



Miami County Family & Children First Council Service Coordination Plan

Revised: December 2002 Adopted: January 2003

Revised: October 2005 Adopted: November 2005

Revised: October 2007 Adopted: December 2007

Revised: May 2010 Adopted: July 2010

Revised: April 2013 Adopted: June 2013

Revised: May 2014 Adopted: June 2014

Revised: July 2014 Adopted: August 2014

Revised: August 2016 Adopted: August 2016

Overview/Purpose

The Miami County Family and Children First Council applies the knowledge and experience of families and professional helpers towards the development of family-friendly and cost effective health, human and social services. Service coordination has driven development of arrays of coordinated care options previously non-existent. Service integration efforts considered impossible in the past have been implemented. Service coordination has promoted cross-agency services by linking children in one system's care to other systems as well as to informal local supports. In addition, Council driven service

coordination has united service providers without dismantling systems. Information is shared while also assuring the confidentiality of child and family.

The purpose of this plan is intended to assist in coordinating services to abused, neglected, dependent, at-risk to be unruly, adjudicated unruly, or adjudicated delinquent children and their families who are in need of or eligible for services from community serving agencies. The plan also provides for services with non-behavioral health needs such as those who are medically fragile. The plan also provides services to youth and families who are living in poverty, have mental health needs or have needs related to substance abuse (alcohol/drug) issues. The plan also provides services for youth with developmental disabilities including Autism Spectrum Disorder. These youth may be receiving services from the Help Me Grow program or be in a Special Education program.

Coordination Across Systems

The Family & Children First Council will take a leadership role in providing a venue for the facilitation of any needed coordination efforts that may arise.

Current Community Agency Services

- The Recovery and Wellness Centers of Midwest Ohio - Miami County site: child/adult community support, education groups, outpatient individual and group therapy services, crisis services, and pharmacological services.
- Health Department: WIC, Well Child, immunizations, car seat education, prenatal services.
- Children's Services Board: information and referral, investigation of child abuse and neglect, in-home support services, case management, parenting education, placement services, pre and post adoption services.
- Job and Family Services: TANF, food stamps, Medicaid, family emergency services, employment and support services.
- Juvenile Court: probation, diversion, West Central Juvenile Detention Center, David L Brown Youth Center, day treatment services, West Central Rehab Center, and community services.
- Board of Developmental Disabilities/Riverside: specialized services for infants and toddlers with disabilities, educational services and service coordination for preschoolers with disabilities, recreation, enrichment activities and services coordination for school age children with disabilities, family to family connections for parents whose child has a disability.
- Department of Youth Services: parole services.
- Head Start: Head Start Center-based, Head Start Home-based, Early Head Start for infants/toddlers and pregnant women.
- Help Me Grow: birth to three year old services, case management services, and family support services.
- Miami County Schools: Severely Behavior Handicapped (SBH) School program, Opportunity School program, occupational therapy services, psychological services, speech/language pathologist services, developmentally handicapped/learning disabled services, preschool classes and services, hearing-impaired services, severe emotionally disturbed classes, multiple disabilities classes, and social work program.
- Ohio State University Extension: family nutrition program, classes in parenting, budgeting, child development and nutrition, and 4-H clubs.

- Miami County Recovery Council: individual, group and family counseling for alcohol and drug addiction, mental health counseling, and prevention Services.
- ViaQuest: case management and home based therapy.
- Samaritan Behavioral Health: case management services, outpatient individual and group therapy, education groups, crisis services, and pharmacological services.

Target Population

- Youth and family who are residents of Miami County
- Youth ages 0-21
- Youth and family must have multi-systemic needs
- Youth living in poverty
- Youth who are identified as abused, neglected, dependent, at-risk to be unruly, adjudicated unruly, adjudicated delinquent, or at-risk of abuse, neglect or dependency, as well as children with non-behavioral health needs such as those who are medically fragile. An “at-risk to be unruly youth” is defined as a youth whose negative behaviors may result in repeated contacts with law enforcement or school officials and may warrant services intervention prior to formal Juvenile Court action.
- Youth who are at risk for or who have developmental delays and/or disabilities including Autism Spectrum Disorder; be receiving services from Help Me Grow or be in a Special Education program.
- Youth or families with mental health needs or substance abuse (alcohol/drug) needs

Service Coordination Mechanism Awareness/Education

All Family & Children First Council members were provided a copy of the Miami County FCFC Service Coordination Plan. The plan will also be provided to any community agency or individual who requests a copy. The FCFC Program Coordinator will do presentations to any community agencies or individuals who request a presentation on service coordination.

Procedures for Accessing and Assessing the Needs of the Child and Family

The Miami County Service Coordination Program is the first step in accessing and assessing services and interventions for all youth with multiple needs as defined by the target population. Service Coordination Liaisons will be responsible for assessing referred families with children who may have multi-systemic needs.

Service Coordination Program (see ORC 121:37 section(C))

- (C)(1) A referral may be made by a family seeking services or by any child-serving agency. A copy of the Service Coordination Referral Form is attached to this plan as “Addendum A.” The Service Coordination Referral Form is submitted to the FCFC Program Coordinator. As part of the referral process, a Service Coordination Liaison will be assigned to begin the initial assessment with the family in the location of their choice.

