

Pickaway County
Family and Children First Council
Service Coordination Mechanism

June 2010

Table of Contents

- I. Overview and Purpose
- II. Commitment to Child Well-Being
- III. Identified Children
- IV. Designation of Service Responsibilities
- V. Procedure for Referring a Child/Family
- VI. Components
- VII. Family Service Coordination Plans
- VIII. Out of Home Placement/Unruly/Delinquent Children
- IX. Procedure for Protecting Confidentiality of Families
- X. Funding/Fiscal Strategies
- XI. Public Awareness/Marketing
- XII. Quality Assurance
- XIII. Dispute Resolution
- XIV. Participants in developing Mechanism

I. Overview and Purpose

The Pickaway County Family and Children First Council is committed to providing coordinated services to all families with children birth through age 21. **TEAM for Youth** serves as the program for Family and Children First Council to ensure children and families receive adequate and appropriate services. We are committed to providing strengths-based, family-centered services that recognize the family as the child's first and most influential teacher. By partnering with parents to develop the most useful and efficient service coordination plan, it is the hope of the Council that the needs of families and children will be met. In Pickaway County, the purpose of service coordination is to provide a means for families to adequately address their needs which may not have been met in traditional agency systems.

Pickaway County's Service Coordination Mechanism is a document that will serve as the foundation for planning, coordinating, and implementing services to families seeking assistance and families involved in multiple agencies. This mechanism is not intended to overrule or supersede individual systems, but to develop an accessible way for families and children to receive services across multiple systems.

It is the primary goal of this mechanism to ensure that services to Pickaway County families and children include the following components:

- Services are delivered using a family-centered approach
- Services are responsive to the cultural, racial, and ethnic differences of the population being served
- Service outcomes are evaluated
- Available funding resources are fully utilized or integrated
- Service Coordination services and community supports are utilized
- Specialized treatment for difficult-to-serve populations and evidence-based treatment services are encouraged
- Duplicative efforts among agencies are reduced or eliminated
- Most importantly, families are fully involved in decision-making for the children and are provided with family advocacy options

II. Commitments to Child Well-Being

Pickaway County Family and Children First Council fully endorses the Ohio's Commitments to Child Well-Being:

- 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

III. Identified Children

The purpose of service coordination is to provide a venue for families needing services where their needs may not have been adequately addressed in traditional agency systems and would benefit for all agencies to coordinate a service plan. TEAM for Youth serves multi-need children through age 21 years.

Criteria for service coordination include but are not limited to the following:

1. Family is requesting help for a child/youth.
2. A child/youth/family is involved in multiple systems and service plans are not meeting the needs of the parties involved.
3. A family is need of additional resources that are not covered in current service plan.
4. An agency on behalf of a family is having difficulty accessing a service need.
5. A child/youth has been identified as unruly/delinquent and is at risk of placement.
6. A child/youth is at risk of a non-emergency out of home placement.
7. A child/youth is placed in an out of home placement for emergency purposes.

IV. Designation of Service Responsibilities

- *TEAM for Youth Coordinator:* The coordinator will facilitate the referral process, will facilitate the initial TEAM meeting (until a TEAM Leader has been identified), will coordinate subsequent meetings (determine location and times and inform all TEAM members), and will manage all service coordination files. The coordinator will track progress of the individual family service coordination plans. The coordinator is available for assistance between meetings for assistance with accessing funding, referrals, or specialized services. The TEAM for Youth Coordinator is responsible for reporting to the FCFC Service Coordination Committee.
- *TEAM Leader:* A TEAM leader who is appointed by the family, will be assigned at the first TEAM meeting. The TEAM leader will facilitate Family TEAM meetings and assist the coordinator with assuring completion of action steps of the Family Service Coordination Plan.
- *TEAM for Youth:* The TEAM includes service facilitators that will act in the best interest of the child and family to create a quality and comprehensive family service coordination plan. The TEAM may include the family, family supports, direct service providers, schools, case workers, Juvenile Probation Officers, case managers, and Parent Advocates.
- *FCFC Service Coordination Committee:* This committee meets to problem solve case planning issues, review cases that are receiving FCFC\$ and/or collaborative funding, and identify and work to resolve service gaps in the community.
- *FCFC Administrative Committee:* This committee will solve or resolve service coordination issues at the systems level, discuss resources available to support plan, review recommendations of the Family Service Coordination Committee, and address identified gaps in services and lack of resources. This committee includes the Director of Job and Family Services, Satellite Director of Scioto Paint Valley Mental Health Center,

and the Director of Pickaway County MRDD. Additional agency administrators may be added when additional services are identified.

- *FCFC Executive Committee*: This committee participates in the dispute resolution process when required. The scope of their involvement is defined in the dispute resolution process section of the Service Coordination Mechanism.

V. Procedure for Referring a Child/Family

Referrals can be initiated by an agency or any family voluntarily seeking services. All referrals will be directed to the Pickaway County FCFC Coordinator.

