set of policies and procedures consistent with Service Coordination and in Wayne County is to align with Service Coordination for serve the entire family.

Service Coordination Procedures/Processes

STEP 1 - Referral Process - Request for Service Coordination¹ Family and/or Agency Request

A child's family and or a government organization, non-profit agency, school or the juvenile court may request service coordination for an eligible child. All government organizations, including the Juvenile Court, working with an eligible child/youth, will offer service coordination to the family by providing them with a Request for Service Coordination Form, an Intra-county Release of Information and a Wayne County Service Coordination Guide for Families brochure.

A Request for Service Coordination form can be obtained from the Wayne County Family & Children First Council - Addendum A.

Confidentiality – Any parent or guardian requesting Service Coordination must complete an Interagency Release of Information - Addendum B - at the time of the Request for Service Coordination Form is submitted. A Family Team meeting will only be scheduled when such a release is completed which compels county government agencies and community organizations to hold in confidence personal family and health care

¹ For children younger than age three years of age - see Attachment 1a,b,c

information disclosed during Family Team meetings and in the Family Service Plan – Addendum C.

The Request for Service Coordination Form and a Release of Information shall be sent to the Wayne County Family & Children First Council (WCFCFC) Diversion Team. The Diversion Team will provide a written approval or denial of the Service Coordination request (email, fax or mail) within 7 business days of receipt. An ineligible child will result in denial of the request and notification of this will also be sent within 7 business days.

Step 2 - Family Team Meeting(s)

Purpose:

- Develop a Service Coordination (SC) Plan
- Review/Update/Revise a Service Coordination Plan
- Develop/Review/Revise a Family SC Plan for a Potential Non Emergency Out of Home Placement
- Develop/Review/Revise a Family SC Plan for an Emergency Out of Home Placement (initiated within 10 days)

Initiation: Any Family Team member, including the parent may initiate a Family Service Coordination Team meeting or a Service Coordination Plan review meeting. If the parent initiates the process, the Diversion Team will assist the family in scheduling the initial Family Team Meeting if requested to do so. A meeting will be scheduled within 10 days of a request. The Diversion Team in cooperation with the referring organization will be responsible for scheduling the initial Family Team meeting during which Service Coordination Plan will be developed.

Notice of Meetings: Notice of meetings will be in writing and should be scheduled to provide maximum participation. Family needs and requests shall be considered when scheduling such meetings

Who to Involve: Parents, current service providers, potential service providers and school personnel will be invited to the service planning meeting. The family may invite a family advocate, mentor or support person of the family's choice to participate in any such meeting.

Invitation: The Invitation to Service Coordination Meeting Form will be completed and mailed/emailed to

- Parents
- Current service providers
- Potential service providers
- School personnel

Time Frame: If a government organization/school or juvenile court has requested service coordination, a Family Team Meeting will be initiated within 10 business days of approval of the Service Coordination Request.

If an out of home placement or other crisis intervention is eminent a Service Coordination telephone procedure may be implemented. Diversion Team would require a formal request for action at the next Diversion Team Meeting.

STEP 3- Family Service Plan

- Meeting Facilitation will be done by the Service Coordination Facilitator or a Service Coordinator

- Assessment of Family Strengths & Needs – To be completed with family/parents and the Service Coordinator during intake and to be returned to as part of ongoing Family Service Plan development. Cultural, race, ethnic, and faith based needs are reported as part of this self assessment for inclusion in the Family Service Plan. Addendum D

- Service Coordination Intake Checklist (Attachment 2) - Completed by parent as part of referral and intake with Service Coordinator. The Intake Checklist allows Wayne FCFC the ability to capture Service Coordination profile data, and respond to service gaps and concerns that are likewise identified. All data will be submitted, upon request, to the state for the purpose of evaluation.

- Service Coordination Components – Addendum E & F
 - Eight life domain areas: Family, Residence; Education/Vocational; Legal; Health; Mental Health/Substance Use/Crisis/Safety; Recreational/Social
 - Goals, time frames for goal achievement
 - Services to be provided and the provider of the services
 - Service Coordinator (approved by the family).
 - Communicate with service/support providers
 - Complete and submit appropriate paperwork, i.e. Release of Information, Outcome Indicator Checklist, Family Service Plan, Family Service Plan Reviews, etc.
 - Scheduling Family Service Plan review meetings
 - Facilitate Family Team meetings
 - Track progress toward goals
 - Complete Family Centered Services and Support Reports
 - Administer Family Satisfaction Survey – Attachment C To be administered at the third Service Coordination or termination.

The Family Team will identify the Team member responsible for parent notification in situations where the parent does not attend the Team meeting.

The Family Team will have periodic (weekly, monthly, etc.) meetings to track progress toward goals, identify barriers and revise the plan based upon additional identified needs.

Every effort should be made to maintain a child in their home and or community. In the event that an out of home placement is recommended, the Diversion Team is required to make recommendations to their respective chief executive officer (CEO) based upon: youth need, proximity to the youth's home, restrictiveness of the placement, investment of the parent and cost of the services. In-county resources will always be considered first.

Likewise, all efforts should be made to prevent the "taint of criminalization" (ORC 2151.11; Juvenile rule 9 (A) and to divert unruly children from the Juvenile Court system. To this end, the Wayne County Juvenile Court Diversion Program should be included in Service Coordination meetings, to both educate the participants on Juvenile Court procedure and offer informal options to formal court involvement. These alternatives shall be included in the Family Service Plan.