- (C)(2) The Service Coordination Liaison and/or the FCFC Program Coordinator will assure that all members of the team are invited to all team meetings. This will include a representative from the school district.
- (C)(3) The family can contact the Service Coordination Liaison at any time to request a meeting or to review the family's service coordination plan. The family is free to invite individuals of their choice to attend the meeting.
- (C)(4) Need for More Restrictive Interventions: Miami County is committed to utilizing services within the family's community, as the least restrictive environment as the first choice in meeting a family's needs. This will assure that all alternatives to out-of-home placement have been exhausted before consideration of placement. Miami County requires the team hold its initial meeting as described above before any non-emergency out-of-home placement is made.
 - **Non-emergency placement requests:** For families who have been utilizing Service Coordination but whose situations are still unstable and posing such risk to themselves or the community that an agency (usually Children Services and/or Juvenile Court) is considering a placement in a more restrictive setting, a team meeting of the team may be called to look at alternatives for more intensive services. At this meeting, a thorough review of all services already utilized will be made, as well as, recommendations for additional community-based services or a reconfiguration of current services so that the family's needs might be met within the community. If no sound alternatives to placement can be identified, the team may decide to support a placement outside the community.
 - If the youth is in placement for 30 days or less, the Service Coordination case will remain open. The case will also remain open if there are other children in the home.
 - If a youth goes into placement for longer than 30 days, then the case is held and will need to be reopened when they return home. The Service Coordination Liaison will reassess the family for needed resources, referrals and services. The Service Coordination Liaison and FCFC Program Coordinator monitor the progress of the placement to make sure that the community agencies are ready for the youth when the youth returns home.
 - A family may choose to terminate service coordination at any time including when they feel that they are stable enough and have reached success in their Service Coordination Plan.
 - **Process for shared funding requests:** The agencies serving the family and the referring agency requesting the placement will consult with each other to determine placement funding.
- (C)(5) The FCFC Program Coordinator will track the number of families served, the length of stay in service coordination, the discharge status of closed families, the number of out-of-home placements, the number of disputes filed, and the services that were utilized. These outcomes will be reported monthly to the FCFC Executive Committee at the scheduled FCFC meetings. Upon request, the service coordination data will be provided to the state for purpose of evaluation.
- (C)(6) Release of Information and Client Confidentiality: Miami County recognizes and values the importance of protecting client confidentiality. A "Release of Information" form has been developed in accordance with federal regulations and is used to ensure client rights are appropriately met. A copy of the Release of Information form is attached to this plan as "Addendum B." In addition, all providers who have access to private health information observe all state and federal regulations for confidentiality as provided for by HIPAA. All of the

information contained in the service coordination plan or shared during child and family team meetings will remain confidential, unless disclosure is required by law.

- (C)(7) Miami County recognizes the importance of utilizing strengths-based, holistic assessment tools that will enable informed determinations to be made regarding whether mental health, developmental disabilities, child protection, substance abuse, early intervention, health, or educational services would be beneficial for the child and family. Family strengths and needs are first identified on the referral form and at the initial meeting between the Service Coordination Liaison and the family. As a part of regular meetings strengths and needs will be reviewed and documented. The service coordination plan will be updated accordingly.
- (C)(8) A Service Coordination Plan is developed based on the referral information strengths, needs and culture preferences, and through the team meetings. Services are implemented and regularly reviewed every 120 days by the team or as needed, until services are successfully completed or terminated for some other reason. The family is expected and encouraged to participate in the meetings. A copy of the Service Coordination Plan is attached as "Addendum C." A copy of the Service Coordination Plan Update is attached as "Addendum D." A termination form will also be required when a family is terminating services. A copy of the Service Coordination Termination Form is attached to this plan as "Addendum E."

Dispute Resolution Process (see ORC 127:37 (C)(9))

Dispute resolution is an important component of any service delivery system. Although agencies and professionals are committed to meeting the needs of the child and/or family there are times when all participants will not agree on a plan. There are three types of situations where a conflict may arise, including:

- The child and family are in disagreement with one agency;
- One agency is in disagreement with another agency or FCFC concerning services or funding;
- The child and family are in disagreement with their Service Coordination Plan.

Families will be made aware of the dispute resolution process at the initial point of contact through the referral packet. Parents will indicate on the Service Coordination Plan that the dispute resolution process has been given to them.

The FCFC Program Coordinator's role in the dispute resolution process will be that of a mediator. Once a dispute has been filed with the FCFC Program Coordinator, the following will apply:

- Services will not be denied to families and children who file a dispute.
- The level of services a family and children are receiving at the time the dispute is filed will continue throughout the resolution process.
- The family is encouraged to seek advocacy support. If the family already has a parent advocate, they may contact that person. Otherwise their family may contact either the Service Coordination Liaison or the FCFC Program Coordinator for assistance in obtaining an advocate.

