

Shelby County Family & Children First Council

Executive Council Meeting

May 24, 2010

Chair Mark Schlater called the meeting to order at 8:13 a.m.

Those in attendance were: Jodie Brewer, Mark Schlater, Anne Snodgrass, Bob Parker, Heather Neer, Tom Bey, Mark McDaniel and Jack Toomey.

Jodie asked to add the United Way Special Projects Grant to the agenda. The council agreed. A motion was made by Jack Toomey to approve the agenda with the addition. Heather Neer seconded the motion. Motion carried.

A motion was made by Tom Bey for approval of the February meeting minutes. Bob Parker seconded the motion. Motion carried.

Jodie explained the financial reports and monthly expenses for February and March. A motion was made by Heather Neer for approval of the financial report monthly expenses for February and March. Jack Toomey seconded the motion. Motion carried.

Director's Report. Jodie reviewed and explained the director's report for February and March. Jodie also gave a brief overview of the class she took at Edison. She said she would share more on the class at the June meeting.

Service Coordination Plan. The Service Coordination mechanism was and is a collaborative effort, with an opportunity being provided to council members and the DAT team (including Juvenile Court) to provide their input in making any needed changes or updates to the plan. Jodie explained the service coordination plan and the updates and changes that were made to the plan. Jodie explained she wanted to turn the plan in on June 1st so they do not have a lapse in funding. Jodie explained the plan was actually due on July 31st but there would be a lapse in funding if she turned it in after June 1st. Jodie explained she added strengths and needs assessment to the plan as required. A motion was made by Jack Toomey to approve the service coordination plan with adding the state referral process as part of the dispute resolution process. Tom Bey seconded the motion. Motion carried.

Orientation Manual. Jodie said she wanted to receive feedback on the manuals after people had time to read them. She said this would be brought up at the next meeting.

Strategic Planning. Mark explained the goal of strategic planning for FCFC. He explained he had found David Ellison from Columbus to conduct the strategic planning meeting. David Ellison would meet with Mark and Jodie beforehand to help plan for the meeting. He would then conduct a 4-5 hour retreat for FCFC. He would then take the information and compile it into a strategic plan for FCFC to review. Mark said the retreat would be scheduled for September. Jodie said she would invite Joyce Calland to help with the states perspective of strategic planning. Tom Bey made a motion to approve purchasing David Ellison's services to help with the strategic planning for \$690.00. Bob Parker seconded the motion. Motion Carried.

Family Centered Services and Supports. Jodie explained the following contracts were approved by the Diversion Assessment Team (DAT) to provide services to DAT families. Jodie said the contracts began on varied dates, but all of the contracts will end on June 30, 2010. Tasha Thompson respite services not to exceed \$1000.00. Melinda Hughes respite services not to exceed \$3,000.00. Robin Woods respite services not to exceed \$1000.00. Innovative Family Solutions for in-home coaching not to exceed \$7,000.00. Jennifer Brautigam respite services not to exceed \$500.00. Heather Neer made a motion to approve the five contracts as mentioned above. Jack Toomey seconded the motion. Motioned Carried.

Family & Civic Engagement teams. Heather Neer and Jodie explained where the team is in the process. Heather explained the state met with their team and representatives from all of the school districts. The school districts will be completing a needs assessment.

A motion was made by Tom Bey at 9:00 am for adjournment, seconded by Heather Neer. Motion carried.

The minutes were submitted by Anne Snodgrass.

Shelby County Family & Children First Council

Executive Council Meeting

June 23, 2010

Chair Mark Schlater called the meeting to order at 8:05 a.m.

Those in attendance were: Jodie Brewer, Mark Schlater, Anne Snodgrass, Heather Neer, Tom Bey, Mark McDaniel, Gayle Daffler, Bridget Davis, Kathy Lindsey, Margie Eilerman, Pat O'Donnell, and Jack Toomey.

A motion was made by Kathy Lindsey to approve the revised agenda. Jack Toomey seconded the motion. Motion carried.

A motion was made by Tom Bey for approval of the May meeting minutes with changes made by Jodie Brewer. Mark McDaniel seconded the motion. Motion carried.

Jodie explained the financial reports and monthly expenses for April and May. A motion was made by Margie Eilerman for approval of the financial report monthly expenses for April and May. Anne Snodgrass seconded the motion. Motion carried.

Director's Report. Jodie reviewed and explained the director's report for April and May. A comment was made on the format-it was decided the format was good and easy to review.

Service Coordination Plan. The Service Coordination mechanism was and is a collaborative effort, with an opportunity being provided to council members and the DAT team (including Juvenile Court) to provide their input in making any needed changes or updates to the plan. Council reviewed the state team reviewer's summary. One of the changes suggested and made was the dispute resolution process which the state approved 5 years ago but now needs revised. The changes the review team suggested were completed. Approval of the Plan with revisions recommended by the State was voted on—a motion was made by Tom Bey and seconded by Kathy Lindsey- motion carried.

Shared Planning Process (H.B.284). The Process needs to be completed by September 2010. The County is a pilot county for the project. A team needs to be formed to look at the strategic plan and all other agency/county plans that are in existence at this time. Each plan needs review and a Shared Plan needs formulated.

Strategic Planning. Mark explained that David Ellison from Columbus will moderate the September strategic plan meeting. Joyce Calland was contacted by Jodie to attend the meeting-her plans are to attend.

HMG Contract Approval. The contract was emailed to the Council. A motion was made to approve the contract by Tom Bey and seconded by Kathy Lindsey. Anne Snodgrass and Margie Eilerman abstained from the vote. Mark Schlater suggested that HMG meet with Council on Rural Services to collaborate on the intake form so there is one comprehensive intake process.

