



Service Coordination Mechanism

“Helping Families Grow Together”

TABLE OF CONTENTS

I. OverviewPage 3

II. Entities, Agencies, and Person’s involved in revision.....Page 3

III. Structural components.....Page 4

IV. Levels of Intensity.....Page 5

V. Target Population.....Page 6

VI. Alignment with Help Me Grow.....Page 6

VII. Training and Awareness.....Page 6

VIII. Procedure for referring a child and family.....Page 7

IX. Notification procedure for families and agencies.....Page 9

X. Initiating meetings and inviting support person.....Page 9

XI. Out of home placementPage 10

XII. Monitoring Progress and Tracking Outcomes.....Page 10

XIII. Confidentiality.....Page 10

XIV. Assessing Strengths, needs and cultural discovery.....Page 11

XV. Development of family service coordination plan.....Page 11

XVI. Dispute including review process.....Page 11

XVII. Designating service and support responsibilities.....Page 14

**XVIII. Selecting family team members who will track progress and schedule meetings
.....Page 14**

XIX. Culturally competent and least restrictive environment.....Page 15

XX. Diverting from juvenile court system.....Page 15

XXI. Timelines and family team goals.....Page 16

XXII. Crisis and safety plans.....Page 16

XXIII. Fiscal strategies.....Page 17

XXIV. Quality Assurance.....Page 18

I. Overview of service coordination in Sandusky County

The Service Coordination Mechanism shall serve as the guiding document for planning, coordinating, and implementing service coordination to families with multiple needs. The Sandusky County Family and Children First Council (FCFC) is committed to providing coordinated services to families with children Birth through age 24.

The purpose of Service Coordination Mechanism through Sandusky County FCFC is to provide an alternative approach for children and families who need a more intensive collaboration of multi-system providers and informal supports. Each system has areas of responsibility, and this Service Coordination Mechanism is not intended to override current agency systems, but to supplement and enhance what currently exists. Service Coordination should build upon the strengths of services in our communities that are already working for families. The service coordination process will provide access to existing services and support, both formal and informal, and when appropriate propose new services, supports and/or strategies to be added to address family and youth's unmet needs.

Service coordination is an approach of service planning that provides family-centered, individualized services and supports to families. It is an individualized process for youth and families with serious or complex needs. A team of individuals who are relevant to the well-being of the child and family (e.g., relatives, other natural supports, service providers and agency representatives) collaboratively develop an individualized plan of care, implement this plan, and evaluate success over time. Information is shared while also assuring the confidentiality of the family. The goal of this process is to assist families in building a system of natural supports so to gradually reduce family reliance on formal systems and become self-sufficient.

The levels of involvement used to serve children and families in the context of this Service Coordination Mechanism include information and referral, basic service coordination, and intensive high-fidelity wraparound. This mechanism will identify the criteria which will be used to suggest what level of service coordination is needed for a child and their family. However, no child or family will be refused the opportunity to refer itself for consideration of service coordination.

II. Entities/persons were involved in the review and revisions of the mechanism

The Sandusky County Service Coordination Mechanism was developed by the Systems of Care Advisory Group, a multi-disciplinary team under the direction of the Sandusky County Family and Children First Council. This Advisory Group includes representatives of Family and Children First, Fremont City Schools, Job and Family Services, Juvenile Court, Board of Developmental Disabilities, Mental Health and Recovery Services Board of SSW (MHR SB), and Harbor, our local OhioRISE/Aetna Care Management Entity.

The mechanism was further developed through the collaboration of the other members, including parents of the Sandusky County Family and Children First Council to include and ensure the development of a comprehensive system that would be coordinated and most

cost effective for the families and children in Sandusky County.

The mechanism was written and developed with the intent of providing multiple access to the coordination of services for children who have been adjudicated, abused, neglected, dependent, unruly, alleged unruly, adjudicated unruly, alleged, or adjudicated delinquent or whose families voluntarily seek such services. Further, the mechanism is family-focused, coordinated, community-based, and facilitative.