Disputes Regarding Child/Family to Agency

Each agency providing services to a child/family will notify the child/family of their rights and procedures for filing a dispute with the agency. Disputes of this nature will be handled according to that agency's policy.

Disputes Regarding Agency to Agency

An agency represented on the Family & Children First Council that disagrees with the service coordination decision concerning the services or funding for services that a child is to receive from that agency may initiate the dispute resolution process. (ORC 121.38)

1. The dispute shall be filed with the FCFC Program Coordinator within fourteen (14) working days. The FCFC Program Coordinator shall call a meeting of the involved agencies and shall work toward a resolution of the issues. Within five (5) days following the meeting, the FCFC Program Coordinator will issue a written response to the involved agencies based upon the outcome of the meeting.
2. If a resolution is not agreed upon by the agencies or the FCFC Program Coordinator feels the severity of the issues call for additional mediation, the FCFC Program Coordinator will be charged with assembling the Dispute Resolution Committee (members of the Council Executive Committee) for the purpose of resolving the dispute. The Dispute Resolution Committee will meet within twenty-one (21) working days from the time the dispute is filed with the Dispute Resolution Committee. Within fourteen (14) days following the meeting, the FCFC Program Coordinator will issue a written determination based on the outcomes of the Dispute Resolution Committee meeting that directs one or more agencies represented to provide services to the child. This determination shall include a plan of care governing the manner in which services or funding are to be provided. The FCFC Program Coordinator shall base the plan on the family Service Coordination Plan developed as part of the service coordination process and on evidence presented during the process.
3. An agency subject to a determination issued by the dispute resolution process shall comply with the determination, unless the agency objects by doing one of the following not later than seven (7) days after the written determination is issued:
 - a. ~~If the child has been alleged or adjudicated to be an abused, neglected, dependent, unruly or delinquent child or a juvenile traffic offender, the agency may file in Juvenile Court a motion in the child's case requesting the court hold a hearing to determine which agencies are to provide services or funding for the child.~~
 - b. If the child is not subject to the above description, the agency may file a complaint in Juvenile Court objecting to the determination.

The Court shall hold a hearing as soon as possible, but no later than ninety (90) days after the motion or complaint is filed. The hearing shall be limited to a determination of which agencies are to provide services or funding for services to the child and shall issue an order detailing the plan of care governing the manner in which services or funding are to be provided. The Juvenile Court Judge will be the final arbiter in this process.

Disputes Regarding Child/Family to Service Coordination Plan

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 child/children.

1. The FCFC Program Coordinator will attempt to resolve the situation as soon as possible and no later than fourteen (14) working days after the dispute is filed with the FCFC Program Coordinator. Depending on the severity of the dispute, the FCFC Program Coordinator may

attempt to resolve the issues by acting as a liaison between the disputing parties. Within fourteen (14) days, the FCFC Program Coordinator will issue a written response to the family.

2. If a resolution is not agreed upon by the family or the FCFC Program Coordinator feels the severity of the issues call for additional mediation, the Council Coordinator will be charged with assembling the Dispute Resolution Committee (members of the Council Executive Committee) for the purpose of resolving the dispute. The Dispute Resolution Committee will meet within twenty-one (21) working days from the time the dispute is filed with the Dispute Resolution Committee. The FCFC Program Coordinator will obtain and provide to all parties all available documentation related to the dispute, and will notify all parties of the time and place of the meeting to resolve the conflict. The FCFC Program Coordinator will issue a written determination that includes a plan of care within fourteen (14) days following the Dispute Resolution Committee meeting.
3. If the family remains unsatisfied with the outcome reached by the Dispute Resolution Committee, the family has seven (7) working days to file for a review by the Juvenile Court Judge. The FCFC Program Coordinator and Service Coordination Liaison will submit records from the service coordination process, including assessment and treatment information to the Judge for review. The Juvenile Court Judge will issue a binding resolution.

Emergency Dispute Resolution Process between Child/Family to Their Service Coordination Plan

An emergent dispute will be defined as a dispute that requires an immediate response due to the safety or well-being of the child/children.

1. The FCFC Program Coordinator will attempt to resolve the situation as soon as possible and no later than three (3) working days after the dispute is filed with the FCFC Program Coordinator. Depending on the severity of the dispute, the FCFC Program Coordinator may attempt to resolve the issues by acting as a liaison between the disputing parties. Within the three (3) days, the FCFC Program Coordinator will issue a written response to the family.
2. If a resolution is not agreed upon by the family or the FCFC Program Coordinator feels the severity of the issues call for additional mediation, the FCFC Program Coordinator will be charged with assembling the Dispute Resolution Committee (members of the Council Executive Committee) for the purpose of resolving the dispute. The Dispute Resolution Committee will meet within five (5) working days from the time the dispute is filed with the Dispute Resolution Committee. The FCFC Program Coordinator will obtain and provide to all parties all available documentation related to the dispute, and will notify all parties of the time and place of the meeting to resolve the conflict. The FCFC Program Coordinator will issue a written determination that includes a plan of care within five (5) working days from the time the dispute is filed with the Dispute Resolution committee. The FCFC Program Coordinator will obtain and provide to all parties all available documentation relate to the dispute, and will notify all parties of the time and place of the meeting to resolve the conflict. The FCFC Program Coordinator will issue a written determination that includes a plan of care within five (5) days following the dispute Resolution Committee meeting.
3. If the family remains unsatisfied with the outcome reached by the Dispute Resolution Committee, the family has seven (7) working days to file for a review by the Juvenile Court Judge. The FCFC Program Coordinator and Service Coordination Liaison will submit records from the service coordination process, including assessment and treatment information to the Judge for review. The Juvenile Court Judge will issue a binding resolution.