- a. Parent/Guardian Referral: A parent/guardian may access service coordination for their child through any Family and Children First member agency or by calling the Council Coordinator. The Council Coordinator will initially meet with the family to complete the referral packet (Appendix A). At this point, every parent is offered the services of a Parent Advocate. The family will identify members for the TEAM.
- b. Agency Referral: A formal referral for Service Coordination is made through the Council Coordinator. The Council Coordinator will complete the Referral Form with the information provided by the agency. The Council Coordinator will contact the family to further explain the process and make arrangements to complete the referral packet (Appendix A). At this point, every parent is offered the services of a Parent Advocate.

VI. Components

Service coordination is designed to respond to the needs of a family in the least intrusive manner. This includes using a strengths-based approach to service planning as well as utilizing natural, community-based supports and services. The Pickaway County Service Coordination Plan incorporated the following underlying values of Ohio Family and Children First:

- Children have the right to live with their own family.
- Children have the right to be nurtured and protected in a stable family environment.
- When children are at risk of harm, the community has the responsibility to intervene.
- Families are our community's most important resources and must be respected, valued, and encouraged to build upon their strengths.
- The racial, cultural, and ethnic heritage of children and the neighborhoods where they live are respected and supported as strengths. Ethnic and racial child-rearing practices are valued.
- Families have the right and responsibility to participate in identifying their concerns, priorities, and needed resources.
- Families have a right to understand service provision that addresses the multiple needs of their children.

All children and families in Service Coordination receive services through the same procedures. The difference lies in the intensity of service requirements, frequency of case monitoring, and services that require special funding arrangements. Once a case has been referred for consideration, the procedure is as follows:

- a. The Council Coordinator will contact the family within 2 business days to meet to discuss the Service Coordination process. The referring agency may be invited to this

- initial meeting if necessary. At this time the referral packet will be completed, strengths and needs identified, and TEAM members identified.
- b. The Council Coordinator will contact the members of the TEAM to determine a meeting time and location. The Council Coordinator can coordinate the scheduling of all meetings.
 - c. At the first TEAM meeting, the intake form will be filled out in which the members of the team with the family will explore the families strengths, and identify their needs. The family's culture, values and beliefs will also be explored and acknowledged when the Team with the family completes a Family Service Coordination Plan. The plan also identifies a TEAM leader in which the family has appointed, that will facilitate all TEAM meetings.
 - d. Between scheduled meetings, parents and service providers may contact the Council Coordinator or the TEAM leader for assistance in accessing funding, referrals, or specialized services.
 - e. Goals set forth in the plan will have specific timelines to be monitored for appropriate progress. Progress will be noted on TEAM meeting forms.
 - f. If deemed necessary by the family, a Crisis/Safety Plan will be developed during this meeting.
 - g. Families may initiate a meeting to revise or review their plan by notifying the Council Coordinator at any time.
 - h. The FCFC Service Coordination Committee will regularly meet to review cases and progress.

VII. Family Service Coordination Plans

A Family Service Coordination Plan is developed and maintained as part of the Service Coordination process. The plan will identify and organize providers, services, and responsibilities. Services may be provided by public and private agencies and informal supports. Families have an active role in writing the individual family service coordination plan and share a responsibility for carrying out the plan. The Family Service Coordination Plan must include the following:

- Ensure assistance and services provided are responsive to the strengths and needs of the child and family, as well as the family's culture, values, beliefs, traditions, by allowing the family to offer information and suggestions and participate in decisions.
- A guarantee that services will be delivered in the least restrictive environment (the most helpful setting while being with other children).
- A timeline for the goals outlined on the plan.
- Consent to participate from agencies, family, and informal supports.
- All families will have a Crisis / Safety plan, it will be documented in the Service Coordination Plan and who is responsible for writing the plan.
- A Crisis Plan for detailed arrangement regarding the process for dealing with an emergency situation or a short term crisis situation.
- Several public systems already require the preparation of a comprehensive service or treatment plan, often as a result of federal mandates. If multiple mandates inescapably require multiple plans, such plans will be linked together and coordinated to eliminate duplication and conflicting expectations of the family.

Each individual family service coordination plan is different because each child and family is different.

VIII. Out of Home Placement/Unruly/Delinquent Children

Youth who need intensive intervention to prevent out-of-home placement or court involvement are high priority cases for Service Intervention. Close monitoring and service coordination by the Coordinator and TEAM are a primary focus.