Service Coordinator

The Team will identify a lead service coordinator, approved by the family who will be responsible for:

1. Communicating with service/support providers
2. Completing and submitting appropriate paperwork, i.e. Release of Information, Outcome Indicator Checklist, Family Service Plan, Family Service Plan Reviews, etc.
3. Scheduling Family Service Plan review meetings
4. Facilitating Family Team meetings
5. Tracking progress toward goals

In the event that the Team recommends service/supports for which there are insufficient resources (usually financial) the Service coordinator will facilitate completion and submission of the Funding Request Form, Family Service Plan and a Release of Information Form containing the parents' signature. The parent signature also indicates agreement with the plan and their contribution toward the cost of the service/support. These documents will then be forwarded to the Diversion Team.

Diversion Team

Diversion Team shall meet weekly and their activity includes:

Informal Consultation: The Council Coordinator and Diversion Team members will provide informal consultations with agency and/or community representatives regarding the appropriateness of a referral. This consultation is designed to assist in identifying additional resources and whether or not systems need to be involved.

Service Coordination Request: Submission of a formal request and approval for service coordination to the Council Coordinator. The Diversion Team will assist the person requesting service coordination to arrange an initial Family Team meeting at which time a Service Coordination Plan will be developed which focuses on the needs and wants of the family. A copy of each plan is to be submitted to the Family & Children First Council.

Funding Request: If there are insufficient funds/resources in the community, a Funding Request may be submitted to the Diversion Team. Parents must sign the Funding Request Form that details the plan for services/supports and funding being requested. There is an expectation that parents will contribute toward the cost for the service/support for which funds are being requested.

The Diversion Team reviews all Funding Requests. The Diversion Team members work together to maximize the use of flexible funds which the Council has made available to divert children from out of home placement. There is an expectation that parents will contribute toward the cost of the service being requested. Request for funding to purchase services from private providers will only be considered if the request is accompanied by documentation that supports that the service is not available in the public child serving system and/or that using the public child serving system would be significantly detrimental to the child. At least two thirds of the Diversion members must agree to approve the Funding Request. The lead service coordinator who submitted the Request, on behalf of the Family Team will be notified by fax or mail within 48 hours of approval or denial. If additional information is needed prior to approval, the service coordinator will also be notified by fax or mail. This notification will contain a list of the needed information.

Confidentiality

All Family Team members will be required to hold confidential any and all information pertaining to service coordination. A family will be required to complete and maintain an up to date Release of Information form which permits the Family Team to organize, develop a Family Service Plan, implement the plan and monitor the plan in conjunction with the Wayne county Family & Children First Council (Diversion Team). A family may withdraw from Service Coordination by submitting a signed Release of Information which rescinds the prior authorization.

Monitoring Progress

All Family Service Plans are a tool that is expected to track and monitor progress towards goals. At a minimum, the (Family Service Plan will be reviewed and updated every 6 months or at termination.

OUT OF HOME PLACEMENT

Non emergency out of home placements: A Family Service Plan meeting must occur before a non emergency out of home placement for all multi need children.

Emergency Placements: A Family Service Plan meeting must occur within 10 calendar days of placement for emergency placements of multi need children.

The Family Service Plan shall outline how the Wayne County Family & Children First Council members will jointly pay for services, where applicable and provide services in the least restrictive environment.

This process is intended to give community members a chance to assure that all reasonable and appropriate alternatives to out of home placement have been exhausted. It also gives the Family Team an opportunity to determine appropriate community supports for the family during placement and begin planning for the child's return to the community.

This requirement applies to children who are involved in service coordination under the Council mechanism. A family may refer itself to service coordination mechanism at any point in time, which includes any time prior to or immediately after an out of home placement. Nothing in this section overrides a decision of a judge.

The Diversion Team will make a cost sharing recommendation to the executives of agencies and systems that would be affected by the funding agreement. The

Council Coordinator contacts the agency/system CEOs with the proposed recommendation. Upon approval of the recommendation by each agency/system CEO, the Council Coordinator completes the Meeting Response form, a written cost sharing agreement is executed.

The Diversion Team Meeting Response form will include Family Team guidance (including but not limited to additional program and financial resources for the child and family and additional information needed to process the request), Diversion Team recommended action, lead service coordinator if not identified, and a date for review by the Diversion Team.

If the funding is for out of home placement, it is expected that a parent contribution be clearly identified in the plan submitted to the Diversion Team. Continued funding will take into consideration the extent to which a parent has honored their financial obligations previously agreed upon. In situations where the child remains in the custody of the parent, an Ohio child support computation worksheet similar to that used by the Child Support Enforcement Agency must be completed and submitted with the original Funding Request Form. In situations where the child's removal from the home occurred through the Juvenile Court, a child support order will suffice. The Child Support Enforcement Agency will be asked by the Diversion Team for child support/contribution guidance in accordance with state child support guidelines.

The Service Coordinator / Lead Case Manager who submitted the application, on behalf of the Family Team, will be notified by fax or mail within 48 hours of approval or denial. If additional information is needed prior to approval, the Service Coordinator will also be notified by fax or mail. This notification will contain a list of the needed information.

Out of Home Placement – Emergency (within 10 days of placement)

A Family Team meeting must occur within 10 calendar days of any emergency out of home placement during which a Service Coordination Plan will be developed. This requirement applies to children who are involved in service coordination under the Council mechanism. A family may refer itself to service coordination mechanism at any point in time, which includes any time prior to or immediately after an out of home placement. Nothing in this section overrides or affects decisions of a judge.

Dispute Resolution

Disputes Between Parent and Agencies

If the dispute is with an individual agency, then the dispute resolution (grievance) process of that agency must be followed. This complaint and review procedure can only be used to review agency decisions. This complaint and review procedures cannot be used to appeal decisions rendered by a court or services in a court ordered case plan.