III. The structural components and levels of intensity of service coordination in Sandusky County

The organizational structure of the Service Coordination Mechanism includes the Sandusky County Family and Children First Council and its FCFC Director, the FCFC Systems of Care Advisory Group and the FCFC Wraparound Coordinator, Wraparound Facilitators; and Child and Family teams.

The Administrative Level consists of executives of all the systems who participate in the Council and Parent Representatives. They serve as the policy level branch of the Mechanism. They provide integration and planning to improve community-based, family centered services. The Council provides program management by determining and clarifying policies, procedures, expectations, and the lines of authority and communication. In addition, the Council will have a role in any policy disputes that cannot be resolved at the System of Care Advisory Group level. The FCFC Director provides backbone support to the Council and System of Care Advisory Group as well as supervision and oversight of the Wraparound Coordinator.

The System of Care Advisory Group consists of the middle level managers and staff of the participating systems. They serve as the Council's forum for service integrated planning, identify service gaps, and make recommendations regarding strategies and financing of service gaps to the Council. The FCFC Wraparound Coordinator assists the FCFC Director in providing backbone support to the Systems of Care Advisory Group.

The Wraparound Coordinator and Wraparound Facilitator provide direct services for children and families in need of service coordination. The Wraparound Coordinator and Wraparound Facilitator are employees of FCFC and serve as the neutral point of contact for families and agencies. Both the FCFC Wraparound Coordinator and Wraparound Facilitator serve as the formal wraparound staff under the Service Coordination Mechanism. In addition, any Sandusky County agency can assign staff to facilitate teams by receiving wraparound training. Staff facilitating teams outside the formal wraparound program are encouraged to submit initial intake information to the FCFC Wraparound Coordinator. Facilitators outside of FCFC receive direct supervision by their respective agencies, coaching assistance by the Wraparound Coordinator. All facilitators provide information and referral and coordinate child and family teams for both basic service coordination and high-fidelity wraparound.

Facilitators assist the family in forming child and family teams for both basic service coordination and for high fidelity wraparound. The child and family team includes parents and children and others who are relevant to their life such as relatives, members of the family's social support network, service providers, and agency representatives.

IV. Levels of Involvement

Traditionally Sandusky County Wraparound has maintained three levels of involvement to families including information and referral, basic service coordination, and high-fidelity wraparound depending on the need of the child and family. Currently, the program is adjusting focus to more upstream and early intervention efforts as it relates to youth who are involved with multiple systems or who have multiple needs. Descriptions of these services levels are meant to serve as broad definitions, as families may cross between levels throughout their service coordination experience.

Level 1- Information and Referral - Resource and referral information is provided to the family and no further services are provided. This less intensive option such as a referral to a single agency or two may be appropriate for some families, while still adequately addressing a family's needs. Families struggling with one issue or basic need, experiencing a short-term crisis, and those families that have not previously used services from more than one agency may fall into this category. The length of service is typically 90 days.

Level 2- Basic Service Coordination - This is defined as a broad-based, youth and family-driven, cross-system (team) planning process by which previously identified and existing resources and supports are coordinated to determine the least restrictive plan of success for the youth and family. Basic service coordination is provided for youth and families with less intensive multiple needs across multiple systems. The family has utilized resources and still needs some additional support from the formation of a team. Basic service coordination is designed to be short term and assist the family in meeting their needs and ensure services are better coordinated. Child and family teams, including formal and informal supports relevant to the life of the child and family develop an individualized strength-based plan, monitor the plan and measure success over time. Team meetings are generally less frequent, and the length of service is typically between 3-12 months.

Level 3- Intensive High-Fidelity Wraparound - This is defined as a specific evidence-based intensive planning and facilitation process, utilizing a comprehensive team to develop a uniquely designed helping plan based on the youth and family's unmet needs, and is inclusive of uniquely designed resources linked to youth and family strengths. High-Fidelity Wraparound is provided for youth and families with complex intensive multiple needs across multiple systems. Child and family teams, including formal and informal supports relevant to the life of the child and family develop an individualized strength-based plan, monitor the plan and measure success over time. Team meetings are generally more frequent, and the length of service is typically between 12-18 months. High-Fidelity Wraparound

is an evidence-based process with distinct steps/phases that must be followed to fidelity.