H.B. 289 update and Approval. Jodie is tracking HMG data. She reviewed statistics with the Council. Anne Snodgrass made a motion to approve the HB 289 and a second was made by Mark McDaniel. Motion carried.

OCBF/Admin Grant. The grant is now the OCBF and the application is for \$17,069. A motion was made to approve the submission of the OCBF by Tom Bey and seconded by Margie Eilerman-motion carried.

Director's raise. A motion was made by Mark McDaniel to move into executive session and seconded by Jack Toomey. Roll Call was made with approval. Jodie Brewer, Bridget Davis and Gayle Daffler were asked to leave the room.

A motion was made to come out of executive session by Jack Toomey and seconded by Mark McDaniel. Motion carried. Mark Schlater stated that the last evaluation of Jodie will be reviewed by the Council (Mark will email eval. to each voting Council member along with a new eval form. The next meeting agenda will include the item, director's raise.

A motion was made by Tom Bey at 9:00 am for adjournment, seconded by Margie Eilerman. Motion carried.

The minutes were submitted by Margie Eilerman

Shelby County Family & Children First Council
Service Coordination Plan

History

On March 1, 1984, Governor Celeste signaled a major change in policy and programming for children's services in Ohio when he signed Executive Order 84-12. He directed the state department of MR/DD, DYS, ODH, Department of Human Services (since changed to Ohio Department of Job and Family Services), Mental Health, and Department of Education to adopt new rules to ensure that multi-needed children, who required services from one or more agency, were served in a timely manner. In response to the Governor's directive, these six state departments filed new rules in May 1984 and established an Interdepartmental Cluster for Services to Youth to ensure the precision of quality of services when families needed services from more than one local or state agency. With the signing of an interdepartmental agreement, "Cluster" became law in 1987. Cluster was intended as a means for different agencies to collaborate in helping the families they serve.

In 1992, another executive order transformed the Cluster into the Family & Children First Council (executive order 121.37). At the state level Family & Children First Cabinet Council is composed of directors of all the major State Departments that oversees family services. This structure is mirrored at the county level.

Shelby County Family & Children First was organized in 1993 and was comprised of 46 agencies, schools, businesses, individuals and service related organizations. In June of 1994, the Shelby County Family & Children First Council officially combined under its authority "Cluster" workgroup efforts.

By 1997, the Councils membership had grown to 48 advisory members with 21 Executive Council members. Currently our Executive Council Consist of the Mandated Members from ORC 121.37

1. Ohio Department of Youth Services
2. Council On Rural Services Program
3. Shelby County United Way
4. City of Sidney
5. Shelby County Department of Job and Family Services
6. Sidney City Schools
7. Shelby County Schools
8. Tri- County Recovery & Mental Health Services
9. Parent Representative
10. Shelby County Commissioner
11. Sidney/Shelby County Health Department
12. Shelby County Board of MRDD
13. Early Intervention Collaborative Representative

1999 brought about other changes and additions that would aide the council in meeting the challenges of placements. The Diversion Assessment Team (DAT) (formally known as Cluster) was established by the Shelby County Family & Children First Council as a result of the Family Stability Incentive Award. The DAT committee was charged with the duty of reducing out-of-home placements, and to assure that multi-need children and their families receive adequate and appropriate services.

Service Coordination Mechanism

STATE STATUTE REQUIREMENTS

121.37 (C) the Ohio Revised Code 121.37 (c) stipulates that each County FCFC

must develop a county service coordination mechanism, this shall include a

procedure for an agency, including a juvenile court, or a family voluntarily

seeking service coordination, to refer the child and family to the county council

for service coordination in accordance with the county service coordination

mechanism

(D)Each county shall develop a comprehensive family service coordination plan

Shelby County's Plan

The Shelby County Family & Children First Council believes that children thrive when given a safe and nurturing environment with the proper health care, nutrition, and educational opportunities; and that families need a secure environment to encourage and assist them in achieving their goals. FCFC Executive Council, as well as the Diversion Assessment team, including Juvenile Court, has been involved in the on-going development of the plan. They have both reviewed and agreed to

the plan as presented.(this info was already here) Council also wishes to adopt the Ohio Family and Children First Service Coordination Committee's Responsibilities in accordance with ORC 121.37 as a part of the local planning.

The Diversion Assessment Team, the committee charged with the duty of reducing out of home placements and assuring that adequate services are provided to families, will support the following:

- ◆ Ohio's commitment to child well-being
 - Expectant Parents and newborns thrive
 - Infant and toddlers thrive
 - Children are ready for school
 - Children and youth succeed in school
 - Youth choose healthy behaviors
 - Youth successfully transition into adulthood

This will be supported by the following components

- ◆ Coordinate, appropriate, effective and cost-effective services for children and families.
- ◆ Increase family involvement throughout the levels of planning and services, using a family centered approach.
- ◆ Support early intervention families.
- ◆ Encourage shared responsibilities among systems serving children and families, and insuring duplicative efforts are reduced or eliminated.
- ◆ Services will be responsive to the cultural, racial and ethnic difference of the families, while attempting to provide services in the least restrictive environment.
- ◆ Service Outcomes will be evaluated.

- ◆ Families will be fully involved in decision making and offered parent advocates.

The DAT meets bi-monthly and at these meetings will continually discuss the supports that they have determined are the most important in the community as stated above. They will continue to discuss services needed, and identify gaps in services, and additionally will work on improving services already in place at the current time. At minimum 2 times a year DAT will set aside time to discuss the service coordination plan and process to address any concerns or changes that need to be made. This information will then be reported/discussed at Executive Council. At 2 Executive Council meetings a year time will be set aside to specifically discuss and address gaps in services within the community and to address any concerns with the service coordination process.

