

RICHLAND COUNTY YOUTH & FAMILY COUNCIL SERVICE COORDINATION PLAN

OVERVIEW

The Richland County Youth & Family Council was established to collectively improve the service delivery system to children and families in need around Richland County in north central Ohio.

The purpose of service coordination is to provide a mechanism for families needing services when those needs may not have otherwise been addressed in traditional agency mechanisms and procedures.

Richland County's social service agencies have an established history of collaboration, dating back three decades, and sharing of resources in terms of meeting community needs. This history includes the establishment of an effective Early Intervention Collaborative, the launch of the Interagency Cluster for Services to Youth and the subsequent merging of these endeavors into a Family and Children First Council.

The Council, whose structure has been utilized to prepare this plan, is governed by a Board of Trustees. Permanent members to this Board are the Chief Executive Officers of the institutions in the county who are party to the Agreement.

These include Mental Health and Recovery Services Board, Mansfield City Schools, City of Mansfield, Richland County Schools, Children Services, Juvenile Court, Richland County Board of Commissioners, Developmental Disabilities, Public Health, United Way, Ohio Heartland Community Action Commission, Ohio Department of Youth Services, North Central State College/OSU-Mansfield Child Development Center, and Richland County Job & Family Services.

None of the agencies involved in the council want to replace or assume the primary role of any of these systems. The council goal is to supplement and enhance the current assistance being offered, as explained in Ohio Administrative Code 121.37. That section of the code states, in part, *"The purpose of the cabinet council is to help families seeking government services. This section shall not be interpreted or applied to usurp the role of parents, but solely to streamline and coordinate existing government services for families seeking assistance for their children."*

The OAC requires each county to develop a service coordination mechanism, which serves as the guiding document for all of the agencies involved. This is perhaps more important than ever today due to the complicated nature of problems confronting children

and families and the scarce resources available to social service agencies. As most youth and their families do not have "single system" issues, almost all of the youth we serve require some type of service coordination and virtually all of the providers have become adept at working with other agencies and systems.

Our program of service coordination shall be child-centered and family focused. The needs of the individual child and the family will guide our efforts. Our services shall, of course, be responsive to the cultural, racial and ethnic differences in Richland County's population. This service coordination plan will work to assist any child or family whose needs are not being met by any one individual agency.

While the service coordination needs of youth receiving services from the many multi-faceted providers are addressed in this service coordination plan, the target population in Richland County for the 2010 service coordination plan are multi-system youth with intensive needs who will benefit from a formalized service coordination mechanism rather than the less formalized service coordination delivered by most service providers in the county. These youth with multiple problems typically cannot benefit from traditional services and require more intensive, specialized interventions than the traditional service providers can offer.

RICHLAND COUNTY

YOUTH AND FAMILY COUNCIL

SERVICE COORDINATION MECHANISM

July 6, 2010

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I) OVERVIEW AND PURPOSE

The purpose of the Richland County Family and Children First Service Coordination Mechanism (herein referred to as the SCM) is to apply the knowledge and experience of families and professionals toward the development of a family-centered and cost-effective plan of action for families and children who are involved with one or more service providers. Information is shared and coordinated between agencies while protecting and assuring the confidentiality of the child and family.

II) COMMITMENT TO CHILD WELL-BEING

Ohio's Commitments to Child Well-Being are:

- 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

Richland County Youth and Family Council will support Ohio's vision to the Commitment to Child Well-Being by making services available to families and children of Richland County. Through the enactment of House Bill 66 the Service Coordination Mechanism shall serve as the guiding document for the coordination of services in Richland County.

III) SERVICE COORDINATION MECHANISM DEVELOPMENT

Richland County Youth and Family Council had representatives from all agencies involved in the planning and development of the Service Coordination Mechanism. The following agencies played an integral role in the development of this mechanism. Agencies in bold are mandated participants via Ohio Revised Code (ORC) 121.37.

- 1. Richland County Children Services**
- 2. Jobs and Family Services of Richland County**
- 3. Richland County Board of DD**
- 4. Richland County Mental Health Board**
5. Parent Representatives
- 6. Richland County Juvenile Court**
- 7. Family and Children First Coordinator**
8. Mid-Ohio Educational Service Center
- 9. Mansfield City Schools**
- 10. Richland Public Health**
11. Richland County United Way
12. City of Mansfield
13. Department of Youth Services
14. Ohio Heartland Community Action Commission
15. NC State/OSU Child Development Center

16. Richland County Help Me Grow

Richland County Youth and Family Council Service Coordination Mechanism will be reviewed on an annual basis to ensure that all Families and Children are being served in the most effective manner.

The target population shall be those defined per section 121.37 of the ORC including House Bill 57 and ASHB's and 66 specifically the following:

- Abused Children
- Neglected Children
- Dependent Children
- Unruly Children
- Alleged Unruly Children
- Children who appear as unruly but not under the jurisdiction of the juvenile court as alleged or adjudicated
- Delinquent Children
- Children whose families are voluntarily seeking services of any publicly funded family serving system
- Children at –risk of becoming unruly or delinquent as determined by the Richland County Youth and Family Council

IV) UNDERLYING VALUES

Values outlined by the Ohio Family and Children First continue to positively integrated systems that support children by preserving families through supportive inter-agency, home and community interventions.

It is from this foundation that the following principles have been developed and will guide the continued development of a common assessment process, designation of service responsibilities, development of an integrated, comprehensive service plan, monitoring and evaluation of the Service Coordination Plan, throughout the continuum child serving agencies in the county. The principles and values are as follows:

1. Children and Families who are in need of services shall be identified as early as possible and accepted without exception through proper and appropriate assessment.
2. Family involvement in the assessment, and plan development, evaluation is valued and their input shall be sought.
3. The strengths and needs of the diverse cultures, races and or ethnic groups in the community shall be respected during the provision of services.
4. Information collected in the assessment and team meeting will build on strengths of the child and family.
5. Services will be family focused and community based.
6. Every effort will be made to assure each child a safe and permanent family and home.
7. Every attempt will be made to develop community based services as gaps or needs are identified.

V) SERVICE COORDINATION MECHANISM/INTER-SYSTEM PROCESS

The Richland County (SCM) seeks to improve the familial and social health of Richland County children and families with multiple needs. Service coordination is the process of applying the knowledge and experience of families and professionals to develop a family-centered and cost-effective plan of action for families and children who are involved with one or more service providers. The Ohio Revised Code stipulates process that needs to be adhered to by county Family and Children First Councils. Richland County Youth and Family Council will adhere to those same requirements as stated below. The Service Coordination Mechanism will provide services and supports to families with children 0-21. (See attachment A procedure for services)

1) DESIGNATION OF SERVICE RESPONSIBILITIES

Responsibility for services is identified in the Service Coordination Mechanism. Services are provided for the duration of a comprehensive family service coordination plan to the extent funding is available. All available funding sources may be used to pay for services.

- 1. Youth and Family Council Coordinator.** The coordinator is key to guiding a child and family during service coordination. The coordinator can also consider Council objectives for families and children. The Coordinator is responsible for reporting requirements assigned by law or otherwise assigned as a condition of service coordination. The Coordinator will also facilitate the dispute resolution process.
- 2. Family Team Leader.** The Family Team Leader will facilitate and coordinate services within a Family Team. The Family Team Leader will collect necessary information from service providers and be responsible for submitting reports to the Coordinator.
- 3. Family Teams.** The Family Teams will act as service facilitators that will act in the best interests of the child and family to create a quality and comprehensive family service coordination plan. Family Teams will submit required reports to the Family Team Leader. This team will review the initial referral for a family in need of services from the Richland County Youth and Family Council. This team could consist of identified line staff, supervisors from local service providers.
- 4. Service Provider.** The service provider supplies any information the Family Team Leader might need to coordinate services and submit required reports.
- 5. Executive Committee.** The Executive Committee will participate in the dispute resolution process when required. The scope of their involvement is defined in the dispute resolution process section of this Service Coordination Mechanism.

The following pages outline the process of service coordination, how to access it, and what families and agencies should expect to experience during the process.

A) INFORMATION- This part of the process allows a family to gather information about the available resources and services in the county. Families can access information from the Richland County YFC Coordinator or any YFC Council Member. Upon request, families will be provided with a directory of services that details available services and provides the contact information for those services. In addition, families will be provided with a brochure that explains what service coordination is, who service coordination is for, and how service coordination can be accessed. This brochure includes an abbreviated overview of "Service Coordination- a Guide for Families" that is posted on the Ohio Family and Children First Council web page. A complete copy of the guide can be provided at the request of a family.