For disputes regarding services or funding related to children involved in the Miami County Help Me Grow Program, the Miami County Help Me Grow Dispute Resolution Policy will be followed. All Miami County Help Me Grow program clients are provided a written copy of this process at the time of the first home visit.

Service Coordination Plan (see ORC 121:37 section (D))

- (D)(1) The Service Coordination Liaison will meet with the family to identify community agency members that the family would like to invite to their team meetings. At the meetings, the Service Coordinator Liaison will record in the family service coordination plan which agency/individual will be responsible for providing appropriate services and support responsibilities as agreed upon by the family and child and family team.
- (D)(2) The Service Coordination Liaison or other individual approved by the family, will be designated as the lead service coordinator and will track the progress of the family service plan, schedule reviews as necessary, and facilitate the family service coordination plan meeting process.
- (D)(3) The Service Coordination Liaison will ensure that assistance and services provided are responsive to the strengths and needs of the family, as well as the family’s culture, race, and ethnic group, by allowing the family to offer information and suggestions and participate in decisions. Services and supports will be delivered in the least restrictive environment possible. Furthermore, the Miami County FCFC recognizes and values the principles of human diversity. In response to ever-changing community demographics, FCFC will strive to reach out to and accommodate the individualized needs of children and families living in Miami County. Discrimination based on race, creed, religion, color, national origin, gender, sexual orientation, disability or political affiliation is prohibited.
- (D)(4) The Juvenile Court Diversion Program serves youth who have been formally cited as unruly children or cited with minor criminal offenses. Common examples of unruly (non-criminal) offenses include school truancy, running away, curfew and violating the rules set by their parents and school officials. The program focuses on the accountability from both the youth and family. These youth and their parents are offered services which may include parent and child education and referral to other agency services as an alternative to appearing in court. When families complete the program, the original citation or complaint is “vacated” and no formal record is maintained by the Court.
 - **Accessing the Juvenile Court Diversion Program**
 - A parent, police department, school official or anyone else having knowledge of an alleged unruly child may file a complaint with the county prosecutor.
 - If the complaint is approved by the prosecutor it is sent to the Juvenile Court.
 - A probation officer will review the complaint. If the complaint and the child’s court history meet court criteria, the case is referred for diversion services.
 - The child and parent/custodian are contracted and advised that their situation may be eligible for the Court Diversion Program. If the child wishes to deny the allegation or if the child and parent/custodian do not wish to participate in the diversion program, the complaint is sent to the Juvenile Clerk’s office for formal filing.
 - If the child and parent/custodian agree to diversion services, a meeting is scheduled with a probation officer within fourteen (14) days. The child and parent/custodian and probation officer develop a behavior contract and/or service delivery plan.

- The behavior contract and/or service delivery plan is monitored to review progress towards completion and to make any needed amendments to the plan.
- If the behavioral contract and/or service delivery plan is successfully completed, the charge is vacated.
- If the behavioral contract and/or service delivery plan is unsuccessful, the charge is given to the Juvenile Clerk's office for formal filing.
- (D)(5) At the child and family team meeting, the Service Coordination Liaison will help the family identify a timeline for completion of the family's goals that are specified in the plan. The goals will be reviewed and progress monitored at each subsequent child and family team meeting.
- (D)(6) The Service Coordination Liaison along with the invited community agency members will assist the family in developing a plan for dealing with short-term crisis situations and safety concerns. This will ensure that the team will be prepared to respond appropriately and immediately in the event there is a crisis or safety concern. A copy of the Crisis/Safety Plan form is attached to this plan as "Addendum F."

Fiscal Strategies

The Miami County FCFC utilizes a collaborative multi-agency process as the model for service coordination in the county. The primary source of funding for service coordination is the Family Centered Services and Supports (FCSS) dollars. Funding for services contained in family service coordination plans is determined using a variety of sources. These may include private sources, such as the family's health insurance, public sources, such as Medicaid (if the family is eligible), Kinship Permanency Incentive (KPI) funds (if the family is eligible), PRC/Title XX/TANF funds (if the family is eligible), Board of DD Critical Needs Funding (CNF) (if the family is eligible), and Family Centered Services and Supports (FCSS) funds. In some instances, involved agencies may collaborate to share funds to pay for a particular service. A copy of the FCSS Funding Request form is attached to this plan as "Addendum G."