- If a child has been identified as either unruly or delinquent and is identified as at risk of entering the juvenile court system at any time during service coordination, a TEAM meeting will occur.
- This meeting will be before an out of home placement and will include discussion regarding treatment recommendations beyond the capability of parents and the funding sources. In the event of an emergency, and an out of home placement becomes necessary, a TEAM meeting will also take place within 10 days after placement is made.
- In this meeting members can assess whether all other alternatives have been exhausted as reasonable and appropriate responses to the situation. Decisions will be made regarding funding or placement with an emphasis on the responsibilities of the family, which may include responsibility to help pay for services. A transition plan must be initiated at the time of any placement for the child's anticipated return within ninety days to the community. The transition plan identifies the services and support the family will be offered from agencies. Special funding considerations will be referred to the FCFC Administrative Committee. Participation in TEAM by an agency or family does not guarantee funding for services or placement beyond the funding responsibilities already required by law of each individual agency. (Decisions of the TEAM or Council shall not be interpreted as overriding or affecting decisions of a juvenile court regarding an out of home placement.)
- The primary goal of Service Coordination is to work with families to prevent out of home placements. If a placement does occur, the agencies involved with the family will discuss the fiscal implications and alternative resources. Family and Children First Council funding sources will focus on the transition back to home and community.

IX. Procedure for Protecting Confidentiality of Families

Information contained in a Comprehensive Family Service Coordination Plan, as well as any personal family information disclosed during service coordination meetings shall be respected with the highest confidentiality. Each agency's staff will follow, first and foremost, the confidentiality standards set forth by their employing agency.

Families participating in service coordination will sign the Authorization of Release form indicating parameters for release of information that can be shared between identified agencies. All forms, paperwork, and identifying information shall be kept in a secure location managed by the Council Coordinator.

X. Funding/Fiscal Issues

Due to lack of local flexible funds, Pickaway County has no pooled funding for service coordination. When part of a child's plan requires special monetary consideration, the specific need will be referred to the Coordinator for convening a meeting with the FCFC Administrative Committee. Funding discussions and decisions are not a part of the TEAM meetings in terms of financial responsibilities. TEAM meetings are for developing coordinated service plans. The administrator of each agency represented on the FCFC Administrative Committee will have final say as to what their agency can contribute (financial or service). As a matter of course, financial participation from the family will be required.

The Pickaway County Family and Children First Council and its member agencies strive to be as creative and flexible as possible to maximize the use of all funds available and to provide the best possible service without duplication efforts or spending resources needlessly. Participation in TEAM by an agency or family does not guarantee funding for services or placement beyond the funding responsibilities already required by law of each individual agency.

XI. Public Awareness/Marketing

Council member agencies will be trained on the meaning, purpose, and use of this document. This training will be provided by the Council Coordinator on a yearly basis. The Council Coordinator will also inform direct service agencies of the FCFC Service Coordination Mechanism and process. Informal training can be provided to new service providers throughout the year. The Council Coordinator is responsible for marketing goals indicated on the Operational Capacity Building Grant.

XII. Quality Assurance

- a. For individual family service plans: Progress toward goals will be monitored by the TEAM members. Families will be given a pre and post Family Stability Factors survey for outcome measurement. Individual school performance will be used for the child's outcome performance. When cases are closed, a consumer satisfaction survey will be given to the family.
- b. For system/service monitoring: The Service Coordination Committee will track the number of cases, progress toward goals, census tracking, service coordination activities, and outcomes with data provided by the Council Coordinator. This committee will also be responsible for reviewing the Service Coordination Mechanism to determine if any revisions are needed. A Service Coordination Survey for Providers can be administered to determine effectiveness of the Service Coordination process and any need for changes.
- c. For Council reporting: The Council Coordinator will provide data such as number of cases, common problems, trends, and treatment needs to be considered for Council strategic planning. A monthly report and annual report will be shared with Council.
- d. When requested data of children in service coordination will be given to the State for the purpose of evaluation.

XIII. Dispute Resolution

Category A: Dispute between Child's Parents/Custodians and the County Council

Purpose: The local dispute process shall be used to resolve disputes between a child's parents or custodians and the county council regarding service coordination. A parent or custodian who disagrees with a decision rendered by a county council regarding services for a child may initiate the dispute resolution process established in the county Service Coordination Mechanism. In addition, children and families eligible for Help Me Grow, but not eligible for Part C Early Intervention service, may file a complaint through the county council's dispute resolution process.

Parents or custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. The dispute resolution process is in addition to and does not replace other right(s) or procedure that parents or custodians may have under other sections of the Ohio Revised Code.

The following steps outline this component of the dispute resolution process:

1. The Coordinator is designated as the liaison for the receipt of complaints regarding service coordination.

Pickaway County Family and Children First Council
Attn: Coordinator
PO Box 610
Circleville, OH 43113
614-989-9642
740-474-7588 ext 701

2. Parents or custodians shall be informed of their right to use the dispute resolution process.
 - a) Those parents or custodians who are denied access to the service coordination process at the point of referral will be informed of their right to use the dispute resolution process and will be provided a written copy of the Council's dispute resolution process.
 - b) During intake, parents or custodians will be informed of their right to use the dispute resolution process and will be provided a written copy of the Council's dispute resolution process.
 - c) Any member of the service coordination team or any member of council who receives a complaint from a parent or custodian regarding service coordination will inform the complainant of their right to use the Council's dispute resolution process and provide the complainant with the contact information for filing a complaint.
 - d) The Coordinator will provide a copy of the dispute resolution process the parent or custodian filing a complaint.
3. The Coordinator will notify the council chair and administrative agent of the complaint within seven (7) calendar days.
4. Each agency represented on a county council that is providing services or funding for services that are the subject of the dispute resolution process initiated by a parent or custodian must

continue to provide those services and the funding for those services during the dispute resolution process.