B) REFERRAL - The referral process may be initiated by any agency, the juvenile court, or any family voluntarily seeking services. Referrals will be directed to the Richland County YFC Coordinator. Families can make referrals by phone, mail, through an agency, or by person-to-person contact with the YFC Coordinator. Agencies will fill-out a referral form and submit it to the YFC Coordinator by mail, fax or email. The referral form will include but is not limited to referral receipt date, referral source contact information, contact information for referred family/child, description of the issue, a response/outcome of the referral, and timeline for each referral process step. **See Attachment B.**

Once a referral is made, the family will be contacted within 24 hours or no later than the next business day by the YFC Coordinator. At that time, the YFC Coordinator will conduct an assessment that will determine the strengths and needs of the family. The coordinator will take all reasonable steps to contact referred families and complete the initial assessment. The YFC Coordinator will document all attempts made to complete a referral. It is important to note, if the coordinator is unable to confirm contact with a family, a home visit may become necessary. The YFC Coordinator will dismiss a referral after 20 days if contact is unable to be made with a family. The family will be notified of the dismissal in writing.

C) SERVICE IMPLEMENTATION – In order for services coordination to be implemented, an assessment must be conducted and a family service coordination team will or will not be established based on the assessment. Family teams will be comprised of all relevant agencies and individuals who will be providing services and supports to the child and family. These family teams will act as service facilitators that will act in the best interests of the child and family to create a quality and comprehensive family service coordination plan.

After the family completes the initial assessment, the YFC Coordinator will create the initial family team. Who makes up the initial family team will be based on the information produced by the assessment. After the initial family team is established, the family and the YFC Coordinator will coordinate an appropriate date for the first team meeting. This first meeting will take place within five (5) business days of completing the assessment. Transportation issues will be addressed at this time and a meeting place and time will be established that is most convenient for the family.

At this time, the YFC Coordinator will contact those agencies and individuals who have been identified as appropriate family team members. All family team members will be notified of the time and place of the first scheduled meeting via phone, mail and e-mail. Families and their family advocate will be notified via phone and/or mail.

At a minimum, the family team should include the following: The family, a family advocate, a representative from their home school and/or school of instruction (if child is of school age), and representatives from agencies that have had previous involvement with the family. After the initial meeting it may be determined that other agencies should be added to better serve the needs of the family and child.

Once the initial meeting has taken place, transportation, time, and location will be addressed to best suite the needs of the family through the service coordination mechanism.

Other important information regarding initiating family teams and requirements of family team meetings include:

1. At any time a family may initiate a Family Service Coordination Plan meeting.
2. There will be a Family Service Coordination Plan meeting before any non-emergency out of home placement. This must take place within five (5) days.
3. A Family Service Coordination Plan will take place within ten (10) days of an emergency placement.
4. Family needs and requests will be considered when scheduling the time and location of all meetings.
5. Each family will be notified of FCFC privacy and confidentiality statements. Families will be asked to sign release of information forms so team members can share information. (**Attachment C**)

INITIAL FAMILY TEAM MEETING -

This process should happen within five (5) business days of completing the initial assessment.

All family team members will be notified via phone, mail and e-mail. The family will be notified by phone and/or mail. However, if contact cannot be facilitated in this manner a home visit may be required.

During the first family team meeting the YFC Coordinator will be in attendance, in order to introduce the family to the service coordination process. This introduction will include the purpose of service coordination, an overview of how service coordination works, the family's right to privacy and confidentiality, a definition for family-centered approach, an introduction of all family team members in attendance, and an overview of the dispute resolution process. Each family will be informed of their right to dispute the service coordination process and outcomes decided upon in the family teams. Families will be given a written guide to the dispute resolution process.

Once the process is explained family team members will actively engage the family in an informal discussion focusing on the individual strengths and needs of the family, and briefly discuss why service coordination was initiated. At this time, it may be determined that other agencies should become part of the family team to better address the strengths and needs of a family.

The service provider that has the most involvement with the family will become the lead agency. If several agencies have similar involvement, the family team will vote on the lead agency. The family has the opportunity to dispute the appointment and appoint the team member they feel would be most appropriate, or the family may appoint themselves as lead.

The lead agency will be involved in all facets of the family service coordination plan and are not limited to, but responsible for:

1. Facilitating the family teams
2. Contacting family team members with regard to meeting places and times.
3. Will provide monthly reports to the YFC Coordinator
4. Will collect paperwork when other family team members cannot attend

A privacy and confidentiality statement, which will be approved by the Richland County YFC, will be distributed at the initial meeting and all members are required to read and sign it. As additional members are invited to these meetings, they will be asked to sign the statement as well. Families will also be asked to sign release of information forms so team members can share information.

Once a family has been introduced to the service coordination process, identified strengths and needs, decided upon a lead agency, and has been informed of the confidentiality process and dispute resolution process, the family team will discuss what data should be collected before the next team meeting. While we recognize that it will not always be possible to produce all of the relevant data by the next meeting, team members will make all reasonable efforts to produce the data requested by the family team. Relevant data can include, but is not limited to psychological evaluation, drug dependency assessments, Individual Education Plans, and other psycho-social information.

At the end of the initial family team meeting, the family team will decide on a meeting location for the next family team meeting. The second family team meeting will occur within 10 business days, excluding holidays and school snow days. If the family has a transportation issue and is not able to attend family team meetings due to these issues, the family team will discuss and provide a viable solution to the family's transportation issues. (**Attachment D**)

SECOND FAMILY TEAM MEETING-

This process will happen within ten (10) business days (excluding holidays and school snow days) of the initial family team meeting.

All family team members will be notified via phone, mail and e-mail. The family will be notified by phone and/or mail. However, if contact cannot be facilitated in this manner a home visit may be required.

By the second meeting the family team shall be well established. The family and team members will share data and verbal information. The family will be encouraged by all team members to further explore family and community strengths. If the family team believes that there is sufficient data to begin formulating a Family Service Coordination Plan, the family team is encouraged to do so.

Once the Family Service Coordination Plan has been initiated, the family team will collectively decide on a time, date, and location for the next meeting. Again, transportation issues will be addressed at this time.

METHOD TO DIVERT A CHILD FROM THE JUVENILE COURT SYSTEM

The Intake Department of The Richland County Juvenile Court strives to divert first time unruly or misdemeanant offenders from the formal Court process. These diversion efforts include unofficial conferences, warning letters, and restorative intervention practices. Recommendations are made to parents and youth which include referral for drug and alcohol services, educational programs for shoplifters, parent education programs, volunteer community service, house arrest, and other appropriate options.

Diversion is an alternative to an official adjudication. The diversion option allows the court to implement a plan which gives the child an opportunity to be responsible for his behavior, but, at the same time, avoids giving a formal label of delinquency to the child. After successfully fulfilling the terms of the diversion plan, the case is handled unofficially.

The Richland County Juvenile Court also has a diversion process for students who are truant from school. The Truancy Action Program (TAP) is a school/juvenile court attendance/truancy process which is implemented in all ten Richland County school districts. The five components of the process are: 1. Warning Letter; 2) Attendance/Truancy Awareness Program for Parents and Students; 3) Mandatory Attendance Meeting; 4) Informal Court Conference; and 5) Official Hearing. The process encourages school, parent, child, and Court cooperation in the interest of supporting the child's participation in school and diverting the child from a formal Court hearing.

TAP is designed to maximize parental involvement. Parents are intimately involved at four stages of the process: Truancy Awareness Program for Parents and Students, Mandatory Meeting, Unofficial Hearing, Official Hearing. Parents are expected to actively participate in the development of plans and to commit to fulfilling defined responsibilities. A Truancy Coordinator facilitates the TAP process; is the Hearing Officer for the unofficial conferences; and, presents recommendation to Truancy Court.

Each school is responsible for referring parents and children to TAP for the Truancy Awareness Program for Parents and Students and for unofficial and official hearings. The Truancy Awareness Program is offered twice monthly. The Truancy Coordinator leads the program with support at each session from volunteer school administrators.

The unofficial conferences, conducted by the Court, are scheduled by school officials. Conferences usually last between thirty and sixty minutes. A specific signed plan is developed which identifies each participant's continuing responsibilities.

Official hearings are held weekly in a specially-developed Truancy docket. The Court is committed to hearing all Truancy Complaints within ten days of their filing.

CONFIDENTIALITY AND ACCESS TO RECORDS –

I. POLICY

Records that are generated or held by the Richland County Family and Children First Council will be safeguarded and managed in accordance with Ohio Law. Records that are regarded as open to public inspection will be disclosed in accordance with the law.

II. DEFINITIONS

Confidential Information: Information, which is subject to specific limitations on disclosure. Such information must be specifically labeled, handled, and stored in such a way as to guard against accidental disclosure.