Disputes Between Agencies

In the event that government agencies and schools, who are current and/or potential providers of services to a child with multiple needs and family, have a disagreement with service coordination in Wayne County (organization to organization or individual service coordination) the following process may be used by an organization:

- (1) A formal written dispute shall be submitted by writing a letter, addressed to the Council Coordinator within 30 calendar days from the event or decision that was the reason for the dispute.
- (2) The Request for Formal Dispute Resolution shall be date stamped upon receipt.
- (3) The Council Coordinator shall contact the Chairperson of the Family & Children First Council within 24 hours of receipt of the dispute.
- (4) The Chairperson of the Family & Children First Council will call a meeting of the Dispute Resolution Committee (which includes the executives of Wayne County CSB, Mental Health & Recovery, and Wayne County Board of MR/DD, Wooster City Schools and Tri-Co. Educational Service Center) of the Wayne County Family & Children First Council within six (6) workdays. This will be a single meeting format with the purpose of resolving the dispute.
- (5) Upon completion of the process, the Dispute Resolution Committee shall issue a written recommendation.
- (6) The organization who filed the original Dispute shall have five (5) days to sign a letter of acceptance of the recommendations and return to the Wayne County Family & Children First Council.
- (7) If the recommendations are not accepted the dispute shall be immediately referred to the Wayne County Juvenile Court Judge, as the final arbitrator for resolution (within 7 days). All assessment or treatment information

shall be submitted to the Juvenile Court should a case be referred to this level of intervention.

- (8) During the resolution of a dispute, the youth and family shall continue to receive all necessary services as have been determined by the current Family Service Plan. If the dispute involves entrance into one service, the youth and the family must receive those services that are not in dispute.

Disputes Between Parent and Agencies about Service Coordination

The child's parent or custodian may access the dispute resolution process if there are disputes between the child's parents or custodians and the Council regarding service coordination.* Parents or legal custodians will be provided with their right to use the dispute resolution process at the time that the Family Service Plan is developed. *Mediation will be attempted before the parents or custodians initiate a formal Dispute Resolution request.* 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.

* Refer to Appendix J if the child is determined to be eligible for Part C Services according to Federal Part C regulations (Section 635 Public Law 105-17 Section 615, Title 34 Code of Federal Regulations, Sections 303-12, 303.360 and 303.361).

Each agency represented on the Wayne County Family & Children First Council that is providing services or funding for services shall continue to provide those services and the funding for those services during the dispute process.

The following process will be utilized in the event that disputes are unable to be resolved by other methods:

- (1) An informal step shall include a written statement to the Diversion Team including the details of the dispute and what the Family Team has done to resolve the problem(s).
- (2) The Diversion Team shall then meet in an effort to resolve the problem(s). This may include meeting with the Family Team.
- (3) A parent or guardian can initiate the official dispute process if there is disagreement with Family Service Coordination
- (4) A formal written dispute must be submitted in writing to the Council

Coordinator within 30 calendar days from the event or decision that was the reason for the dispute.

- (5) The Request for Formal Dispute Resolution shall be date stamped upon receipt.
- (6) The Council Coordinator shall contact the Chairperson of the Family & Children First Council within 24 hours of receipt of the dispute.
- (7) The Chairperson of the Family & Children First Council will call a meeting of the Dispute Resolution Committee (which includes the executives of Wayne County CSB, Mental Health & Recovery, and Wayne County Board of MR/DD, Wooster City Schools and Tri-Co. Educational Service Center) of the Wayne County Family & Children First Council within six (6) workdays. This will be a single meeting format with the purpose of resolving the dispute.
- (8) Upon completion of the process, the Dispute Resolution Committee shall issue a written recommendation.
- (9) The parent or guardian who filed the original Dispute shall have five (5) days to sign a letter of acceptance of the recommendations and return to the Wayne County Family & Children First Council.
- (10) If the recommendations are not accepted the dispute shall be immediately referred to the Wayne County Juvenile Court Judge, as the final arbitrator, for resolution (within 7 days). All assessment or treatment information shall be submitted to the Juvenile Court should a case be referred to this level of intervention.
- (11) During the resolution of disputes, the youth and family shall continue to receive all necessary services as have been determined by the current Family Service Plan. If the dispute involves entrance into one service, the youth and the family must receive those services that are not in dispute

Wayne County Family and Children First REQUEST FOR SERVICE COORDINATION

PURPOSE

Service Coordination in Wayne County is a mechanism to respond to the strengths and needs of children and families through the offering of both mandated and discretionary services. This mechanism is available to families who have a child with multiple needs up to age 22. Service Coordination offers a procedure for assessing the service needs of a child who is abused, neglected, dependent, unruly or delinquent under the jurisdiction of the Juvenile Court; or a child whose family is voluntarily seeking services. Service Coordination offers a procedure for the development of a Family Service Plan with service responsibilities among various state and local agencies who provide services to children and their families. Service Coordination also provides a dispute resolution process to serve as the process first used to resolve disputes among agencies representing Council concerning the provision of services or funding for eligible children.

PROCEDURE

When a case worker/ case manager/ probation officer identifies a child who is at risk of out of home placement or within ten days of an out of home placement in a therapeutic foster care system, group home, or residential facility and who may require the intervention of two or more systems (i.e. Juvenile Court, Children Services, Board of DD, Mental Health, Alcohol or Drug Treatment or Special Physical Health Treatment); the case worker shall make a referral for service coordination if: 1) a team does not exist; 2) if there is disagreement among the current team or 3) if the team needs assistance in determining a plan of action, especially regarding discharge planning.

The service coordination referral form and Release of Information can be requested from the Family and Children First Council, and may be online with departments. The lead worker should fill in the form completely with the parent, guardian or custodian of the child. Organizations currently involved with the child/family or have had significant involvement in the past should be identified. The person who has legal custody of the child must sign the form. In addition to the referral form, the caseworker must also complete and have the person with legal custody of the child sign the Wayne County Family & Children First Council Intra-County Consent to Obtain & Release Information.