Quality Assurance

The Miami County Family and Children First Council values continuous quality improvement in all its policies and procedures. [See section (C) (4) of this document for outcome measures that are tracked for quality assurance purposes.] Accordingly, this Miami County FCFC Service Coordination Plan is scheduled for review on an annual basis by members of the Family and Children First Council Executive Committee, with additional reviews and revisions performed whenever circumstances within the county warrant. The plan is available in hard copy upon request to the FCFC Program Coordinator of the Miami County Family and Children First Council, and is made available to families, agency personnel, and members of the community via the Ohio Family and Children First Council website.

OPERATIONAL DEFINITIONS

ADVOCATE: a person or persons who represents the interest of the family and/or the child.

FAMILY & CHILDREN FIRST COUNCIL CONFIDENTIAL RELEASE OF INFORMATION FORM: a specific release of information used by Family & Children First Council programs.

FAMILY & CHILDREN FIRST COUNCIL PROGRAM COORDINATOR: the person responsible for coordinating FCFC activities.

DISPUTE RESOLUTION COMMITTEE: the committee that reviews FCFC program disputes. Members are drawn from Executive Committee members who are not involved in the dispute.

SERVICE COORDINATION PLAN: a plan developed by family with the Service Coordinator Liaison to be used by all involved agencies to assure services to the family and youth are delivered in all understandable and timely manner.

MIAMI COUNTY FAMILY AND CHILDREN FIRST COUNCIL: a group consisting of child and family serving agencies, parents, and community members who are dedicated to creating a community based and focused system that nurtures and strengthens positive outcomes for the children and families served.

SERVICE COORDINATION LIAISON: this is the person responsible for facilitating child and family teams in accordance with the Service Coordination Program and completing documentation with the child and family. . This person is works in one of the child and family serving agencies and is the one who works most closely and frequently with the child and family.

SERVICE COORDINATION LIAISON TEAM MEETINGS: parents, guardians, kinship family, foster parents, agency representatives, school district personnel, parent advocates, and supportive persons as identified by the family who work in collaboration to identify services.

SERVICE COORDINATION PROGRAM: this is a Family & Children First Council program which is designed to support residents of Miami County who have multiple unmet service needs that may eventually lead to placement of youth out of the home.

List of Addendums

Addendum A – Service Coordination Referral Form

Addendum B – Release of Information

Addendum C – Service Coordination Plan

Addendum D – Service Coordination Plan Update

Addendum E – Service Coordination Termination

Addendum F – Crisis/Safety Plan

Addendum G – Funding Request Form



Service Coordination Referral Process

To make a referral for Service Coordination:

1. Complete the referral packet:
 - Release of Information
 - Referral Form
 - Service Coordination Plan
 - Crisis/Safety Plan
2. Be sure to have the parent/guardian sign the release of information.
3. Include the most recent assessments, IEP's, or evaluations.
4. Mail, Fax or Email all of the information to:
 - Family and Children First Council
 - ATTN: Beth Adkins
 - 1100 Wayne St. Suite 400
 - Troy, Ohio 45373
 - Phone (937)335-7727 Ext. 203
 - Fax: (937) 335-8816
 - Email: adkinsb@tcbmds.org

To make a Funding Request:

1. Complete Funding Request Form
2. Make sure the funding request need matches an identified goal in the Service Coordination Plan.
3. Submit to Beth Adkins as above.

For continued services, the Service Coordination Plan Update form must be completed every four months. The Release of Information needs to be updated at least annually.

To terminate a Service Coordination case, the Service Coordination Termination form needs to be filled out and submitted to Beth Adkins.

Addendum A

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SECTION III: FORMAL/TRADITIONAL SYSTEMS

Current Youth Involvement:

<input type="checkbox"/> Juvenile Court	<input type="checkbox"/> Mental Health Clinic—Troy	<input type="checkbox"/> Health Department	<input type="checkbox"/> Other
<input type="checkbox"/> Children’s Services	<input type="checkbox"/> MCRC	<input type="checkbox"/> Help Me Grow	<input type="checkbox"/> Other
<input type="checkbox"/> Dept. of Youth Services	<input type="checkbox"/> Other Mental Health Agency	<input type="checkbox"/> Head Start	<input type="checkbox"/>
<input type="checkbox"/> Job and Family Services	<input type="checkbox"/> Psych Hospitalization	<input type="checkbox"/> IEP	<input type="checkbox"/>
<input type="checkbox"/> Board of DD	<input type="checkbox"/> Alt School	<input type="checkbox"/> SSI	<input type="checkbox"/>

SECTION IV: INTAKE NEEDS & CHALLENGES

<input type="checkbox"/> Mental Health	<input type="checkbox"/> Poverty	<input type="checkbox"/> Special Education Programming
<input type="checkbox"/> Developmental Disability	<input type="checkbox"/> Unruly Behavior	<input type="checkbox"/> Child Neglect
<input type="checkbox"/> No Primary Care Physician- Would family like information on family doctors in the area?	<input type="checkbox"/> Physical Health Issues	<input type="checkbox"/> Child Abuse
<input type="checkbox"/> Delinquent	<input type="checkbox"/> Alcohol/Drug Issues	<input type="checkbox"/> Is family involved with Help Me Grow?
<input type="checkbox"/> Does the youth have a diagnosis of Autism Spectrum Disorder?	<input type="checkbox"/> Other:	<input type="checkbox"/> Other:

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Addendum B



Service Coordination Release of Information

_____ (Parent/Guardian Name) authorizes the providers listed below to share relevant information with the Miami County Service Coordination Team. This collaboration of service providers works with the referred family to coordinate services to help meet the needs of that family. Sharing relevant information provides a useful tool to help the family develop a comprehensive Family Service Plan.

