

## **COLUMBIANA COUNTY FAMILY AND CHILDREN FIRST COUNCIL SERVICE COORDINATION MECHANISM 2016**

### **Purpose of Columbiana County Service Coordination**

The Columbiana County Family and Children First Council (FCFC) is committed to serving children and families and to meeting the mandates of Section 121.37 of the Ohio Revised Code. Service coordination is a collaborative, coordinated, cross-system team planning process implemented to address the needs of families with multiple and complex needs. The purpose of the Service Coordination process is to provide family-centered, individualized services and supports to multi-need children and youth and their families.

This document updates the county's Service Coordination Mechanism, which was developed in 2006 and updated in 2016. The current Service Coordination Committee, with the approval of the FCFC, have elected to identify a variety of service coordination programs under the county plan to ensure that families with multiple and complex needs may be connected to appropriate programs/services which will allow families to:

- have a central and active role in identifying their needs, concerns, and priorities
- be provided with individualized services that are strength-based and needs or challenges driven versus service driven
- be linked to formal and informal supports to address their needs and challenges
- receive services that are culturally sensitive and respectful
- receive services that strengthen the family and extended family, increase natural social supports and reduce reliance on formal systems as it becomes appropriate

The Service Coordination committee includes: the Director of Job and Family Services, Executive Director of the Mental Health and Recovery Services Board, Board of Developmental Disabilities Director, Parent Representative, Educational Services Center Superintendent, Help Me Grow Project Director, CC Juvenile Court and FCFC Coordinator.

Service Coordination provides an option for families when their service needs are not adequately addressed in traditional agency systems. The Service Coordination Mechanism seeks

to work in collaboration with providers and others in the community-who are already working for families. The Service Coordination process provides access to existing formal and informal services and supports while jointly planning new services, supports, and strategies to address unmet needs of the child and family.

### **Service Coordination Target Population**

Level I, II, III families

1. Level I Families: Typically developing youth. Youth with no special needs which require individualized attention represented on the Council. (Service Coordination would not be needed for these families.)
2. Level II Families: Youth requiring individualized attention from one or more systems represented on the Council. For the youth's functioning to improve, the family may or may not require case management from one system represented on the Council. This level also includes youths that may be defined as "at risk" for becoming unruly as defined in ORC 121.37.
3. Level III Families: Youth requiring individualized assistance from two or more systems represented on the Council. For the youth's functioning to improve, the family requires case management from one system represented on the Council and Intersystem Case Coordination (review).

Any Columbiana County child or youth (birth through age 21) and family who are experiencing needs or challenges which put the youth at risk for or in need of multi-system involvement or out-of-home placement can be referred to Service Coordination. Children served may or may not be dependent, abused, neglected, or unruly. Families whose service needs are not being adequately met through other systems may request assistance from FCFC member agency Service Coordination Programs. Families will be assisted in identifying 'gaps' in current service involvement and given information about FCFC Service Coordination options. These and other community and informal support options are always considered with the idea of finding the best 'fit' for child and family needs in the least restrictive environment which will meet the child's needs.

Parent advocates may be involved with families receiving service coordination under the

county plan if the service coordination program is engaging in team planning with the parent present. Families who need help only with school issues should be referred to State Support Team Mentors. Referrals may be made by service coordinators and assignment of advocates will be based on availability. Referents should be aware that there are limited advocates for our county.

### **Service Coordination Programs in Columbian County**

### **Columbiana County Family and Children First Council**

#### **Wraparound**

Referring parties complete an FCFC Referral form (Addendum A-A3), and the referring party or the FCFC Service Coordinator will have the family sign a Release of Information consent form (Addendum B-B2) to protect the confidentiality of all personal family information disclosed during the referral process, during Service Coordination meetings, and information and contained in the Service Coordination plan. All Service Coordination meetings include a sign in sheet which explains the confidentiality expectations of information disclosed during team meetings and is signed by everyone participating in the meeting (Addendum C).

The referral and consent forms can be mailed, faxed or delivered to the FCFC office at: 38720 Saltwell Rd., Lisbon, OH 44432 Families seeking Service Coordination or service providers who wish to refer a family may contact the FCFC office by calling (330) 424-9591 for assistance in completing the referral documents.

When a referral is received, the information is reviewed and additional information gathered from the family or referral agent as needed. The FCFC Coordinator receives referrals and a Service Coordinator is assigned based upon the best 'fit' to address the family's needs, and interested families can quickly begin working with WrapAround, an in-depth intervention which

provides support to families with multi-need children through team meetings with professionals and informal supports; plan development; crisis and/or safety stabilization plan (Addendum F) to ensure the safety of the child, family, and/or community; goal selection; resource identification; frequent reviews of progress toward goals; and follow-up. The Service Coordinator notifies the referring party regarding the disposition of the referral, and provides monthly status updates (Addendum G4-G5).

Timeline goals for Service Coordination referral process are as follows:

- Timelines begin at the date the child is referred to FCFC. The date of referral is defined as the date the FCFC referral form is submitted or completed. The response to, and outcome from the referral are documented in the child's record
- The referral source is contacted within five days after the referral is received
- Engagement with the family begins within 10 days of referral

#### **Ongoing Service Coordination: Discovery, Meetings, Family Plans, Transition**

WrapAround utilizes the Discovery process recommended by the Ohio Hi Fidelity WrapAround project, which includes one or two meetings with the referred child and family to explore the family strengths, needs and culture. The format for the Discovery process is included in Addendum D of this document. Information for the Discovery may also be obtained from the referring agent, other professionals, and school, court or law enforcement personnel. All parents who participate in FCFC Service Coordination are informed about the availability of a Parent Advocate to assist with the process of requesting and accessing services that relate to family needs and identifying available resources. The family, family support persons, staff from involved agencies, Juvenile Court, and the child's school district are invited to participate in WrapAround meetings. Invitations to all Service Coordination meetings are issued either by phone or by mail, depending on the timeline of the upcoming meeting. Families can initiate meetings and invite a family advocate, mentor, or support person of their choosing to participate in any Service Coordination meeting. Family needs and limitations are considered when

selecting the time and location of meetings.

The format for the family's Service Coordination Plan is included in Addendum E-E2. The family has a voice in who is responsible for planning and facilitating Service Coordination meetings, recording the plan, responsibility for assignments to be completed, and tracking progress toward goals. During consecutive meetings, this plan is reviewed and updated on a regular basis. The plan is designed to meet principles of WrapAround recommended by the Ohio WrapAround project and the National WrapAround Initiative (Addendum G3). Efforts to coordinate multiple plans and eliminate conflicting expectations of the family are discussed and addressed whenever possible. WrapAround plans are provided to the family, the service providers who work with the family after each meeting, and a copy is placed in the FCFC case file. Additional meetings are held as needed.

Emphasis is placed on developing an effective plan for families with a child who is alleged to be an unruly child, in order to divert the child from the Juvenile Court system. Some of these youth are involved in the Diversion Program at Juvenile Court. FCFC Service Coordination can provide another level of support for families who are struggling to create a healthy home environment with rules that are consistently and fairly enforced. Early identification and intervention are critical factors in preventing a child from becoming further involved in the Juvenile Court system. Mental health assessments are completed by local service providers as requested by the family or Juvenile Court. The family may be referred to respite, parenting classes, WrapAround, counseling or other community supports. An alternative school program is available when determined to be the best course of action by the child's local school district.

The approach of FCFC Service Coordination includes providing needed support, especially during crisis situations, with the assumption that families can and do improve with support and increased knowledge, and will eventually need less agency support over time.