5. The Council's Executive Committee will investigate the complaint. The assigned individuals will not have a direct interest in the matter. In the event that a member of the Council's Executive Committee has a direct interest in the matter, the Council Chairperson will appoint another member of the Council to serve in that person's place.
6. The investigation of the complaint will include at least the following:
 - a) Conducting an on-site investigation as deemed necessary;
 - b) Interviewing the parent or custodian and giving the parent or custodian the opportunity to submit additional information, in writing;
 - c) Interviewing relevant providers and giving providers an opportunity to submit additional information, in writing;
 - d) Reviewing all relevant information and making a decision.
7. The Council's Executive Committee will issue a written decision to the parent or custodian within sixty (60) calendar days from receipt of the complaint. Situations determined to be an emergency by the Council's Executive Committee will be addressed within thirty (30) calendar days. The written decision will address each allegation and include finding of facts and conclusions and the reasons for the Council's decisions.
8. When the provision of service or funding cannot be resolved through the designated dispute resolution process, the final arbitrator will be the presiding juvenile court judge. The Coordinator will assist the parent or custodian in filing the case with the juvenile court within seven (7) days of the failed dispute resolution process. The Coordinator will assist the family in providing assessment and treatment information for the court.

Category B: Dispute Resolution Related to Part C Early Intervention Services

Purpose: Ohio Department of Health (ODH), as the lead agency, shall establish procedural safeguards that are consistent with Part C regulations. ODH, 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. Each county shall develop and maintain a resolution process for complaints, which shall be consistent with Part C. The following steps outline this component of the dispute resolution process:

1. An individual or an organization may file a complaint with the Pickaway County Family and Children First Council regarding the provision of early intervention services within the county. The Coordinator is designated as the liaison for the receipt of complaints. Contact information:

Pickaway County Family and Children First Council
Attn: Coordinator
PO Box 610
Circleville, OH 43113
614-989-9642

2. The Coordinator will notify ODH (Bureau of Early Intervention Services) of the complaint in writing (via email or US mail or fax) within seven (7) calendar days of receipt of the complaint.
3. The Coordinator will provide a copy of the procedural safeguards to the individual registering the complaint.
4. The Coordinator will explain the options available for dispute resolution, which include:
 - Filing a complaint with the county council;
 - Filing a complaint with ODH;
 - Requesting mediation;
 - Requesting an administrative hearing with ODH;
 - Filing a complaint with the provider of Part C service, if the provider has a resolution process for complaints.
5. 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.
6. The Council's Executive Committee will investigate the complaint. The assigned individuals will not have a direct interest in the matter. In the event that a member of the Council's Executive Committee has a direct interest in the matter, the Council Chairperson will appoint another member of the Council to serve in that person's place.
7. The investigation of the complaint will include at least the following:
 - Conducting an on-site investigation as determined necessary;
 - Interviewing the complainant and giving the complainant the opportunity to submit additional information, either orally or in writing;
 - Interviewing relevant providers and giving providers an opportunity to submit additional information, either orally or in writing;
 - Reviewing all relevant information and making a decision.
8. The Council's Executive Committee will issue a written decision to the complainant within thirty (30) calendar days from receipt of the complaint. The written decision must address each allegation and include finding of facts and conclusions and the reasons for the Council's decision. A copy of the decision will also be provided to ODH.**
9. The Coordinator will ensure that corrective actions are implemented within 45 days or sooner of the written final decision if there was a violation.

* If the provider has a resolution process for complaints, the provider of Part C service must notify ODH and the county council of the complaint in writing (via email or US mail or fax) within seven (7) calendar days of the receipt of the complaint. The provider of Part C services

must issue a written decision to the complainant, the county council, and ODH within thirty (30) calendar days from receipt of the complaint.

** If ODH receives notice that a complaint regarding Part C services was filed with the county council or a provider, ODH will monitor the resolution process to assure that the complaint is resolved by the county council or provider with thirty (30) calendar days. If the complaint is not resolved within thirty (30) calendar days, ODH will notify the complainant, the county council, and the provider, if applicable, that complainant may select one of the following:

- 1) To have ODH investigate the complaint in accordance with Rule 3701-8-08(c)(4). If this option is selected, ODH shall assure the complaint is investigated and resolved within sixty (60) calendar days from the date the county council or provider received the complaint; and
- 2) To mediate and/or go to an administrative hearing in accordance with Rule 3701-8-08(c)(3). ODH shall assure that if the complainant selects mediation and/or administrative hearing, the hearing is completed within thirty (30) days from receipt of the request for mediation and/or administrative hearing.

Category C: Agency Dispute with County Council Decisions

Purpose: An agency represented on the county council that disagrees with the council's decision concerning the services or funding for services a child is to receive from agencies represented on the council may initiate the local dispute resolution process established in the county service coordination mechanism applicable to the council.