Disclosure: To communicate, transmit, or in anyway convey any information to any individual or organization in written, verbal or other form.

III. PROCEDURES

- A. Confidential Records: The individually identifying case records of clients in the possession of the Family and Children First Council are considered privileged records and are held confidential. Such records must be specifically labeled confidential, handled, and stored in such a way as to guard against accidental disclosure.

- B. Open Records: The Ohio Revised Code sec 149.43- 149.44 states that all records that records, which are not identified as confidential, must be open for inspection by and released to the public. Examples of open records include general administrative records such as correspondence files, financial or statistical reports, program plans,

meeting notes, and so forth. Any information which personally identifies clients, sensitive personal information about employees or other persons officially associated with the Family and Children First Council or other records which are protected as confidential by federal or state law or regulation are specifically exempted from public access.

- C. Access to Open Records: All Family and Children First Council records, which are not identified as confidential, must be open for inspection by and released to the public.
1. You are entitled to inspect public records promptly and to receive copies of public records within a reasonable period of time.
 2. You may inspect or receive copies of public records at all reasonable times during regular business hours.
 3. Except in limited circumstances, a public office may charge you no more than the actual cost to duplicate the public records you have requested.
 4. Although it may benefit you to make a request for public records in writing, a public office cannot deny you access to public records because you refuse to do so.
 5. You have the right to choose whether you want to receive copies on paper, in the same form as the public office keeps them, or in a different form that the public office can duplicate in its normal operations.
 6. You must make your request specific and you must identify the particular records you want. A request for all records about a particular topic, for instance, may be legally improper.
- D. Storage of Records: All records and identifying data will be stored in a manner that is in compliance with both state and federal standards for storing data.

LEAST RESTRICTIVE ENVIRONMENT

Family involvement in choosing appropriate services and providers and in the planning, implementation, and evaluation of services on behalf of the family must be respected. It is critical to the outcome of service coordination that special attention is given to the issues related to racial/ethnic/cultural identity and to gender. System development should also promote early intervention, preventing unnecessary out-of-home placement and keeping children and communities safe while supporting families whenever possible. Services and supports should meet the needs of children and their families in the least restrictive environment possible and as close to their own home environment as possible.

DISPUTE RESOLUTION PROCESS

A. Disputes between a Child's Parents/Custodians and the County Council- (Attachment E&H)

Purpose: The local dispute resolution 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's Service Coordination Mechanism. 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 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 rights or procedures 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 council coordinator is designated as the liaison for the receipt of complaints regarding service coordination. (See Attachment A)
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 service implementation, 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 Family 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. (See Attachment A)
 - d. The council coordinator will provide a copy of the dispute resolution process to the parent or custodian filing a complaint.
3. The council coordinator will notify the council chair and administrative agent of the complaint within seven calendar days.
4. Each agency 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 Executive Committee will assign one or more individuals to investigate the complaint. The assigned individuals will not have a direct interest in the matter.
6. The investigation of the complaint will include at least the following:
 - a. Conduction an on-site investigation as determined necessary;
 - b. Interviewing the parent or custodian and giving the parent or custodian the opportunity to submit additional information, either orally or in writing;
 - c. Interviewing relevant providers and giving providers an opportunity to submit additional information, either orally or in writing; and
 - d. Reviewing all relevant information and making a decision.
7. The Council Executive Committee will issue a written decision to the parent or custodian within sixty (60) days from receipt of the complaint. Situations determined to be an emergency by the Executive Committee, will be addressed within 30 calendar days. The written decisions will address each allegation and include findings of facts and conclusions and the reasons for the council's decision.
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 council coordinator will assist the parent or custodian in filing the case with the juvenile court. The council coordinator will assist the family in providing assessment and treatment information for the court. The following process is

B. Dispute Resolution Related to Part C Early Intervention Services – (Attachment E&H)

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 council 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 county council regarding the provision of early intervention services within the county. The council coordinator is designated as the council's liaison for the receipt of complaints.

2. The council coordinator will notify ODH (Bureau of Early Intervention Services) of the complaint in writing (via email or U.S. mail or fax) within seven calendar days of the receipt of the complaint.
3. The council coordinator will provide a copy of the procedural safeguards to the individual registering the complaint
4. The council 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 services, 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 Executive Committee will assign one or more individuals to investigate the complaint. The assigned individuals will not have a direct interest in the matter.
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; and
 - Reviewing all relevant information and making a decision.
8. The council Executive Committee will issue a written decision to the complainant within thirty (30) calendar days from the receipt of the complaint. The written decision must address each allegation and include findings 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 council executive committee 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 services must notify ODH and the county council of the complaint in writing (via email or U.S. mail or fax) within 7 calendar days of 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 the receipt of the complaint.

** If ODH receives notice that a complaint regarding Part C services were 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 within thirty (30) calendar days. If the complaint is not resolved within thirty 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 days from receipt of the request for mediation and/or administrative hearing.

C. Agency Disputes with County Council Decisions

Purpose: An agency represented on the county council that disagrees with the council's decision concerning the services of 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. Richland County Juvenile Court refers to section 121.38 of the Ohio Revised Code to address disputes on a local level.

121.38 Resolving agency disputes concerning services or funding.

(A) An agency represented on a county family and children first 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. On completion of the process, the decision maker designated in the mechanism shall issue a written determination that directs one or more agencies represented on the council to provide services or funding for services to the child. The determination shall include a plan of care governing the manner in

which the services or funding are to be provided. The 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 decision maker 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.

(B) An agency subject to a determination issued 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 days after the date the written determination is issued:

(1) 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.

(2) If the child is not a child described in division (B)(1) of this section, filing in the juvenile court of the county served by the county council a complaint objecting to the determination.

The court shall hold a hearing as soon as possible, but not later than ninety days after the motion or complaint is filed. At least five days before the date on which the court hearing is to be 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, 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.

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 services 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 plan 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.

(C) 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.

Effective Date: 09-29-1997; 06-30-2005

OUTCOME MONITORING/TRACKING

The Council and its members intend to provide services that help families and children achieve their goals while complying with statutory requirements. The Council plans to monitor the progress and track outcomes of service coordination and comprehensive family plan by following evidence based methods in order to assure informed decision making, continued process, and identification of service gaps. Outcome monitoring and tracking and data collection will become part of the quarterly quality assurance audits.

SERVICE PLANNING FOR COMPREHENSIVE FAMILY SERVICE COORDINATION PLANS – (Attachment H)

The Council in concert with each individual family will develop and maintain a comprehensive family service coordination plan. The plan will identify and organize providers, services and responsibilities. Services may be provided by public and private agencies and informal supports such as neighborhood associations, neighbors, other families and churches. Families have an active role in writing the individual family service coordination plan and share a responsibility for carrying out the plan.

The individual family service coordination plan **must** include:

- Which agencies are responsible for giving your child and family the service that is needed. The agencies can be state, county and local, public and private agencies and informal supports.
- Who will coordinate services. Families will approve the person who will coordinate services. This person will make sure that the individual service coordination plan gets started and the family continues to get the planned services.
- Assurance that every child gets the service that he or she needs. The individual service coordination plan must also make sure that all services support individual family strengths.
- Families and children will be given the opportunity share opinions, ideas and suggestions about how to make services respect families culture, race, and ethnic group.
- Services will be delivered in the least restrictive environment. A least restrictive environment is when a child receives services in the most helpful setting while being with other children.
- A timeline must be established for when an individual service coordination plan starts and finishes. The team must follow this schedule. The plan must state when the family and agencies will meet and talk about if the plan is working or needs to be changed.
- The plan must include arrangements on how to deal with an emergency situation or a short term crisis situation.

If a child is alleged to be an unruly child, a process to try to keep the child out of the juvenile justice system. This process **may** identify these or other measures:

- A process or agency that will assess a child and family's strengths and needs, and which questions or tests will be used to do the assessment.
- Responsibility of children and families, which may include responsibility to help pay for services.
- Involvement of local law enforcement agencies.
- Holding a complaint ready to file with the juvenile court, as a way to encourage the child and family to comply with measures to keep the child out of juvenile court.
- Meetings with child, family and other people to find other ways to keep child out of juvenile court.
- Short term respite from a short term crisis that involves confrontation between child and family.
- A mentor program for child and family
- A parenting education program

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

FUNDING/FISCAL ISSUES

Council Members will continue to cooperate together on joint funding for Council activities as well as assisting in locating and advocating for outside funding sources. There will be shared fiscal responsibility to support the activities of the Council. There have been meetings in the past to develop a pooled/bubble funding mechanism for the council. A description of this process and visual can be viewed in attachment I. There are multiple agencies who provide funding for bubble/pooled funds. Those agencies include Richland County DD, Mid-Ohio Educational Service Center, Richland Public Health, Ohio Family and Children First, FCSS funds, and Ohio Children's Trust Fund.