Timeline goals for Service Coordination ongoing process are as follows:

- For WrapAround: the Strengths, Culture and Challenges Discovery process, first WrapAround meeting and the initial WrapAround Plan are completed within 30 days, pending availability of family members. Written documentation of the WrapAround services will be provided to the family, and placed into the child's record by the assigned Service Coordinator
- The WrapAround Plan identifies additional individual timelines for the completion of interventions and goals which are unique to each family
- During WrapAround Plan Implementation follow-up meeting dates are scheduled with the family and WrapAround team based upon the individual needs of the family. The initial WrapAround plan is implemented, progress and successes towards meeting child/family needs and achieving goals are continually reviewed, changes are made to the plan as needed, and the plan is implemented. Activities in this phase are repeated until the team's mission is achieved. A crisis stabilization/safety plan is reviewed or updated if deemed necessary for the safety of the child, family, and/or community.
  - Emergency respite for high-risk families will be made available to allow for crisis intervention to avoid long-term out of home placements.
  - A 24-hour emergency crisis worker will be available to Wraparound families to provide them with assistance in handling crisis situations. The crisis worker can be contacted through Help Hotline.
- Families may initiate additional meetings and invite support persons at any time
- WrapAround Transition is the final phase of WrapAround (Addendum E3-E4), which begins when sufficient supports are in place and the priority goals have been achieved. During this phase plans are made for a purposeful transition out of formal Wrap-Around to a mix of formal and/or natural supports in the community, a crisis/ safety plan is updated. Wrap-Around Transition includes follow up with the family and may include follow up with team members after formal team meetings have concluded. Families complete a survey to provide feedback on participation in WrapAround (Addendum G6).

Within 14 days of program closure, the FCFC Service Coordinators complete final documentation of services, and the inactive case files are forwarded to the FCFC office

### **Columbiana County Board of Developmental Disabilities**

#### **Help Me Grow Home Visiting and Help Me Grow Early Intervention**

1. Summary for Home Visiting
  - a. Home Visitors provide health and child development information to parents. The program follows the Healthy Families America evidence-based model and utilizes

the Growing Great Kids curriculum. Program goals: increase healthy pregnancies; improve parenting confidence and competence; increase family connectedness to community and social support; and improve child health, development, and readiness.

- b. Home visiting program for expectant parents or for families with children birth to age three.
- c. Families complete a Family Plan that includes goals (resources and people to help achieve the goals and how families know when the goals (s) are achieved). Plans are reviewed every 6 months. Plans also include summaries of the most recent screenings. Information is reported monthly to the FCFC.
- d. HMG has a required form, HEA#8019, Consent to Release or Share Information
- e. Strengths and needs are identified through the various screening tools:
  - i. Satisfaction with Home Routines Evaluation (SHoRE)
  - ii. Ages & Stages (ASQ)
  - iii. Ages & Stages: Social Emotional (ASQSE)
  - iv. Hearing and Vision
  - v. Nutrition
  - vi. Edinburgh (postnatal depression scale)
  - vii. HOME Inventory
  - viii. Safety Checklist
  - ix. Parenting Stress Index (PSI)
  - x. Adult-Adolescent Parenting Inventory (AAPI-2)
  - xi. Interpersonal Support Evaluation List (ISEL)
- f. Anyone can make a referral by contacting the Central Intake Office. The family will be contacted for permission to proceed with the referral and they may accept or decline. Referral sheet is attached.

## 2. Summary for **Early Intervention**

- a. Service Coordinators and Early Intervention Specialists provide families with information about child health and development; the child's disability or area of delay; community resources and services; and guidance about what to do with their child. The AEPS (Assessment, Evaluation, and Programming System) curriculum is utilized with families.
- b. Families with children birth to three with a diagnosed medical condition or documented delay.
- c. Families complete an IFSP (Individualized Family Service Plan). Plans include: health information; developmental levels; family concerns and priorities; outcomes/goals and services and supports to meet outcomes. Plans are reviewed every 6 months. Information is reported monthly to the FCFC.
- d. HMG has a required form, HEA#8019, Consent to Release or Share Information
- e. Strengths and needs are identified through:

- i. Bayley Scales of Infant and Toddler Development
  - ii. Routines-based Interview (RBI)
  - iii. Family and Team Assessment Report
- f. Anyone can make a referral by contacting the Central Intake Office. The family will be contacted for permission to proceed with the referral and they may accept or decline. Referral form is attached in appendix A.

### **Service Coordination Referral Process and Confidentiality Procedures**

Any family who has concerns about their child, or any service provider, educator, Juvenile Court representative or concerned individual can make a referral to Service Coordination. The Service Coordination levels of intervention are described on the Columbiana County Service Coordination Continuum of Care (Addendum G). Families who are referred to Service Coordination and decide not to participate are given information, referrals to other community resources, and brief interventions if desired by the family. If a family chooses to participate in a FCFC Service Coordination program, their level of need and interest guide the selection of the intervention. Information about what Service Coordination can offer, as well as all of the appropriate community options and supports are discussed with families before a service is initiated. The least intrusive response available to meet the child/family's needs is given priority in all cases. Families are encouraged to invite support persons to participate with them in any and all parts of the Service Coordination process.

### **Out of Home Placements**

Children at risk of out of home placement are referred for a Case Review (provided through Family & Children First council Coordinator), and a plan is developed by the family and their Case Review Team for the least restrictive alternative. The family of a child who receives FCFC Service Coordination and is subsequently placed out of home due to an emergency will have a meeting within 10 days of the placement. For youth returning home from out-of-home

placement, a plan is developed to address re-entry supports and safety of the child, family members and the community prior to the child's return. Home Choice will be made available to the family if desired and the eligibility criteria are met.

Members of the FCFC who share in the cost of placement services for children include: Columbiana County Mental Health and Recovery Services Board, Dept. of Job and Family Services/Children Services, Board of Developmental Disabilities, and Juvenile Court. Parents are also asked to pay a portion of the child's placement expenses if possible. Families are able to access Family Centered Services & Supports funds through plans written in Case review, Family Support Team meeting, and Wrap around. The team; including the family, assess need for these identified services and supports. (Addendum I-2) The Case Review process explores all reasonable and appropriate alternatives to out-of-home placement for the child and family situation, and focuses on options that provide needed services in the least restrictive environment. The Case Review Team (which includes the family) provides recommendations to Juvenile Court, where final decisions regarding the child's case is determined.

The procedure for monitoring the progress and tracking the outcomes of children who receive a Service Coordination plan and enter an out-of-home placement is as follows: The WrapAround Team, community partners or parents refer the child for a Case Review at the time of impending placement. Follow-up is done in collaboration with the system placing the child to assure continued progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment, and education.

(Addendum I-12)

Out-of-home placement information for children receiving Service Coordination is reported to the county FCFC on a monthly basis. Data and information collected through the

monitoring and tracking system includes date of placement, facility, and anticipated release date. Children and youth who have received FCFC Service Coordination and are returned home to families/caretakers in the county are referred for a Case Review to ensure that needed services and supports will be in place for those families and children.

### **Public Awareness and Targeted Marketing**

Families and service providers are educated about FCFC Service Coordination through community outreach to schools, agencies, public events and newspapers articles. Brochures, talks to community groups, and cross-system training are utilized on a regular basis to inform the community about the FCFC Service Coordination services available to youth and families. FCFC meetings are held monthly and offer a valuable forum for disseminating information about Service Coordination. Meeting dates are published in the local newspapers and are open to the general public. Three Parent Representatives participate in FCFC meetings and help inform families in the community about Service Coordination initiatives which are available. Materials used for informing the public about Service Coordination are included in Addendum H-H7.

### **Quality Assurance of the County Service Coordination Plan**

The Service Coordination Plan will be reviewed annually by the FCFC Service Coordination Committee, and updated at the request of the Ohio Family and Children First Council, or when significant change occurs in the provision of Service Coordination to youth and families.

### **Outcome Monitoring and Tracking**

The WrapAround Service Coordinators are responsible for documenting all services provided within 10 days. Service Coordinators participate in case monitoring with the FCFC Coordinator in a group coaching meeting once a month. Activity/outcome reports for all levels

of Service Coordination are provided to the FCFC on a monthly basis. Families who continue to receive services for 180 days or more will be subject to a case review by the WrapAround Service Coordinators and FCFC Coordinator. WrapAround outcomes are evaluated on a semi-annual basis to ensure that program goals are met. Program data reports are completed for funding sources-\* twice annually, and financial reports are provided as requested. Upon request, Service Coordination data will be submitted to the state for the purpose of evaluation.