These include:

- ◆ Phase 1: Engagement and team preparation
- ◆ Phase 2: Initial plan development
- ◆ Phase 3: Implementation
- ◆ Phase 4: Transition

Sandusky County Wraparound has embraced Ohio Medicaid’s OhioRISE (Resilience through Integrated Systems and Excellence), a specialized managed care program for youth with complex behavioral health and multisystem needs. Youth who are Medicaid eligible, and meet the level of care criteria, are referred to either Harbor or Aetna.

<https://managedcare.medicareid.ohio.gov/managed-care/ohiorise>

V. Target population:

The target population is youth 0-18 and transition age young adults ages 18- 24 with emphasis on those most vulnerable. No family will be refused the opportunity to refer to themselves for consideration of service. However, the target population includes children who are abused, neglected, dependent, unruly, alleged unruly, adjudicated unruly at risk of becoming unruly, or alleged or adjudicated delinquent children under the jurisdiction of the juvenile court and their parents. Included in this population are those children whose families are voluntarily seeking services. Priorities: multi-need families, multi-need children from the ages of 0-24: Sandusky County resident: inability to access needed services: multiple agency involvement.

VI. Alignment with Help Me Grow

As a required component of the county Service Coordination Mechanism, there is a distinct effort to align the efforts of FCFC Service Coordination/Wraparound and Early Intervention Service Coordination under the umbrella of the Sandusky County Family and Children First Council to provide a seamless continuum of care developed for the 0-21 population. The Sandusky County Board of Developmental Disabilities, the Early Intervention lead agency, participates in the System of Care Advisory Group to assure ongoing alignment, referrals, data collection, and reported needs of the birth to 3 population remain an integral part of the Service Coordination Mechanism.

All children who receive services under Ohio’s Early Intervention program, and who are also being served under the county Service Coordination Mechanism, must be assured that the services received under Early Intervention (EI) Service Coordination are consistent with the laws and rules of Early Intervention requirements per federal regulations and DODD policy and procedures. If a child is being served by FCFC Service Coordination and a referral is made to EI Service Coordination, upon the determination of eligibility, the lead provider of service coordination will be the EI Service Coordination this will assure compliance with O.R.C. 5123.02. The identified FCFC Wraparound Coordinator and/or

FCFC Wraparound Team will support and assist with the family's IFSP/Early Intervention Plan as needed. If a child/family enrolled in EI Service Coordination needs support across multiple systems, the FCFC Wraparound Coordinator and/or FCFC Wraparound Coordination team will be available to support and assist as needed.

VII. 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.

The Wraparound Coordinator provides an update to the FCFC member organizations at each Council and System of Care Advisory Group meeting. The Wraparound Coordinator also gives an overview of the process at agency staff meetings and other collaborative committees and groups throughout the year. Referral forms, program flyers/brochures are given to agencies at these meetings and at community events. Finally, agency staff are invited to attend wraparound facilitator training, skill-based trainings, coaching meetings, and regional wraparound facilitator learning communities.

Members of the System of Care Advisory Group review the mechanism once a year. The Sandusky County Family and Children First Council member organizations then review and formally approve the Service Coordination Mechanism and any modifications at the FCFC meeting.

**VIII. A description of the statutory components required under ORC 121.37 (C), including:
(C)(1): A procedure for referring a child and family.**

Service Coordination is available to children, youth, and young adults ages 0—24, with multi-systemic needs. Any agency, Juvenile Court, and/or any family voluntarily seeking services can access service coordination through this process. There are three various levels of service coordination available to families. Determination of the actual level of involvement/intervention is made following referral and is based on family need and preference as described below. The Community Wraparound process begins when a family, individual, or agency/system representative (Juvenile Court, Children Services, Mental Health and Addiction Services, Developmental Disabilities, any agency, any hospital, any school, etc.) identifies a need for a coordinated, strength-based planning process for a youth experiencing difficulties.

Staff making the referral should explain the wraparound process to the family prior to making the referral. Parents may make direct referrals to the Wraparound Coordinator at any time. Agencies who have trained staff who implement wraparound can take their own referrals or refer the families to the Wraparound Coordinator. To access Wraparound, a referral packet must be completed and submitted to the Family and Children First Council, Attention: Wraparound Coordinator.