Non-emergency requests for Service Coordination and the release of information should be forwarded to the Mental Health & Recovery Board for consideration at Diversion. Diversion meets every Thursday. If a request is to avoid an emergency placement, a call will first be made directly to the Wayne County Service Coordinator, at the Tri County Educational Service Center at (330) 345-6771 Ext 236. If Tami is unavailable, a call should be made to the Council Coordinator at the Mental Health & Recovery Board at (330) 264-2527. The

case worker will receive a response from the Diversion Team regarding the next steps. Once a service coordination referral is accepted, the service coordinator will contact a Parent Advocate who will contact the family. Families can refuse the services of the Parent Advocate.

Notification of the outcome of Service Coordination referral will be sent to the Wayne County Service Coordinator who will contact the referring worker and set up a service coordination meeting with community service representatives to create a Service Team which includes the family and supportive persons identified by the family. At the service coordination meeting, information will be gathered, services evaluated and creative alternative solutions will be discussed. At the conclusion of the meeting, a plan will be drafted addressing the strengths and needs of the family.

In addition to the requirement that a Service Coordination meeting occur for placements that are referred for Family and Children First funding; Service Coordination can also be used in the following situations:

- To maintain a child who is reunifying with a parent or relative or moving down to a less restrictive placement with community services.
- To identify available wrap around services for a child and their family to avoid an out of home placement.
- To divert youth from Unruly Adjudications in the Juvenile Court System.

Service Coordination Team meetings will be scheduled by the Service Coordinator on a regular basis at a location convenient for the family. At each meeting the delivery and outcome of provided services will be discussed to identify barriers to service and to amend the service plan to facilitate the success of the child and the family.

Adopted 5/2009

EMERGENCY "CALL AROUND" PROCEDURE

A call around should be used only if the case is an emergency, and a child or family need to be some place before the next Diversion Team meeting.

Typically this is for short term use and a "band aid" until something permanent can be arranged. It is not designed for long term treatment foster care or residential placement.

To obtain approval using the call around procedure, the Lead Case Manager (Lead) must get the 4 of 6 Diversion members to agree to the emergency request. Ideally, a Release of Information must be signed prior to initiating this procedure. If this is not possible, then it must accompany the Diversion request at the next scheduled meeting.

Please have the following information on hand for the phone call: Name, fact pattern and why this case can not wait until the next Diversion team meeting.

- The request must then be submitted in writing to the Diversion Team by the next Diversion Team meeting (the next Thursday).
- As part of the request the Lead will need to list who was called, giving the date and time of the approval.
- The Lead should, whenever possible, have a team meeting prior to a placement, but in case of an emergency placement a Team Meeting or Service Coordination meeting should take place within 10 (business) days of the "call around" approval.
- Leads should look at the length of time they believe will be required for stabilization and review of the emergency placement.
- At the time of submission, Leads should discuss possible step down strategies.

Diversion Team

Cheryl Brinley representing MRDD at 330-264-4086

Janel Usternul representing Juvenile Court 330-287-5560

Deborah Williams representing County School Districts at 330-345-6771 X 231

Mark Stefanik representing Wooster City Schools at 330-465-7653

Deb Brookshire representing MH&R at 330-264-9029

Robin Troyer representing Children Services at 330-345-5340

12/09

**Parent Advocate Connection
WAYNE COUNTY
Referral Procedure
July 2009**

The Parent Advocate is a person who is available to help a parent/guardian navigate the systems, programs and options that are available in our county. They are to be a second set of ears and eyes, and offer a perspective to a parent or guardian, that might not be offered from a professional.

All Child Community Behavioral Health (CCBH) participants and Family Centered Services and Supports (FCSS) referrals are to be offered a Parent Advocate, as part of being enrolled in CCBH and FCSS. This means that a mental health worker (from The Counseling Center) or Service Coordination Facilitator will offer a parent or guardian that a Parent Advocate contact them by phone. This allows the parent/guardian to discuss the specifics of what a Parent Advocate can do, and allows the parent/guardian the ability to decline the offer directly with the Parent Advocate.

The Parent Advocate is on the to the Service Coordination / Council Release of Information form. This allows, in addition to the CCBH / FCSS referrals, all recipients of Service Coordination, the ability to receive a Parent Advocate referral.

Procedure:

- 1) The CCBH/FCSS referral source or the Service Coordinator will call the Parent Advocate to refer a parent/guardian.
- 2) The Parent Advocate will contact the parent/guardian and offer the service.
- 3) The Parent Advocate will confirm contact by either emailing / phoning the referral source. The Parent Advocate will confirm one of the following outcomes:
 - a.) A request is made to add the Parent Advocate to all future meetings (including, but not limited to, team meetings, IEP conferences and court dates).
 - b.) The Parent Advocate and the parent/guardian have agreed to maintain contact, but there is not a request to attend meetings with the parent, at this time.
 - c.) The parent/guardian has declined services at this time. The Parent Advocate will follow up in three to six months to verify that this is still the case.