### **Dispute Resolution Process for Families Receiving Service Coordination**

FCFC Service Coordination serves to utilize the recommendation of all parties, including that of the parent or guardian to promote the well being of children and their families. Every attempt is made to resolve any conflict regarding any aspect of the family Service Coordination Plan by any participant (including parents) in the Service Coordination process with the participating members of the family's Service Coordination Team. If this family-specific team cannot resolve the dispute, the FCFC dispute resolution process can be initiated. Each family will be notified of their right to utilize the dispute resolution process and provided information regarding the process at the first Service Coordination meeting (Addendum K). Parents who choose to utilize a Parent Advocate or informal support person are encouraged to include those representatives in the process.

The dispute resolution process shall be used to: 1) resolve disputes among the agencies represented on the county council concerning the provision of services to children whose parents or custodians are voluntarily seeking FCFC Service Coordination; 2) resolve disputes between a child's parents or custodians and the Columbiana County FCFC regarding Service Coordination; and 3) resolve disputes a family may have with an agency. This process is in addition to and does not replace other rights or procedures that parents or custodians may have under other

sections of the Ohio Revised Code. Each agency represented on a county FCFC 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. These rights shall not be interpreted as overriding or affecting decisions of Juvenile Court regarding an out-of-home placement, long-term placement, or emergency out-of-home placement.

### **Disputes Between Agencies**

When disagreements arise between agencies as to the services or funding of services a child and/or family is to receive, any agency represented on the council may initiate the local dispute resolution process established in the county Service Coordination Plan applicable to the council. If a dispute is initiated between agencies, the following timeline will be utilized:

1) Within seven calendar days of the disagreement/dispute the disputing agency must submit a written request on dispute resolution form (Addendum K-1) to the FCFC Coordinator communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with this request to:

ATTN: FCFC Coordinator  
Columbiana County Family and Children First Council  
38720 Saltwell Rd., Lisbon, OH 44432

2) Upon receipt of the agency request to utilize dispute resolution, a meeting between the FCFC Executive Committee and the disputing agency will be convened within 15 calendar days. This meeting will be scheduled at a mutually convenient time for the majority members of the disputing agency and the FCFC Executive Committee members. The disputing agency will prepare a presentation for the FCFC Executive Committee regarding the nature of the dispute, the specific issues that are requested to be resolved, and a proposed solution. This presentation

can be made by the director or an approved representative of that agency. Each FCFC Executive Committee member must vote on the proposed solution. A majority vote will determine resolution of the dispute. The FCFC Coordinator will act as facilitator in the process, but will not have a deciding vote. The FCFC Executive Committee will be responsible for preparing the responses to the disputing agency and the FCFC Coordinator will issue a written response in regards to the decision to that agency within seven calendar days.

3) If the disputing agency disagrees with the decision of the FCFC Executive Committee, the disputing agency has the right to request that the dispute be reviewed by the final arbitrator, the Juvenile Court Judge. The disputing agency must submit in writing a request to move to the final stage of the dispute resolution process within five calendar days of receiving the FCFC Executive Committee decision. Upon receipt of this request, the FCFC Coordinator will submit within seven calendar days all documentation regarding the dispute, including, but not limited to: the request for dispute resolution and supporting documentation, responses made by the FCFC Executive Committee, information pertaining to the service in question, and other relevant information to the Juvenile Court Judge, who will preside over the dispute process. The court shall hold a hearing as soon as possible, but no later than 60 calendar days after the motion or complaint is filed. At least seven calendar days before the date on which the court hearing is to be held, the court shall send each agency subject to the determination a written notice by first class mail of the date, time, place, and purpose of the court hearing. This decision will direct one or more agencies represented on the FCFC to provide services or funding for services to the child. The determination shall include a plan of care governing the manner in which the services or funding are to be provided. The Juvenile Court Judge shall utilize the family Service Coordination Plan developed as part of the Service Coordination Mechanism and evidence

presented during the local dispute resolution process in making the determination. The Juvenile Court Judge may require an agency to provide services or funding only if the child's condition or needs qualify the child for services under the laws governing the agency. While the local dispute resolution process or court proceedings are pending, each agency shall provide services and funding with no interruption until a final decision is rendered. If an agency that provides services or funds during the local dispute resolution process or court proceedings is determined through the process or proceedings not to be responsible for providing them, it shall be reimbursed for the costs of providing the services or funding by the agencies determined to be responsible for providing them.

#### **Non-Emergent Disputes Between Parent/Guardian and FCFC**

A non-emergent dispute will be defined as a dispute that does not require an immediate response due to the safety or well-being of the children. If a non-emergent dispute is initiated by a parent or guardian, the following timeline will be utilized:

1) Within seven calendar days of the disagreement/dispute the family will submit a request for a dispute resolution to the FCF Program Coordinator, communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with the request to:

ATTN: FCFC Coordinator  
Columbiana County Family and Children First Council  
38720 Saltwell Rd., Lisbon, OH 44432

2) Upon receipt of the family request to utilize dispute resolution, a meeting with FCFC Executive Committee will be convened within 15 calendar days. This meeting will be scheduled at a mutually convenient time for the majority members of the family and the FCFC Executive Committee. The family or representative selected by the family will prepare a presentation for

the FCFC Executive Committee regarding the nature of the dispute and the specific issues that are requested to be resolved.

3) At the meeting with the FCFC Executive Committee, the family will present information regarding the nature of the dispute and identify specific issues that are requested to be resolved.

A Service Coordination Dispute Referral Form will be completed by the family, with assistance from the FCFC Service Coordinator or Parent Advocate to provide historical and current information relevant to the dispute and to specifically identify the issues sought to be resolved. The FCFC Executive Committee will meet in closed session after the family's presentation to draft written responses to the family regarding the issues identified in the dispute.

4) The FCFC Executive Committee will meet within seven calendar days of meeting with the family, to review the response drafted to the family. A letter will be sent to the family by mail within five calendar days addressing the identified dispute issues. The FCFC Coordinator will be a neutral facilitator in this meeting and will be responsible for completing the written response to the family.

5) When the provision of services cannot be resolved through the designated dispute resolution process, the final arbitrator will be the Juvenile Court Judge. The family must submit in writing within five calendar days of receipt of the response a request to have the dispute decided by the final arbitrator. Upon receipt of this request, the FCFC Coordinator will submit within seven calendar days all documentation regarding the dispute, including, but not limited to the request for dispute resolution and supporting documentation, information provided by the family's Service Coordination team, responses made by the FCFC Executive Committee and other relevant information to the Juvenile Court Judge. The Judge will issue a written decision based

upon the dispute within 14 calendar days. The entire process shall be completed in no more than 60 calendar days.

### **Emergent Disputes Between Parent/Guardian and FCFC**

An emergent dispute will be defined as a dispute that requires an immediate response due to the safety or well-being of the children. In these instances, the immediate decision is made collaboratively with the parents or guardians and any accessible staff available. FCFC will work to address the emergency in as timely and effective means possible. If an emergent dispute is initiated by a parent or guardian, the following timeline will be utilized:

1) Within five calendar days of the disagreement/dispute the family will submit a Dispute Resolution Request form to the FCFC Coordinator communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with this request. This request should be submitted to:

ATTN: FCFC Coordinator  
Columbiana County Family and Children First  
38720 Saltwell Rd., Lisbon, OH 44432

2) Upon receipt of the family request to utilize dispute resolution, a meeting with the FCFC Executive Committee will be convened within seven calendar days. This meeting will be scheduled at a mutually convenient time for the majority members of the family and the FCFC Executive Committee. The family will prepare a presentation with assistance as needed from the FCFC Service Coordinator or Parent Advocate, for the FCFC Executive Committee regarding the nature of the dispute and the specific issues that are requested to be resolved.

3) At the meeting with FCFC Executive Committee, the family will present information with assistance as needed from the FCFC Service Coordinator or Parent Advocate, regarding the nature of the dispute and specific issues that are requested to be resolved. The FCFC Executive

Committee will meet in closed session after the family's presentation to draft a written response regarding the issues identified in the dispute.