The following steps outline this component of the dispute resolution process:

1. The Coordinator is designated as the liaison for the receipt of complaints:

Pickaway County Family and Children First Council

Attn: Coordinator

PO Box 610

Circleville, OH 43113

614-989-9642

740-474-7588 ext 701

2. The Coordinator will notify the council chair and administrative agent of the complaint within seven (7) calendar days.

3. The Council's Executive Committee will investigate the complaint. The assigned individuals will not have a direct interest in the matter. In the event that a member of the Council's Executive Committee has a direct interest in the matter, the Council Chairperson will appoint another member to the Council to serve in that person's place.

4. The investigation of the complaint will include at least the following:

- Conducting an on-site investigation as determined necessary;
- Interviewing relevant providers and giving providers an opportunity to submit additional information in writing; and
- Reviewing all relevant information and making a decision.

5. The Council's Executive Committee shall issue a written decision to the complainant within (60) calendar days from receipt of the complaint. Situations determined to be an emergency by the Council's Executive Committee will be addressed within thirty (30) calendar days. The written decision will address each allegation and include findings of facts and conclusions and the reason for Council's decision.

6. On completion of the process, the Executive Committee shall issue an written determination that directs one or more agencies represented on the council to provide services or funding for services to the child.

7. The determination shall include a plan of care governing the manner in which the services or funding are to be provided. The decision maker shall base the plan of care on the family service coordination plan developed as part of the county's service coordination mechanism and on evidence presented during the local dispute resolution process. The Executive Committee 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.

8. An agency subject to a determination pursuant to a local dispute resolution process shall immediately comply with the determination, unless the agency objects to the determination 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, filing in the juvenile court of the county having jurisdiction over the child's case a motion requesting that the court hold a hearing to determine which agencies are to provide services or funding for services to the child.
- b) If the child is not a child described above, filing in the juvenile court of the county served by the county council a complaint objecting to the determination.

9. The court shall hold a hearing as soon as possible, but not later than ninety (90) days after the motion or complaint is filed. At least five (5) days before the date on which the court hearing is to held, the court shall send each agency subject to the determination written notice by first class mail of the date, time, place, and purpose of the court hearing. In the case of a motion filed under division (B)(1) of this section (4a noted above) the court may conduct the hearing as part of the adjudicatory or dispositional hearing concerning the child, if appropriate, and shall provide notice as required for those hearings.

10. Except in cases in which the hearing is conducted as part of the adjudicatory or dispositional hearing, a hearing held pursuant to this division shall be limited to a determination of which agencies are to provide services or funding for services to the child. At the conclusion of the hearing, the court shall issue an order directing one or more agencies represented on the county council to provide services or funding for service to the child. The order shall include a plan of care governing the manner in which the services or funding are to be provided. The court shall base the plan of care on the family service coordination plan developed as part of the county's service coordination mechanism and on evidence presented during the hearing. An agency required by the order to provide services or funding shall be a party to any juvenile court proceeding concerning the child. The court may require an agency to provide services or

funding for a child only if the child's condition or needs qualify the child for services under the laws governing the agency.

11. While the local dispute resolution process or court proceedings pursuant to this section are pending, each agency shall provide services and funding as required by the decision made by the county council before dispute resolution was initiated. 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.

**Participants who developed and amended Pickaway County's Service Coordination
Service Coordination Review Committee;**

Danielle Ratcliff (Pickaway County FCFC)
Jo-Ellen Deal (Pickaway County DJFS)
Vince Yaniga (Scioto Paint Valley Mental Health)
Patti Webb (Pickaway County Schools)
Pam Stapleton (Scioto Paint Valley Mental Health)
Debbie Hoffman (Pickaway County Early Head Start)

Pickaway County FCFC members and guests who also participated in the development and final approval of the Mechanism;

Ty Ankrom (Pickaway County ESC)
Amiee Roberts (Pickaway County HMG)
Rhonda Hoffman (Pickaway County JFS)
Michelle Callahan (Pickaway County Library)
Michelle Treber (Pickaway County OSU Extension)
Amy Christopher (Ohio Christian University)
Rojanne Woodward (Pickaway County JFS)
Doug Stickel (YMCA)
Tammy Ayers (Pickaway County Health Department)
Connie Hardesty (Parent Rep)
Donna Solovey (PICCA Head Start)
Mike Hardesty (Parent Rep)
Lisa Johnson (Haven House)
Kim Holbert (Big Brothers Big Sisters)



Pickaway Co Family & Children First Council
TEAM Referral Form

PLEASE PRINT

Date of Referral: _____

TEAM Number _____

PARENT/CARETAKER INFORMATION

Family Name: _____

Street Address: _____
(No PO Box Numbers)

City, State, Zip: _____

Contact Number: _____ Alternate Contact Number: _____

FAMILY INFORMATION: (please provide the data you have available)

Referred Child(ren)