There are several ways for families and professional to request or obtain a referral packet, this includes:

- Online: www.sanduskycountyfcfc.org
- E-mail: fccwraparound@sanduskycountyoh.us
- Phone: 419-307-1875
- Mail: Sandusky County Family and Children First Council
Attn: Wraparound Coordinator
2511 Countryside Drive, Suite A,
Fremont, Ohio 43420

The referral packet contains the following information:

- ◆ The date of the receipt of the referral;
- ◆ Contact information for the person being referred;
- ◆ Emergency contact information;
- ◆ Age, gender, and race of the person being referred at time of referral;
- ◆ A brief description of the problems being experienced;
- ◆ Systems/agencies that have been involved with the person to date;
- ◆ Contact information for the person referring;
- ◆ Identification of Medicaid Managed Care Plan if applicable;
- ◆ Council response to the referral or the outcome of the referral.

Upon receipt of the referral, the Wraparound Coordinator/Facilitator sends an e-mail to the referral source confirming receipt of the referral within one business day of receipt of referral. It is suggested that the referral source arrange and attend the initial meeting with the family to discuss the referral and explain or confirm with the family their understanding of the Wraparound service coordination process.

After three unsuccessful attempts at contact, an “attempt to reach you” letter is mailed. If the family does not respond by the end of the time specified in the letter, the case is closed.

When the initial engagement meeting is scheduled, ideally within five days, the Wraparound facilitator explains the Wraparound process, and reviews the needs of the family at referral. Through this process, the facilitator helps the family decide if Wraparound is the right support to meet the family’s needs or if referrals to other programs or services are more suitable, and any additional questions they may have about the Wraparound process are answered. The meeting is conducted at the time and location of the family’s choice. During this meeting, the facilitator reviews the Wraparound process, identifies any immediate service referrals thought to be helpful and addresses immediate crisis stabilization issues, and conducts a Family Discovery which outlines the family’s strengths, needs, and culture. This is completed through a conversation where various tools such as questionnaires, timelines, and social connections map can be used. If additional team members are identified, the parent is asked to sign consent for release of information to allow sharing of information. The facilitator also completes the CANs Assessment, this standardized assessment tool is used to evaluate the youth’s and family’s needs and strengths. . As lead service coordinator, the facilitator is responsible for the generation, support, and maintenance of a family-centered team for each assigned family. The facilitator works with the family to identify members to participate in the youth and

family team. The initial meeting is scheduled within a week of completion of the Family Discovery if parents are available.

The Wraparound Facilitator enters data from the referral packet into a tracking system, which includes the date referral is received and placement at time of referral. The facilitator creates a case record, and documents process activities on the case notes in the Wraparound database.

At any point during the intake process or the on-going family case, if the youth meets OhioRISE eligibility, the family has the option to change care coordinators and lead agencies.

IX. (C)(2): A notification procedure for all individual family service coordination plan meetings.

Family needs and schedules are the first consideration when scheduling Wraparound Team meetings. The Wraparound Team facilitator is responsible for scheduling meetings in consultation with the family and for inviting all appropriate team members including natural supports, agencies involved with the family and the appropriate school personnel. The Wraparound Facilitator will be responsible for extending an invitation to the initial meeting to all team members, by phone and/or e-mail, at least one week prior to the meeting. After that, the next team meeting will be scheduled at the end of the current meeting. The Wraparound Facilitator notifies anyone not present, by phone and/or email, at least one week prior to the next meeting, except in cases needing an emergency meeting. If an emergency meeting is needed, team members will be notified as soon as possible, and a meeting will be scheduled within 3 days.