4) The FCFC Executive Committee will review the response prepared to address the dispute within five calendar days of meeting with the family. The FCFC Coordinator will be used as a neutral facilitator in this meeting and will be responsible for mailing a letter with the response and disposition to the family following the meeting.

5) When the provision of services cannot be resolved through the designated dispute resolution process, the final arbitrator will be the Juvenile Court Judge. The family must submit in writing within five calendar days of receipt of the response a request to have the dispute to be decided upon by the final arbitrator. Upon receipt of this request, the FCFC Coordinator will submit within three calendar days all documentation regarding the dispute, including, but not limited to the request for dispute resolution and supporting documentation, the FCFC Executive Committee response, the Service Coordination case information, and other relevant information to the presiding Juvenile Court Judge. The judge will issue a written decision based upon the dispute within 10 calendar days. The entire process shall be completed in no more than 30 days.

Please note, that when requested, the Ohio Family and Children First (OFCF) Cabinet Council will provide an administrative review of unresolved local disputes regarding conflicts among parents, agencies, and/or councils pertaining to the county council Service Coordination process or decisions made during the individual family Service Coordination process. The dispute must be concerning a decision made, or a process proposed or implemented during provision of Service Coordination to a family or child who is formally involved in the county FCFC Service Coordination. This includes a disagreement regarding the denial of acceptance of a family into the county Service Coordination process. Agencies, providers, or parent/legal

guardians who have participated on a family Service Coordination plan team may request a dispute resolution review by the OFCF. The OFCF will review such requests and make recommendations to the county FCFC for its review and approval. With county approval, the OFCF will respond, in writing to the requests for dispute resolution review within 30 days of the receipt of the request by the State Service Coordination Committee. The following requirements must be met BEFORE the county dispute case can be reviewed:

1. The involved family must sign a release to have its information shared with the OFCF Service Coordination Committee and the Cabinet Council.
2. The family must have been referred to and accepted into some level of the FCFC Service Coordination process.

Two exceptions to this requirement are:

a) When a family was referred to the county FCFC Service Coordination, either by itself or by another party, and was not accepted into the county Service Coordination. In this circumstance, an administrative review will be granted, if the fact of not being accepted into Service Coordination is the matter being disputed.

b) If the dispute is regarding service being provided through Help Me Grow for a Part C eligible child.

3. The county FCFC must verify that the local dispute resolution process has been completed without satisfactory resolution as determined by the concerned parties.

4. The county FCFC must request the OFCF review and submit requested documents pertaining to the dispute.

5. The county Juvenile Court judge will be the county's final arbiter of the county Service Coordination disputes. The OFCF Cabinet Council will not review cases for which the

complainants have sought a Juvenile Court ruling. The OFCF Cabinet Council administrative review must be requested and completed PRIOR to seeking resolution through the county Juvenile Court as final arbiter of the dispute.

**Dispute Resolution Process for Help Me Grow**

The procedure followed for Help Me Grow Dispute Resolution is included in Addendum J.



Family and Children First Council  
of Columbiana County

**Case Review and Family Support Team & Wrap Around Referral Form**

Family Support Team Meeting  **Please Check One**  
Case Review  Wrap Around

**PLEASE PRINT**

**Date of Referral:**

**PARENT/CARETAKER INFORMATION**

Name:	
Full Address:	
Phone numbers:	

**Who would you like to attend the meeting?**

Name	Phone Number

**Referred Child(ren) (please provide the data you have available)**

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

**Adults living in the home and relationships to the child(ren) (please provide the data you have available)**

Name	Relationship to Child

**Other children living in the home (please provide the data you have available)**

Child's Name	Age

<b>Home School District of Referred Chil(ren)</b>	
<b>School currently attending</b>	

**Family & Children First Council Referral Form – page 2**

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

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

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

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

Juvenile Court	Special Education	Board of DD
Job & Family Services	Opportunity School	Head Start
Children's Services	Medicaid Benefits	Help Me Grow
Mental Health Services	Social Security Benefits	Truancy Mediation
Intensive home-based services (describe)	Substance Abuse Program	Other (Describe)

**KNOWN PRESENTING RISKS**

**Please mark a C (child) and/or P (parent) if there is current evidence of the characteristic – in the last 6 months. Please mark an H if there is a history of the characteristic – more than 6 months ago.**

Suicidal Ideations, Gestures, Attempts	Depression	Youth Uses Drugs or Alcohol
Self-Injurious Behavior	Hears Voices/Sees Things	Parent with Drug or Alcohol Problem
Aggressive Behaviors Toward Others, Animals, Property, etc.	Impulsive Behavior	Parent with Severe Chronic Illness
Fire Setting – current or history	Eating Disorder (Anorexia/Bulimia)	Parent with Mental Illness or Developmental Delay
Victimization: Physical, Emotional, or Sexual	Emotional or Educational Disabilities	Held back / Behind in grade
Sexual Acting Out/ Impulsivity – current or history	Suspended, Expelled, or Dropped Out of School	Lack of Caregiver Monitoring and/or Supervision
Availability of Weapons	Truancy	Unrestricted Internet Access
Runaway – current or history	Current Placement/Suspected Child Abuse	Verbal or Written Threats to Others
Violent Behaviors Toward Others, Animals, Property, etc.	Chargeable for sex offense	Known/Suspected Criminal Activity
Limited Developmental Capacity to Maintain Personal Safety	Negative Peer Involvement and/or Gang Activity	Limited Ability to Control Anger
Resides in High Crime Neighborhood	Prejudicial Thinking / Ideation	Acute Family Crisis
Family Conflict	Youth's Lack of Stable Residence/Homeless	Other (please specify)

**REFERRAL INFORMATION**

<b>Name</b>	
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To be completed by FCFC Staff

**Risk Score:** \_\_\_\_\_ **Scored by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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

**FAMILY AND CHILDREN FIRST COUNCIL OF COLUMBIANA COUNTY  
CONSENT FOR RELEASE OF INFORMATION**

\_\_\_\_\_  
Individual's Full Name

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Individual Case Number

The following agency(s) have my permission to exchange/give/receive/share/re-disclose information regarding service delivery planning for the purpose of securing, coordinating, and/or providing services for the above named person (please identify all agencies that apply):

- Home Choice / Care Star
- BAIR Foundation
- Children's Residential Services
- Columbiana County Board of Commissioners
- Columbiana County Board of Development Disabilities
- Columbiana County Dept of Jobs & Family Services
- Columbiana County Early Childhood Committee
- Columbiana County Health Department
- Columbiana County Juvenile Court
- Columbiana County Counseling Center
- Columbiana County Mental Health & Recovery Services Board

- East Liverpool City Schools
- City of East Liverpool
- Educational Services Center
- Family Recovery Center
- HELP Hotline Crisis Center, Inc.
- Mahoning & Columbiana Training Association
- Ohio Dept of Health Bureau for Children with Medical Handicaps
- Ohio Dept of Youth Services
- Parents/Family Advocates
- Wraparound Committee

Home School District or District Now Attending: \_\_\_\_\_

\_\_\_\_\_

Others: \_\_\_\_\_

\_\_\_\_\_

I authorize sharing of the following information if needed by the receiving agency to secure, coordinate, and provide services to the individual: (Circle yes or no and initial)

Circle One      Initial

Yes No      **Identifying Information:** Name, birth date, sex, race, address and telephone numbers.

Yes No      **Social Security Number**

Yes No      **Case Information:** The above identifying information, plus medical (except for HIV, AIDS, and drug & alcohol treatment records) and social history, treatment/service history, psychological evaluations, Individualized Education Plans (IEPs), Individual Family Service Plans, 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      **HIV and AIDS** related diagnosis and treatment.

Yes No      **Substance abuse** diagnosis and treatment.

Yes No      **Financial Information:** Public assistance eligibility and payment information provided for establishing eligibility including, but not limited to, pay stubs, W2s 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 unless otherwise indicated herein by the consumer. I also understand that I may cancel this Consent for Release of Information at any time by stating so in writing with the date and my signature and delivering it to \_\_\_\_\_ The revocation does

Addendum B

not include any information which has been shared between the time I gave permission to share information and the time that it was canceled.