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

Adults living in the home and relationships to the child(ren)

Name	Relationship to Child

Other children living in the home

Child's Name	Age

TEAM 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)

Is the family aware that a referral has been made for FCFC Services? _____

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

Juvenile Court	Special Education	PCBDD
Job & Family Services	Alternative School	Head Start/ EHS
Children's Services	Medicaid Benefits	Help Me Grow
Mental Health Services	Social Security Benefits	Alternatives to Violence
Intensive home-based services (describe)	Substance Abuse Program	Other (Describe)

REFERRAL INFORMATION:

Your Name: _____

Name of Organization (if Applicable): _____

Contact Number: _____ Alternate Contact Number: _____

Is a Release of Information form included? _____ Yes _____ No

Questions? Call (614) 989-9642 or (740) 474-7588 Ext 701

Office Use Only:

Date Referral Received: _____

Referred to and Date: TEAM _____ Agency _____ Date _____

Accepted for Service Coordination. _____ **TEAM Meeting date:** _____

If referred to another Community Resource, who: _____

Is Family Interested in obtaining a Parent Advocate? Yes _____ No _____

Was Family notified of meeting Date? Yes _____ No _____

Family received TEAM Referral Packet: Yes _____ No _____

TEAM member _____

Date _____

TEAM Referral Form – page 3

Brief Summary of Presenting Problems:
(Please include current diagnoses and medications, if known)

KNOWN PRESENTING RISKS			
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	Parent with Mental Illness or Developmental Delay	
Victimization: Physical, Emotional, or Sexual	Educational Disabilities	Youth with Developmental Delay	
Sexual Acting Out – current or history	Suspended, Expelled, or Dropped Out of School	Lack of Caregiver Supervision	
Availability of Weapons	Truancy	Unrestricted Internet Access	
Runaway – current or history	Currently Placed Out of Home	Other (Please Specify)	

DIAGNOSIS: _____

MEDICATIONS: _____

IDENTIFIED GOALS AND OUTCOMES FROM TEAM MEETING:

**PICKAWAY COUNTY
TEAM (Together Everyone Achieves More) for YOUTH
AUTHORIZATION FOR RELEASE OF INFORMATION**

Youth's Name _____

Date of Birth _____

Section A: To be completed for all authorizations

The agencies and organizations checked below have my authorization to exchange information, both written and oral, regarding service delivery planning for the purpose of coordination and providing services for the above named person.

I hereby authorize the use of disclosure of my individually identifiable health information or personal information as described below. I understand that this authorization is voluntary. I understand that if the organization authorized to receive the information is not a health plan or health care provider; the released information may no longer be protected by Federal Privacy Regulations. I understand I can refuse to sign this authorization. I understand that I may inspect or copy the information to be used or disclosed. I understand that any disclosure of information carries with it the potential for an unauthorized re-disclosure and the information may not be protected by federal confidentiality rules.

Pickaway Co. Juvenile Court	Pickaway Co. Community Action	Pickaway Co. BDD
Pickaway Co. Job & Family Services	School District _____	Pickaway Co. Head Start
Pickaway Co. Children Services	Pickaway Co. Family & Children Services	Pickaway Co. Help Me Grow
Scioto Paint Valley Mental Health Services	Other Describe	Pickaway Co. Early Head Start
Intensive Home-Based Services (Describe)		

Specific description of the information, including date (s):

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

- _____ Social Security Number
- _____ HIV or Aids related diagnosis and treatment
- _____ Substance abuse diagnosis and treatment

Section C: To be completed for all authorizations

The youth or the youth's representative must read and initial the following statements:

- 1. I understand that this authorization will expire on ___/___/___ (DD/MM/YR) INITIALS: _____
- 2. I understand that I may revoke this authorization at any time by notifying the providing organization, in writing, but it won't have an affect on any actions taken prior to receiving the revocation. INITIALS _____

This form must be **complete** before signing.

Signature of Youth or Youth's Representative	Date
Printed Name of Youth's Representative: _____	
Relationship to Youth: _____	
Witness _____	

Section D: Contact information

It is best to contact me by: Phone # _____

Mail:	Address
Email	Address:

The information has been disclosed to you from records protected by federal/sate confidentiality rules. Any further release of information is prohibited unless 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 laws.

Copy to parent/individual: Initial/Date _____

NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAYBE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The Pickaway County Family and Children First Council (FCFC) is dedicated to maintaining the privacy of your health information. We are required by law to maintain the confidentiality of your health information.

Circumstances that may require FCFC to use or disclose youth health information include, but are not limited to:

- To public health authorities as required by law;
- In response to a court order;
- For law enforcement purposes;
- When necessary to reduce or prevent a serious threat to your health and safety or the health and safety of another individual or the public;
- To federal officials for intelligence and national security activities authorized by law;
- To parents/guardians in the course of planning for care/treatment;
- Within FCFC for the purposes of treatment, payment, or health care operations.

Health information pertaining to family planning, sexually transmitted disease, and/or HIV will not be released without your specific authorization.

