

**PIKE COUNTY FAMILY AND CHILDREN FIRST COUNCIL**

**SERVICE COORDINATION PLAN**

**2010**

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### **Attachments**

**Referral Form**  
**Family Team Meeting Worksheet**  
**Family Caregiver Wants and Needs Scale**  
**Notice of Privacy Practices**  
**Confidentiality Statement**  
**Safety/Crisis**  
**Monitoring/tracking Worksheet**  
**Release of Information**  
**Service Goals**  
**Cultural Questionnaire**

## 1. Overview and Purpose

The Pike County Family and Children First Council Intersystem Collaborative for Youth shall exist to assist abused, neglected, dependent, delinquent, unruly and/or multi-need children birth through twenty-two years of age, and their families, who seek services of their own accord. Children with disabilities identified with 'special education' needs shall be eligible through age twenty-two. The collaborative was established pursuant to Ohio Revised Code, sec. 121.37, to ensure that multi-need children and their families receive adequate and appropriate services.

Section 121.37 of the Ohio Revised Code further mandates that plans be developed to coordinate services for the above-named population and that local service coordination should:

### **Commitment To Child Well-Being**

Support Ohio's Commitment 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

- Coordinate appropriate, effective and cost-efficient services for children and families
- Increase family involvement throughout the levels of planning and services
- Support early intervention with families;
- Encourage shared responsibility among systems serving children and families; and
- Be locally driven.

### **Service Coordination Mechanism Development**

Pike County FCF Council had representatives from all agencies involved in the planning and development of the Service Coordination Mechanism. The following agencies played a major role:

- **Pike County Children's Services**
- **Job and Family Services**
- **Scioto Mental Health**
- **Juvenile Court**
- **Community Action**
- **Dept. of Youth Services**
- **Pike Co. D.D.**
- **Pike Co. Head Start**
- **Outreach Council**
- **Pike Co. Schools**

## **Service Coordination**

In keeping with Ohio House Bill 57, emphasis also will be placed on unruly youth and their families. These youth are not considered a safety risk from abuse or neglect, nor have they presented in the juvenile justice system with serious delinquent issues. These unruly youth, however, may be considered to be at a turning point in their lives, wherein they and their families are often in serious discord. Children with these behaviors might impact the community by: appearing in court with unruly or misdemeanor offenses; lower academic achievement; exhibiting significant problems for teachers and other school officials, law enforcement, juvenile judges, probation officers, families and the community at-large; habitual disruption of learning for others in the educational arena; and with increased behaviors/disposition of committing delinquent acts or engaging in troubling behaviors.

Pike County has responded to this need by creating and/or expanding on a system of services to address the needs of these at-risk youth and their families. At this time those programs/plans/procedures include, but are not necessarily limited to, the following:

- Conducting a meeting with the child, parents, guardian, custodian, and/or other interested adults, and other interested parties to determine the appropriate methods to divert the child from the juvenile justice system.
- A plan for dealing with short-term crisis situations involving a confrontation between the child and the parents, guardian, custodian and/or law enforcement personnel as set forth in an agreement with the Pike County Family and Children First Council and FCSS 2010 OCBF.

- A plan to provide to the child and the child's family for a short-term respite from a short-term crisis situation.
- A community-based plan to provide a mentor to the child or the parents, guardian, or custodian.
- An alternative school program available in the county's city school system.

Unmet, multi-need determinate referrals shall be handled via Pike County's Service Coordination process. The FCF Coordinator currently reviews referrals to the Service Coordination process. The Family and Children Coordinator handles parent-, guardian-, or agency-based referrals, provides informal consultation for community agency staff, and coordinates the Service Coordination process.

A common referral form is available to all agencies in Pike County. Any agency or authority encountering a child or family in need of coordinated service may refer that child/family to the Pike County Family and Children First Coordinator. Members involved in the service coordination process will be identified as the Service Coordination Team.

**The Service Coordination Process in Pike County typically evolves in the following process:**

**(The Lead Service Coordinator must be approved by the family)**

- Referrals made by family and/or agency, including Juvenile Court are received by the FCF Coordinator.
- FCF Coordinator conducts initial, informal consultation with family and/or appropriate agencies. Basic strengths, needs, barriers are identified.

