

# FCFC Service Coordination Matrix



County	Who do I call or email to ask about applying for Service Coordination?	What ages of children can receive Service Coordination & what needs qualify them for it?	Who can refer a child & how is a referral made?	How can a parent self-refer a child? Where can a parent get a self-referral form & who does the parent give it to when it is completed?	How can a family get a Parent Advocate?	What happens if I disagree with a service coordination decision? How long does it take to get an answer when I disagree?	Who do I call or email to file a dispute or disagreement?
Seneca	<p>Name: <b>Sharon George</b>                      Title: Executive Director</p> <p><b>Phone:</b> 419-443-0981  <b>Email:</b> sgeorge@ncoesc.org</p>	any Multi-agency involvement	anyone, by calling FCFC	<b>Parent can call FCFC</b>	Parent can call FCFC or contact any FCFC member agency	<ol style="list-style-type: none"> <li>1. All families receiving services at the child and family team or Service Coordination Committee level shall receive an appeal/dispute resolution brochure.</li> <li>2. Any agency representative or family who does not believe that the scope of service is being provided within the plan should utilize existing informal/formal agency grievance procedures prior to initiating an appeal process to the Service Coordination Committee</li> <li>3. An appeal must be:                             <ol style="list-style-type: none"> <li>1. Submitted in written form.</li> <li>2. Addressed to the Seneca County Family and Children First Council, to the attention of the Executive Director.</li> <li>3. Documented in clear and concise language the particular concern or alleged violation.</li> <li>4. Signed by the complainant (Anonymous complaints will not be processed.)</li> </ol> </li> <li>4. The Service Coordination Committee will attempt to resolve the issue with the agencies and family within (10) working days through</li> </ol>	<p>Name: <b>Jay Meyer</b>                      Title: Juvenile COurt Judge</p> <p><b>Phone:</b> 419-447-4912  <b>Email:</b> jmeyer@senecajpcourt.com</p>

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						<p>consultation and negotiation. Policy violation disputes (only) which cannot be resolved by the Service Coordination Committee will be referred to the Council.</p> <p>5. Appeals Procedures</p> <ol style="list-style-type: none"> <li>1. The complaint will be date-stamped upon receipt.</li> <li>2. The child/family will be referred to by case number (as issued upon appeal).</li> <li>3. The Service Coordination Committee Chairperson will assign a three person panel to review the complaint. Panel members will not be involved in the dispute.</li> <li>4. A letter of status will be sent within five (5) working days, to the complainant.</li> <li>5. Any dispute not resolved within the first five (5) working days will then be bound over to negotiation and/or arbitration.</li> <li>6. Any policy violation dispute not resolved within five (5) working days after it has been bound over to negotiation and/or arbitration, will be referred to Council for negotiation and/or arbitration.</li> <li>7. Any dispute not resolved within five(5) working days after it has been bound over to negotiation and/or arbitration, will be referred to the Dispute Resolution Process</li> </ol>	
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