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Fairfield County Family and Children First Council Service Coordination Mechanism

Responding to the Strengths and Needs of Families in Fairfield County

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Frequently Used Acronyms:

ACEs	Adverse Childhood Experiences
CANS	Child and Adolescent Needs & Strengths
PS	Protective Services
DYC	Department of Youth and Children
EI	Early Intervention
FCFC	Family and Children First Council
FCSS	Family-Centered Services and Supports
FTM	Family Team Meeting
IHBT	Intensive Home-Based Therapy
IFSP	Individualized Family Service Plan
I-Team	Interdisciplinary Team
MSY	Multi-System Youth
POC	Plan of Care
ORC	Ohio Revised Code
PASSS	Post Adoptive Specialized Services Subsidy
SCM	Service Coordination Mechanism





1. Service Coordination Overview

Ohio Family and Children First (OFCF) is a partnership of state and local government, communities and families that enhances the well-being of Ohio's children and families by building community capacity, coordinating systems and services, and engaging families. The OFCF Cabinet Council was statutorily established in 1993. Locally, the county commissioners establish the 88 county Family and Children First Councils (FCFC).

The Multi-System Youth Program “connects the dots” to increase the access, capacity, and effectiveness of services for the most vulnerable of our county's youth and their families whose needs extend beyond any one youth-serving program.

Any family with a child or youth (age birth through 21 years) in need of a coordinated inter-disciplinary plan to address their unique needs is eligible for service coordination through Fairfield County FCFC. Referrals typically come through provider agencies, but any family has the right to self-refer for service coordination.

The Service Coordination Mechanism (SCM) outlines the process of service planning and system collaboration that provides individualized services and support to families who have needs across multiple systems. It serves as the guiding document for coordination of services to assure consistency in the county's approach, and to assure that the process meets the requirements of the Ohio Revised Code 121.37.

The SCM has been developed with review, input, and collaboration among: Fairfield County's Job and Family Services, Department of Developmental Disabilities, ADAMH Board, Health Department, Juvenile Court, Educational Service Center, Lancaster-Fairfield Community Action Agency's Early Childhood Programs, 211, Fairfield County Community Health Center, The Commissioners' Office, Protective Services, Lancaster City Schools, Pickerington Local Schools, Ohio Guidestone, United Way, The Mayor's office, and a parent representative. All people or entities providing service coordination on behalf of the FCFC in our community's continuum of care must follow the processes, policies, practices, and procedures outlined and described in this SCM.

The SCM is not intended to override current agency systems, but to supplement and enhance the support that currently exist or identify additional supports that are needed but not currently utilized. (ORC 121.37(C)).

The following values are an integral part of the SCM:

- Available funding resources are fully utilized or integrated.
- Home and community supports are utilized as needed.
- Specialized treatment for difficult-to-serve populations and evidence-based treatment services are encouraged.
- Duplicative or competing efforts among agencies are reduced or eliminated.
- Services are responsive to the cultural, racial and ethnic characteristics of the population being served.
- Families and youth are fully involved in decision-making and are provided with family advocacy and support options.



2. Service Coordination Purpose & Committee Structure

The collaborative, cross-system, team-based planning process of service coordination provides a set of community services and/or natural supports individualized for the child and family based on their unique strengths and needs to achieve a positive set of outcomes. It is family-focused, strengths-based, and responsive to the culture, race, and ethnicity of the family.

Fairfield County Family & Children First Council provides Service Coordination to youth and families and works through a Trauma Informed Modality which focuses on strengths, resiliency, and youth /family voice and choice.

Core components of service coordination include:

- Linkage to a broad array of services and supports
- Coordination at both the system and service level
- Individualized Service Coordination Plans (Plan of Care)
- Maintenance of the least restrictive setting for youth
- Family-driven, youth-guided
- Emphasis on early identification and early intervention

Our community's system of care promotes easy access to service delivery through any agency or organization. Expansive partnerships in our system of care maintain bridges among agencies, organizations and schools for families that require service coordination. Our *continuum of care* guides and tracks youth and families with multi-system needs over time through a comprehensive and coordinated array of services spanning all levels and intensity of care.

Fairfield County Service Coordination connects partners of our system and guides families through our continuum of care through two distinct Multi-System Youth Committees, each of which addresses varying levels of intervention in the provision and coordination of services. Both teams meet monthly unless otherwise needed.

Interdisciplinary Team (I-Team) Assists in identifying and locating the most appropriate services for children and families and encouraging identification and utilization of all local relevant and available services.