- Those involved with referral determine if referral is appropriate for full-scale Service Coordination process or if minimal agency-requested assistance might fulfill the given need(s). If a family or agency disagrees with the determination, the full Council will be involved. ( Referral Form attached)
- At this time, the family will be provided with a copy of *Service Coordination; a Guide for Families* and this information will be reviewed and explained to the family, if needed. The family will also be given a copy of the Pike County Dispute Resolution Procedure (see attached) if the referral is appropriate for Service Coordination, consents will be obtained to share information between agencies. A list of available resources and agency phone numbers and contact persons will be provided. Basic strengths, needs, barriers and family dynamics identified. This will be completed with the Family/Caregiver Wants/Needs Scale, the **Stability Factor Scale, and Services Checklist.** **In addition the appropriate CANS assessment will be completed.** Family will identify supports at this time and those persons will be included in the service coordination process.
- Multi-need referrals will receive additional consultation. Parents, guardians or custodians are advised of process, a release of information from same is requested and additional resources might be identified and contacted for assistance. The referral is reviewed, information provided to appropriate Service Coordination team members, and date for meeting set. The initial meeting will be conducted within ten (10) business days. The initial meeting

- date will be sooner if needed. The referral may be further categorized as multi-need, unruly/delinquent, or other. A Service Coordination team member submitting the referral shall act as “case manager” to track the progress of the service plan and delivery of services, unless otherwise indicated or applicable.
- A family may invite a family advocate, mentor or support person of the family’s choice to participate in any meeting at any time.
- The case is presented during pre-appointed or emergency Service Coordination meeting, as needed. Further strengths, needs, barriers and family dynamics are identified. ( See attachment)
- The Service Coordination Plan is developed by team. Needed services are determined, and a plan recorded and tracked by the designated case manager. A time frame established to complete goals. This time frame will be determined on a case by case basis. Each Service Coordination plan will be reviewed after 30 days of coordination. At this time goals will be evaluated.
- Non-participatory agency or management-level assistance is requested, as identified by Service Coordination Plan.
- Each case is monitored on a monthly basis, or more often as required by the plan. Regular Service Coordination Plan meeting dates set to follow development of plan, as needed. All parties involved will be notified by e-mail or mail. Family needs and limitations will be considered when establishing the time and location of the meeting.

## **Special Meetings**

- A special or meeting may be set, as determined or decreed by the Intersystem Coordinator, to handle or divert possible crisis situations. Any team member, including family members, may request a special meeting at any time.
- A special meeting will be held before any non-emergency out-of-home placement for all multi-need children, or within ten (10) days of a placement for emergency purposes. During these emergency meetings, the team will identify the possibility of a least restrictive placement or solution. If a least restrictive placement or solution is identified and funds are required to accomplish this, the County Partners will meet and discuss a solution that involves sharing of cost.
- The Plan is updated as determined by the team and child/family progress is tracked by the team on a monthly basis.
- The case is closed upon completion of the goals identified in the plan to the satisfaction of parents and participatory agencies, or at request of parents, guardians, or custodians of child.

Service Coordination Team Meetings will occur no less than monthly.

“Special cases” shall have priority over any other referral and shall be considered independently.

The Coordinator shall contact the family; determine what outcomes they desire from service coordination. The Service Coordination Team shall consist of a representative of each of the designated member agencies, the family of the

child, and any person that the family requests or feels is important to the Plan. Service Coordination Team members may be appointed by their respective department heads. The agency shall insure their representatives are knowledgeable of the resources that each agency offers. Services needed but not available may be developed by the Service Coordination Team. In cases where the team is unable to develop a service coordination plan, the full Council may be consulted.

### **Dispute Resolution Process (Local Council and Agencies)**

The local dispute resolution process shall be used to resolve disputes when a family is in disagreement with the service plan; when a family is in disagreement with one of the agencies providing services; or when one agency is in disagreement with another.

Parents or custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. The dispute resolution process is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the Ohio Revised Code. In addition, children and families eligible for Help Me Grow, but not eligible for Part C Early Intervention services, may file a complaint through the Pike County Family and Children's First Council's dispute resolution process.

Families can continue to receive services on the IFSCP while any disputes are being resolved. The dispute resolution process shall be completed within 60 days and it must be filed with the juvenile court within 7 days following a failed dispute and that interagency assessment or treatment information will be

submitted to the court.

The following steps outline the dispute resolution process:

1. The council coordinator is designated as the liaison for the receipt of complaints regarding service coordination.
2. Parents or custodians shall be informed of their right to use the dispute resolution process.
3. The council coordinator will notify the council chair and administrative agent of the complaint within 7 calendar days.
4. Each agent represented on a county council that is providing services or funding for services that are subject to 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 assign one or more individuals to investigate the complaint. The assigned members will not have a direct interest in the matter.
6. The investigation of the complaint will include at least the following:
  - An on sight investigation
  - Interviewing the parent or custodian and giving the opportunity to submit additional information, orally or written.
  - Interviewing providers and providing the opportunity to submit information.
  - Reviewing information and making a decision.
7. The Council Executive Committee will issue a written decision to the

parent within 60 days from receipt of the complaint. Situations determined to be an emergency by the Executive Committee, will be addressed within 30 calendar days.