PARENT ADVOCATE: **Esther Hawkins**
330-466-4457
email: estherhawkins@earthlink.net

Wayne County
Request for Service Coordination

Date: _____

Child's Name: _____ DOB: _____
 Address: _____ Sex: F : M
 City: _____ School District: _____
 Telephone: _____ School Grade Level: _____
 School Placement: Regular CD LD MH MR/DD

Other Children Names & DOB: _____

Mother's Name: _____ Legal Custodian: ____ Yes ____ No
 Address: _____ Employer: _____
 City: _____ Telephone: _____

Father's Name: _____ Legal Custodian: ____ Yes ____ No
 Address: _____ Employer: _____
 City: _____ Telephone: _____

Organizations Currently Involved with the family (include a for all family members)

- School _____
 - Children Services
 - Human Services
 - Juvenile Court
 - Your Human Resource Center
 - Every Women's House
 - STEPS
 - MR/DD (Ida Sue)
 - Health Care Provider _____
 - Other _____
 - Other _____
 - The Counseling Center
- Referral Source: _____

Reason for Referral:

Name of Person Completing Form: _____
 Telephone Number: _____ Email Address: _____

Signature of Parent(s) or Entity with Legal Custody of Child(ren)

 Print Name Signature

Date Received _____

ADDENDUM A

Print Name

Signature

Date Received: _____

ADDENDUM B
WAYNE COUNTY FAMILY & CHILDREN FIRST COUNCIL
INTRACOUNTY CONSENT TO OBTAIN & RELEASE INFORMATION

CLIENT NAME _____ **D.O.B.** _____

I give my permission for the following individuals and/or organizations through their designated representatives to exchange information regarding case history and treatment goals of the above named child in order to develop a Comprehensive Service Plan:

School (District) _____ Mental Health & Recovery Board of Wayne & Holmes Cos. Wayne County Board of MR/DD Wayne County Juvenile Court Tri County Educational Service Center Wooster City Schools Wayne County Children Services Board Parent Advocacy Connection The Counseling Center of Wayne and Holmes Counties HOME Choice Program - ODJFS Other (Specify) _____

I UNDERSTAND THAT INFORMATION ABOUT ME AND MY CHILD, WHEN UNDER SUBPOENA, WILL BE REQUIRED TO BE RELEASED WITH OR WITHOUT MY SIGNED CONSENT:

PURPOSE OF NEED FOR DISCLOSURE: This person is voluntarily participating in a comprehensive service program. All of the above person and/or agencies are involved in formulating and carrying out the treatment plan.

SPECIFIC INFORMATION TO BE DISCLOSED: Treatment plan, treatment goals, progress towards goals, history, test results (physical, psychiatric, psychological), medications, clinical impressions, obstacles to treatment, Comprehensive Reunification Plan, school/educational records, and: _____

NOTE: This information has been disclosed to you from records protected by Federal confidentiality rules (42 CFR part 2). The Federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

I have read and fully understand the content of this form. If I do not read or understand English, this form has been read and fully explained to me in a language I can understand. I further understand that this information cannot be released to a third party or agency not named on this form. This consent to disclose may be revoked by me in writing at anytime except to the extent that action has been taken in reliance thereon. This release form expires in: **(MUST CHOOSE ONE OF THE FOLLOWING)**

<p>_____ I will come in every *Ninety (90) days to sign a new release. <i>(*for Alcohol and Drug cases this Release of Information must be renewed every 90 days).</i></p> <p>_____ I waive my right to require that this Release of Information be renewed every ninety (90) days. By waiving my right, I hereby permit this Release to remain in effect until I revoke it by signing below. I understand that this release will be reviewed on an annual basis.</p>
--

_____/_____ Signature of client/parent/authorized person Relationship	_____ Date
_____/_____ Signature of client/parent/authorized person Relationship	_____ Date
_____ Witness	_____ Date
This consent revoked by: _____ on _____ (name) (date)	

Wayne County Service Coordination Team Signature/Confidentiality Page

I understand and acknowledge that all client-specific information, proceedings, documents, records, discussions, opinions, findings, evaluations, and/or actions taken during today's meeting are **CONFIDENTIAL**. Except as required to carry out the duties of my employment, this information is not subject to disclosure - pursuant to Ohio Revised Code Chapters 2305, 2317, 4757, and 5122. I further understand that any breach of this confidentiality is subject to disciplinary action, and possible legal action against me. These restrictions on disclosure and confidentiality are not time-limited, and are binding on me even after my involvement with Service Coordination.

The individuals signing below are members of the team and were a part of the meeting, either in person or by telephone, held on _____.

Printed Name	Role	Signature	Date
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Family & Children First Council
Parent/Family Strength Assessment

Date of Visit ___/___/___

Date of Referral ___/___/___

IDENTIFYING DATA

Family Name _____ Phone (____) _____

Child's Name _____ Birthdate _____

Residence Address _____ City _____

State _____ Zip _____

School _____ Grade Level _____

Father's occupation _____ Mother's occupation _____

Mother's education _____ Father's education _____

Number of moves in last 5 years _____ Birth order of child _____

PARTICIPANTS TO ASSESSMENT

Name of respondent _____ Birthdate ___/___/___ Relationship _____

Name of other participants _____

1. The things I like most about my child(ren) are:

2. My life would really be better in six months from now if:

3. My family's life would really be better six months from now if:

4. The best times we have had as a family are:

5. Name some special rules that your family has:

6. Who are the people you call when you need help and/or want to talk? Who has helped you in the past when you needed help? Who do you feel you can trust to be there when you need them?

7. What activities do you and your family enjoy together? What do you enjoy most about yourself?

8. What are your family traditions? Are they connected to a faith community? In which cultural events does your family participate?