I understand that my signing or refusing to sign this consent will not affect public benefits or services that I am eligible for. This consent expires on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Signature of Person

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness/Agency Representative

\_\_\_\_\_  
Date

Violation of Federal law and regulations by a program 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:

- 1. If the records include information of any diagnosis or treatment of 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) 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 of 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. You shall make no further disclosure of this information without 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.

**Columbiana County Family and Children First Council  
Family Team Meeting  
Agreement on Confidentiality and Participant List**

<b>Family / Parent Name:</b>	<b>Facilitator:</b>
<b>Date:</b>	<b>Location:</b>
<b>Start time:</b>	<b>Finish</b>
<b>time:</b>	<b>Parent initials:</b>

***We, the undersigned, agree to keep confidential all personal and identifying information and records regarding the above named child and family except as otherwise provided for via separate and properly executed Releases of Information, in pending Juvenile Court or other Court action, and in allegations, reports, or suspicion of abuse, neglect or threat of physical violence or self-harming behavior.***

<b>Signature of Attendance / Agreement on Confidentiality</b>	<b>Print Name / Address and Phone Number E-Mail Address</b>	<b>Role in the family</b>
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		

Name:  
Strengths, Needs, and Culture Discovery  
DOB:

Addendum D

**Long Range Vision:**

**Family Summary:**

**Safety:**

**School and Work:**

**Health:**

**Social / Fun:**

Name:  
Strengths, Needs, and Culture Discovery  
DOB:

Addendum D

**A Place to Live:**

**Legal Issues:**

**Culture:**

**Behaviors:**

Name:  
Strengths, Needs, and Culture Discovery  
DOB:

Addendum D

**Emotions:**

**Transportation:**

**Finances:**

**Spiritual:**

Name:  
Strengths, Needs, and Culture Discovery  
DOB:

Addendum D

Strengths:

Needs:

Wraparound Team:

**Discovery respectfully submitted by:**

**Wraparound Service Coordinator**

**WRAPAROUND PLAN**

**Name**

**Date**

**PARTICIPANTS:**

**GROUND RULES:**

**TEAM MISSION:**

**UPDATES:**

**STRENGTHS:**

**NEEDS:**

**GOALS AND GOAL OPTIONS** (Priority needs in bold):

➤

**Next meeting scheduled for at at the.**



*Strengths, Needs and Culture Discovery  
Approval*

I have reviewed the Strengths, Needs and Culture Discovery  
for \_\_\_\_\_ and agree that it represents what was  
discussed. I authorize Columbiana County Family Council to  
provide a copy of this Strengths, Culture and Challenges Discovery to each participant.

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Individual Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

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Released to:

Date:

From:

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

**COLUMBIANA COUNTY WRAPAROUND  
TRANSITION PLAN**

Family Name	Date of Transition Plan	Anticipated Graduation Date

Current and Past Team Members	
Name	Role in the Family

**Long Range Vision:**

**Mission Statement:**

**Team feels that Mission was met/partially met:**  Yes  No  
**Why or why not?:**

**Goal Review:**

<b>Goal</b>	<b>Status of Goal Achievement</b> <i>0 - No progress</i> <i>1 - Some Progress</i> <i>2 - Goal Achieved</i>	<b>Services and Supports which will remain in placement after closure to help the family maintain success</b>

**Strengths of the Wraparound Team:**

**Lessons learned about strategies that worked well:**

**Lessons learned about strategies that did not work well:**

**A crisis/safety plan has been created and updated to link youth/family to post-Wraparound crisis resources (if no, Wraparound cannot successfully transition):**

Yes

No

**A copy of this plan has been given to the family and each of the persons identified to provide assistance through the plan.**

Yes

No

**Wraparound Service Coordinator:** \_\_\_\_\_

**Date of initial involvement:** \_\_\_\_\_

**Summary of Wraparound Involvement:**





Case Review / FSTM Recommendations Plan for: \_\_\_\_\_

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

Date	Recommendations	Responsible Party
Signatures – Agreement with Plan		Signature – Non-Agreement with Plan

Circle one: initial or follow up:      2 week      1 month      3 months

Columbiana County Family Wraparound

Safety Plan – 2

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:

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

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

Youth/Child Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Facilitator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**COLUMBIANA COUNTY SERVICE COORDINATION (SC) CONTINUUM OF CARE**

**REFERRAL**

(parent, guardian or service provider makes SC referral; initial forms completed)

FCFC COORDINATOR  
Referral reviewed and forwarded to:

WRAPAROUND CONTRACTOR

Low risk/low interest	Medium risk	High Risk
     FCFC Coordinator or Contractor contacts family to provide information and referral or consultation meeting	     Assigned to Wraparound (WA)	     Referred to Home Choice or other community service (Case Review) as needed

- Possible outcomes:**
- 1) community referrals, brief interventions
  - 2) Service Coordination is good fit and family accepts referral to WA
  - 3) family declines services (referral source is notified)

- Possible outcomes:**
- 1) community referrals, brief interventions
  - 2) Family engages in WA (plan developed, implemented, reviewed)
  - 3) family doesn't participate (referral source is notified)

- Possible outcomes:**
- 1) family participates, plan developed to avoid out-of-home placement or for child's return
  - 2) family doesn't participate (referral source is notified)
  - 3) Out-of-home placement, follow-up-plan



Family and Children First Council  
of Columbiana County

38720 Saltwell Rd., Lisbon, OH 44432 \* 330-424-9591 \* Fax 330-424-9481

**WELCOME.....**

**Columbiana County Family & Children First Council (FCFC)  
Service Coordination**

**HELP ME GROW** provides services to expectant parents and families with children birth to three years of age, to promote positive health and development. For more information, call 330-424-0288.

**WRAPAROUND** has been identified nationally as a valuable process to improve the lives of youth and families with complex needs. A plan is developed for the family by the family and a team consisting of informal supports and service professionals. Wraparound is child and family-focused; addresses safety issues related to the child, family, and community; considers the family's unique culture; is strength based; builds partnerships between parents and professionals; recognizes the value of parent advocacy; identifies useful community supports; builds social networks and informal supports.

**PARENT ADVOCACY** helps parents become active and educated partners with the systems that serve their children and families. Parent Advocacy can help to empower, educate, encourage and equip families to partner with community professionals and improve access to needed services. Parent Advocates can attend meetings with families, such as school meetings, court hearings, Wraparound, Family Support Team Meetings or Case Review meetings.

**RESPIRE SERVICES** provide needed support for families to rest, recuperate and re-group when stress is high and the possibility of out-of-home placement exists. Parents also receive parenting information and community referrals based on their child's age and special needs.

**HOME CHOICE** brings supportive services to youth and families during and after an out-of home placement involving a qualified youth. The FCFC Coordinator will discuss program requirements and benefits with family members and community providers upon request. The focus of Home Choice is on provision of care in the least restrictive environment for the shortest possible time – while ensuring the health and safety of the youth, family and community after the youth returns home.

**INFORMATION and REFERRAL SERVICES** are available to any parent, community service provider or person interested in locating needed resources for a child or family experiencing unmet needs in a non-emergency situation. Emergency situations - seek assistance from the local hospital, police department, or 2-1-1 Help Hotline.

**DISPUTE RESOLUTION PROCESS** is available to any family who is dissatisfied with the quality of FCFC Service Coordination they are receiving. Call the FCFC Coordinator at (330) 424-9591 for information, or send your request to: FCFC, 38720 Saltwell Rd, Lisbon, OH 44432.