Miami County Board of DD - Riverside	Miami County Health District	Miami County Recovery Council
Miami County Children's Services Board	Miami County Help Me Grow	Samaritan Behavioral Health
Miami County Dept. of Job and Family Services	Miami County Family and Children First Council	Council on Rural Services/Head Start/Gateway
Miami County Educational Service Center	Recovery & Wellness Centers of Midwest Ohio	Tri County Board of Recovery and Mental Health Services
Miami County Juvenile Court	Parent Advocacy Connection (PAC)	Viaquest, Inc.
Other Providers To Be Included:	Youth's Local School District:	

I understand that this information will be released only to the above named providers. I understand that this release will cover all family members listed on this release. Any information released during the service coordination process will not be re-released. I understand service coordination records are protected by state and/or federal confidentiality regulations. Service coordination records will not be disclosed or released without written consent of the parent/legal guardian. All federal, state, and local privacy laws apply to any records created by, or received by any of the listed service providers except as permitted by the terms of the release. Any records produced through the service coordination process are the property of the Miami County Family and Children First Council and are subject to all federal, state, and local privacy laws. I may revoke this signed consent to share information at any time. This signed consent to share information expires 365 days after the date below.

Print Youth's Full Name: _____ Date of Birth _____

List Any Other Family Members Included In This Release:

Name _____ Date of Birth _____

Name _____ Date of Birth _____

MY SIGNATURE BELOW AUTHORIZES THE RELEASE OF ALL INFORMATION. I HAVE READ THE REQUIREMENTS OUTLINED IN THIS FORM.

Parent/Legal Guardian _____ Date _____

Parent/Legal Guardian _____ Date _____

Witness _____ Date _____

REVOKED

Parent/Legal Guardian _____ Date _____

Witness _____ Date _____

A TRUE PHOTOCOPY HEREOF MAY BE CONSIDERED AS AN ORIGINAL



Service Coordination Plan

Youth Name:	Date:
Parent/Guardian Name:	
Referral Agency:	
Service Coordination Liaison:	
Family would like the following long term goal(s) for Service Coordination:	
<input type="checkbox"/> Family Stability/stay intact	<input type="checkbox"/> Increase positive parent/child relationship
<input type="checkbox"/> Family Reunification	<input type="checkbox"/> Gain positive school behavior
<input type="checkbox"/> Decrease acts of unruliness/delinquency	<input type="checkbox"/> Decrease risks of abuse or neglect
<input type="checkbox"/> Other: _____	
Family's Strengths:	
<input type="checkbox"/> Good Communication	<input type="checkbox"/> Parents unified in family goals
<input type="checkbox"/> Dedication to succeed	<input type="checkbox"/> Open for assistance
<input type="checkbox"/> Caring	<input type="checkbox"/> Good outside support system
<input type="checkbox"/> Other: _____	

Current Family Involvement:

<input type="checkbox"/> Juvenile Court	<input type="checkbox"/> Help Me Grow	<input type="checkbox"/> Health Department	<input type="checkbox"/> ViaQuest:
<input type="checkbox"/> Children's Services	<input type="checkbox"/> Miami County Recovery Council	<input type="checkbox"/> Recovery & Wellness Centers of Midwest Ohio	<input type="checkbox"/> Samaritan Behavioral Health
<input type="checkbox"/> Dept. of Youth Services	<input type="checkbox"/> Psychiatric Hospitalization	<input type="checkbox"/> Head Start	<input type="checkbox"/> Job and Family Services
<input type="checkbox"/> Board of DD	<input type="checkbox"/> IEP	<input type="checkbox"/> SSI	<input type="checkbox"/> Alt School
<input type="checkbox"/> Other	<input type="checkbox"/> Other	<input type="checkbox"/> Other	<input type="checkbox"/> Other:

Short Term Goals (need to match any future funding requests):

Short Term Goal #1: Action Plan (Who, what, when. Consider potential barriers)	
Ways to Monitor Results:	Resources Needed:
Short Term Goal #2: Action Plan (Who, what, when. Consider potential barriers)	
Ways to Monitor Results:	Resources Needed:
Short Term Goal #3: Action Plan (Who, what, when. Consider potential barriers)	
Ways to Monitor Results:	Resources Needed:

***If additional goals are needed please add to back of page.**

By checking this box I am acknowledging that I have received a copy of the Service Coordination Dispute Resolution Process.