(Attachment I)

PUBLIC AWARENESS

The Council will participate in various community outreach programs in order to reach a broad client base. The Council will produce an information brochure that will be circulated throughout the county. The brochures will be distributed to agency personnel to give to families and display in waiting rooms. Brochures will also displayed in public places such as libraries, etc. In addition, Council will consider publishing information in the local newspapers and airs public service announcements on the radio. A multi-disciplinary Wraparound Training Team provides wraparound training, including, but not limited to the service coordination process, annually in the county. Additional skills trainings are also offered including "working lunch" trainings and full-day trainings as needed each year.

The Council will put forth best efforts to reach specific demographics that have been identified as areas where gaps in service exist.

In the future, Council will produce a training video that explains the service coordination process. This video can be used to train new agency personnel and the public at large. This goal will be reviewed when the annual service coordination mechanism review takes place.

QUALITY ASSURANCE OF THE COUNTY SERVICE PLAN

The Council will review the service coordination mechanism on an annual basis to identify and correct any gaps in service. The council will review and audit service coordination on a quarterly basis to ensure that children and families are receiving proper support. The audits will be conducted by "peer" audit teams. The audit teams will consist of various agency personnel that are members of Council. The audit teams will use a standardized monitoring tool, audit results will be forwarded to the YFC Coordinator. The YFC Coordinator will develop a corrective action plan and work with family teams to remedy adverse service coordination audit findings.

Also, the YFC Coordinator will monitor each agency that is a member of council quarterly to ensure that data is being submitted on a monthly basis. Data collected through the monitoring, tracking and quality assurance should be used to inform its decision making process of the Council as required of Councils under ORC 121.37 (B)(2)(b).

Council will annually evaluate data and prioritize services, fill service gaps and invent new approaches to achieve better results for families and children. The Council will report annually to the Ohio Family and Children First Cabinet. The intent is to have

Checklist for FCFC Service Coordination Mechanism Updates

The County FCFC Service Coordination Mechanism should include all of the following:

- 1) An overview or description of the purpose of service coordination in your county that includes what entities/agencies/persons were involved in the review and revisions of the mechanism, the structural components (or levels/types of intervention) of service coordination in your county, a description of the criteria established, including age range, for children accepted for service coordination, and a description of how families and agency personnel and community members will become aware of and trained in the service coordination mechanism process in your county.
- 2) A description of the statutory components required under ORC 121.37 (C), including:
 - (C)(1): A procedure for referring a child and family.
 - Include a copy of the standardized referral form used in your county as Addendum A.*
 - (C)(2): A notification procedure for all individual family service coordination plan meetings.
 - (C)(3): A procedure for a family to initiate a meeting and invite support persons
 - (C)(4): A procedure ensuring an individual family service coordination plan meeting occurs before an out-of home placement is made, or within ten days after placement in the case of an emergency.
 - (C)(5): A procedure for monitoring progress and tracking outcomes.

- (C)(6): A procedure for protecting family confidentiality.
- Include a copy of the form used that parents sign as the release of information as Addendum B.*
- Include a copy of the form that is signed by family team members assuring that none of the family personal information shared by team members during an individual family team meeting will be shared with others outside the identified individual family team members without written consent of the family as Addendum C.*
- (C)(7): A procedure for assessing the strengths, needs and cultural discovery of the family.
- Include a copy of the form used to collect and document family strengths, needs and cultural discovery information as Addendum D.*
- (C)(8): A procedure for developing a family service coordination plan.
- Include a copy of the form used to document the required components of the individual family service coordination plan as Addendum E.*
- (C)(9): A dispute resolution process, including the judicial review process meaningful state wide data available about the effectiveness of service coordination

RICHLAND COUNTY Youth & Family Council	
Subject: The Youth and Family Inter-System Process	Authored By: Joseph Trolan, Jim Kulig, Sherry Branham-Foltz and Lisa Benson
Approved By: Approval Date: Effective Date: Revision Dates:	Supersedes: All policies adopted prior to effective date

PURPOSE:

The purpose of this Procedure is to establish a formal process that articulates the multi-tiered, intersystem service program for high-need youth and families (The Youth and Family Inter-system process (YFISP)). All levels of this system will adhere to the guidelines established as related to the duties prescribed herein. Changes can be made only after presentation and adoption by the full Youth and Family Council. This process exists above all for the purpose of assisting youth and families in the Richland County community and embraces the following core values:

- Utilize community-based, natural supports and best practices whenever possible.
- Advocate for a family-centered, strength-based approach which promotes the stability of the family while preparing the child for self-sufficiency as an adult.
- Children and families will receive the least restrictive, outcome focused, culturally appropriate, highest quality services which promote academic achievement and maintenance of each child in a safe, permanent, natural setting.
- Utilize resources responsibly with local dollars utilized as match and/or dollars of last resort.
- Don't force fit families into programs; build programs to fit specific needs of families.
- Build upon existing family strengths rather than attempting to identify and correct weaknesses.
- NEVER GIVE UP!

PROCEDURE:

The YFISP will consists of three primary tiers: the Care Management Team (CMT), the Residential Diversion/Review Team (RDRT) and the Executive Leadership Team (ELT).

- The CMT will comply with requirements established in the Ohio Revised Code and in the System of Care guidelines.

- The RDRT will evaluate cases that are potential out of home placements in order to look for possible diversion options.
- The ELT will review and approve or deny any multi-system out of home placements as well as establishing programs that would address unmet needs that have led to out of home placements.

Membership:

The CMT will consist of representatives from the following agencies: Richland County Mental Health and Recovery Services Board, Richland County Children Services Board, Richland County Juvenile Court, Richland County Newhope, Richland County Job and Family Services, Mansfield City Schools, Mid-Ohio Education Services Center, and National Alliance on Mental Illness (representing Families). A representative of the Youth and Family Council will facilitate the Committee. This individual will have no vote.

The RDRT will have mandatory representation from Juvenile Court, Children Services, The Mental Health and Recovery Services Board and other members of organizations that have contributed financially to the YFISP. Additional community members may be asked to attend on an as needed basis. A representative of the Youth and Family Council will facilitate the Committee. This individual will have no vote.

The ELT will consist of Executive Directors from the mandated members of Council and Juvenile in its capacity with the Council. A representative of the Youth and Family Council will facilitate the Committee. This individual will have no vote.

Each agency will designate a representative to serve on these teams when applicable. Each representative will identify a designee to attend the meetings when they are unable to be present.

Meeting Structure and duties:

CMT:

- The CMT will meet weekly for a two-hour block of time.
- Meetings will be facilitated by a representative of Youth and Family Council.
- There must be a minimum of three CMC members present at meetings when taking formal action.
- The requesting party is to be excused prior to a vote. All questions regarding a case should be asked prior to the presenter leaving.
- Committee vote will occur once the presenter finishes their presentation and leaves the room. A follow up written notification will be forwarded to the presenter.
- The facilitator will discuss the protocol with the presenter as related to the request for a Family Advocate. The facilitator will inform the presenter that they need to either contact NAMI or have the family contact NAMI for a Family Advocate.
- During Care Management meetings any or all of the following activities will take place:
 - o Approval of the financial summaries and utilization report
 - o Report of Emergency Respite Bed utilization

- Report of Interim Respite utilization
- Hear and/or review and approve or deny Team Leader request for Planned Respite Bed utilization
- Hear and/or review and approve or deny transportation request
- Review and approve or deny requests for unusual needs
- The CMT will utilize Family and Children Supportive Services (FCSS) funds for the above listed services

RDRT:

- The RDRT will meet twice a month for a two-hour block of time. The Facilitator will have the discretion to pull this committee together more frequently if needed to address an emergency Service Coordination request.
- Meetings will be facilitated by a representative of Youth and Family Council.
- There must be a minimum of one representative from each named organization present when taking any formal action that would have financial implications.
- The RDRT will review specialized Team requests for high-needs children at risk of residential placement.
- The RDRT will consider all programmatic options available locally to divert an out of home placement prior to submitting a request to the ELT regarding a multi-system funded out of home placement.
- All requests for out of home placements and requests for multi-system funded programs will be submitted to the ELT via the Youth and Family Council facilitator.
- The RDRT will determine and oversee what level of placement, in-county or out of county, the facility and parameters for length of stay and discharge requirements to be tracked by the treatment team, if the ELT determines an out of home placement is the only option,
- The RDRT will use FCSS funds when possible for not treatment needs, or will draw from the local Youth and Family Council pooled funds.