- Executive Cluster makes decisions regarding funding options, Out of Home Placement (OHP) pooled fund contributions and fund use policies, as well as final authorization on the use of FCFC funds to support out-of-home placements for children who are involved in MSY service coordination but need a higher level of care. The Executive Cluster monitors data related to service gaps and needs, and reviews budgets.

The MSY Coordinator of the FCF Council facilitates these committees. All agencies involved in serving families engaged in the Multi-System Youth program and Early Intervention have representation on the I-Team committee.

Strengths and needs of children and families identified by the I-Team as needing service coordination are reviewed at each committee meeting until goals reflected on the Family's Plan of Care (POC) are met.



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New or additional goals may be identified, which will require a revision of the) POC and the inclusion of new partners that can provide the necessary resources.

Key Multi System Youth Committee partners include, but are not limited to:

- Fairfield County Board of DD
- Early Head Start/Head Start
- City and County Schools
- Help Me Grow-Home Visiting and Early Intervention
- New Horizons
- Job and Family Services (PS, Community Services, etc.)
- Ohio Guidestone
- Integrated Services
- Mid-Ohio Psychological Services
- Fairfield County ADAMH Board
- Fairfield County Juvenile Court
- Big Brothers/Big Sisters
- Integrated Services
- Additional agencies/organizations/individuals may be designated

The Fairfield County FCFC has been provided funding through the Department of Children and Youth for the purposes of implementing service coordination for children birth-3 who are at-risk of or have been identified with a developmental delay.

When a child is eligible for both Early Intervention (EI) and MSY service coordination through the FCFC, the main provider of service coordination is the EI Service Coordination provider to assure compliance with ORC 5123-10. The identified Service Coordinator and the MSY Service Coordination team collaborate in the implementation of the family's Individualized Family Service Plan (IFSP) / EI Plan.

The Early Intervention Program facilitates a seamless continuum of care as children age out of EI services and transition to pre-school and elementary school.

Additionally, the *Interagency Agreement Regarding the Provision of Service Delivery & Transition for Young Children & Families* outlines systematic procedures to ensure continued support and a seamless transition.

Parties to this agreement include:

- FCFC
- Early Head Start/Head Start
- Fairfield County Board of DD
- Early Childhood Services



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- Local Educational Agencies
- School Districts throughout Fairfield County

3. Assessing Needs and Strengths

Assessment of child/family strengths is an integral part of MSY service coordination and program planning.

Not all families who are referred to or who refer themselves to FCFC Service Coordination require the same level of assistance.

The FCFC utilizes the Child and Adolescent Needs and Strengths (CANS) assessment as a tool to help determine the level of need, along with information the family provides during service coordination meetings.

The CANS assessment is conducted prior to the initiation of a formal plan. Administering this initial assessment helps determine the least restrictive setting through which to launch services for the family. The CANS assessment is available in two versions: the Brief (which is most utilized by the FCFC), and the Comprehensive which is utilized for higher needs referrals and those participating in Intensive Home-Based Therapy and other higher-level interventions and services.

The CANS (<http://praedfoundation.org>) assesses strengths and needs in the following life domains:

- Life Functioning/Independent Living
- Child Strengths
- Behavioral/Emotional Needs
- School
- Child Risk Behaviors
- Developmental Needs
- Trauma
- Juvenile Justice Needs
- Substance Abuse Need
- Vocational/Employment Need





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Additionally, the tool is used to identify priority planning for the development of the Plan of Care (POC). Beginning in SFY 2018 and continuing forward, it is required that each youth/family referred to FCFC MSY Service Coordination be assessed prior to the start of the development of a POC to determine the level of need/care.

To review progress, the Brief CANS assessment is conducted at the opening of a youth/family referral and at the close of the referral. Subsequently, if a family is participating in Intensive Home-Based Therapy or youth is placed in an Out of Home Placement the provider of those services will also conduct CANS assessments at the applicable required timeframes.

4. Managing Levels of Coordination and Intervention Across a Continuum

During MSY family team meetings, the MSY Service Coordinator will facilitate an open-ended discussion with the family and providers regarding the child/family strengths, needs, and risks. This information combined with the CANS assessment will then be used to address the needs identified by the family and their support network.

) The Plan of Care (POC) will outline goals and objectives for the child/family that will enable them to utilize their identified strengths to meet their stated needs. The coordination process is a bridge to connect to any community intervention needed.

Interventions such as Intensive Home-Based Treatment (IHBT), mobile crisis services and out-of-home placement options may be accessed based on the intensity of the presenting needs of the youth.