Columbiana County Family and Children First Council (FCFC)

Lori Colian, Coordinator

38720 Saltwell Rd., Lisbon, OH 44432 ~ (330) 424-9591 ~ fax: (330) 424-9481

## 10 Principles of the Wraparound Process

1. **Family voice and choice.** Family and youth/child perspectives are intentionally elicited and prioritized during all phases of the wraparound process. Planning is grounded in family members' perspectives, and the team strives to provide options and choices such that the plan reflects family values and preferences.
2. **Team based.** The wraparound team consists of individuals agreed upon by the family and committed to them through informal, formal, and community support and service relationships.
3. **Natural supports.** The team actively seeks out and encourages the full participation of team members drawn from family members' networks of interpersonal and community relationships. The wraparound plan reflects activities and interventions that draw on sources of natural support.
4. **Collaboration.** Team members work cooperatively and share responsibility for developing, implementing, monitoring, and evaluating a single wraparound plan. The plan reflects a blending of team members' perspectives, mandates, and resources. The plan guides and coordinates each team member's work towards meeting the team's goals.
5. **Community-based.** The wraparound team implements service and support strategies that take place in the most inclusive, most responsive, most accessible, and least restrictive settings possible; and that safely promote child and family integration into home and community life.
6. **Culturally competent.** The wraparound process demonstrates respect for and builds on the values, preferences, beliefs, culture, and identity of the child/youth and family, and their community.
7. **Individualized.** To achieve the goals laid out in the wraparound plan, the team develops and implements a customized set of strategies, supports, and services.
8. **Strengths based.** The wraparound process and the wraparound plan identify, build on, and enhance the capabilities, knowledge, skills, and assets of the child and family, their community, and other team members.
9. **Persistence.** Despite challenges, the team persists in working toward the goals included in the wraparound plan until the team reaches agreement that a formal wraparound process is no longer required.
10. **Outcome based.** The team ties the goals and strategies of the wraparound plan to observable or measurable indicators of success, monitors progress in terms of these indicators, and revises the plan accordingly.

Date \_\_\_\_\_

Name  
Agency  
Address

Dear \_\_\_\_\_,

You recently referred \_\_\_\_\_ to the Columbiana County  
Wraparound Process. The current status of the referral is:

\_\_\_\_\_ Phone contact made on \_\_\_\_\_ date \_\_\_\_\_.

\_\_\_\_\_ Initial Wraparound meeting scheduled for \_\_\_\_\_ date, location, time \_\_\_\_\_.

\_\_\_\_\_ The family is not interested in services at this time.

\_\_\_\_\_ Letters and/or phone contacts made on \_\_\_\_\_ dates \_\_\_\_\_, with no  
response from the family.

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please contact me at 330-424-\_\_\_\_\_, or the FCFC Office at 330-424-9591 if you have  
any questions.

Sincerely,

\_\_\_\_\_  
Wraparound Facilitator

Newly opened this month       Closed this month

**COLUMBIANA COUNTY WRAPAROUND STATUS REPORT**  
**Wraparound Services**

Referral Source: \_\_\_\_\_

Date of Report	
----------------	--

Submitted By	
--------------	--

Child's Last Name	
Child's First Name	
Child's Date of Birth	
Parent/Guardian/Caretaker Name	
School Attending	
Open Services	

Wraparound Phase*	Completed
Engagement	
Discovery	
Initial Wrap Meeting	
Wrap Meetings this month	
Team Staffing	
Six Month Reviews	
Transition	
Closed	

Next Wrap Meeting Scheduled for:	
----------------------------------	--

WA Notes/Updates:
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\*Phases Based on High on Ohio's High Fidelity WrapAround Process  
GW 7/12

**Columbiana County WrapAround Service Coordination Satisfaction Survey**

Please fill in each circle completely using the following example:

Family Name:

Date:

WrapAround Service Coordinator

		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
1.	I found that being a part of a WrapAround Team meeting was helpful to me and my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	I feel hope for my family since I became involved with WrapAround.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	I felt that my opinion was valued during WrapAround Team meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	I feel my team has been sensitive to my family's cultural & religious beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	I felt comfortable asking questions that I had about my child/children's case.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	I feel my family & I were treated with respect while involved with WrapAround.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	I was linked with resources to meet die needs of my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.	I know how to get services & supports that my family still needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9.	WrapAround has helped me understand die role of various service systems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.	Overall, I believe that services we received were helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.	I run comfortable with my child's school placement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.	I feel my family & I were prepared to transition out of WrapAround.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.	If my family does have a crisis, I believe the Crisis Plan my team developed will help us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14.	I feel that my family has made significant progress in meeting the goals we were working on.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15.	My family is more capable of handling challenging situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16.	I feel that my WrapAround Team cares about the success of my family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Columbiana County WrapAround Service Coordination Satisfaction Survey**

Comments:

Primary Systems Involvement	Yes	No
School	<input type="radio"/>	<input type="radio"/>
Children Services	<input type="radio"/>	<input type="radio"/>
Mental Health	<input type="radio"/>	<input type="radio"/>
Juvenile Court	<input type="radio"/>	<input type="radio"/>
Substance Abuse	<input type="radio"/>	<input type="radio"/>
Development Disabilities	<input type="radio"/>	<input type="radio"/>

Please return your completed Service Coordination Satisfaction Survey in the provided envelope to:

Columbiana County Family and Children First Council (FCFC) ~ Karen Arbogast, LISW-S, Coordinator  
~27 Vista Drive, PO Box 315, Lisbon, OH 44432 ~ (330) 424-0195 ~ fax: {330} 424-8033

## FAMILY & CHILDREN FIRST CONTINUUM OF CARE AND REFERRAL PROCESS

PROGRAM DESCRIPTION	WHO TO REFER	HOW TO REFER
Help me Grow (HMG)	<ul style="list-style-type: none"> <li>❖ Children birth- three years of age</li> </ul>	<p>Family Call (330) 424-0288 to enroll                      Questions? Call Julie Shea                      330-424-7787</p> <p>FAX completed referral form to                      FCFC: 330-424-9481</p> <p>Questions?                      Call FCFC Lori Collian 330-424-9591</p>
Family Support Team Meetings (FSTM)	<p>Families who are experiencing:</p> <ul style="list-style-type: none"> <li>❖ A crisis and/or family instability</li> <li>❖ The need for information, resources, support</li> <li>❖ Juvenile court charges or incarceration</li> <li>❖ MAIN FOCUS: PREVENTION AND REFERRAL</li> </ul>	<p>FAX completed referral form to                      FCFC: 330-424-9481</p> <p>Questions?                      Call FCFC Lori Collian 330-424-9591</p>
Wrap-Around	<p>Families involved in multiple systems who:</p> <ul style="list-style-type: none"> <li>❖ Have children with chronic problems (behavior, mental health diagnosis, difficulty in school, following rules, aggression, drug/alcohol abuse, health concerns, MRDD)</li> <li>❖ Are willing and able to benefit from a team approach to problem solving</li> <li>❖ MAIN FOCUS: service coordination and intervention</li> </ul>	<p>Fax Completed referral form to FCFC:                      330-424-9481</p> <p>Questions?                      Call FCFC Lori Collian: 330-424-9591</p>
Case Review	<p>Families involved in multiple systems who:</p> <ul style="list-style-type: none"> <li>❖ Are facing possible out of home placement of a child</li> <li>❖ Have achieved minimal progress within the current system involvement</li> <li>❖ Have a child returning home from placement</li> <li>❖ MAIN FOCUS: Review of child needs and services</li> </ul>	<p>Fax completed referral form to FCFC:                      330-424-9481</p> <p>Questions?                      Call FCFC Lori Collian: 330-424-9591</p>

## We Believe...

- ❖ Families should remain together while maintaining family safety.
- ❖ Families are full partners in their treatment and considered to be experts on their family.
- ❖ In building on family strengths, resources and informal supports.
- ❖ That individual rights and privacy should be respected.
- ❖ Families should have access and choice in services in their home, school and community.
- ❖ Families can be successful in reaching their full potential.
- ❖ In respecting the family's unique cultural, racial, spiritual, and ethnic values.
- ❖ In helping families create a nurturing environment for growth and healing.
- ❖ In individualized, strength-based planning.