In-services will be held 2 times throughout the year which will be open to families, community members, and agency staff to discuss the service coordination process and ask questions. The DAT facilitator can meet with families as requested, or agency workers at the request of that agencies Director to review the policy and guidelines at any time.

It is the intent of Council to serve the entire family. Council will serve children ages birth-21 with multi-systemic needs who service and support needs are not being adequately met while seeking assistance outside of the service coordination mechanism. Every effort will be given to serve and provide services to children at risk of being involved in the juvenile court system or at-risk from being removed from their home. DAT will provide for use of funding and any services and/or supports to effectively deal with potential unruly children.

DAT will serve only those families who are residents of Shelby County. Families residing outside the County will be referred to the appropriate County for services. Services will be provided to the family in the least

restrictive and least intrusive method, while being responsive to the cultural, racial and ethnic difference of each family.

If DAT is serving a child through service coordination who also receives services under Help Me Grow, DAT will work the HMG staff to ensure consistency with the laws and rules per the HMG federal regulations and the ODH policy and procedures. The main provider in these situations will remain HMG.

In order to comply with the requirement that county Family & Children First Councils develop and implement a county service coordination plan, the Shelby County Family & Children First Council has developed the following plan.

The plan is based upon four levels of coordination and responsibility:

1. Information and referral- A family referral may be made that is not in need of service coordination. The facilitator will gather family information from the referral source to make this determination. In these situations the facilitator can make appropriate and needed referrals to service agencies to connect the family with areas they identify. If these services don't meet the needs of the family then an appropriate a referral to the formal DAT team will occur.

2. Diversion Assessment Team (DAT)-In situations involving children with multi-systemic needs the DAT will be responsible for service coordination. The facilitator will make a determination based on information provided that the referral is appropriate to be accepted as a referral and placed on the DAT agenda for discussion and planning. DAT will also be responsible for monitoring/reviewing/adjusting the Council's Service Coordination process, including reviewing out-of-home placements and community service needs.

3. Family Teams-As developed through the DAT and the family; the team is composed of various service providers, the family, parent

advocates (if elected) and any family representatives as selected by the identified family. The members of this team are those directly involved with the family. These teams meet as often as identified by the family, typically once a month.

4. Shelby County Family & Children First Council-Responsible for implementing the service coordination process (including the dispute resolution process) and making the final determination concerning needed community services.

Funding

The Diversion Assessment Team has the ability to make funding decisions for services identified in the plans' for families including the use of all SOC funding. The DAT team takes into consideration the needs of the community as well as the needs of the individualized family plan to determine the use of family centered and behavioral health funding. The team works well together in recognizing each individual agencies capacity to be flexible in providing services to families in service coordination. Agencies do their best to accommodate these families and get them into services as they are seen as some of the most high risk families within the community. Agencies continually update members on services and discussions occur when agencies are offering services so as not to duplicate services and to coordinate existing services so as to maximize the resources that exist. The team is fairly advanced at brainstorming for services for families that already exist within the community. Council continues to pool funding every year, whereas a portion of the local dollars provided for administrative costs goes into a pooled funding allocation to help off-set services for families where no other identified source of funding exist.

At this time Shelby County has a fairly low placement average, but agencies are committed to try and maximize dollars and resources so we can provided services within the community before an out of home placement occurs.

Referral Procedures

- Referring agency/and or Family (for self-referral) completes the diversion assessment team referral form. This release of information will insure that all the Diversion Team members, and additional community agencies are identified and any other additional members as noted under other to insure proper release of confidential information along with the review and signature of the appropriate legal guardian. The DAT referral will not be processed unless the release is completed in its entirety. This referral is to include the date of the receipt of the referral, contact information for the person being referred, a brief description of problems, contact information for person referring, a response to the referral or outcome of the referral (this will all be captured on the release).

Along with the referral a child and family strength and weakness assessment survey must be completed by and with the family. This will then be updated at reviews throughout the service coordination process to determine how effective service coordination as been for the family.

- Referring agency(including juvenile court) or family (for self-referral) meets with or discusses over the phone with the DAT facilitator to:
 1. Determine if referral is appropriate to be presented to the DAT team for services or for additional services if an identified agency is already working with family (if referral is accepted then family will be contacted within 3 business days after the receipt of the referral). or
 2. Refer family to supports within the community.

- If a referral is accepted into service coordination, and if requested, an emergency team meeting will be held within 5 business days for the family, otherwise the referral will be presented at the next scheduled DAT meeting (meetings are held 2 times a month).

Every effort is made to invite all involved family and participants including but not limited to family members, appropriate staff from agencies, appropriate school district representatives and a mentor, advocate or support person of the family's choice via phone and e-mail to all meetings (which is then documented in casenotes). If there is no phone or computer a letter will be sent to the family. The facilitator communicates with the family to determine the best time for that family to meet not only for the DAT presentation but for subsequent meetings.

NOTE: As part of the follow-up to the referral process no case can be closed by the DAT facilitator due to lack of family cooperation without a review by the full DAT. This is to insure that attempts to engage the family have been made and that this situation can be discussed with the referring agency. This safeguards the family as well, in that multiple attempts will be made to engage them so they can be given the opportunity to be involved in service coordination (this section was moved and info added).

The DAT review must consist of reviewing attempts to engage the family and a determination of what risks to the child remain if the case is closed. The level of risk should pertain to abuse, neglect, delinquency, unruliness, truancy, out-of-home placement, mental health, etc. The Diversion Assessment Team must approve of any case closures due to lack of cooperation

For children who are already involved in service coordination under this mechanism as a Diversion Assessment Team Family, a family team

meeting must be held prior to a non-emergency out-of-home placement, or with-in 10 days of placement for emergency placements for multi-need children. This meeting can be requested to the DAT facilitator by the lead case manager of the family team, by the placing agency, or by the family. The DAT team will always look to provide the best services for that child in the least restrictive of environments.