ELT:

- The ELT will meet monthly for a two-hour block of time. More frequent meetings can be arranged at the request of the Youth and Family Council Facilitator.
- There must be a quorum of members present when taking formal action.
- Upon the recommendation of the RDRT, the ELT will consider out of home placement options on those youth that the RDRT feels have exhausted all local options. The ELT will determine if, in-fact, there are other local options that have not been tried
- The ELT will refer back to the RDRT for follow up any youth that is approved for multi-system out of home placement and approve the use of Youth and Family Council pooled funding.
- The facilitator will assure a treatment team is established to track the placement
- The ELT will also look at all out of home placements to determine if there is a missing element in the local system that could be developed to avoid out of home placements in the future.

- The facilitator will determine if these potentially new options should be assigned to either the RDRT, CMT or if an adhoc team needs to be created to bring the option to fruition. The Facilitator will make the arrangements.
- The ELT will utilize Youth and Family Council pooled funds, unless other potential funding sources exist.

Minutes and Fiscal Reports:

Summary minutes will be kept of all meetings. The summary minutes and the approved financial summaries will be provided quarterly at all committees. More frequent reports can be made at the request of the individual committee. The Facilitator will give a financial and progress report to the full Youth and Family Council biannually.

Fiscal:

Richland County Job and Family Services is the fiscal agent for the Youth & Family Council and will provide management of funds designated for use by these committees.

Attachment B

**RICHLAND COUNTY YOUTH AND FAMILY COUNCIL
REFERRAL FOR SERVICES**

Explain the purpose of the assessment, why you are recording information and what will happen to it. Make sure they understand that FCFC is a resource to help them access services. There is no stigma attached. Check that they consent to what is proposed. If the child is old enough to understand what you are proposing, they should give consent themselves. Do not assume that children with a disability or learning disabilities are not capable of understanding. (Refer to the common assessment discussion sheet attached to the end of this form if you are unclear on how to proceed.)

Please print all information and complete thoroughly

Date: _____ Child's Name: _____

Date of Birth: _____ Social Security Number: _____

Sex: _____ Race: _____ Home Phone Number: _____

Work or Other Phone Number: _____ Best way to contact family: _____

Parent(s)/Guardian Name(s): _____

Address: _____

Emergency Contact Name(s): _____

Emergency Contact Phone Number: _____

Child's School District: _____ Child's Current Grade Level: _____

Does Child have an IEP? Yes No Unknown Does child have a family doctor? _____

Name of Family Doctor _____

Educational setting at the time of the referral:

- Public School Home Instruction
- MR/DD Suspended
- Alt. School Expelled
- Vocational School

Please describe this child's needs which warrant a referral for services, including any violent and aggressive behaviors. (Attach an additional page if necessary)

Juvenile Court Involvement

Current Previous Pending N/A

Adjudicated delinquent (other than violent offense).....

Adjudicated unruly.....

Charged and/or adjudicated (felony/misdemeanor
Offense of violence).....

Probation.....

Paroled.....

DYS Committed.....

Child Behavior

01 Health Problems	12 Homicidal Threats	23 Stealing
02 Physical disability	13 Hyperactivity/ Attn. deficit disorder	24 Suicide Attempt
03 Low intelligence/ Developmental Delay	14 Inappropriate Sexual Behavior	25 Suicidal Ideation
04 Learning Disability	15 Problems in Authority Relations	26 Tantrums/Severe Anger
05 Underachievement	16 Problems in Peer Relations	27 Truancy
06 Victim of Physical/Sexual Abuse	17 Peers outside of age range	28 Unwarranted Aggression/ Assault
07 Victim of neglect	18 Running Away	29 Vandalism
08 Fighting	19 School Behavior Problems	30 Withdraw
09 Fire setting/ Arson	20 Self- Mutilation	31 Other
10 Hallucinations or Delusions	21 Sex Offender	32 N/ A
11 Homicidal Attempts	22 Sleep Disturbance	33 Child is age 0-3

Response to referral:

Strengths, Needs, Culture Discovery (SNCD)

Assessment Tool for Richland County Youth and Family Council
Attachment B-1

Assessment of Strengths, Risks & Needs:

1. List the three most distressing problems you are having with your child/family. _____
2. What seems to help, even if doesn't solve the problem? _____
3. What things does you child enjoy doing? _____
4. What talents or skills does your child have? _____
5. List some positive things about your family. _____
6. What are your dreams and future plans for your child? _____
7. What does your family hope to achieve in the next month? _____
8. What does your family hope to achieve this year? _____
9. If you had all the money and support you needed, what would you change about your family's situation? _____
10. Apart from your immediate family, list by name the most important people in your child's life (examples: extended family, friends, neighbors, clergy, health professionals, etc.). _____

Cultural Discovery Questions

1. **What are some of the rules in your home?**

2. **What are some family traditions that your family enjoys?**

3. **Does your family have any special values or beliefs taught to you by your parents or other people who are important to you?**

4. **What activities does your family participate in together to have fun?**

5. **Who do you call when you need help or want to talk?**

6. **Does your family belong to a church or faith based group?**

Additional notes:

Common Problems

Reframed as Strength

- | | |
|--|---|
| 1. Child runs away a lot | 1. Child has good survival skills |
| 2. Child is aggressive | 2. Child likes physical contact |
| 3. Family is crisis oriented | 3. Family is adaptable |
| 4. Family resists assistance | 4. Family is a wise shopper for services |
| 5. Child has a negative peer group | 5. Child is able to make friends |
| 6. Child has low self esteem | 6. Child knows external cues well |
| 7. Child is totally unable to stay on task | 7. Child is curious, inquisitive |
| 8. Family is dysfunctional | 8. Family is overwhelmed; services aren't adequate |
| 9. Child was ejected from last three programs | 9. Child is extremely adaptable |
| 10. Child is unable to make relationships | 10. Child is self reliant, independent, or a good judge of character |
| 11. This family is over-empowered | 11. Family is a good advocate and figured out how to get what they want |
| 12. Child doesn't take responsibility | 12. Child wants to enjoy childhood, is age appropriate |
| 13. Family doesn't follow through with services | 13. Family is self sufficient |
| 14. Parents are enmeshed with their child; i.e., poor boundaries | 14. Parents love their child |
| 15. Family has no support and is isolated | 15. Family is new to the neighborhood |

1. **Family Circumstances and Parenting**
- a. Inadequate supervision:
 - b. Difficulty in controlling behavior:

Comments (include sources of information)

- c. Inappropriate discipline:
- d. Inconsistent parenting:
- e. Poor relationship/Father- child
- f. Poor relationship/Mother-child

Strength

Risk Level: Low (0-2)
Moderate (3-4)

2. Education/Employment

Comments (include sources of information)

- a. Disruptive Classroom Behavior:
- b. Disruptive behavior on school property:
- c. Low achievement :
- d. Problems with peers:
- e. Problems with teachers:
- f. Truancy:
- g. Unemployed/not seeking employment:

Strength

Risk Level: Low (0)
Moderate (1-3)
High (4-7)

3. Peer Relations

Comments (include sources of information)

- a. Some delinquent acquaintances:
- b. Disruptive behavior on school property:
- c. No or few positive acquaintance :
- d. No or few positive friends:

Strength

Risk Level: Low (0-1)
Moderate (2-3)
High (4)

4. Leisure/Recreation

Comments (include sources of information)

- a. Limited organized activities:
- b. Could make better use of time:
- c. No personal interests:

Strength

Risk Level: Low (0)
Moderate (1-2)
High (3-5)

5. Substance Abuse

Comments (include sources of information)

- a. Occasional drug use:
- b. Chronic drug use:
- c. Chronic alcohol abuse :
- d. Substance abuse interferes with life:
- e. Substance abuse linked to offense:

Strength

Risk Level: Low (0)
Moderate (1-2)
High (3-5)

6. Personality and Behavior

Comments (include sources of information)

Attachment B-1

- a. Inflated self esteem: _____
- b. Physically aggressive: _____
- c. Tantrums: _____
- d. Short attention span: _____
- e. Verbally aggressive: _____

Strength

Risk Level: Low (0)
 Moderate (1-4)
 High (5-7)

7. Attitudes/ Orientation

- a. Antisocial/ pro-criminal attitudes: _____
- b. Not seeking help: _____
- c. Actively rejecting help: _____
- d. Defies authority: _____
- e. Callous, little concern for others: _____

Comments (include sources of information)

Strength

Risk Level: Low (0)
 Moderate (1-3)
 High (4-5)

SCORES
Low
Moderate
High
TOTAL :

Overall Total:

- LOW (0-8) MODERATE (9-22)
- HIGH (23-34) VERY HIGH (35-42)

OTHER NEEDS OR SPECIAL CONSIDERATIONS

Please include any special considerations including the needs for culturally specific services:

Family/Parents

- a. Chronic history of offense(s): _____
- b. Emotional distress: _____
- c. Drug-alcohol abuse: _____
- d. Marital conflict: _____
- e. Financial/Accommodation problems: _____
- f. Uncooperative parents: _____
- g. Cultural/ ethnic issues: _____
- h. Abusive father: _____
- i. Abusive mother: _____
- j. Significant family trauma (specify): _____
- k. Other: _____

Name, Address and Phone Number of person or agency making the referral:

Name and Phone number of person completing referral form:

Once the referral is completed, please forward to FCFC Coordinator.
Youth and Family Council Coordinator name _____

How to complete the assessment

The common assessment form is just a way of recording your conversation with the child and their parent(s) and other knowledge and observations. The discussion does not have to be highly formal or presented as a "big event". You will want to use a method and style that suits you, the child/parent and the situation. Key points to remember:

- The interview is collaborative – you are working with the family to find solutions – they will often know better than you
- If the child, young person or family doesn't want to participate, you can't force them. If that happens you may wish to use the common assessment form to structure information that you do have, in order to aid decision-making. But you will need to record clearly that agreement to undertake an assessment has been refused. Before sharing any information you need to make parents aware of the Council's confidentiality and privacy policies.
- If you are worried about a child's welfare or safety or your own safety, act accordingly. You are a mandated reporter.

The common assessment discussion:

1. Explain the purpose of the assessment, why you are recording information and what will happen to it. Make sure they understand that FCFC is a resource to help them access services. There is no stigma attached. Check that they consent to what is proposed. If the child is old enough to understand what you are proposing, they should give consent themselves. Do not assume that children with a disability or learning disabilities are not capable of understanding.
2. Complete the front page of basic details.
3. Go through the main assessment areas.
4. For each broad group, you should consider each of the elements in turn; to the extent they are appropriate in the circumstances. You do not need to comment on every element. Concentrate on the presenting issues. You should consider the whole child. You should also focus on areas of strength in the family, not just needs. The interview should not be threatening.

Don't be put off by the language in which some of the elements are expressed. These terms are used in many existing assessment frameworks. We want the common assessment to be compatible with these, so other agencies can build on the common assessment you have done, rather than starting again from scratch with their own assessment frameworks. A quick explanation of what each element means in plain English is attached.

Wherever possible, you should base the interview and your comments on evidence, not just opinion. Evidence would be what you have seen, what the child has said and what the family members have said.

5. Record, with the child or parent, your overall conclusions and the evidence behind them. Agree what you say with the child or parent and record any major differences of opinion.
6. Identify solutions and actions. Try to focus on what the child and family can do for themselves. If they need more, they should be referred to a family team.

Attachment B-1

7. Agree who will do what and when you will review progress. Record the child or parent's consent to share the assessment information with other agencies and any limitations on that consent. Remind a family that consent to share information will streamline the process of service coordination and will keep them from repeating their story over and over.

**CARE MANAGEMENT COMMITTEE AND FAMILY TEAM
AUTHORIZATION FOR THE RELEASE OF INFORMATION**

The following members of the family team from the listed organizations:
(Check all that Apply and Provide Representative's Name)

___ Richland County Children Services Board

___ Richland County Juvenile Court

___ Richland Newhope

___ Mansfield City Schools

___ Richland County Job and Family Services

___ Other School System:

School Name: _____

___ Mental Health Provider:

Agency Name: _____

___ Alcohol and Other Drug Treatment Agency:

Agency Name: _____

___ Family Advocate

___ Other: _____

___ Other: _____

are granted permission to discuss and exchange information with regard to the treatment of :

_____ Consumer's Full Name

_____ Date of Birth _____ SS#

If the team agrees to present a request to the Care Management Committee, The team leader _____ has my consent to exchange and discuss the information found the in the Complete Care Management Assessment including all summaries and family completed forms with the following members of the Care Management Committee:

**CARE MANAGEMENT COMMITTEE AND FAMILY TEAM
AUTHORIZATION FOR THE RELEASE OF INFORMATION**

Scott Basilone or Designee: Richland County Children Services Board
James Kulig or Designee: Richland County Juvenile Court
Sherry Branham-Foltz or Designee: Richland County Mental Health & Recovery Services Board
Stephanie Griffiths or Designee: Richland Newhope
Mary Kay Pierce or Designee: National Alliance on Mental Illness
Effie James or Designee: Mansfield City Schools
Jane Skaluba or Designee: Mid-Ohio Educational Service Center
Tim Harless or Designee: Richland County Youth and Family Council
Jone Watson or Designee: Richland County Job and Family Services

For the purpose of qualification and use of FCSS FY11 Funds.

This authorization shall expire on: _____ . Not to exceed 180 days from the date of authorization.

I understand that the above listed information is protected by Federal and Ohio law governing confidentiality rules and cannot be re-disclosed without my written permission. However, I also understand that if I have given permission for disclosure to persons who are not required by Federal or State law to keep the information confidential, these persons may disclose my protected health information without getting my authorization prior to disclosure.

If this information to be disclosed includes records of diagnosis and/or treatment of drug or alcohol condition: This information has been disclosed to you from records protected by Federal confidentiality rules (42 CFR Part 2). The federal rule prohibits you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person, or guardian of the person, to who it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The federal rule restricts any use of the information to criminally investigate or prosecute any alcohol or drug patient.

Current and recent historic information regarding the services your child receives, demographic information (such as age, gender, ethnicity, zip code, etc.) and measures of your child's, your own and treatment staffs' assessment of your child's health and or well being, and your satisfaction with the services, will be shared with The Richland County Mental Health and Recovery Services Board, local and regional family and youth advocates (if applicable), The Ohio Department of Mental Health, The Ohio Department of Alcohol and Drug Addiction Services and the Center for Family Research at the Ohio State University for the purposes of treatment delivery, advocacy, payment and evaluation of the effectiveness of aspects of this program in increasing family stability, increasing family satisfaction and decreasing levels of risk for youth and families.

I understand that I am under no obligation to sign this authorization. I further understand that I have a right to a copy of this authorization and to inspect or obtain a copy of any information that will be disclosed because of this authorization.

**CARE MANAGEMENT COMMITTEE AND FAMILY TEAM
AUTHORIZATION FOR THE RELEASE OF INFORMATION**

I attended a team meeting regarding this request and agree with the request.

Yes No

Signature: Consumer/Parent/Guardian Date

Signature: Consumer/Parent/Guardian Date

Signature: Witness Date

I hereby revoke this release of information:

Signature: Consumer/Parent/Guardian Date

**RICHLAND COUNTY YOUTH AND FAMILY COUNCIL
FAMILY TEAM MEETING WORKSHEET**

Initial Family Team Meeting	Second Family Team Meeting	Third Family Team Meeting	Follow Up Family Team Meeting	Removal from Home
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Child's Name:

Parents Name:

Child's D.O.B.:

Referring Agency:

Family Team Leader:

Service Coordination Start Date:

Service Coordination End Date:

School	Current Location	IEP, If yes, updated properly?	Next Family Team Meeting
Medication	Diagnosis	Social/ Recreational Update	Mental Health Update
Drug/ Alcohol Update	Medical Update	Education/ Vocational Update	Legal Update

Checklist for information required in file:

- Release of Information Signed
- Notice of Privacy Practices Signed
- Clients Right and Responsibilities Signed
- Family Participation Survey Complete
- Dispute Resolution Process Explained
- Purpose of Service Coordination Explained
- Overview of Service Coordination Explained
- The Term "Family Centered" was Explained
- Family Team Introduced
- Process for Family Team Meeting w/in 10 days of emergency placement
- Timelines Met for Meeting, if no, please explain: _____

Strengths/ Needs Discussed?	Individual Family Service Coordination Plan Initiated?	Goal and Timelines Defined?

GOALS MET:

Family Team Leader: Please update this form each time a Family Team Meeting takes place. This information will be used to complete monthly and quarterly reports. All data collected will be reported back to the Ohio Family and Children First Cabinet Council

**RICHLAND COUNTY YOUTH AND FAMILY COUNCIL
FAMILY TEAM MEETING WORKSHEET**

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.

PARENT/CUSTODIAN SIGNATURE: _____

FAMILY TEAM MEMBER SIGNATURES:

**Richland County Youth and Family Council
REQUEST FOR DISPUTE RESOLUTION**

Between Parent and Council Part C Agency Dispute w/ County Council

Purpose – To request formal dispute resolution as described in the Service Coordination Mechanism. Use this form to resolve issues relating to service coordination that defy a consensus solution among members of a family team, family, or agency.