Parent/Guardian Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____

Youth/Child Signature: _____ Date: _____

Service Coordination Liaison Signature: _____ Date: _____



Service Coordination Dispute Resolution Process

Dispute Resolution Process (see ORC 127:37 (C)(9))

Dispute resolution is an important component of any service delivery system. Although agencies and professionals are committed to meeting the needs of the child and/or family there are times when all participants will not agree on a plan. There are three types of situations where a conflict may arise, including:

- The child and family are in disagreement with one agency;
- One agency is in disagreement with another agency or FCFC concerning services or funding;
- The child and family are in disagreement with their Service Coordination Plan.

Families will be made aware of the dispute resolution process at the initial point of contact through the referral packet. Parents will indicate on the Service Coordination Plan that the dispute resolution process has been given to them.

The FCFC Program Coordinator's role in the dispute resolution process will be that of a mediator. Once a dispute has been filed with the FCFC Program Coordinator, the following will apply:

- Services will not be denied to families and children who file a dispute.
- The level of services a family and children are receiving at the time the dispute is filed will continue throughout the resolution process.
- The family is encouraged to seek advocacy support. If the family already has a parent advocate, they may contact that person. Otherwise their family may contact either the Service Coordination Liaison or the FCFC Program Coordinator for assistance in obtaining an advocate.

Disputes Regarding Child/Family to Agency

Each agency providing services to a child/family will notify the child/family of their rights and procedures for filing a dispute with the agency. Disputes of this nature will be handled according to that agency's policy.

Disputes Regarding Agency to Agency

An agency represented on the Family & Children First Council that disagrees with the service coordination decision concerning the services or funding for services that a child is to receive from that agency may initiate the dispute resolution process. (ORC 121.38)

1. The dispute shall be filed with the FCFC Program Coordinator within fourteen (14) working days. The FCFC Program Coordinator shall call a meeting of the involved agencies and shall work toward a resolution of the issues. Within five (5) days following the meeting, the FCFC Program Coordinator will issue a written response to the involved agencies based upon the outcome of the meeting.
2. If a resolution is not agreed upon by the agencies or the FCFC Program Coordinator feels the severity of the issues call for additional mediation, the FCFC Program Coordinator will be charged with assembling the Dispute Resolution Committee (members of the Council Executive Committee) for the purpose of resolving the dispute. The Dispute Resolution Committee will meet within twenty-one (21) working days from the time the dispute is filed with the Dispute Resolution Committee. Within fourteen (14) days following the meeting, the FCFC Program Coordinator will issue a written determination based on the outcomes of the Dispute Resolution Committee meeting that directs one or more agencies represented to provide services to the child. This determination shall include a plan of care governing the manner in which services or funding are to be provided. The FCFC Program Coordinator shall base the plan on the family Service Coordination Plan developed as part of the service coordination process and on evidence presented during the process.
3. An agency subject to a determination issued by the dispute resolution process shall comply with the determination, unless the agency objects by doing one of the following not later than seven (7) days after the written determination is issued:
 - a. If the child has been alleged or adjudicated to be an abused, neglected, dependent, unruly or delinquent child or a juvenile traffic offender, the agency may file in Juvenile Court a motion in the child's case requesting the court hold a hearing to determine which agencies are to provide services or funding for the child.

- b. If the child is not subject to the above description, the agency may file a complaint in Juvenile Court objecting to the determination.

The Court shall hold a hearing as soon as possible, but no later than ninety (90) days after the motion or complaint is filed. The hearing shall be limited to a determination of which agencies are to provide services or funding for services to the child and shall issue an order detailing the plan of care governing the manner in which services or funding are to be provided. The Juvenile Court Judge will be the final arbiter in this process.

Disputes Regarding Child/Family to Service Coordination Plan

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 child/children.

1. The FCFC Program Coordinator will attempt to resolve the situation as soon as possible and no later than fourteen (14) working days after the dispute is filed with the FCFC Program Coordinator. Depending on the severity of the dispute, the FCFC Program Coordinator may attempt to resolve the issues by acting as a liaison between the disputing parties. Within fourteen (14) days, the FCFC Program Coordinator will issue a written response to the family.
2. If a resolution is not agreed upon by the family or the FCFC Program Coordinator feels the severity of the issues call for additional mediation, the Council Coordinator will be charged with assembling the Dispute Resolution Committee (members of the Council Executive Committee) for the purpose of resolving the dispute. The Dispute Resolution Committee will meet within twenty-one (21) working days from the time the dispute is filed with the Dispute Resolution Committee. The FCFC Program Coordinator will obtain and provide to all parties all available documentation related to the dispute, and will notify all parties of the time and place of the meeting to resolve the conflict. The FCFC Program Coordinator will issue a written determination that includes a plan of care within fourteen (14) days following the Dispute Resolution Committee meeting.
3. If the family remains unsatisfied with the outcome reached by the Dispute Resolution Committee, the family has seven (7) working days to file for a review by the Juvenile Court Judge. The FCFC Program Coordinator and Service Coordination Liaison will submit records from the service coordination process, including assessment and treatment information to the Judge for review. The Juvenile Court Judge will issue a binding resolution.

Emergency Dispute Resolution Process between Child/Family to Their Service Coordination Plan

An emergent dispute will be defined as a dispute that requires an immediate response due to the safety or well-being of the child/children.