The DAT is made up of representatives of:

- a. Shelby County Juvenile Court*
 - b. Shelby County Board of DD*
 - c. Shelby County Counseling Center*
 - d. Shelby County Job & Family Services*
 - e. Shelby County Health Department*
 - f. Shelby County Educational Service Center*
 - g. Sidney City Schools*
 - h. Gateway Youth Programs*
 - i. Catholic Social Services*
 - j. DAT facilitator (Shelby County Family and Children First Director)*
- (These representatives need not be the agency executive but should be knowledgeable of community services and community agency operations.)*
- k. Other provider representatives that the FS Coordinator determines may need to be part of the team.*

The Committee shall meet on a regularly scheduled basis to:

1. Review DAT reports concerning number of families being served, new referrals, closed cases, etc.
2. Review out-of-home placements & recommend services that may have prevented out-of-home placements.
3. Review the use of and approve for the expenditures of all state and local funds.
4. Authorize use of funds if request is over \$500.00(*any amount of \$500 or more must be approved by Executive Council as well*), *except where expenditures are being*

approved based on contracts that have already been approved by FCFC Executive Committee.

5. Resolve issues arising from the Diversion process, including Family Team composition, designation of lead agency/case manager, funding and lack of cooperation among parties.
6. Review need for service expansion/creation as recommended by the DAT.
7. Review /Refine the Service Coordination process.
8. Report to the Family & Children First Council concerning appropriate issues.

The DAT will:

1. Review the case history.
2. Develop a preliminary family service plan including service providers/team composition based on family need.
3. Determine the need for additional services, which may require funding or development of services utilizing but not limited to the families needs/strengths assessments. The tool completed by the referring agency will be utilized, as well as the process of the DAT facilitator identifying with the family what they feel are their strengths and needs. This information will be brought to the initial presentation at DAT.

NOTE: The DAT is responsible for determining the need for local match or the use of pooled flex funding. Funding decisions are made based on each individual family, what their need is for services and who is able to provide or pay for this service. If the service is needed and there are no funds then DAT can approve for the coordinator to utilize pooled funds or to pay from one of several sources of funding.

4. Assist the family in determining lead agency or case manager. The DAT will take into consideration the families wishes and all case information to insure the case manager chosen is the best fit for the

family. The lead agency/case manager is responsible for scheduling the Family Team meetings and reporting to the DAT facilitator. It will be the case managers' responsibility to notify all parties including the school of all scheduled team.

5. Schedule the first team meeting with the family, at a time and location suited to the family's needs. To include all appropriate agencies as well as representative from the appropriate school district. DAT facilitator will notify all involved parties, after the first meeting it will be the case managers responsibility to notify participants. If the family service plan has not been developed it will be completed at the initial family team meeting with the family, and reviewed and updated if necessary at subsequent family team meetings.

6. *NOTE: If the DAT cannot agree on:*

a. a service plan, providers ,lead agency/case manager or funding

The DAT facilitator will schedule a meeting with the Executive Council for review and resolution.

7. DAT will have the facilitator send surveys to families 2 times per year to monitor DAT effectiveness with families, and to track/monitor progress of families.
8. DAT will review each family's progress in service coordination (including those in out-of-home placement) at minimum every 6 months and report either success or lack of based on the goals on the family plan.
9. DAT will insure all meetings are conducive to the time and location as arranged by and with the families. This is to insure the families are able to be at the meetings to develop their plan and to provide information to better assist in offering services for the family. Additionally families can bring any support person they choose,

including being offered a parent advocate. If transportation needs arise the facilitator will insure transportation is provided to assist the families in getting to the meetings, and if needed childcare can be arranged.
(paragraph changed)

At Executive Council meetings a monthly report will be distributed to include Help Me Grow statistics on number of children served, as well as the number of Diversion Assessment Families currently open, and additional data on the families receiving service coordination. The facilitator will as well track the families closed due to success or completion of their goals. Council will on an on-going basis review this information and determine/discuss additional services needed in the community and how we can develop such programs.

FAMILY TEAM

- The DAT facilitator will attend the initial Family Team meeting and thereafter as needed or requested by the Family Team.
- The family service plan will be completed at the first family team meeting with the family if it was not completed at the first presentation to DAT. The plan will be reviewed and updated (if applicable) at all subsequent team meetings.
- The lead agency/case manager will report to the DAT facilitator concerning team meetings and progress (including children in out of home placement that have family service coordination plans). At a minimum, any reports and /or case notes needs to be submitted to FCFC after each Family Team meeting and document progress or issues discussed. This will insure FCFC can monitor the progress and track the outcomes of each family's services coordination plan.

NOTE: Anytime issues or problems arise regarding the service plan, providers or funding, the family team/including the parent can request a meeting with the full DAT to reconcile the issues. If the issues cannot be resolved at the DAT level, the DAT facilitator will

schedule a meeting with the Executive Council. If the issues cannot be resolved at the Executive Council the FCF Director will be notified to implement the Dispute Resolution Process.

- The Family Team will continue to meet and modify the service plan as needed and notify the DAT facilitator on successful case closures.
- At any time a family may contact the case manager assigned to their case and request that a team meeting be scheduled to review their service coordination plan, they may invite, or request the case manager to invite any support person of their choosing to also attend these meetings. These meetings will be arranged around a time and location of the families choosing so as to be conducive to the family's needs and environment.
- At every meeting held a sign-in sheet will be presented for each person present to sign, this sign-in sheet discloses each members responsibility in keeping information at the meeting confidential.