**OUR GOAL:** To improve the lives of children and families who have complex needs.

FOR MORE INFORMATION, OR TO MAKE A WRAPAROUND REFERRAL,

CONTACT THE CHILDREN OF COLUMBIANA COUNTY FAMILY & CHILDREN FIRST COUNCIL AT  
330-424-9591

WRAPAROUND

38720 Saltwell Rd  
Lisbon, OH 44432  
330-424-9591 x181

Fax: 330-424-9481

CHILDREN OF COLUMBIANA COUNTY  
Family and Children First Council  
of Columbiana County

### What Is Wraparound?

Wraparound supports children and their families who are experiencing complex problems by organizing a team that assists the family in creating a plan that identifies their family's individual strengths and needs. The Wraparound Plan identifies, mobilizes, and coordinates an array of community services and supports. The family and

CHILDREN OF COLUMBIANA COUNTY  
Family and Children First Council  
of Columbiana County  
Lori Coligan, LISW  
FCFC Coordinator

their team then work to implement the plan and monitor their progress.

### Is Wraparound Right for your Family?

If your family needs help and you or your child are experiencing any of the following:

- ❖ Difficulty in school
- ❖ Behavioral issues
- ❖ Difficulty following rules
- ❖ Court involvement
- ❖ Aggressive behaviors
- ❖ Involvement with Children's Services
- ❖ Mental health issues
- ❖ Drug and/or alcohol involvement
- ❖ Mental retardation/developmental disabilities

### Referral Process

Anyone, including parents, can begin the process by contacting the Family and Children First Council of Columbiana County

A Facilitator will be assigned and will work with each family throughout the Wraparound Family Team Planning process.

### What to Expect

The Wraparound process has several steps:

**The Strengths, Culture and Challenges Discovery:** This is an opportunity for your trained Facilitator to get to know your family. We want to know what has worked for your family in the past, support systems you have, and the strengths of your family. This information assists in creating a team and plan for your family. This meeting is held at a time and place that is convenient for you and your family.

**Wraparound Team Meeting:** This is the time for everyone involved to come together. This could include family members, friends, neighbors, teachers, counselors, ministers, and anyone else you feel knows your child well. This meeting is also held at a convenient place and time for your family and team members. At this meeting you and your team will develop a plan based upon your family's specific strengths and needs.

**Team Review:** Your team will meet periodically to review progress, celebrate successes and troubleshoot any problems.

### Natural and Informal Supports

We need and encourage you to include your family and friends on your Wraparound Team. Your Facilitator will guide you and your team through this process. We recognize that your family and friends are an important part of your life and play a critical role in your team.

### Wraparound Teams

Wraparound Team Members are chosen by the family and represent the formal supports being received by the family, as well as the natural and informal supports. The Wraparound Team meets on a regular basis and provides support to family members in the achievement of their goals.

## **FAMILY SUPPORT TEAM MEETINGS (FSTM)**

### **COLUMBIANA COUNTY FAMILY AND CHILDREN FIRST COUNCIL**

➤ **What is an FSTM?**

A short-term process consisting of 1-2 meetings to support Columbiana County families who may be experiencing a crisis or who need assistance in finding resource to address their needs. A strength-based family plan is developed and follow-up is provided to track the family's progress and determine if additional supports and referrals are needed.

➤ **Who will participate in FSTM?**

- The family and anyone who they chose to be involved
- Professionals who are currently involved with child/family
- Professionals who are likely to become involved with the family

➤ **How can a family be referred for an FSTM?**

- A family member may contact the Family & Children First Coordinator directly at the number below.
- A service provider may complete the Family & Children First Council Referral Form and send or fax to the coordinator at:

Lori Colian LISW  
Family & Children First Council Coordinator  
38720 Saltwell Rd., Lisbon, OH 44432  
Phone: (330) 424-9591 ext 181  
Fax: (330) 424-9481  
lcolian@ccesc.k12.oh.us



38720 Saltwell Rd., Lisbon, OH 44432 \* 330-424-9591 \* FAX: 330-424-9481

A state-mandated intersystem collaborative group concerned with streamlining and coordinating services between systems to help families seeking assistance for their children.

**The FCFC six commitments to child well-being include:**

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

**Columbiana County FCFC Programs and Initiatives**

Helping to make school a care place where kids can learn

Making home a safe and nurturing environment so kids achieve their full potential

- Wrap Around
- Family Support Team meetings
- Case Reviews
- Help Me Grow
- Parent Advocacy
- Ohio Children's Trust Fund

**Wraparound**

Wraparound services receive funding through grants to support these services in the community. The process provides family-centered, individualized services and supports to youth and their families which ensures that:

- Families have a central and active role in identifying their needs, concerns, and priorities
- Families are provided with individualized services that are strength-based and needs driven
- Families are linked to form and informal supports to address their needs and challenges

Columbiana County Family & Children First Council \*Lori Colian LISW, Coordinator  
38720 Saltwell Rd., Lisbon, OH 44432 \* 330-424-9591 \* FAX 330-424-9481

- Families receive services that are culturally sensitive and respectful
- Families receive services that strengthen the natural family, extended family, and increase natural social supports

Wrap around is recognized nationally as a valuable process to improve the lives of youth and families with complex needs. A plan is developed by the family and a team consisting of informal supports and service professionals. Wraparound is child and family-focused; addresses safety issues related to the child, family, and community; builds partnerships between parents and professionals; recognizes the value of parent advocacy; is outcome-based and cost effective.

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### **FAMILY SUPPORT TEAM MEETING (FSTM)**

Columbiana County youth and family who are experiencing a crisis or need for information, resources and /or support can request or be referred for a Family Support Team Meeting. The purpose of the meeting is to provide an expedited response that meets the needs of the youth and family in the least restrictive setting. FSTM is a short-term process consisting of one or two meetings in which a strength-based family plan is developed and follow-up is provided.

The following youth and families are appropriate for Family Support Team Meeting referral:

- Families in crisis who have concerns about their child or their ability to continue to meet their child's needs
- Juvenile Court charges are pending, have been filed, or child has been incarcerated
- Any parent who is seeking information and support for parenting a multi-need child

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### **CASE REVIEWS**

Family & Children First Council Coordinator facilitate the Case Reviews. These meetings occur when:

- Youth is considered for an out of home placement and a plan is needed to help the child remain at home
- An out of home placement occurred and plan is needed to support the child's return home
- Desired progress toward the family service plan is not being achieved

## **HELP ME GROW**

Funds from the Ohio Department of Health, and Board of Developmental Disabilities, and state and federal stimulus funds are focused on promoting positive health and development for newborns, infants and toddlers through age three, including:

- Ongoing home visitation
- Child development screenings
- Together we grow Playgroups
- Special services/Early Intervention Program
- Information and Support services, including; help in accessing community resources. Parent advocacy, educational and employment opportunities, financial planning and budgeting, life skills, parenting skills, information on immunizations, medical care, medical conditions and delays, support groups and special services
- Transition from Help Me Grow to preschool environment or educational alternative

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## **PARENT ADVOCACY**

The National Alliance for the Mentally Ill (NAMI) provides funding for Parent Advocacy, which helps parents to become active and educated partners with the systems that serve their children and families.