The coordination process continues throughout these intervention services. This ensures the provision of the proper level of service and support once the chosen level of intervention has been completed. Service coordination further provides systematic support and person-centered care planning for transition-aged youth (14-21) to gradually reduce reliance on formal systems as this population ages out of care or becomes appropriate. This population may require age-specific modifications to account for individual life circumstances based on age, dependency/independency/interdependency or life experiences.

The following chart outlines the basic format for managing levels of coordination and intervention.

Level of Assistance	Method of Review	CANS Score
Information and Referral	No Review	No CANS
MSY Service Coordination	I-Team active case review	Below 3
Intensive Home-Based Treatment	MSY/IHBT monthly review & I-Team active case review	2-3
Residential Placement / Foster Care	MSY Executive Cluster monthly and emergency reviews; interim reviews as circumstances dictate	3



5. Information and Referral, Service Coordination, and High-Fidelity Wraparound Defined

Information and Referral: The MSY program is voluntary. The Information and Referral level of assistance is designed for families who do not want or require coordination of multiple services but need assistance in locating information or resources.

Service Coordination: A broad-based, neutrally positioned, child and family-driven, cross-system (team) planning process by which previously identified, existing, or newly identified services or supports are identified and coordinated to determine the least restrictive plan of success for children with complex needs.

New services are coordinated to fill gaps related to the needs of the family or are reflective of new community resources offered. A monthly Family Team Meeting (FTM) will be held with the family and all agencies involved to support the family.

The **service coordination process** is a broad set of functions that helps communities support youth and families with complex needs:

- System level problem solving
- Manage risk and complex decisions: Level of care decision making
- Safety monitoring/planning function
- Neutrally positioned facilitation and planning process
- Placement monitoring function
- Development of a crisis plan

The Ohio Family and Children First Council website provides the following information regarding Service Coordination:

Family and Children First Council Service Coordination is not affiliated with any single system, but the results of service coordination impact family and community outcomes across all systems through a collaborative, coordinated, cross-system approach. The individual family service coordination process is family focused, and strengths based. FCFC service coordination provides the venue for families with multiple and complex problems to effectively address their needs through a process that creates a unique intervention/ treatment environment which eliminates duplication of services and provides both traditional services and builds on natural supports.

High Fidelity Wraparound: Wraparound is based on a normalization model and has developed as a way of multiple systems coming together with the child, youth, and family and creating a highly individualized plan to address complex issues and needs.

The wraparound process is a way to improve the lives of children with complex needs and their families. It is not a program or a type of service, but a team-based planning process used to develop plans of care that are individualized based on the strengths and culture of the children and their family.



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The plan is needs-driven rather than service-driven, although a plan may incorporate existing categorical services, if appropriate to meet the needs of the consumer. The initial plan should be a combination of existing or modified services, newly created services, informal support, and community resources, and should include a plan for a step-down of formal services.

The U.S. National Wraparound Initiative has standardized ten guiding principles:

1. **Family voice and choice:** Family and youth/child perspectives are intentionally elicited and prioritized during all phases of the wraparound process. Planning is grounded in family members' perspectives, and the team strives to provide options and choices such that the plan reflects family values and preferences.
2. **Team Based:** The wraparound team consists of individuals agreed upon by the family and committed to them through informal, formal, and community support and service relationships.
3. **Natural Supports:** The team actively seeks out and encourages the full participation of team members drawn from family members' networks of interpersonal and community relationships. The wrap-around plan reflects activities and interventions that draw on sources of natural support.
4. **Collaboration:** Team members work cooperatively and share responsibility for developing, implementing, monitoring, and evaluating a single wraparound plan. The plan reflects a blending of team members' perspectives, mandates, and resources. The plan guides and coordinates each team member's work towards meeting the team's goals.
5. **Community Based:** The Wraparound team implements service and support strategies that take place in the most inclusive, most responsive, most accessible, and least restrictive settings possible, and that safely promote child and family integration into home and community life.
6. **Culturally Competent:** The Wraparound process demonstrates respect for and builds on the values, preferences, beliefs, culture, and identity of the child/youth and family, and their community.
7. **Individualized:** To achieve the goals laid out in the wraparound plan, the team develops and implements a customized set of strategies, supports, and services.
8. **Strengths Based:** The Wraparound process and the wrap-around plan identify, build on, and enhance the capabilities, knowledge, skills, and the assets of the child and family, their community, and other team members.
9. **Persistence:** Despite challenges, the team persists in working toward the goals included in the wraparound plan until the team reaches agreement that a formal wraparound process is no longer required.
10. **Outcome Based:** The team ties the goals and strategies of the wraparound plan to observable or measurable indicators of success, monitors progress in terms of these indicators, and revises the plan accordingly.