X. (C)(3): A procedure for a family to initiate a meeting and invite support persons

All families involved in service coordination will be given contact information for everyone on their team roster. Meetings will be regularly scheduled by the team. If the family determines they would like to invite a support person(s) (parent advocate, mentor or another family member that is involved with the care of child) the parent may invite the support person(s) and inform the support person(s) of the date/time/location of their Child and Family Team meeting. The family may request help from the facilitator in initiating the invitation to the support person(s), and the support person will be added to the team roster for future team meetings. If the family would like help with initiating an additional meeting(s) to continue the development or review of their individual family service coordination plan, they may do so by contacting their facilitator. Families can request a copy for their family plan from the facilitator at any time. Potential advocates/supports can be obtained from a variety of sources including but not limited to: NAMI; Developmental Disabilities Council; and local educational service centers.

XI. (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.

When a family has an established wraparound team, a team meeting will occur regarding children who are placed outside of their home. The meeting will occur before an out-of-home placement is made, or within ten days after placement in case of an emergency. The team facilitator should be notified about such an event by the placing agency within 3 working days, and the facilitator will in turn contact team members to set up the meeting date, time, and location. This meeting gives the team members an opportunity to consider alternatives to placement and/or to begin planning for community supports for the family during placement and to begin planning for the child's return to the community. Nothing in this section shall be interpreted as overriding or affecting decisions of children services and/or juvenile court regarding an out-of-home placement or confidentiality.

XII. (C)(5): A procedure for monitoring progress and tracking outcomes.

The procedure for monitoring progress and outcomes for families engaged in the Sandusky County Service Coordination process includes utilization of the Family Service Coordination Plan which includes goals and action steps, responsibilities, and timelines. Facilitators who will be acting as the lead at Family Team Meetings will be trained to use the current data collection system, and Child and Adolescent Needs and Strength Tool (CANS), so that each is complete. A service coordination plan will be developed for each family with outcomes directly tied to the family's needs assessment. A monthly caseload report will be kept internally capturing demographic information of each family, date, and source of referral. Referrals into Central Intake will be summarized monthly on a tracking report that reflects number of referrals managed by Central Intake daily and outcome of referral. Sandusky County will utilize an on-going assessment tool to continually monitor the families in different domains monitor outcomes and systems gaps and needs. .

Data collected will also be reviewed on an aggregate level by the System of Care Advisory Group. This information will help to identify general youth and family needs, gaps in services, evaluate FCFC service coordination and wraparound, and help to strengthen the Sandusky County system of care.

XIII. (C)(6): A procedure for protecting family confidentiality.

Confidentiality

With the efforts of all persons involved in the decision-making process, it is recognized that the most important player in any situation is the family. The family has the right to have services provided in the least restrictive environment. It is a family's right to be assured that protecting their confidentiality is of the highest priority and the law. All information disclosed is to be considered confidential. The confidentiality of the family and youth will always be protected. Information contained in a Family Service Coordination Plan, as well

as any personal family information disclosed during service coordination meetings shall be respected with the highest confidentiality.

Families participating in service coordination will sign the Authorization of Release of Information form on which they will indicate their wishes regarding the sharing of information. That document will set the parameters for any information, written or verbal, that may be shared between agencies. This document also indicates the start date for service coordination. All information disclosed in family team meetings and contained in the individual service plan will be protected. Only the parties given authorization on the Release of Information form will have consent to view and hear the family information. As a final measure to assure the protection of the family's confidentiality, all team members will sign a document that explains confidentiality expectations of information disclosed in team meetings and throughout the entire planning process. Some exceptions will include abuse, neglect, danger to self or danger to others, and any other exceptions determined by law by mandated reporters.

XIV. (C)(7): A procedure for assessing the strengths, needs and cultural discovery of the family.

An initial face-to-face meeting will be held with the Wraparound Facilitator to become familiar with the child and/or family and to begin the discovery of strengths, needs, culture and past trauma. This allows the family to actively participate and represent their perceptions of problems, strengths, cultural issues, what they hope to change and what services they believe would benefit their family. Team members are also encouraged to participate in the needs, strengths, and cultural discovery, as this process will be ongoing.

XV. (C)(8): A procedure for developing a family service coordination plan.

Every family identified as appropriate for Service Coordination and High-Fidelity Wraparound will be a partner in the development of a Family Service Coordination Plan. As a part of the process, the facilitator works with the family to identify formal and informal supports who can be utilized for the Family Team composition. The focus of the plan will be goals and objectives specific to the strengths and needs of the child and family.