Disclosures outside of the FCFC will require your written authorization. You may revoke such authorization at any time.

Your rights regarding your health information:

- You have the right to request restrictions on certain uses and disclosures of your health information. The Family & Children First Council is not required to agree to the requested restriction.
- You have the right for your communications regarding youth health information to be confidential.
- You have the right to inspect, copy, or request amendment of your health information.
- You have the right to receive an accounting of the disclosures of your health information.
- You have the right to obtain a paper copy of the Notice of Privacy Practices upon request.

You may exercise any of these rights by submitting a written request to the FCFC Coordinator/ Pickaway County Prosecutor.

FCFC is required to protect your health information, including maintaining the privacy of your health information and providing you with this Notice. FCFC is required to abide by all the terms of the Notice currently in effect. FCFC reserves the right to change the terms of its Notice and to make the new Notice provisions effective for all health information that is maintains. You may obtain a copy of the current Notice by submitting a written request to:

FCFC Coordinator
P.O.BOX 610
Circleville, OH, 43133

You may file a complaint with the FCFC Coordinator if you feel your privacy rights have been violated without fear of retaliation. You must submit your written complaint to the FCFC Coordinator.

If you have further questions regarding this Notice, you may contact the FCFC Coordinator at 614-989-9642 or 740-474-7588 Ext 701.

Signature of Youth/Parent/Guardian: _____ Date: _____



Pickaway County Family and Children First
TEAM
Intake and Family Strengths and Form

TEAM Number _____

Read attached description of strengths and check the strengths that pertain your family and child/ren.

- | | |
|--|--|
| <input type="checkbox"/> Caring And Appreciation | <input type="checkbox"/> Community And Family Ties |
| <input type="checkbox"/> Commitment | <input type="checkbox"/> Working Together |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Flexibility |
| <input type="checkbox"/> Openness To Change | |

Child/Family Strengths _____

Family Culture/Values/Beliefs _____

TEAM members signatures

_____	_____
_____	_____
_____	_____
_____	_____

Parent Advocate _____

Date Case opened _____ Family Team Meeting _____

Date Case closed _____ Reason _____

Pickaway County Family and Children First Council
 FAMILY SERVICE COORDINATION PLAN

Date:

Next Review Date:

Life Domain	Needs	Strengths	Actions	Person/Agency To Complete	When will this be done	Progress
Residence						
Social						
Emotional/ Psychological						
Educational/ Vocational						
Financial/ Legal						
Medical						

TEAM Leader _____

TEAM Members Present: _____

Child/Family Signature: _____

TEAM Family Safety Plan - Date of Plan _____

Child's Name _____ Date of Birth _____

Family Members in the home _____

Family Address _____ Family Phone _____

TEAM Members (Name and Phone)

Anticipated Crisis	Intervention Plan

**PICKAWAY COUNTY FAMILY AND CHILDREN FIRST COUNCIL
SERVICE COORDINATION MONITORING/TRACKING
WORKSHEET**

Please check appropriate box, indicating monthly or quarterly report, be sure to signify proper quarter.

Monthly	Quarterly	Q1	Q2	Q3	Q4
---------	-----------	----	----	----	----

TEAM Number: _____

1. DATE: _____

2. FAMILY TEAM LEADER: _____

3. CHILD/FAMILY: _____

4. DATE SERVICE COORDINATION BEGAN: _____

5. TEAM MEETINGS SCHEDULED: _____ COMPLETED _____

CURRENT STATUS OF SERVICE COORDINATION FOR THIS FAMILY:

12. WERE GOALS SET FOR INDIVIDUAL FAMILY SERVICE COORDINATION?

13. WAS THERE PROGRESS TOWARDS GOALS? _____

ARE THERE BARRIERS TO PROGRESS TOWARDS GOALS? _____

14. IS SERVICE COORDINATION ON GOING _____ TERMINATED _____

15. DATE SERVICE COORDINATION WAS TERMINATED: _____

16. IF SERVICE COORDINATION WAS TERMINATED WAS THE FAMILY NOTIFIED IN WRITING? _____

17. IS THERE A COPY OF THE NOTIFICATION IN THE FILE? _____

18. WAS THE FAMILY INFORMED OF THE DISPUTE RESOLUTION PROCESS?

Review Team signatures:

Pickaway County Family and Children First Council

Dispute Resolution

Category A: Dispute between Child's Parents/Custodians and the County Council

Purpose: The local dispute process shall be used to resolve disputes between a child's parents or custodians and the county council regarding service coordination. A parent or custodian who disagrees with a decision rendered by a county council regarding services for a child may initiate the dispute resolution process established in the county Service Coordination Mechanism. In addition, children and families eligible for Help Me Grow, but not eligible for Part C Early Intervention service, may file a complaint through the county council's dispute resolution process.

Parents or custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. The dispute resolution process is in addition to and does not replace other right(s) or procedure that parents or custodians may have under other sections of the Ohio Revised Code.