Notes/additions:

Interviewer's signature: _____ Date: ___ / ___ / ___

Parent's signature: _____ Date: ___ / ___ / ___

ADDENDUM E

Wayne County Family & Children First Council
Family Service Plan

IDENTIFIED CHILD: _____ Date: _____
 SIBLING: _____ DOB: _____ DATE OF INITIAL PLAN: _____
 SIBLING: _____ DOB: _____ LEAD CASE MANAGER: _____
 ADDRESS: _____ ADDRESS: _____
 PHONE #: _____ PHONE #: _____
 PARENT: _____ E-MAIL: _____
 ADDRESS IF DIFFERENT: _____ TEAM MEMBERS: _____
 TEAM MEMBERS: _____

LIFE DOMAIN	SERVICE NEEDS	FAMILY STRENGTHS	ACTIONS GENERATED	PERSON / AGENCY RESPONSIBLE	DATE COMPLETED? OUTCOME?	OUTCOME REVIEW
<u>Residence/Family</u> Own Home Out of Home Date of Placement						
<u>Educational/Vocational</u> School Name District Grade: IEP:						
<u>Physical/Psychological/Psychiatric</u> Primary Care: Hospitalizations: Safety / Crisis Plan						

ADDENDUM E

LIFE DOMAIN	SERVICE NEEDS	FAMILY STRENGTHS	ACTIONS GENERATED	PERSON / AGENCY RESPONSIBLE	DATE COMPLETED? OUTCOME?	OUTCOME REVIEW
<u>Legal</u> -GAL Adjudicated: Delinquent / Unruly Ct Diversion CSB – Abuse/Neglect Custody status						
<u>Social/Recreational</u>						
<u>Family Natural Supports</u> (as identified by family)						

COMMENTS:

SERVICE COORDINATION FOR CHILDREN BIRTH TO THREE
(HELP ME GROW)

Attachment 1

Eligibility for Service Coordination

The Purpose of HMG is to provide and maintain a comprehensive, coordinated system to meet the needs of the eligible expectant families, newborns, infants and toddlers, and their families. Service Coordination is a major component of the HMG program.

Service Coordination Procedures/Processes

STEP 1- Referral Process- Request for Service Coordination

Participation in HMG is voluntary

Family Request- All self referrals made be made by contacting the Central Intake Site: 330-263-8930. A trained intake specialist will gather all information needed to start the process.

Agency Request- A referral may be made by contacting the Central Intake site. A trained intake specialist will gather all information needed to start the process. Within 2 days of the referral contact is made with the family. A HMG service coordinator is assigned.

STEP 2- Service Coordination

Upon enrollment into the HMG program service coordination begins without cost to the family. Service coordination is based on building ongoing relationships between the family and service coordinator. There will be only one service coordinator per family and families have the right to request to change their service coordinator.

The service coordinator will provide the family with the following:

- Inform parents of their rights
- Complete a developmental screening. If a delay is suspected, then a referral for a developmental evaluation must be made.
- If appropriate, referral and coordination of the developmental evaluation to determine eligibility for Part C services.
- Facilitate the development, implementation, and review of the Individual Family Service Plan
- Identify and establish a medical home
- Provide the family with choices regarding service providers
- Coordinate and monitor delivery of services

- Coordinate with medical providers
- Coordinate transition to other programs and services.

Parents Rights

Children and families eligible for Help Me Grow have the following rights:

- To accept or decline some or all HMG services except evaluation.
- To be informed of their rights in a language parents understand
- To receive written notice before HMG services are initiated, refused, or changed.
- To have personally identifiable information kept confidential and provide written consent before any personally identifiable information about their family is shared between HMG providers or otherwise disclosed, unless such disclosure is authorized under state and federal law.
- To review HMG records about their family at no cost.
- To request, be present at, and take part in HMG meetings about their family.
- To receive service coordination at no cost.
- To take part in their child's transition planning.
- To make a formal complaint about HMG services in accordance with rule 3701-8-08 (A). Local complaints process is located in the Procedural Safeguards document Attachment 1a.

**HELP ME GROW PROCEDURAL SAFEGUARDS & DISPUTE RESOLUTION
POLICY**

ADOPTED October 2004

PROCEDURAL SAFEGUARDS – GENERAL

Procedural safeguards represent the assurance and process provided by the Individuals with Disabilities Education Act (IDEA) that protects parents' and eligible children's rights; and provides standards for accountability, consistency, and a means for settling disputes in a fair and equitable manner statewide; and are consistent with Title 34CFR, Chapter III, Part 303, Subpart E.

Ohio Department of Health (ODH), in partnership with the state and county Family & Children First Councils (FCFC), is responsible for assuring effective implementation of procedural safeguards by each state or local agency or a public or private agency in the state that is involved in the provision of Part C early intervention services.

Procedural safeguards policy covers four areas:

1. consent for early intervention services
2. safeguards for confidentiality
3. opportunity to examine record
4. dispute resolution by ODH & FCFC

Consent for early intervention services include: parent consent, notice to initiate or refuse services, refusal to consent and surrogate parents.

Written parental consent is required before conducting developmental evaluation and family assessment to determine eligibility; and initiating the provision of early intervention services for the first time.

Notice to initiate or refuse services: when a provider of services proposes, or refuses, to initiate or change the eligibility, evaluation, or placement of an infant or toddler, or the provision of early intervention services, the provider shall give the parent written timely notice.

If consent is not given, the provider shall make reasonable efforts to ensure that the parent is fully aware of the nature of the developmental evaluation and family assessment or the services that would be available; and, understands that the child will not be able to receive the evaluation or services unless consent is given.

Refusal to consent: providers cannot override a parent's decision to refuse consent for evaluation and assessment. If the provider determines that the parent's refusal to consent for evaluation or assessment constitutes neglect, the provider must make a referral to Wayne County Children Services.

Surrogate Parents: ODH, Bureau of Early Intervention Services, shall appoint a surrogate parent if no parent can be identified; the agency or service provider, after reasonable efforts, cannot discover the whereabouts of a parent; or, the child is a ward of the state under the laws of Ohio.

The procedure for notifying ODH that a surrogate parent is needed: Contact the Family Support Program Consultant at (614) 644-8389.

Safeguards for Confidentiality: each provider shall give notice to fully inform parents of the need for and the use of information collected and maintained by such provider.