To develop a Family Plan, the following process is followed:

- Review and add to the child/ family strengths, needs and culture discovery.
- Assess the level of engagement of families.
- Create a team mission statement that describes what the team hopes to accomplish through the process.
- Identify and record needs statements for child or individual family members.
- Prioritize needs that will help the child and/or family team realize their mission statement.
- Brainstorm for strategies to meet the chosen needs.
- Develop action steps/solutions to meet the strategies.
- Select team members to follow-up on action steps.
- Identify an outcome/result for each strategy.

XVI. (C)(9): A dispute resolution process, including the judicial review process.

The Sandusky County Family and Children Council agrees that the conflict between any of the service partners and/or families must not impede the delivery of services. Therefore, the Sandusky County Family and Children Council is committed to resolving all conflict at the lowest possible level and in the most expedient manner. The Sandusky County Family and Children Council recognizes 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 disagreement with one agency;
- The family is in disagreement with the service plan;
- One agency is in disagreement with another agency or the service plan.

The process for 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 dispute 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 dispute resolution process described below. Informal/formal agency grievance procedures should be utilized prior to initiating the formal dispute resolution process. 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. Parents will be informed of the dispute resolution process by the Team Facilitator.

All necessary services to ensure the health and safety needs of the child and family shall be provided throughout the process. Any party to the Family Service Coordination Plan, especially including the child and family served, may disagree with the specific services of the plan.

Steps to resolve the conflict at the family team level are:

1. The disputing parties will inform the lead case facilitator, in writing, of the facts of the conflict.
2. The lead case facilitator will call a special meeting(s) of the team within five (5) working days of receipt of notification and will facilitate the dispute resolution process. The family will continue to receive services as described in the Family Service Coordination Plan during this process.
3. When resolution is reached, the parents and the agency representatives will sign the revised Family Service Coordination Plan to acknowledge their commitment to the plan.
4. The lead case facilitator is responsible for the implementation of the plan.

If this process does not resolve the dispute, the following steps will be taken:

1. The family or agency which disagrees with the Family Service Coordination Plan

- shall file a written objection to the plan with the Council Director.
2. Upon receipt of the objection or within five (5) working days, the Director shall initiate discussions with each party involved to determine the facts of the case.
 3. After determination of the facts and sharing among agencies and families involved, the Director shall schedule a meeting of the parties to the disagreement for the purpose of discussing resolution of the dispute between the two (2) parties.
 4. If such efforts prove to be unsuccessful, the Director shall cause the membership of the Systems of Care Advisory Group to become aware of the facts of the case within five (5) working days.
 5. The Systems of Care Advisory Group will hold a special meeting to review all the relevant information (unless an emergency meeting is needed: see below). The Systems of Care Advisory Group recommendations shall be issued within five (5) working days. Any policy violation dispute not resolved will be referred to the Family and Children First Executive Committee to invite suggestions for reaching resolution of the dispute.

Emergency Dispute Resolution: The family or provider brings the emergency to the attention of the Council Director (An emergency situation is defined as disruption to an essential service provision which jeopardizes the safety and well-being of the child or family). The Council Director will request an emergency meeting of the Systems of Care Advisory Group to review the referral. Time frame for convening this meeting will vary according to situation needs response time but will be scheduled no later than five (5) working days. Once the immediate emergency is handled, any continuing conflict will follow the outlined process.

Failure to reach an agreement at the Director or Systems of Care/Council Level

1. If the parties fail to reach an agreement under the procedure, the matter will either be,
 - a. Agency Specific Dispute: referred to the Juvenile Court within seven (7) working days and processed in accordance with Ohio Revised Code #121.38.
 - b. Family Specific Dispute: referred to heard by another local entity, and/or eventually to the Ohio Cabinet Council within seven (7) working days and processed in accordance with Ohio Revised Code #121.38.
2. The Council Director shall keep a record of the results of each step of the resolution process and shall prepare an interagency assessment and a treatment information packet for the court.
3. During the dispute resolution process, families will continue to receive services as indicated in the Family Service Coordination Plan.
4. A parent or custodian who disagrees with a decision rendered by the Council regarding services for a child may initiate the dispute resolution process. Not later than sixty days after the parent or custodian initiates the dispute resolution process, the Council shall make findings and issue a written determination of its findings.
5. When the Council participants agree by majority vote that reasonable responsibilities are not being shared by member agencies, the State appeals process may be accessed. It is understood that, upon appeal, Cabinet Council decisions may result in a redirection of state funds within a county.