The following steps outline this component of the dispute resolution process:

1. The Coordinator is designated as the liaison for the receipt of complaints regarding service coordination.

Pickaway County Family and Children First Council
Attn: Coordinator
P.O. Box 610 Island Road
Circleville OH 43113
614-989-9642

2. Parents or custodians shall be informed of their right to use the dispute resolution process.
 - a) Those parents or custodians who are denied access to the service coordination process at the point of referral will be informed of their right to use the dispute resolution process and will be provided a written copy of the Council's dispute resolution process.
 - b) During intake, parents or custodians will be informed of their right to use the dispute resolution process and will be provided a written copy of the Council's dispute resolution process.
 - c) Any member of the service coordination team or any member of council who receives a complaint from a parent or custodian regarding service coordination will inform the complainant of their right to use the Council's dispute resolution process and provide the complainant with the contact information for filing a complaint.
 - d) The Coordinator will provide a copy of the dispute resolution process the parent or custodian filing a complaint.

3. The Coordinator will notify the council chair and administrative agent of the complaint within seven (7) calendar days.
4. Each agency represented on a county council that is providing services or funding for services that are the subject of the dispute resolution process initiated by a parent or custodian must continue to provide those services and the funding for those services during the dispute resolution process.
5. The Council will investigate the complaint. The assigned individuals will not have a direct interest in the matter. In the event that a member of the Council has a direct interest in the matter, the Council Chairperson will appoint another member of the Council to serve in that person's place.
6. The investigation of the complaint will include at least the following:
 - a) Conducting an on-site investigation as deemed necessary;
 - b) Interviewing the parent or custodian and giving the parent or custodian the opportunity to submit additional information, in writing;
 - c) Interviewing relevant providers and giving providers an opportunity to submit additional information, in writing;
 - d) Reviewing all relevant information and making a decision.
7. The Council will issue a written decision to the parent or custodian within sixty (60) calendar days from receipt of the complaint. Situations determined to be an emergency by the Council will be addressed within thirty (30) calendar days. The written decision will address each allegation and include finding of facts and conclusions and the reasons for the Council's decisions.
8. When the provision of service or funding cannot be resolved through the designated dispute resolution process, the final arbitrator will be the presiding juvenile court judge. The Coordinator will assist the parent or custodian in filing the case with the juvenile court within seven (7) days of the failed dispute resolution process. The Coordinator will assist the family in providing assessment and treatment information for the court.

Category B: Dispute Resolution Related to Part C Early Intervention Services

Purpose: Ohio Department of Health (ODH), as the lead agency, shall establish procedural safeguards that are consistent with Part C regulations. ODH, 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. Each county shall develop and maintain a resolution process for complaints, which shall be consistent with Part C. The following steps outline this component of the dispute resolution process:

1. An individual or an organization may file a complaint with the Highland County Family and Children First Council regarding the provision of early intervention services within the county. The Coordinator is designated as the liaison for the receipt of complaints. Contact information:

Pickaway County Family and Children First Council
Attn: Coordinator
P.O. Box 610 Island Road
Circleville OH 43113
614-989-9642

2. The Coordinator will notify ODH (Bureau of Early Intervention Services) of the complaint in writing (via email or US mail or fax) within seven (7) calendar days of receipt of the complaint.
3. The Coordinator will provide a copy of the procedural safeguards to the individual registering the complaint.
4. The Coordinator will explain the options available for dispute resolution, which include:
- Filing a complaint with the county council;
 - Filing a complaint with ODH;
 - Requesting mediation;
 - Requesting an administrative hearing with ODH;
 - Filing a complaint with the provider of Part C service, if the provider has a resolution process for complaints.
5. 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.
6. The Council will investigate the complaint. The assigned individuals will not have a direct interest in the matter. In the event that a member of the Council has a direct interest in the matter, the Council Chairperson will appoint another member of the Council to serve in that person's place.
7. The investigation of the complaint will include at least the following:
- Conducting an on-site investigation as determined necessary;
 - Interviewing the complainant and giving the complainant the opportunity to submit additional information, either orally or in writing;
 - Interviewing relevant providers and giving providers an opportunity to submit additional information, either orally or in writing;
 - Reviewing all relevant information and making a decision.

8. The Council will issue a written decision to the complainant within thirty (30) calendar days from receipt of the complaint. The written decision must address each allegation and include finding of facts and conclusions and the reasons for the Council's decision. A copy of the decision will also be provided to ODH.**

9. The Coordinator will ensure that corrective actions are implemented within 45 days or sooner of the written final decision if there was a violation.

* If the provider has a resolution process for complaints, the provider of Part C service must notify ODH and the county council of the complaint in writing (via email or US mail or fax) within seven (7) calendar days of the receipt of the complaint. The provider of Part C services must issue a written decision to the complainant, the county council, and ODH within thirty (30) calendar days from receipt of the complaint.

** If ODH receives notice that a complaint regarding Part C services was filed with the county council or a provider, ODH will monitor the resolution process to assure that the complaint is