Storage of confidential records: a permanent record of all infants' or toddlers' names, addresses, and phone numbers, and year early intervention was completed must be maintained in accordance with applicable laws and standard community practices. At a minimum, all client records shall be maintained until the child has reached the age of six.

Opportunity to examine records:

Record of access: any provider that collects, maintains, or uses early intervention service records must keep a record of any parties obtaining access to these records (except access by parents and authorized employees of the agency).

List of types and locations of information: providers shall provide parents, on request, a list of the types and locations of records collected, maintained, or used by the agency or provider.

Fees: parents cannot be charged a fee for any search or retrieval of the records; but can be charged for the actual amount of the copying cost of records, if the fee does not prevent the parents from exercising their right to inspect and review those records.

Amendment of record at parent's request.

If there is a hearing regarding dispute of information in records:

- The hearing must be held within thirty (30) days;
- The provider shall inform the parent of the date, time, and place of the hearing, with adequate advance notice; and,
- An individual, who does not have a direct interest in the outcomes of the hearing, must conduct the hearing.

DISPUTE RESOLUTION

Available remedies include:

- Filing a complaint with Wayne County Family & Children First Council, 2345 Gateway Drive, Wooster, Ohio 44691;
- and/or the Ohio Department of Health, Bureau of Early Intervention Services, 246 North High Street, Columbus, Ohio 43215;

and/or an administrative hearing with ODH.

If the ODH or FCFC receive a complaint, the entity receiving the complaint must provide the complainant with a copy of the procedural safeguards and explain the options available for dispute resolution.

Investigation by the ODH: an individual or an organization, including a parent of an infant or toddler or an individual or organization from another state, may file a complaint with the ODH regarding an allegation that a provider is violating a requirement of early intervention laws.

ODH shall assign one or more employees of ODH and/or other partnering agencies to investigate the complaint who will complete at least the following:

- Conduct an on-site investigation as determined necessary;
- Interview complainant and give complainant an opportunity to submit additional information, either orally or in writing;
- Interview relevant providers and give providers an opportunity to submit additional information, either orally or in writing; and,
- Review all relevant information and make a decision.

If ODH determined there was a violation, ODH must ensure that corrective actions are implemented; and, will require a written corrective plan of action from the provider within forty-five (45) days or sooner of receipt of the written final decision.

The corrective action plan may include the following;

- Participation of the provider in specific technical assistance activities;
- Award of monetary reimbursement and/or;
- Develop and provide trainings at the statewide level.

Investigation by the FCFC: an individual or an organization may file a complaint with Wayne County Family & Children First Council regarding the provision of early intervention services within the county. The FCFC shall notify ODH (BEIS) of the complaint in writing (via email or fax) within seven (7) calendar days of receipt of the complaint.

The FCFC shall assign one or more individuals to investigate the complaint. The assigned individuals must not have a direct interest in the matter and shall investigate the complaint by doing at least the following:

- Conduct an on-site investigation as determined necessary;
- Interview complainant and give complainant an opportunity to submit additional information, either orally or in writing;
- Interview relevant providers and give providers an opportunity to submit additional information, either orally or in writing; and,
- Review all relevant information and make a decision.

The FCFC shall:

- Issue a written decision to the complainant within thirty (30) calendar days from receipt of the complaint;
- Address each allegation and include finding of facts and conclusions and the reasons for the FCFC's decision;
- Provide a copy of the decision to the complainant and ODH;
- Ensure that corrective actions are implemented within forty-five (45) days or sooner of the written final decision if there was a violation.

The corrective action may include the following:

- Require the participation of the provider in specific technical assistance activities;
- Award of monetary reimbursement appropriate to the needs of the child and family and/or
- Develop and provide trainings at the county level.

If a written complaint is received under the ODH or FCFC process, that is also the subject of an administrative hearing, or contains multiple issues, of which one or more are part of the administrative hearing, the complaint investigation or any part of the complaint investigation that is being addressed in the administrative hearing must be set aside until the conclusion of the hearing.

ADMINISTRATIVE HEARING

A parent of an infant or toddler may request in writing an impartial administrative hearing.

ODH will:

- Appoint a hearing offer to hold a hearing at a time and location that is reasonably convenient for the parents;
- Provide notice to the parents and any other interested parties of the date, time, and location; and,
- Notify parents about the procedures including timelines, roles of parties involved, and options if they do not agree with the resulting decision.

STATUS OF A CHILD DURING PROCEEDINGS

During the resolution of disputes, the child and family shall continue to receive appropriate early intervention services.

If the complaint involves entrance into one service under this part, the child and family must receive those services that are not in dispute.



Wayne County Help Me Grow Prenatal to Three Referral



Today's Date _____

ET: _____

Referring Person/Agency _____ Telephone (____) _____

Reason for Referral _____

Infant/Child's Name _____ Sex _____ D.O.B. ____/____/____

Parents/Guardian _____ Telephone (____) _____
(First Name, Middle Initial, Last Name)

Child's Age _____ Weeks Pregnant _____ Parent's Age _____

Address _____

County of Residence _____

Eligibility Factors

Diagnosed Physical or Mental Condition _____

OR

(Must have at least 4)

- Acute Family Crisis
- Adolescent Mother
- Asphyxia
- Blood lead level of 20 ug/dl or higher
- Atypical Infant Behavior
- Atypical or Recurring Accidents Involving the Child
- Chronic Otitis Media
- Chronically Disturbed Family Interactions
- Demographic Characteristics
- Inadequate Health Care/No Insurance
- Family Income 185% of poverty guidelines
- Family Medical/Genetic History
- History of Child Abuse/Neglect
- Lack of Stable Residence

- Limited Prenatal Care
- Maternal Substance Abuse
- Four or More Preschool Age Children
- Parent/Caregiver with Mental Illness, DD, MR
- Parent with history of loss/abuse
- Drug or Alcohol Dependence
- Parent/Caregiver with Severe Chronic Illness
- Parent/Child Separation
- Physical/Social Isolation
- Serious concern from parent or provider
- Perinatal Complications
- Severe Prenatal Complications
- Small for Gestational Age
- Very Low Birth Weight (less than 3.3 lbs.)