6. Ohio Revised Code #121.37 requires that unresolved issues be referred to the Juvenile Court having jurisdiction of the child for resolution. It further requires that during the period of investigation of the case by the court, that any services provided by any agency prior to the filing of the dispute be continued by the agency until the resolution process is completed. Following the decision of the court, if the agency or agencies providing services during the processing of the complaint are found not to be responsible for providing services, the agency or agencies shall be reimbursed by the agency or agencies found to have responsibility by the court.

Agencies adjudged to have responsibility may object to the determination of the court within a time period prescribed by law. Such objections will be processed under circumstances and by procedures prescribed by Ohio Revised code #121.37

When a dispute arises that cannot be resolved at the local level, the Dispute Resolution Process via the appropriate Ohio regulatory agency should be utilized. This includes the Ohio Family and Children First State Committee for families that disagree with the above decision.

All timelines may be extended by mutual agreement between the disputing party and the Director of the Family and Children First Council. Earnest efforts will be made to resolve all disagreements within 60 days.

Note: For those families receiving HMG/EI services – Refer to HMG/EI Policies and Procedural Safeguards and HMG/EI Dispute Resolution Addendum.

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 Code.

A description of the statutory components required under ORC 121.37 (D), including: An overall description of the process and individual components of the family service coordination plan.

XVII. (D)(1): Description of the method for designating service/support responsibilities.

During the initial meeting with families the wraparound facilitator will gather information regarding what agencies the family is involved with and what underlying needs the family still has. Using family strengths and unmet needs the facilitator will arrange a team meeting with appropriate formal and non-formal supports to design a family team plan which will build long lasting supports. The facilitator will ensure that families are being suitably referred to services and have an active voice in the types of services and supports they receive.

XVIII. (D)(2): Description of the method for selecting the family team member who will track progress, schedule meetings, and facilitate meetings.

When a referral is received by Central Intake the Wraparound Coordinator will choose the best fit facilitator to conduct family team meetings. The facilitator will be responsible for scheduling team meetings with the family and agencies. During the initial team meeting a family team member will be selected to track progress when appropriate and report it back to the team at the following team meeting. It is important to encourage family confidence and genuine participation in the service coordination plan process so that the family has a voice in choosing and approving the individual designated for this responsibility.

XIX. (D)(3): Description of how plans will ensure services are responsive to the strengths, needs, family culture, race, and ethnic group, and are provided in the 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 strengths, needs, 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.

XX. (D)(4): Description of how alleged unruly children will be dealt with using service coordination, including a method for diverting them from the juvenile court system

Alleged or adjudicated unruly and delinquent youth may be referred to Service Coordination and are included in the target population. Service Coordination is a valuable tool to assist youth involved in the juvenile justice system and to help prevent further involvement.

When involved in Service Coordination, the following items may be included in Family Service Coordination Plans:

- Designation of a facilitator to conduct the assessment of the child and family
- Assessment instruments including the CANS
- Emphasis on the parent's role and voice in the plan
- Involvement of local law enforcement
- Referrals for respite, a mentor, parenting education, alternative school program contingent on need of the child and family and service availability.

Complaints are filed in the Juvenile Court by the Prosecutor's Office or directly from Law Enforcement if a youth is arrested and placed in detention on the immediate charge. Juvenile Court may conduct a meeting with the child and guardians and other interested parties to determine the appropriate methods to divert the child from the juvenile court system. All Delinquency, Unruly, Contributing, and Failure to Send complaints will be forwarded to the Chief Probation Officer (CPO). At that time, the CPO will assign each case

to a Probation Officer or Diversion Specialist, based on the level of offense and prior Court involvement. The CPO may elect to refer a youth to the Diversion Specialist or other community resource to avoid formal Court action while still addressing the youth's needs. This referral is left to the discretion of the CPO, or Juvenile Prosecutor.