1. The FCFC Program Coordinator will attempt to resolve the situation as soon as possible and no later than three (3) working days after the dispute is filed with the FCFC Program Coordinator. Depending on the severity of the dispute, the FCFC Program Coordinator may attempt to resolve the issues by acting as a liaison between the disputing parties. Within the three (3) days, the FCFC Program Coordinator will issue a written response to the family.
2. If a resolution is not agreed upon by the family or the FCFC Program Coordinator feels the severity of the issues call for additional mediation, the FCFC Program Coordinator will be charged with assembling the Dispute Resolution Committee (members of the Council Executive Committee) for the purpose of resolving the dispute. The Dispute Resolution Committee will meet within five (5) working days from the time the dispute is filed with the Dispute Resolution Committee. The FCFC Program Coordinator will obtain and provide to all parties all available documentation related to the dispute, and will notify all parties of the time and place of the meeting to resolve the conflict. The FCFC Program Coordinator will issue a written determination that includes a plan of care within five (5) working days from the time the dispute is filed with the Dispute Resolution committee. The FCFC Program Coordinator will obtain and provide to all parties all available documentation relate to the dispute, and will notify all parties of the time and place of the meeting to resolve the conflict. The FCFC Program Coordinator will issue a written determination that includes a plan of care within five (5) days following the dispute Resolution Committee meeting.
3. If the family remains unsatisfied with the outcome reached by the Dispute Resolution Committee, the family has seven (7) working days to file for a review by the Juvenile Court Judge. The FCFC Program Coordinator and Service Coordination Liaison will submit records from the service coordination process, including assessment and treatment information to the Judge for review. The Juvenile Court Judge will issue a binding resolution.

For disputes regarding services or funding related to children involved in the Miami County Help Me Grow Program, the Miami County Help Me Grow Dispute Resolution Policy will be followed. All Miami County Help Me Grow program clients are provided a written copy of this process at the time of the first home visit.



Service Coordination Plan Update

Youth Name:	Date of Review:
Parent/Guardian:	Date on most recent Release of Information:
Service Coordination Liaison:	Agency:

New Agencies involved:

Agency	Team Member	Service

Update on goals:

Short Term Goal #1:
Current status:
<input type="checkbox"/> No progress <input type="checkbox"/> Some progress <input type="checkbox"/> Met Goal
Next step:

Short Term Goal #2:
Current status:
<input type="checkbox"/> No progress <input type="checkbox"/> Some progress <input type="checkbox"/> Met Goal
Next step:

Short Term Goal #3:
Current status: <input type="checkbox"/> No progress <input type="checkbox"/> Some progress <input type="checkbox"/> Met Goal Next step:

New Goals to work on:

Short Term Goal #1:	Strengths:
Action Plan:	
Barriers:	Resources needed:

*If additional goals are needed please add to back of page.

I assisted with the creation of this plan and agree with the contents of this plan:

Youth/Child signature: _____ **Date:** _____

Parent/Guardian signature: _____ **Date:** _____

Service Coordination Liaison signature: _____ **Date:** _____



Service Coordination Termination

Youth Name:	Date:
Parent/Guardian:	
Service Coordination Liaison:	Agency:

Reason for termination:

- Youth/Family decided to end services with program success
- Youth/Family moved out of county
- Youth/Family placed out of the home
- Youth/Family decided to end services without program success
- Other: _____

Goals Reached:

- Family completed less than 75% of their goals
- Family completed 75% to 99% of their goals
- Family completed 100% of their goals

I assisted with the creation of and agree with the Service Coordination Termination:

Youth/Child: _____ Date: _____

Parent/Guardian: _____ Date: _____

Service Coordination Liaison: _____ Date: _____

If family is unable to sign this form, please explain why here:



Service Coordination Crisis/Safety Plan

When this happens: (name and action/thought)

What is your plan?

_____ is to:

1) _____

2) _____

3) _____

_____ is to:

1) _____

2) _____

3) _____

If this does not work, follow the phone tree:

1) _____

2) _____

3) _____

I assisted with the creation of and agree with the contents of this plan:

Youth: _____ Date: _____

Parent/Guardian: _____ Date: _____

Service Coordination Liaison: _____ Date: _____

*If additional space is needed please add to back of page.



Service Coordination Funding Request

The funding request needs to match the identified goal in the Service Coordination Plan.

Family Name:	Date of Request:
Child Name:	Child DOB:
Service Coordination Liaison:	Agency:

Identified unmet need:
Description of request (dates, times, costs, etc):
Other services/resources exhausted:

Agencies Involved with Youth: <input type="checkbox"/> Miami County Juvenile Court <input type="checkbox"/> Miami County Board of DD <input type="checkbox"/> Miami County Children's Services <input type="checkbox"/> Miami County Dept. of Job and Family Services <input type="checkbox"/> Community Mental Health Agency <input type="checkbox"/> Other:
Estimated cost of service:
Vendor Payment Information (make check payable to): Name: Address: Notes:

FCFC Program Coordinator Approval: _____ Date: _____