



Ohio Family and Children First Service Coordination Committee's Responsibilities and Review Guidelines

The Ohio Family and Children First Service Coordination Committee was established to assist in fulfilling the mandated service coordination responsibilities of the OFCF Cabinet Council (CC) in ORC 121.37 and ORC 121.38. The Ohio Family and Children First Cabinet Council has, among its mandated responsibilities, the responsibility to do the following:

1. Advise and assess local governments on the coordination of service delivery to children.
2. Review service and treatment plans for children for which such reviews are requested.
3. Provide assistance, as the cabinet council determines to be necessary, to meet the needs of children referred by county family and children first councils for whom the county council cannot provide adequate services.
4. 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.

A. Advise and Assess Local Service Coordination

The Office of Ohio Family and Children First (OFCF) will provide technical assistance and support to counties to continue to develop and improve the service coordination system throughout the state, when requested, and through optional regional and state-wide educational opportunities. Periodically, counties will be asked to update and/or revise their local Service Coordination Mechanisms to provide continuous improvement to the Service Coordination System. The Office of OFCF has provided written guidance to the counties regarding the mandated requirements of Service Coordination, and will provide needed updates to that guidance, when necessary.

The Office of OFCF provides the following resources to assist the counties in operationalizing service coordination and to advise the state and cabinet council of the status of service coordination in the state.

- Ohio Family and Children First Website (www.fcf.ohio.gov)
- Service Coordination Mechanism Guidance
- Service Coordination Matrix
- Service Coordination Regional Technical Assistance
- National Wraparound Initiative Website:
<http://www.rtc.pdx.edu/nwi/index.php>
- Service Coordination Effective Practice Model
- Service Coordination Toolkit – In development
- Waiver Process



- PFS Academy Website/Building Community Capacity/Community Mobilization
- OBCF Application Service Coordination Data
- OFCF Service Coordination Committee

B. Administrative Review of Local Individual Family Service Coordination Plans and Assistance to Meet the Needs of Children Referred by local Family and Children First Councils

When requested, the OFCF Cabinet Council will review individual Family Service Coordination Plans through an OFCF State Service Coordination Committee made up of representatives from the state departments on the OFCF Cabinet Council and from the Office of OFCF.

The State Service Coordination Committee will review cases when there is an unmet family need that the county council is unable to fulfill, or when the county is unable to develop a family service coordination plan that leads to significant improvement in family functioning or stability. This committee will review case documents submitted by the county and make recommendations to the OFCF Cabinet Council for its review and approval. With the OFCF Cabinet Council's approval, the Office of OFCF will respond, in writing, to county council requests within 45 days of the receipt of the request by the State Service Coordination Committee.

The requirements of this type of review include:

1. The involved family must sign a release to have its information shared with the State Service Coordination Committee and OFCF Cabinet Council.
2. The family must have been referred to and accepted into the county council Service Coordination Mechanism process with an identified ongoing service coordination team and written individual family plan in which the family participated in the development.
3. The county council chair and coordinator/director must authorize the request for review on behalf of the council and verify that the above requirements have been met. The involved child's family must also approve this request.
4. The council must submit all information requested in the referral packet for the review. Electronic documents will be available on the OFCF Website. All documents may be completed and submitted electronically. All documents requiring signatures may be scanned and submitted with signatures.

The review will include a review of the county service coordination process, as well as a review of the services and supports included in the family plan. Also included will be the review of the family circumstances and of the life domains being addressed.



The OFCF Service Coordination Committee is committed to seeking ways to assist counties in finding resources and supports that are needed by families, with emphasis on those that are available in the home community, nearby community or within the state. However, there is no state funding available at this time to pay for funding requests by counties for services or residential care for children in service coordination. The committee may research existing funding options that the family service coordination team may not have considered.

In instances where there is a state rule or policy that prohibits an individual family from accessing needed services, counties may formally request a waiver for the identified family in order to meet that family's needs. Please refer to the OFCF Waiver Process to make this request. The Waiver Process is located on the OFCF's Website at www.fcf.ohio.gov.

C. Administrative Review of Unresolved Local Disputes from County Family and Children First Council

When requested, the OFCF Cabinet Council will provide an administrative review of unresolved local disputes regarding conflicts among parents, agencies and/or councils pertaining to the county council service coordination process or decisions made during the individual family service coordination process. The dispute must be concerning a decision made or a process proposed or implemented during a phase of the county service coordination process regarding a family or child who is formally involved in the county FCFC service coordination. This includes a disagreement regarding the denial of acceptance of a family into the county service coordination process. Agencies, providers or parents/legal guardians who have participated on a family service coordination plan team may request a dispute resolution review.

The OFCF Service Coordination Committee will review such requests and make recommendations to the OFCF Cabinet Council for its review and approval. With the OFCF Cabinet Council approval, the Office of OFCF will respond, in writing, to county FCFC requests for dispute resolution review within 30 days of the receipt of the request by the State Service Coordination Committee.

Exception: Disputes involving families involved in Help Me Grow with a Part C eligible child, where the dispute is regarding service being provided as part of the Help Me Grow program, will be responded to within 30 days. These cases do not require the family to be formally participating in the council service coordination process.

The following requirements must be met before the county dispute case will be reviewed:



1. The involved family must sign a release to have its information shared with the OFCF Service Coordination Committee and the Cabinet Council.
2. The family must have been referred to and accepted into some level of the county FCFC service coordination process. Two exceptions to this requirement are:
 - a) When a family was referred to the county FCFC service coordination, either by itself or by another party, and was not accepted into the county service coordination. In this circumstance, an administrative review will be granted, if the fact of not being accepted into service coordination is the matter being disputed;
 - b) If the dispute is regarding services being provided through Help Me Grow for a Part C eligible child.
3. The county council must verify that the county FCFC dispute resolution process has been completed without satisfactory resolution as determined by the concerned parties.
4. The county council must request the OFCF Cabinet Council's review and submit requested documents pertaining to the dispute.
5. The county juvenile court judge may be the county's final arbiter of the county service coordination disputes. The OFCF Cabinet Council will not review cases for which the complainants have sought a juvenile court ruling. The OFCF Cabinet Council administrative review must be requested and completed prior to seeking resolution through the county juvenile court as final arbiter of the dispute.