In addition, the following programs are provided by Juvenile Court to prevent children from becoming further involved in the juvenile court system:

1. **Diversion:** This program is an alternative to probation typically offered to first-time alleged unruly or misdemeanor delinquent youth. Its main purpose is to prevent formal court involvement for those youth who have no previous court history. The goal is to address present negative behaviors with the youth and their parents by providing short-term intervention. Upon referral to the Diversion program by the Chief Probation Officer or by the Court the youth and family will meet with the Diversion Officer to complete the intake process. All parties involved will design a Diversion Contract. A time limit is set for completion of the Contract. The requirements will be outlined based on the results of the parent questionnaire and other information gathered by the Diversion Specialist. If the terms of the Diversion Contract are not completed within six months the complaint will be scheduled for a formal Court hearing. Follow-up visits are made in the Diversion Office, school, and home.

In addition to the above, referrals are made to other programs when available such as: Theft Diversion, Anger Management, Workforce Development (J.O.B.S. Program), Restitution, Community Service, counseling, and parenting classes as available.

XXI. (D)(5): Description of how timelines will be established for completing family team goals.

Sandusky County recognizes that all families operate differently therefore, family timelines will be established on a case-by-case basis. Timelines will hold families and agencies accountable. Timelines will also ensure that families and agencies have adequate time to successfully complete a task. Timelines can vary and can be adjusted when needed. During family team meetings team members will have a voice in suggesting an appropriate timeline to achieve a goal. The family will have the ultimate decision creating the timeline to ensure accountability and to ensure the timeline given is achievable for the family. Expectations of the team in scheduling review meetings should be established at each meeting.

XXII. (D)(6): Description of how crisis and safety plans will be included in the family service coordination plan.

Sandusky County seeks the health and safety of all residents and family members and sees it as important to include measures to promote the overall health and safety of individuals. Planning for short-term crises and safety concerns establishes the understanding among team members that family crises are a possibility and will not be considered a plan/child/family/team failure if they should occur. Wraparound facilitators will ensure

that crisis and safety plans are addressed at team meetings using family strengths and unmet needs. Sandusky County recognizes that crisis plans, and safety plans are two separate entities and shall be addressed as such. Families can identify their own crisis and safety is non-negotiable. The team will be prepared to respond appropriately and immediately in the event there is a crisis or safety concern. It allows the team to plan its response during a time when everyone is positive and calm, helping to assure that members will not overreact if the need arises to implement the crisis or safety plan. Efforts should target strategies that provide support to the child and family during these times, keeping everyone safe, while keeping the child and the family together when possible. Crisis and safety plans will be represented throughout family plans.

XXIII. A description of the fiscal strategies for supporting FCFC service coordination including:

How funding decisions are made for services identified in the Individualized Family Service Coordination Plan.

Funding plans are developed by the individual family and child teams. Funding for services identified in the Family Service Coordination Plan are made by the individual agency provider. If the provider is unable to fund a recommended service, then team members help to locate community resources to fill gaps or find alternative strategies that still meet the need.

How flexible resources are maximized and how funds are blended, braided, or coordinated to support service coordination.

Local funds as well as flexible grant funds that support service coordination are generally used to support formal wraparound team facilitation. Each child and family team helps to locate community resources to fund strategies and fill gaps.

How resources are reallocated from institutional services to community-based, preventive, and family-centered services.

Local FCFC member organizations contribute to the Sandusky County Family and Children First Council's (FCFC) General Fund and to the Wraparound Fund. Funds are used to support wraparound facilitation, wraparound training, and other community-based preventative, and family centered services.

How decisions will be made regarding the use of the Family Centered Services and Supports funds for children and their families in service coordination.

The FCFC determines the broad use of the FCSS funds. In general, these funds are used to pay for wraparound team facilitation. In addition, the FCFC determines if the funds will pay for an additional category of services such as parenting classes for individual families, when a general gap has been identified.

How decisions will be made regarding the use of the Multi-Systems Youth funds for