Monitoring-Tracking Evaluation

The council will have 2 levels of service coordination that will be monitored and evaluated.

- The Family Team will monitor the family goals and track family success through the individual family plan.
- The Diversion Assessment Team will track family funding needs and strengths as well as monthly placements and report service gaps to the council, as well as, assess the service gaps, develop and implement services as needed (and as approved by Executive Council), and review the structure of the service coordination mechanism as needed.

Grievance Procedure (Dispute Resolution)

STATE STATUTE REQUIREMENTS

121.37(c)

(9)

The Ohio Revised Code Chapter stipulated that a county Family & Children First Councils Service Coordination plan must include a dispute resolution process to serve as the process that must be used first to resolve disputes among the agencies represented on the county council concerning the provision of services to children, including children who are abused, neglected, dependent, unruly, alleged unruly, or delinquent children and under the jurisdiction of the juvenile court and children whose parents or custodians are voluntarily seeking services. The local dispute resolution process shall comply with section 121.38 of the Revised Code. 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. The county council shall inform the parents or custodians of their right to use the 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 revised codes. The cabinet council shall adopt rules in accordance with Chapter 119. Of the Revised Code establishing an administrative review process to address problems that arise concerning the operation of a local dispute resolution process.

The local dispute resolution process is further discussed in section 121.38 of the ORC ("Resolution of agency dispute concerning services or funding").

A grievance or dispute resolution is a method or procedure to resolve conflict between parties. Disputes may sometimes occur between agencies when one agency disputes the service they have been charged with providing. One or more agencies may disagree on the shared amounts in the plan, or a family may have a dispute with the agencies. Any one of these examples may constitute a need to file a dispute resolution with the Council's Executive Director. Council agencies agree that should there be an impasse concerning services to families, a clarification, and resolution will be initiated at the family team level prior to implementing the formal dispute resolution process, if the conflict cannot be resolved at the family team level, it will be taken to the Executive Committee where a resolution will be initiated. Failure to reach an agreement/resolution through the dispute resolution process at the Executive Committee, the final arbitrator of the individual case resolution will be the presiding juvenile court judge. This will be filed with the juvenile judge within 7 working days from the date of the failed dispute resolution process, and an appeal has been filed with the office of Family and Children First Council.

Families will be notified that they have access to the dispute resolution process via a statement on the release that they sign which begins the service coordination process.

Procedure for Non-Emergency Dispute Resolution

If the dispute cannot be resolved between the agency professionals, or between the agency and the parent/custodian then the party still in conflict will file a one-page complaint with the office of the Family & Children First Council.(changed wording)

The Council Director will within 24 hours of receiving the complaint of a formal dispute and a copy of all other pertinent records will notify the Executive Committee of the Family & Children First Council. The Executive Committee will have five

(5) working days to review the records and determine if the case should be mediated within their committee or directly to the juvenile court judge.

If the case is to be reviewed and mediated by the Executive Committee they shall notify the parties of the time and place of the hearing and shall hear and decide the disputed matter and provide in writing a determination of its findings. Executive Committee shall mediate within ten (10) working days from the date they have received the dispute and records from the Council Director

If any procedures required of any party must be completed on a day which falls on a Saturday, Sunday or legal holiday, then the party shall have until the end of the next business day to file or make any written requests. No later than sixty days after the parent or custodian initiates the dispute process, the council shall make findings regarding the dispute and issue written determination of its findings. (reordered)

For failed disputes mediated by Executive Committee all parties will have two (2) working days from the time of the failed dispute to file an appeal with the office of the Family & Children First Council. The director within 7 working days will inform the juvenile judge of the failed mediation and provide the judge with all the dispute documents, family case records, and any other requested pertinent documents. The Council Director will notify all parties of the time and place of the hearing the judge will hear the case and render a written binding decision. (reordered)

In cases where the executive committee refers the case directly to the juvenile court judge, the judge will hear the case and render a written binding decision.(removed some time frames for the judge)

All records of any disputes, disagreements or conflicts and the decisions made at any level of the process shall be filed in the offices of the Family & Children First Council.

Each agency represented on a county Family and Children First Council that is providing services or funding for services that are the subject of the dispute initiated by a parent shall continue to provide those services and the funding for those services during the dispute resolution process

Procedures for Emergency Dispute Resolution

If an emergency dispute arises between a family/child and agency or agency to agency the Family & Children First offices will be immediately notified, the party in conflict will file a one-page (took out some timeframes) complaint with the office of the Family & Children First Council. The Director within 2 business days will notify the executive committee and notify all parties of the time and place of the hearing. The executive committee will convene and render a written decision within two (2) working days of the hearing. No later than sixty days after the parent or custodian initiates the dispute process, the council shall make findings regarding the dispute and issue written determination of its findings. (reordered)

When an emergency dispute is not resolved by the executive committee, the juvenile court judge will be notified within 2 business days by the Director. The Director will notify all parties of the time and place of the hearing and provide the needed dispute records to the Juvenile Judge. (removed a timeframe) The juvenile court judge will hear the emergency dispute and render a binding decision.

For HMG families the Diversion Team will follow the guidelines set for in the HMG grievance procedure. For a HMG family that is

accessing service coordination the parent is encourage to contact their service coordinator or HMG , if this does not resolve the issue or if they chose not to do so then they may directly contact the Bureau of Early Intervention to file a complaint. These are the procedures that will be followed for the HMG families accessing service coordination. However if the HMG families chooses to access the local FCFC dispute process they may choose to do so.