Add'l Comments: _____

Forward to: Help Me Grow at 330.263.8930 or fax to 330.263.8939
Mail to: Help Me Grow, 716 Beall Ave., Ste. F, Wooster, OH 44691

Prenatal	NBHV	HMG	Date Received at HMG ____/____/____	Date of initial family contact ____/____/____
Service Coordinator Assigned ____/____/____				Revised 9/07

Wayne County Family & Children First Council Attachment 2
Service Coordination Outcomes Checklist

Child's name	Age	Date	X Initial	Comments	Follow-up
Primary caregiver's name & relationship					
Previous history					
Did the mother receive prenatal care prior to the 3rd trimester?	Yes	No			
Did the mother drink alcohol while pregnant?					
Did the mother smoke while pregnant?					
Did the mother use illegal drugs while pregnant?					
Was (is) the mother depressed after the birth of the child?					
Was the infant born healthy at a normal weight?					
Was the child adopted during the first year of life?					
Was the child adopted after the first year of life?					
Is the child up-to-date on the immunization schedule?					
Demographic information					
What is your estimated annual income?					
Did the primary caregiver graduate from high school (or earn GED)?					
Does the child always use a car seat (seat belt) in the car?					
Do you have routine transportation to services?					
Do you have any special needs because of your faith?					
Do you feel you have any cultural barriers to receiving services?					
What school district do you live in?					
School status					
Is the child in preschool? Where?					
How many days of school has the child missed this school year due to illness?					
How many days of school has the child missed this school year due to truancy?					
How many days of school has the child missed this school year due to suspension/expulsion?					
Does the child participate in after school programming?					
Does the child participate in summer programming?					
Does the child receive tutoring outside the classroom?					
Does the child participate in a sport or recreation program?					
What other activities does the child participate in?					
Is the child in special education?					
Is the child in alternative education?					
Has the youth been suspended or expelled from school since the last interview?					
Has the youth dropped out of school without graduating?					
Is the youth in the WIA Transitions program?					
Is the youth in vocational training?					
Does the youth have career plans after high school?					
Does the primary caregiver participate in the child's academic programming?					
Does the primary caregiver participate in the child's extra-curricular activities?					
Has the youth changed school districts since the last interview?					

Name	Date 8/8/07		Comments
	Yes	No	
Behavioral health			
Does the youth use tobacco?			
Does the youth drink alcohol?			
Does the youth use illegal drugs or other harmful substances?			
At what age did the youth first use harmful substances?			
Do you think it's easy for youth to get alcohol, tobacco & drugs?			
Has the youth mentioned thoughts of suicide?			
Is the youth involved with Children's Services?			
Has the youth been in juvenile court since the last interview?			
Has the youth committed a felony or misdemeanor since the last interview?			
At what age did the youth first commit an act of delinquency?			
Has the youth had diagnostic & evaluation services?			
Has the youth received case management services?			
Has the youth received professional consultation? What kind?			
Have you used respite services for daytime?			
Have you used respite services for nighttime?			
Has the youth used emergency or crisis intervention services since the last interview?			
Does the youth use intensive day treatment?			
Does the youth use intensive home-based services?			
Has the youth used inpatient crisis stabilization services since the last interview?			
Has the youth received services to aid transition into adulthood?			
Has the youth received substance abuse services?			
Has the youth received sexual abuse services?			
Has the youth received sexual offender treatment?			
Medical services			
Does the youth take medication?			
Is medication managed well (taken regularly & on time)?			
Has the youth's home been modified to meet his/her needs?			
Does the youth use adaptive equipment?			
Is the youth in a medical support group?			
What other medical services have you used since the last interview?			
Do you think it's easy to get medical services when needed?			
Other services			
Has the youth used emergency assistance for food, shelter or clothing?			
Has the family used legal services related to this youth since the last interview?			
Do you think it's easy to get mental health services when needed?			
Is there anything you need that we haven't discussed?			

Wayne County Family & Children First Council
Service Coordination Family Satisfaction Survey

Life at home and in the community	Yes	No	NA
1. Have family interactions improved at home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Have experiences at school improved?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Does your child participate better in social and recreational activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Does your child have more positive goals for the future?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Is your child in better physical health now than at the start of services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Is your child in better psychological health now than at the start of services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Do you feel you can meet family needs and solve problems better now?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Do you feel your goals were met?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Do you feel your family is more stable now?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The Service Coordination Process

Please check the areas where service coordination was helpful to you and your family.

- 1. developing a plan for your child
- 2. solving problems with the plan
- 3. identifying your choices in the plan
- 4. dealing with multiple agencies
 - a. Childrens Services Board
 - b. Juvenile Court
 - c. Help Me Grow
 - d. Board of MR/DD
 - e. Mental Health agency
 - f. Job & Family Services
 - g. School
- 5. helping other agencies work together
- 6. resolving conflicts with other agencies or staff
- 7. obtaining needed resources for your child
 - a. transportation
 - b. special or alternative education
 - c. special faith or cultural considerations
 - d. tutoring
 - e. vocational training
 - f. respite, day or night
 - g. medication
 - h. legal services
- 8. supporting you in meeting family needs
- 9. avoiding problems or worsening situations
- 10. during times of crisis or at-risk situations
- 11. giving you information in everyday language

What else would you like to say? _____