**Dispute Resolution Process (Help Me Grow- Part C Early Intervention Services)**

Purpose: Ohio Department of Health, as the lead agent, shall establish procedural safeguards that are consistent with Part C regulations. 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 process:

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

FCFC Coordinator – Jon Black  
10 American Blvd.  
Piketon, Ohio 45661

2. The Coordinator will notify ODH of the complaint in writing within 7 calendar days of receipt of complaint.

3. The Coordinator will provide a copy of the procedural safeguards to the individual issuing the complaint.

4. The Coordinator will explain the options available for dispute resolution, which are:

- Filing a complaint with the county council

- Filing a complaint with ODH
  - Requesting mediation
  - Requesting a hearing with ODH
  - Filing a complaint with the provider of Part C service, if needed.
5. Unless the state or the parents otherwise agree, the child must continue to receive Part C services during the resolution of dispute.
6. The Executive Committee will investigate the complaint.
7. The investigation of the complaint will include:
- Conduct the investigation
  - Interview the complainant and give opportunity to submit new information.
  - Interview the providers and give opportunity to submit new information.
  - Review information and make decision.
8. The Committee has 30 days to make a decision. A copy of decision will be provided to ODH.
9. The Coordinator will ensure that corrective actions are implemented within 45 days of the written decision, if there was a violation.

### **Outcome Monitoring**

When all of the outcomes of the Plan are not attainable, the case manager shall present the case to the Service Coordination Team. The team shall consider revising the service plan or closing the plan if appropriate.

The Family and Children First Council shall in no way supplant existing service and funding responsibilities of the individual member agencies.

Outcomes and progress of the Pike County Service Coordination Process will be monitored on a quarterly basis by the Outcomes Committee of Council. The Outcomes committee will monitor out of home placements for that quarter, and individual Outcomes from specific families to assess satisfaction and progress of the County Service Coordination Mechanism. The Outcomes Committee will evaluate appropriateness of placement and continuity of care after discharge from placement with appropriate arrangements for housing, treatment, and education. An evaluation of Progress will be prepared by this committee and submitted to council on a quarterly basis. At this time Council will discuss any need for changes in the Service Coordination Mechanism to prevent gaps in service and appropriate changes will be made. ( See attached form)

The Ohio Scales are culturally and racially appropriate for Pike County. The Intersystem Collaborative will regularly review progress toward goals quarterly and update or changes the plan as needed. Upon request the aggregate outcome data will be supplied to the State of Ohio for the purpose of evaluation.

### **Confidentially and Privacy**

The confidentiality of each family will be held to the highest of importance. Each agency member involved will be required to adhere to their agency policy regarding confidentiality. Each person contracted to complete any service related to family involved in the Service Coordination process will be required to sign a confidentiality agreement. At the initial Service Coordination meeting, each member will be educated on the importance of participant confidentiality.

( See attached form)

## **Service Coordination Plan**

The Service Coordination Plan will be developed at the initial meeting. Strengths and needs will be identified for each family. In addition, the plan will be responsive to family culture, race and ethnic group. The plan will promote that services are provided in the least restrictive environment. The plan will be developed based on the identified individualized strengths and needs of each child/family. The Service Coordination Team will identify specific needs, develop specific measurable goals, and identify the person or agency responsible for completion of the interventions to achieve the goals. The goals will have reasonably established timeframes for completion. The first priority will always be to basic needs of a child and family through mentoring and respite care. Child/Family strengths will be utilized in the planning and intervention steps of the Service Coordination Plan. The Service Coordination Plan will be reviewed at least every 30 days by the Team. Tasks will be monitored for completion at time. Funding issues will also be addressed in the Service Coordination Plan. The Case Manager assigned will monitor completion of tasks and track progress within the 30 day time frame between reviews.

Each Service Coordination Plan will identify potential crisis situations. A crisis plan will be included and shared as appropriate with crisis workers in an attempt to prevent out-of-home placement and juvenile court involvement.

Any child alleged to be unruly will have a diversion plan in place with the crisis center and with the local law enforcement agencies to divert the child from detention. Respite will be used if appropriate, in emergency situations to prevent placement in detention. A person from an agency will be designated to

Conduct an assessment with an emphasis on personal responsibilities of the child and the parental responsibilities of the parents, guardian, or custodian of the child. Law enforcement involvement will be assessed.

Mentoring, parenting education classes and court diversion services will also be offered to the child/family.

The agencies will be trained through our monthly meetings to keep them updated on our projected goals and objectives.

The Pike County FCF Council will service any child and family regardless of culture, race, and ethnic group. We discuss with the family their needs and how can we as a county can best service and help them.

### **Crisis/Safety Plan**

The Crisis/Safety Plan is developed in a collaborated effort with the service coordination team members and the child/family during the service coordination meeting. Members of the team will state their concerns regarding anticipated crisis. All members will have input on what the consequences ( out-of-home, Juvenile court involvement, harm to oneself, etc) might occur if they are to be modified, there will be a service coordination meeting and all members will work together to adjust the plan to prevent any anticipated crisis.

### **Family Culture**

The family may select who they would like to have on their team. The family and Cluster Coordinator will use the information gathered during the Intake Needs Assessment process which agencies should be represented on the team. This team will work closely with the family to make sure the needs and goals are

being met and to monitor the progress. The Coordinator identifies the family's needs, strengths, and cultural discovery assessment and begins to document any identifiable gaps. We will seek to understand their needs, strengths, and their cultural background, such as, hobbies, interests, and goals they may have for their future, Then the team come up with a process of creating a complete plan with the family may be completed in one meeting or may take several meetings depending on the complexity of the issues.

Date \_\_\_\_\_

Pike County Family and Children First  
Referral Form

Referred by:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Agency

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone

Agencies Involved:

- Job & Family Services
  - Pike Co. Children Services
  - Juvenile Court
  - Scioto P.V.M.H.
  - Recovery Council
  - Community Action
  - Dept. of Youth Services
  - Pike Co. DD
  - Pike Co. Headstart
  - Outreach Council
  - Partnership Against  
Domestic Violence
  - Pike Co. Schools (Name)
- \_\_\_\_\_

I. Child \_\_\_\_\_ Resides with \_\_\_\_\_

Address \_\_\_\_\_  
Street City State Zip

Phone \_\_\_\_\_

II. Parents (Father) \_\_\_\_\_ (Mother) \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

III. Summarize services planned, in progress, and/or already delivered for the child, and reason for referral.

**Appalachian Family & Children First Council  
Child / Family Plan  
Statement of Confidentiality**

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

Name of Child / Family: \_\_\_\_\_

This form is for the purpose of developing a comprehensive, coordinated service plan for your child / family. This form hereby acknowledges that all information discussed relevant to your child / family is confidential and is to be used solely by the participating service providing agencies and Appalachian Family & Children First Council for the purpose of developing and implementing a comprehensive coordinated service plan, and is not to be released for any other purpose without the expressed written consent of the person/s to whom it pertains.

I / we the parents or guardians hereby grant permission to all participating agencies that have or are providing services to discuss with all other child and family team members information concerning me or us which would be relevant to obtaining a comprehensive coordinated service plan.

Parent / Legal Guardian Signature:

\_\_\_\_\_

Coordinator / Service Coordinator Signature:

\_\_\_\_\_

Service Coordination Team Members Signature:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_



Pike County Family and Children First Council  
Cultural Questionnaire

1. In what country were you born? \_\_\_\_\_
2. What language did you first learn to speak? What language is used at home?  
How do you identify yourself ( in terms of your background, heritage, or culture?)  
\_\_\_\_\_  
\_\_\_\_\_
3. What is important for others to know and understand about your background or  
culture? \_\_\_\_\_
4. What is the role of spirituality, faith, or religion in your life? Do you identify with any  
formal belief /religion? \_\_\_\_\_
5. What customs or traditions are important to you and your family? \_\_\_\_\_  
\_\_\_\_\_

Goal Sheet

Child and Family Team Summary

Child/Family Name \_\_\_\_\_ Date of Meeting \_\_\_\_\_

Lead Case Manager \_\_\_\_\_ Phone \_\_\_\_\_

Goal	Resources	Who is Responsible	By When
Crisis Plan			

Next meeting \_\_\_\_\_

**Addendum F**  
**Pike County Service Coordination Crisis Safety Plan**

**Family Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Predicted Crisis:**

\_\_\_\_\_  
**Environmental Triggers:**                      **Psychological Triggers:**                      **Behavioral Triggers:**

\_\_\_\_\_  
**Steps to Prevent Crisis:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Possible Outcomes:**

\_\_\_\_\_  
**Parent Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Lead Case Manager Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**FCFC Cluster Coordinator** \_\_\_\_\_ **Date** \_\_\_\_\_