Application- Submit this form to the Intersystem Coordinator/Council Director for resolution of issues regarding service coordination. A service coordinator, provider, family member, or other member of a family team may submit this request. Any council member may submit a request regarding Council business.

Submitted by: _____ Phone: _____

Position and Agency (if applicable): _____

Address: _____

Issue: (Identify the reason for this request)

Other Information: (Include pertinent resolution attempts and list interested parties.)

I hereby request formal resolution of the concern. (Attach any pertinent documentation or additional comments.)

Signature: _____ Date: _____

ADDENDUM TO CONFLICT RESOLUTION (April 21, 2004) – Conflict and Resolution Process for Families Receiving Help Me Grow Services.

The Richland County Youth and Family Council (FCFC) agree that the conflict between any of the service partners and/or families must not impede the delivery of services. The Richland County Youth and Family Council recognize that three types of conflict are likely to occur and have addressed the process for resolution accordingly. The three anticipated scenarios for potential conflict are:

- The family is in conflict with one agency;
- The family is in conflict with the service plan;
- One agency is in conflict with another agency or the service plan.

The process of handling each of the above situations is dependent on the premise that individuals will seek resolution through the individual agencies and/or team meetings prior to initiating the formal conflict resolution process. Emergency situations where a child is in imminent danger of abuse or neglect will be reported immediately to Children's Services and/or a local law enforcement agency. Other non-emergency situations will follow the conflict resolution process described below. Informal/formal agency grievance procedures should be utilized prior to utilizing the formal conflict resolution process. However, at any time during the process, a family may file a written complaint to the Richland County Youth and Family Council (see B. Formal Conflict Resolution Process and Investigation by the FCFC) and/or contact the Bureau of Early Intervention Services at the Ohio Department of Health (see Other Process Requirements, 1.). If a family needs assistance in presenting their concerns within the team setting, they may request a parent advocate or agency caseworker to assist them in presenting their concerns.

A. Steps to Resolve the Conflict

Families receiving Help Me Grow services in Richland County have a right to a Conflict Resolution Process if a conflict about services occurs.

In Richland County, attempts to resolve the conflict will occur as follows:

1. If it is a matter specifically directed toward a staff member of any Help Me Grow system agency, the matter should be addressed, initially, to the concerned staff member who shall discuss it promptly with the complainant and make every effort to provide a reasoned explanation to take appropriate action within his/her authority.
2. If a satisfactory solution is not achieved by discussion with the staff member, the matter should then be addressed to the staff member's supervisor. The staff member's informal/formal agency grievance procedures should be utilized prior to utilizing a formal Help Me Grow conflict resolution process.
3. If a satisfactory solution is not achieved by the individual agency, a phone request stating the concern shall be made to the Richland County Youth and Family Council Executive Director, 419-522-8213, who is located in the Ocie Hill Neighborhood Center. This request should include:
 - a. the specific nature of the complaint and a brief statement of the facts giving rise to it;
 - b. the respect in which it is alleged that the complainant (or child of the complainant) has been affected adversely;
 - c. the action which the complainant wishes taken and the reasons why it is felt that such action be taken.

4. Should the matter still not be resolved, the complainant may request a meeting to include the family/parent lodging the complaint, the chief executive officer of the Help Me Grow implementing agency or a designated representative, up to two members of the child's service coordination team, the Help Me Grow Project Director and the Richland County Youth and Family Council Executive Director. The Help Me Grow Project Director will arrange the meeting within 5 working days of receipt of the request. The outcome of this meeting will be provided to the complainant in writing within 5 working days.

B. Formal Conflict Resolution Process by the FCFC

1. Should the matter be a concern regarding the Project Director which cannot be resolved through discussion with the Project Director and/or the Project Director's supervising agency (A1-A4 above), or if it is one beyond the Project Director's authority and requires a FCFC decision or action, the complainant may submit a written request to the Richland County Youth and Family Council, 445 Bowman Street, P.O. Box 1986, Mansfield, OH 44901 in accordance with the following minimum requirements:

The conflict must have occurred not more than one year before the date that the complaint is received unless a longer period is reasonable because the conflict continues for that child or other children, or the complainant is requesting reimbursement or corrective action for a violation that occurred not more than three years before the date on which the complaint was received.

The written request should include:

- a. the specific nature of the conflict and a brief statement of the facts giving rise to it;
 - b. the respect in which it is alleged that the complainant (or child of the complainant) has been affected adversely;
 - c. the action which the complainant wishes taken and the reason why it is felt that such action be taken.
2. The FCFC Director will mail a copy of the "Conflict and Resolution Process for Families Receiving Help Me Grow Services" and a copy of the procedural safeguards to the complainant.
 3. The FCFC Director shall notify the Ohio Department of Health of the complaint in writing (via email or fax) within 7 calendar days of receipt of the complaint.
 4. The FCFC Director will call a meeting with at least 3 members of the Richland County Youth and Family Council not involved with the dispute, within 5 working days of receipt of the written complaint. Members, with the assistance of the FCFC Director, will investigate the conflict by doing at least the following:
 - Conduct an on-site investigation as determined necessary
 - Interview complainant and give complainant an opportunity to submit additional information, either orally or in writing about the conflict
 - Interview relevant providers and give providers an opportunity to submit additional information, either orally or in writing about the conflict
 - Review all relevant information and make an independent determination as to whether there has been violation.
 5. The FCFC Director shall issue the member's written decision to the complainant within 30 calendar days from receipt of the complaint. The decision shall address each allegation in the

complaint and shall include findings of fact and conclusions and the reasons for the FCFC's decision. A copy of the decision shall be provided to the complainant and the ODH.

6. If it is determined there was a violation, the FCFC must ensure that corrective actions are implemented within 45 days or sooner of the written final decision. A copy of the corrective action plan must be provided to the complainant and the ODH. The corrective action plan may include the following:

- Require the participation of the provider in specific technical assistance activities
- Award of monetary reimbursement appropriate to the needs of the child and family and/or
- Develop and provide trainings at the county level to achieve compliance in the appropriate future provision of services for all infants and toddlers with disabilities and their families.

7. If the complainant is not satisfied with FCFC's findings or corrective action plan, the complainant may file a complaint with ODH (see Other Process Requirements, I).

8. If a written complaint is received that is also the subject of an ODH administrative hearing, or contain multiple issues, of which one or more are part of the administrative hearing, the complaint investigation or any part of the complaint investigation that is being addressed in the administrative hearing must be set aside until the conclusion of the hearing. However, any part of the conflict that is not part of the administrative hearing must be resolved within the established time lines. If an issue is raised in a conflict that has previously been decided in an administrative hearing process involving the same parties, the hearing decision is binding and the ODH will notify the complainant of such.

9. According to Ohio Revised Code Sec. 121.38 (B)2, if the parties are still dissatisfied, a complaint may be filed in the juvenile court.

Other Process Requirements

A. Available remedies for complaints include: informal/formal agency grievance procedures and "Steps to Resolving the Conflict"; and/or filing a complaint with FCFC utilizing the formal dispute resolution process, and/or the ODH; and/or requesting mediation and/or an administrative hearing with ODH.

B. The FCFC Director and the Help Me Grow Project Director will ensure documentation of all steps.

C. Services to the child and family shall continue throughout the dispute resolution process as follows:

O.R.C. Sec. 121-38(C): While the 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 FCFC before dispute resolution was initiated. If any agency that provides services or funds during the dispute resolution or court proceedings is determined through the process or proceedings not to be responsible for providing them, it shall be reimbursed the costs of providing the services or for the funding by the agencies or parents determined to be responsible for providing them.

Attachment F

- D. In the event of an emergency involving an immediate risk of harm or injury during any dispute, existing mechanisms for legal protection and/or intervention shall be accessed.
- E. Any party may choose to include an advocate at any point in the dispute process. The advocate may provide information to the Help Me Grow Executive Committee and support to the party or parties involved in the dispute.
- F. The FCFC Director will facilitate steps in the process as needed.
- G. The dispute resolution discussion is not open to the public. Records of the dispute and its resolution shall be filed in the FCFC office.
- H. Confidentiality: Families will be treated with respect and dignity at all times and privacy will be guarded. All matters referred to the Help Me Grow Executive Committee or to the FCFC shall be handled confidentially according to the standards set forth by member agency policies, state and federal laws, and professional ethics. Non-governmental parties involved shall also maintain the confidentiality of all information, discussion, and records presented.
- I. Procedural Safeguards: <http://www.ohiohelpmegrow.org/About/Policies/ProcSafe.PDF> will be followed. Procedural Safeguards represent the assurance and process provided by the Individuals with Disabilities Education Act (IDEA) that protects parents' and eligible children's rights as outlined in the law. Procedural Safeguards provide standards for accountability, consistency, and a means for setting disputes in a fair and equitable manner.