6. Target Population

All families referred to MSY services should be residents of Fairfield County. The Fairfield County SCM targets children and adolescents aged 0-21 (until their 22nd birthday) who are multi-need or have multi-system involvement and struggle to maintain stability.

These individuals are often at risk of placement disruption and have the potential to move to a more restrictive level of care. A primary focus of MSY service coordination is also those children at risk of court involvement due to unruly behaviors.

Maintaining the children in the community when appropriate and safe is a priority, as well as focusing on the least restrictive environment to stabilize a child.

The MSY Program serves adjudicated youth and families, and at-risk children and families defined as:

- Children (Infant, toddlers and youth) deemed to be at risk of failing to thrive in their home, school or in the community
- Specifically, children displaying the following risk factors: not achieving the developmental milestones as outlined in the Help Me Grow/ EI Policies and Procedures; known medical conditions; health and safety risks; parental risk factors
- Youth at-risk of engaging in drug use, anti-social behavior or other dangerous behaviors, displaying the following risk factors: drug/alcohol use/abuse; failure to thrive in school; at risk of entering the criminal justice system

Involvement and engagement with FCFC and Service Coordination is completely voluntary, and a family can choose at any point to conclude services, or not to participate in Service Coordination services at all.

7. Clarifications for specific populations to be served under Service Coordination

Child Protective Services – Children in Custody

Regardless of child/family involvement with county protective services (PS), FCFC Service Coordination can still be accessed for any child with needs across multiple systems working reunification.

Due to the restrictions of FCSS funding, county Councils are not permitted to utilize FCSS funding for service coordination activities for children in custody, but that does not mean that FCFC Service Coordination cannot be accessed for children who are in custody of PS by utilizing other local resources.

PS has a variety of tools available to assist with at-risk youth and families, including Differential or Alternative Response and Family-Group Conferencing, but those are short-term processes that could be referred to FCFC MSY Service Coordination for longer-term planning and coordination. PS also has a variety of tools available for children who are in



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custody, but these children can also be referred to FCFC MSY Service Coordination at any time if a child has needs in multiple systems.

Children & Young Adults in the Juvenile Justice System

MSY Service coordination is a valuable tool to assist children involved in the juvenile justice system to help identify needs and recommend strategies to help prevent deeper involvement in the system.

As outlined in OR. 121.37(E), the FCFC MSY Service Coordination process must account for children who are allegedly unruly or delinquent and identify methods to divert a child from the juvenile justice system. This revised guidance requires that FCFC MSY Service Coordination also be available for children that are adjudicated unruly or delinquent.

Help Me Grow Early Intervention Service Coordination

All children who receive services under Ohio's EI program, and who are also being served under the county SCM, must be assured that the services received under EI Service Coordination are consistent with the laws and rules of EI requirements per federal regulations and Department of Children and Youth (DCY) policy and procedures.

If a child is being served by FCFC MSY Service Coordination and a referral is made to EI Service Coordination, upon the determination of eligibility, the lead provider of service coordination should be the EI Service Coordination provider to assure compliance with ORC 5123.

The identified FCFC MSY Service Coordinator and The Family's Team should support and assist with the family's IFSP/EI Plan as needed. If a child/family enrolled in EI Service Coordination needs support across multiple systems, the county FCFC MSY Service Coordinator and/or The Family's team should be available to support and assist as needed.

8. Community Awareness of Service Coordination Process

The Service Coordination Mechanism (SCM) is disseminated and made available to the public via the Fairfield County FCF Council website.

The demographics of the Fairfield County population dictate that the mechanism be printed/published in English. Upon request, the mechanism will be provided in other languages.

The SCM is used as a training and procedural tool for participating agencies, many of which are involved in the development of the mechanism. It is provided annually to all partners, as well as Fairfield County, Lancaster City and Pickerington City School superintendents and administrators who ensure implementation in their systems.

It is also provided to Lancaster-Fairfield Community Action Agency Early Childhood Programs, which include Head Start and Early Head Start, and the Fairfield County Health Department, administrator of WIC. It is the responsibility of the lead agency to make available a copy of the mechanism to referred families. Training on the SCM is provided at least once annually at MSY Cluster and I-Team meetings. Training is also provided as needed for new employees of partner agencies.



9. Referral Process

The referral process may be initiated by an agency or family to access the MSY Program. When making a referral, the following documentation is required:

- Date of referral
- Systems/agencies that have been involved with the person to date
- