

FCFC Service Coordination Matrix



County	Who do I call or email to ask about applying for Service Coordination?	What ages of children can receive Service Coordination & what needs qualify them for it?	Who can refer a child & how is a referral made?	How can a parent self-refer a child? Where can a parent get a self-referral form & who does the parent give it to when it is completed?	How can a family get a Parent Advocate?	What happens if I disagree with a service coordination decision? How long does it take to get an answer when I disagree?	Who do I call or email to file a dispute or disagreement?
Guernsey	<p>Name: Heather Robertson Title: Creative Options Facilitator</p> <p>Phone: 740-432-9271 Email: hrobertson@guernseycounty.org</p>	<p>Guernsey County children birth to age 21 with a diagnosed or emerging mental health condition who are served or eligible to be served by multiple agencies or systems.</p>	<p>Referrals can be made by any agency, school or other system. Families can also refer their child(ren).</p> <p>Referral process begins by contacting Heather Robertson at 740-432-9271.</p>	<p>Parents can call Heather Robertson at 740-432-9271 or email her at hrobertson@guernseycounty.org. Forms are obtained via Heather and are returned to Heather.</p>	<p>A request for a Parent Advocate can be made at anytime during the service coordination process. Parents can also contact the Educational Service Center to request a Parent Advocate.</p>	<p>Families have a right to dispute a service coordination decision. This must be made in writing and emailed to the Guernsey County FCFC Coordinator. Decisions are made within 60 days of receipt of dispute.</p>	<p>Name: Stephanie Laube Title: Guernsey County FCFC Coordinator</p> <p>Phone: 740-439-2667 Email: uwguernsey@guernseyunitedway.com</p>