Families receiving Help Me Grow services will receive a Parents' Rights booklet and rights will be explained to them. Families may contact the Bureau of Early Intervention Services at the Ohio Department of Health by:
Phone: 614-644-8389 Email: beis@gw.odh.state.oh.us
Mail: Ohio Department of Health, Bureau of Early Intervention Services
Attn: Help Me Grow Program
246 N. High Street, 5th Floor, Columbus, OH 43266-0118

- J. If the complainant contacts an individual involved with the FCFC or Help Me Grow Executive Committee, the member shall inform the complainant that she/he has no authority to act in his/her individual capacity and that the complainant must follow the procedure described in this policy.

Approved and adopted by the Richland County Youth and Family Council on: April 21, 2004

Attachment G

Date of Presentation: _____

Childs Name: _____ D.O.B.: _____ Age: _____

Lead Service Coordinator: _____ Agency: _____

Facilitator: _____, RCY&FC

Please answer the following questions:

Is the child 0 to 21 years of age and a resident of Richland County with multi-system needs? Yes No
 (needs involvement with more than one system)

Is there a family team (including family participation)? Yes No

Has there been an individualized Family Service Coordination Plan meeting? Yes No Date _____

Is there an individualized Family Service Coordination Plan that was developed with the family? Yes No Date _____

Is the release signed and current? Yes No Exp Date _____

Is this meeting occurring prior to non-emergency out-of-home placement and within 10 days of emergency placement? Yes No

Was the family offered a family advocate? Yes No

** If all of the above questions are yes then proceed with meeting. If these prerequisites are not met then reschedule the meeting.

Did the family Accept or Decline the Family Advocate? Accepted Declined

Comments:

Request Approved <input type="checkbox"/> Yes <input type="checkbox"/> No	Amount of Request \$	Amount Approved \$

For Data Management:

Needs at Intake: Developmental Disabilities Child Abuse Child Neglect Mental Health Alcohol/Drug Unruly Delinquent Physical Health Special Education Poverty

Age Category: 0 - 2 3 - 9 10 - 17 18 - 21

Services and Supports:

- Non-clinical in-home visits
 - Non-clinical parent support groups
 - Parent education and mentoring
 - Respite care (including summer camp)
 - Transportation
 - Tutoring
 - Social/recreational activities
 - Safety and adaptive equipment
 - Structured activities to improve family functioning
 - Parent advocacy
 - Service Coordination
 - Other
- Accessed Family Advocate: Yes No

Voting Members Present:

- Sherry Branham-Foltz, RCMHRSB
- Scott Basitone, RCCS
- Designee: Joe Trolian
- Designee: Kevin Wharton
- Jim Kullig, RCJC
- Effie James, MCS
- Designee: Lisa Benson
- Designee: Diane Shanbaugli
- Stephanie Griffiths, Newhope
- Jone Watson, RCJFS
- Designee: Michelle Giess
- Designee: _____
- Jane Skaluba, MOESC
- Mary Kay Pierce, NAMI
- Designee: Darlene Reed

Individualized Family Service Coordination Plan:

Person(s) Responsible	Action	Date to Be Completed By	Date Completed

Individualized Crisis Plan and Safety Plan:

Team Member (Print Name)	Relationship	Signature	Date	Agree With Plan: Y__ N__
				Agree With Plan: Y__ N__
				Agree With Plan: Y__ N__
				Agree With Plan: Y__ N__
				Agree With Plan: Y__ N__
				Agree With Plan: Y__ N__
				Agree With Plan: Y__ N__
	Team Leader			Agree With Plan: Y__ N__

Parent Advocate Form Completed: Y__ N__

Release Form Completed: Y__ N__

Next Team Meeting: Date: _____ Time: _____ Location: _____

Attachment I

YOUTH & FAMILY COUNCIL

YOUTH & FAMILY INTERSYSTEM PROCESS

**Executive Leadership
Team/Coordinator**

• \$ Pooled Funding Residential

\$

**MH/RCCSB/JUV. CT.
Residential Diversion Review
Team/Coordinator**

• \$ Pooled Funding Diversion
Support Activities

**Juvenile Court
Placement Review**

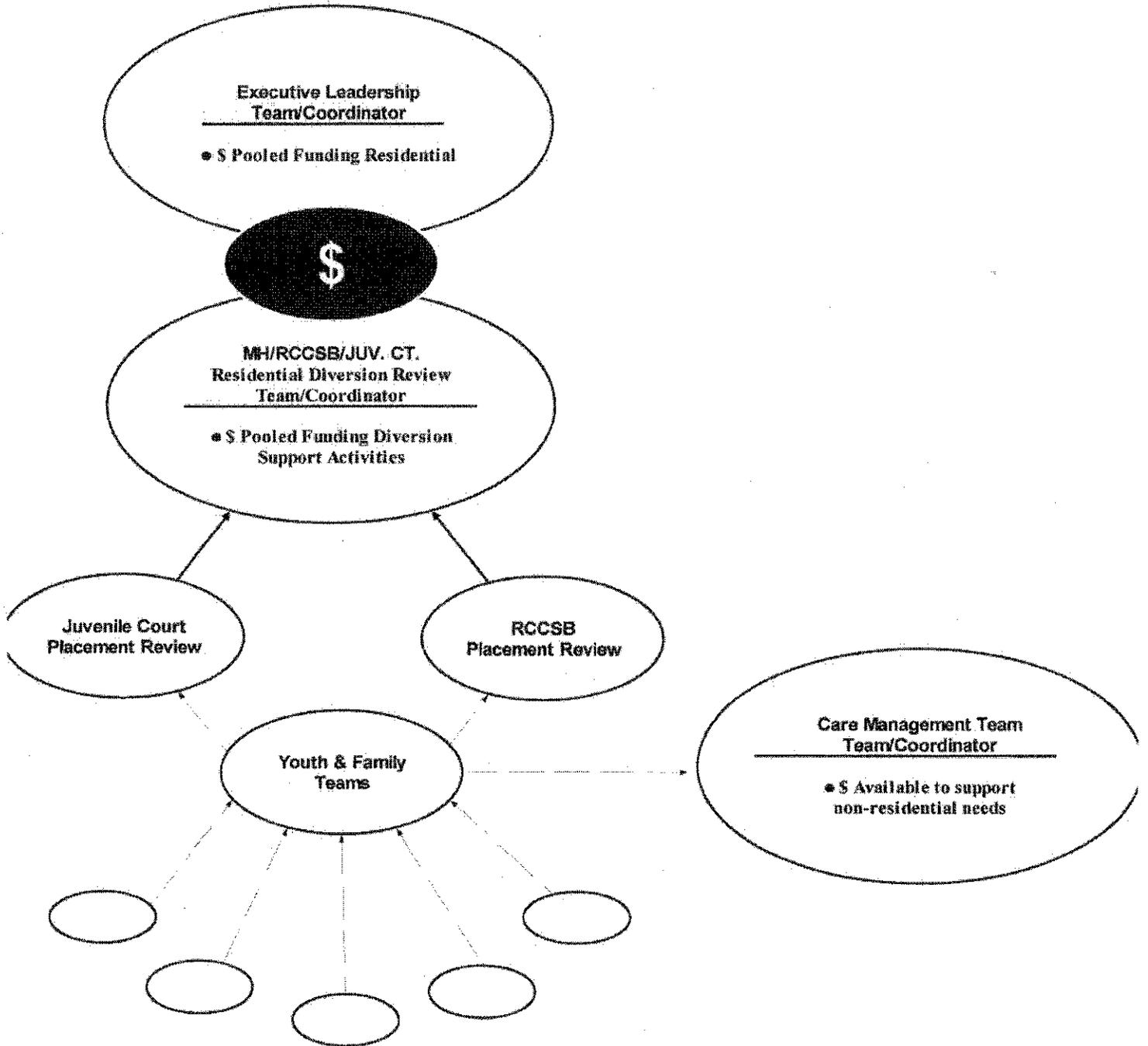
**RCCSB
Placement Review**

**Youth & Family
Teams**

**Care Management Team
Team/Coordinator**

• \$ Available to support
non-residential needs

Community Agencies



Individual Family Service Coordination Confidentiality Form

By signing this form prior to the family meeting you agree to keep information confidential unless required for mandated reporting purposes.

Team Member:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

11. _____