Family Service Coordination Plan Guidelines

1. On the individual family plan it will denote which agency involved is responsible for which service that shall be provided to the family. This will be determined at the initial DAT meeting and then reviewed and updated at subsequent team meetings. When needed services and supports are not available, the DAT along with the family will determine together which priorities will be chosen and then if these services are not available will discuss actions for making these services available. This information will then will be taken to the council for determination of how these services can be provided.
2. During the families first meeting with the full DAT team the family will select a case manager to track and monitor the progress of their family service coordination plan and its goals, schedule reviews as needed (but at least quarterly), and facilitate the family meetings. If the family was not present at the meeting time they have chosen then the DAT facilitator will contact the family to receive the approval of the appointment of a case manager for their family. Assigned case managers will allow the families to select the time and place of quarterly team meetings to update and review progress on goals, these meeting notes will then be forwarded to DAT facilitator for the file so that the facilitator can track family progress. A family can choose to have their team meet as often as they would like based on their families individual needs. This entire process will be the families plan and will be

conducive to the needs and wants of each individual family and their situation.

3. To remain responsive to the strengths and needs of the family, and to the family's culture, race, and ethnicity, the DAT family team process is considered the families process, and involves the families in providing feedback and information into the needs they may have and what will help make and keep their family unit strong. Families are encouraged to share their opinion and their statements with the entire team so that the plan is driven by what they see as being needed the most. The strengths and needs assessment summary will be utilized throughout the family team process, updating it along with the goals of the family to ensure compliance and effectiveness with selected goals. Timelines for selected goals will be determined based on the goals and what will be required of the family. This timeframe will be specified within the families plan. Families are able to invite any support persons to the meetings, and these support persons are encouraged to provide feedback. DAT will provide these services in the least restrictive environment as possible while still ensuring the safety of the family.

4. The process the DAT will follow for providing services to an unruly child is similar to that of any multi-need child. The diversion team will look towards the juvenile courts/and any other agency with knowledge of the situation to make this referral for needed services for the family and youth to the DAT facilitator. DAT will explore any and all options to insure appropriate intervention is provided to this population including but not limited to encouraging the parent to work with DAT so as to avoid filing of charges, providing respite when available, parent education when available, conducting a meeting with the family, and connection with a mentor when available.

5. Timelines for family specific goals will be specified on the individual family service plan. One of the expectations of the case manager will be to review the families plan at minimum of quarterly at scheduled family team meetings.

6. To deal with short-term crisis and safety issues an emergency family team meeting or an emergency DAT meeting can be held at the request of the family to the case manager for the emergency family team meeting, or at the request of either the case manager or another team member to the DAT facilitator for a full review before the DAT Team. Additionally a family safety plan will be developed in a written form for each family; this will allow a plan to be in place for each family that accesses service coordination. In the event a family goes into crisis a plan has already been developed. This plan will be reviewed at minimum of quarterly. (changed the wording)

This Service Coordination Plan will be monitored before the DAT team bi-annually, with changes discussed and approved at the Council meeting. The DAT team will have discussion about how the service coordination plan is working and discuss means for improvement. Any changes will be taken to the Executive Council for approval. This plan and all the components not already being implemented will begin implementation effective June 30th 2010.

Addendum A &B

**SHELBY COUNTY FAMILY & CHILDREN FIRST COUNCIL
SHELBY COUNTY DIVERSION ASSESSMENT TEAM REFERRAL**

please mail completed referral to Diversion Assessment Team at 129 E. Court St, Sidney or fax referral and last dated case notes to 498-1492Telephone: 498-4981 ext. 257

REFERRAL FROM: _____ DATE: _____
AGENCY, CASE MANAGER & PHONE #

FAMILY BEING REFERRED: _____ PHONE: _____

ADDRESS: _____ CITY: _____ ZIP: _____

MEMBERS OF HOUSEHOLD RELATIONSHIP SEX D.O.B. SS# SCHOOL/GRADE

➤ **Is there a Mental Health Diagnosis? Yes No**

PARENT'S EMPLOYMENT & INCOME STATUS: _____

REASON FOR REFERRAL. GIVE SUMMARY OF FAMILY NEEDS AND CONCERNS. (Please be specific):

CURRENT OR PREVIOUS INVOLVEMENT WITH ANY OF THESE PARTNERING AGENCIES: **Check all that apply**

- | | | |
|--|--|--|
| <input type="checkbox"/> Shelby County Family & Children First Council | <input type="checkbox"/> Gateway Youth Program | <input type="checkbox"/> Consumer Credit Counseling |
| <input type="checkbox"/> Job & Family Services/Children Services | <input type="checkbox"/> Bureau of Vocational Rehab | <input type="checkbox"/> Salvation Army |
| <input type="checkbox"/> Shelby County Juvenile Court | <input type="checkbox"/> New Choices | <input type="checkbox"/> GAL/CASA |
| <input type="checkbox"/> Shelby County Victim Services | <input type="checkbox"/> Head Start | <input type="checkbox"/> court/school liaison, _____ |
| <input type="checkbox"/> Law Enforcement | <input type="checkbox"/> Help Me Grow | <input type="checkbox"/> DAT |
| <input type="checkbox"/> Shelby County Counseling Center | <input type="checkbox"/> Big Brothers/Big Sisters | <input type="checkbox"/> Church _____ |
| <input type="checkbox"/> Catholic Social Services | <input type="checkbox"/> Shelby County YMCA | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Shelby County Board of MR/DD | <input type="checkbox"/> Sidney City Schools | |
| <input type="checkbox"/> Sidney/Shelby County Health Department | <input type="checkbox"/> Shelby County School System | |

OFFICE USE ONLY: Date Referral Received: _____

DATE _____ OUTCOME OF REFERRAL ACCEPTED REFERRED FOR SERVICES/NOT ACCEPTED

Services will be responsive to cultural, racial and ethnic differences and will be provided in the least restrictive environment as possible.