- Parent Advocates help to empower, educate, encourage and equip families to partner with community professionals to improve access to needed services that are family-centered, community-based, comprehensive and culturally competent
- Parent advocates attend meetings with families, such as school meetings, court hearings, Wraparound meetings and case reviews
- Parent advocates are there for parents so they do not feel alone with facing difficult times with their children
- Parent advocacy is available free of charge to any family who has a child receiving FCFC service coordination (Wraparound, Family Support team meetings, Case reviews, Help Me Grow)





Family and Children First Council  
of Columbiana County

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FCSS/Discretionary Funds Request

Child's Name: \_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_

Amount Requested: \_\_\_\_\_

Payable to: \_\_\_\_\_ SSN \_\_\_\_\_

Address: \_\_\_\_\_

Purpose: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Worker submitting request: \_\_\_\_\_

Phone/email address: \_\_\_\_\_

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

FCFC Coordinator Signature: \_\_\_\_\_

Requisition #; date completed: \_\_\_\_\_

3701-8-08      **Procedural safeguards.**

- (A) Children and their families eligible for HMG but not eligible for part C, may file a complaint through the county family and children first council's dispute resolution process as required by section 121.37 of the Revised Code.
- (B) The department, as the lead agency shall establish procedural safeguards that are consistent with part C regulations. The department in partnership with the state and county family and children first councils is responsible for assuring effective implementation of these procedural safeguards by each state or local agency or a private agency in the state that is involved in the provision of part C services. The department assures implementation through the following activities:
  - (1) Disseminating written guidance regarding procedural safeguards to:
    - (a) County family and children first councils;
    - (b) Help me grow project directors;
    - (c) Centralized intake and referral sites;
    - (d) County boards of mental retardation and developmental disabilities;
    - (e) County departments of job and family services; and
    - (f) The family support consultant network;
  - (2) Entering into interagency agreements with the department of mental retardation and developmental disabilities and the department of job and family services; which includes the agreement to work together to consistently implement the part C procedural safeguards, regulations and other applicable policies; and
  - (3) Monitoring county compliance with this rule.
- (C) The department shall develop and assure the implementation of a process for the resolution of complaints regarding the provision of part C services. The process shall specify the procedure for:
  - (1) Filing a complaint with the county FCFC;
  - (2) Filing a complaint with the department;
  - (3) Resolving the dispute through mediation or an administrative hearing within thirty days from receipt of the request for mediation or an administrative hearing; and
  - (4) Resolving the dispute through investigation by the lead agency within sixty calendar days from receipt of the complaint.

- (D) Each county FCFC shall develop and maintain a resolution process for complaints, which shall be consistent with part C.
  - (1) The FCFC shall notify the department of the complaint in writing (via electronic or U.S. mail or facsimile) within seven calendar days of receipt of the complaint; and
  - (2) The FCFC shall issue a written decision to the complainant and the department within thirty calendar days from receipt of the complaint.
- (E) Each provider of part C services may develop and maintain a resolution process for complaints which shall be consistent with part C. If the provider has a resolution process for complaints:
  - (1) The provider of part C services shall notify the department and the FCFC of the complaint in writing (via electronic or U.S. mail or facsimile) within seven calendar days of receipt of the complaint; and
  - (2) The provider of part C services shall issue a written decision to the complainant, FCFC and the department within thirty calendar days from receipt of the complaint.
- (F) Upon receiving a complaint, the department, FCFC or provider shall:
  - (1) Assure the individual registering the complaint has a copy of the procedural safeguards; and
  - (2) Explain the options available for dispute resolution.
- (G) If the department receives notice that a complaint regarding part C services was filed with the county FCFC or a provider, the department shall monitor the resolution process to assure that the complaint is resolved by the county FCFC or provider within thirty calendar days. If the complaint is not resolved within thirty calendar days, the department shall notify the complainant, the county FCFC and the provider, if applicable, that complainant may select one of the following:
  - (1) To have the department investigate the complaint in accordance with paragraph (C) (4) of this rule. If this option is selected, the department shall assure that the complaint is investigated and resolved within sixty calendar days from the date the county FCFC or provider received the complaint; and
  - (2) To mediate and/or to go to an administrative hearing in accordance with paragraph (C) (3) of this rule. The department shall assure that if the complainant selects mediation and/or administrative hearing, the hearing is completed within thirty days from receipt of the request for mediation and/or administrative hearing.
- (H) Unless the state or other agencies and parents of a child otherwise agree, the child and family must continue to receive appropriate part C services currently being provided, during the resolution of disputes arising under part C. If the

complaint involves the initiation of one or more services under this part, the child and family must receive those services that are not in dispute.

- (I) The procedural safeguards policy and process is posted on the [Ohiohelpmegrow.org](http://Ohiohelpmegrow.org) website.

Effective: 8/08/2005

R.C. 119.032 review dates: 07/28/2010

CERTIFIED ELECTRONICALLY

\_\_\_\_\_  
Certification

\_\_\_\_\_  
07/28/2005  
Date

Promulgated Under: 119.03  
Statutory Authority: 3701.61  
Rule Amplifies: 3701.61



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Service Coordination  
Dispute Resolution Process

July 2016

Parents/custodians/guardians and agencies shall use existing local agency grievance procedures to address disputes NOT involving service coordination (Wraparound). These dispute resolution processes are in addition to and do not replace other rights or procedures that parents/custodians/guardians and agencies may have under other sections of the Ohio Revised Code.

Parent/custodian/guardian and agency disputes related to Wraparound Service Coordination shall follow the procedure detailed in this document, which is given to all families engaging in High Fidelity Wraparound service coordination as part of the intake process. Dispute resolution instructions and forms may be obtained by contacting the Columbiana County Family & Children First office at 330-424-9591 ext 181.

**Steps in Dispute resolution process:**

Disputes between agencies

- Timeline: Within 7 days of disagreement the disputing agency must submit a dispute resolution form to the FCFC Coordinator. A meeting between disputing agencies will be scheduled within 15 with the disputing agency and FCFC Executive members. FCFC Coordinator will issue written response with 7 calendar days. If disputing agency disagrees with FCFC executive committee they may file a written request within 5 days to the Juvenile Court Judge.

Non-emergency disputes between Parent/Guardian and FCFC

- Timeline: Within 7 days of disagreement the family must submit a dispute resolution form to the FCFC Coordinator. Upon receipt of request a meeting between family and FCFC Executive committee within 15 days. The FCFC Executive committee will meet within 7 days to draft response to family. A letter will be sent by mail within 5 calendars in response to disagreement. If family disagrees with response; family must submit in writing within 5 days to have dispute decided by the Juvenile Court Judge. Coordinator has 7 days to provide Judge with documentation. Judge will issue a written decision with 14 calendar days. Entire process in no more than 60 days.

Emergent disputes between Parent/Guardian and FCFC

- Timeline: Within 5 days of the disagreement the family will submit a dispute resolution request form to the FCFC Coordinator. Upon receipt of request a meeting with be scheduled with 7 calendar days with FCFC Executive committee. FCFC Executive committee will prepare a

**Addendum K**

response within 5 calendar days. If family disagrees with response from Executive committee must submit in writing within 5 calendar days a request to have disagreement decided by Juvenile Court judge. FCFC Coordinator has 3 calendar days to submit all documentation to Judge. The judge will issue a written decision based on disagreement within 10 calendar days. The entire process shall be completed in more than 30 days.

The rationale for the noted time frames are:

- The need to resolve the conflict in a timely manner while allowing sufficient time for concerns to be heard
- Bring swift resolution to the conflict so that service delivery for the child and family is minimally impacted

**Throughout this process, grievants may involve the services of an advocate to assist with this process.**

Completed form should be sent to:      Lori Colian LISW, Coordinator  
Columbiana County Family & Children First Council  
38720 Saltwell Rd.  
Lisbon, OH 44432  
PH: 330-424-9591 ext 181  
FAX: 330-424-9481

Columbiana County Family & Children First Council Service Coordination Mechanism  
**DISPUTE RESOLUTION FORM**

**1. GRIEVANT INFORMATION**

**DATE** \_\_\_\_\_

- *Response within 7 days*

<b>FIRST NAME</b>		<b>LAST NAME</b>		<b>TELEPHONE</b>	
				Home: _____	
				Work: _____	
				Cell: _____	
<b>HOME ADDRESS</b>					
<b>STREET</b>			<b>CITY</b>	<b>ZIP</b>	
<b>LEAD SERVICE COORDINATOR</b>					
<b>EMAIL</b>					
<b>LEAD SERVICE COORDINATOR</b>					
<b>NAME</b>		<b>AGENCY</b>		<b>TELEPHONE</b>	
				HOME: _____	
				WORK: _____	
				CELL: _____	
<b>GRIEVANCE ISSUE: State what is in disagreement; please be specific</b>					
(Attach additional pages as needed)					
<b>ACTION REQUESTED: What do you want to see happen? What "solution" do you want?</b>					
(Attach additional pages as needed)					
<b>DATE</b>			<b>SIGNATURE (parent or guardian)</b>		