RELEASE OF INFORMATION:

I, _____, (parent/guardian) authorize:

ANY OF THESE PARTNERING AGENCIES: (Please place a check mark in the box)

Shelby County Family & Children First Council

- | | | |
|---|----------------------------|---------------------------------|
| Job & Family Services/Children Services | Gateway Youth Program | Consumer Credit Counseling |
| Shelby County Juvenile Court | Bureau of Vocational Rehab | Salvation Army |
| Shelby County Victim Services | New Choice | GAL/CASA |
| Sidney/Shelby County Health Department | Help Me Grow | DAT |
| Law Enforcement | Head Start | Court/school liaison(Gary Reed) |
| Shelby County Schools | Church_____ | |
| Shelby County Counseling Center | Big Brothers/Big Sisters | Other_____ |
| Catholic Social Services | Shelby County YMCA | |
| Shelby County Board of MR/DD | Sidney City Schools | |
| PAC -Parent Advocacy Connection | Innovative Family Support | |

to share/exchange/give/receive/re-disclose case information about my child(ren) and family with the Shelby County Diversion Assessment Team, which is a committee of the Shelby County Family & Children First Council, designed to meet the needs of Shelby County youth and families. Such information may be necessary to develop a comprehensive family plan for the above named family.

SOC(Systems of Care) Uses/Discloser's: I further authorize (Please place a check mark in the box)

- Sharing of information with regional and local family advocates for treatment advocates for treatment advocacy and program evaluation purposes.
- Sharing of information across child-servicing agencies and systems.
- Disclosure of information to behavioral health board for purposes of MACSIS enrollment, Outcomes tracking, and CCBH claiming.
- ODADAS disclosure of behavioral health measures to OSU/CFR.
- MACSIS staff performing service inventory runs.
- Use of information and merging of data by ODMH/ODADAS, acting through the OSU, for evaluation to identify and measure differences in the amounts and types of services utilized before and after participation in the program; indicators of youth well-being before and after participation in program; levels of family empowerment/family involvement in treatment before and after participation in program; and to assess services effectiveness in reducing levels of risk factors for youth and families, increasing family stability, and increasing family satisfaction.
- Service/treatment data for period 6 months prior to enrollment in program and throughout enrollment in program (MACSIS and checklist of non-MACSIS services; also to be derived from interviews with caregivers).
- Results of interviews with adult primary caregivers regarding caregiver wants and needs.
- Family satisfaction surveys.
- Outcome measures.
- Demographic data on youth/family (from MACSIS).
- Family stability measures-self reported info obtained via interviews.
- Family empowerment-self reported information obtained via interviews.
- AoD BH measures re: sobriety.

I further authorize the following information to be released: (please check all that apply)

- | | | |
|--|---|--|
| <input type="checkbox"/> Juvenile Court Records | <input type="checkbox"/> Psychological Reports | <input type="checkbox"/> School Attendance Records |
| <input type="checkbox"/> Police Reports | <input type="checkbox"/> Counseling Reports | <input type="checkbox"/> Scholastic Records |
| <input type="checkbox"/> Children Services Records | <input type="checkbox"/> Drug & Alcohol Records | <input type="checkbox"/> Medical Records |
| Other: _____ | | |

DOES THE FAMILY WISH TO HAVE A PARENT REP. WHO CAN PROVIDE SUPPORT TO THE FAMILY (Please place a check mark) YES_____ NO_____

I understand that this information will be released only to the above named agency/person/program and any information released to the diversion assessment team will not be re-released without prior authorization. I also understand that this release will cover all family members listed on this release.

I further understand that these records are protected by state and/or federal confidentiality regulations and cannot be disclosed without my written consent unless otherwise provided for in the regulations. In addition, I understand that I may revoke this consent at any time. In any event, this consent **automatically expires 365 days** from the date below.

Parents have the right to formally initiate the dispute resolution process in regards to their service coordination services they receive by DAT.

Signature of Parent(s) or Guardian(s) _____ Date: _____

Witness: _____ Date: _____

By signing this form members present assure that none of the personal information shared by team members during this meeting will be shared with others outside the identified team members without written consent of the family.

Addendum D
CHILD AND FAMILY STRENGTH/WEAKNESS ASSESSMENT SUMMARY
Shelby County Diversion Assessment Team

Please explain the family's strengths and needs in each area.

- Level 5** – Crisis (please describe in detail)
- Level 4** – Significant need in this area (please describe in detail)
- Level 3** – Moderate need in this area (please describe in detail)
- Level 2** – Mild need in this area
- Level 1** – No need in this area

Check any benefits the family is currently receiving:				
<input type="checkbox"/> Medicaid	<input type="checkbox"/> OWF	<input type="checkbox"/> WIC	<input type="checkbox"/> SSI	<input type="checkbox"/> SSDI
<input type="checkbox"/> Insurance	<input type="checkbox"/> Unemployment	<input type="checkbox"/> Child Support	<input type="checkbox"/> Food Stamps	<input type="checkbox"/> Housing assistance
<input type="checkbox"/> Worker's Compensation	<input type="checkbox"/> PASSS (adoption subsidy)	<input type="checkbox"/> Kinship Funds	<input type="checkbox"/> BCMH	<input type="checkbox"/> Other
Medicaid Number:	Insurance Number:	Insurance Phone #: ()		
Name of Insurance:		Name of Insured:		

1. FINANCES LEVEL _____ (Describe source of income; cash assistance, food stamps/monthly amount)

2. EMPLOYMENT LEVEL _____ (Describe employment; part-time/full-time; name of employer)

3. HOUSING LEVEL _____ (Rent/own/section 8; house/apartment; monthly payment)

4. TRANSPORTION LEVEL _____ (Describe source of transportation/monthly payment; resources used in the past)

5. EDUCATION/TRAINING LEVEL _____ (Involvement in school/training; resources used in the past: IEP; MFE; 504 Plan; BIP; FBA; SED/SBH)

6. MENTAL HEALTH LEVEL _____ (Involvement in therapy/agency/frequency; Describe issues being addressed; Medication; Psychiatric/Psychological Assessment)

7. ALCOHOL AND/OR DRUGS LEVEL _____ (Involvement in therapy/frequency/individual and group?)

8. HEALTH/NUTRITION LEVEL _____ (Medical conditions; WIC benefits; access to health care; food supply)

Family Medical Provider(s): _____ Phone: _____

9. PARENTING AND FAMILY RELATIONSHIPS LEVEL _____ (Parenting classes; family support)

10. SOCIAL SUPPORT (Ethnic Factors/Cultural Influences) LEVEL _____ (support groups/religious organizations)

11. LEGAL INVOLVEMENT LEVEL _____ (involvement with court/Legal Aide; probation/charges/detention; Describe issues)

12. UNMET NEEDS LEVEL _____

13. OTHER LEVEL _____

14. PAST INTERVENTIONS:

AGENCIES NOT CURRENTLY INVOLVED THAT NEED REPRESENTATION:

Name of Agency

The unmet need the agency can assist with.

Services will be responsive to cultural, racial and ethnic differences and will be provided in the least restrictive environment as possible.

Addendum F

Family Safety Plan-Shelby County Diversion Assessment Team

Section 1: Identifying information

Family Name	Case Manager	Date

Names of Children included in this safety plan

Names of parent/guardian

--	--	--	--

This safety plan is a specific agreement to help insure the safety of the child(ren). Your decision to sign the safety plan is voluntary. Signing the safety plan shows your agreement to follow the safety plan. The safety plan may be changed if new or different activities are necessary.

Parent/Guardian (initial all that apply)

_____ I (we) have read the above information about safety plans

_____ The above information has been read to me(us).

Check here if parent/guardian provided verbal approval of the safety plan.

_____ Worker initials/date/time

Shelby County Family Stability/Diversion Assessment Team
129 E. Court St.,
Sidney, Ohio 45365
Phone: (937) 498-4981 ext. 242 Fax (937) 498-1492

Family Satisfaction Survey

Please take a moment to complete this survey to let us know how we are doing! You can return it in the enclosed self-addressed stamped envelope. Thank You!

1. Was the DAT/Family Stability process explained to you before you stated service?
Yes ___ No ___ Comment _____
2. Is your case manager knowledgeable about the services available for your family?
Yes ___ No ___ Comment _____
3. Do you feel these services are the correct services to meet your family's needs?
Yes ___ No ___ Comment _____
4. Is your entire family included in the process?
Yes ___ No ___ Comment _____
5. Do you receive a copy of your family services plan when it is updated?
Yes ___ No ___ Comment _____
6. Does your case manager respect your home, schedule & lifestyle?
Yes ___ No ___ Comment _____
7. What do you really like about the Family Stability Program?

8. Is there anything you do not like about the Family Stability Program?

9. What family goals have been accomplished?

10. Did you experience any positive interactions with other agencies that would not have happened without the Family Stability Program?

11. How long have you been involved with the Family Stability Program?

12. If you have exited the program, please tell us why?

13. What has been a benefit for you being in DAT?

Agency Name:
Agency Phone:

Family Service Plan

A. For Non-Custody and Custody Cases

Identifying Information

(i) Summary

Family/Case Name:	Case Manager:
CP Reference:	Date:

(ii) Family Team

Participant's Name	Participant Role	Participated in Plan	Agreed with Plan	Date Plan Provided

(iii) Children Information

Child's Name: Placement Type: Legal Status Type: Permanency Goal: Comments:	Birth Date: Placement Date: Legal Status Date:
Child's Name: Placement Type: Legal Status Type: Permanency Goal: Comments:	Birth Date: Placement Date: Legal Status Date:
Child's Name: Placement Type: Legal Status Type: Permanency Goal: Comments:	Birth Date: Placement Date: Legal Status Date:

This plan has been developed by being as responsive as possible to the family's strengths and needs as well as culture, race and ethnicity by allowing the family to offer information and participation. We have provided service in the least restrictive environment as possible.

Agency Name:
Agency Phone:

ADDENDUM E

Section 1: Strengths and Concerns

A. Family Assessment Strengths

1.
2.
3.
4.
5.
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7.
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10.
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14.
15.
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18.
19.
20.

B. Family Assessment Concerns

1.
2.
3.
4.
5.
6.

Addendum F

Section 2: Safety Plan Actions

<p>Identify the safety threat(s) and serious harm from which the child(ren) needs protected</p>

Action Step(s)		
Describe specific activities necessary to protect the child(ren)	Who will be responsible for the activities Name and phone	
<p>Explain how each activity will control the occurrence of serious harm</p>		
Monitoring Plan		
How will the activities be monitored?	How often will the activities be monitored?	Who will monitor the activities?

Addendum F

Section 3: Signatures

Any questions I had about the safety plan was asked and answered. I understand and agree to follow the safety plan and have received a copy of the plan

Parent/Guardian Signature	Date	Case managers Signature	Date
Parent/Guardian Signature	Date		
Others Signature	Date		

Date plan discontinued _____

Services will be responsive to cultural, racial and ethnic differences and will be provided in the least restrictive environment as possible.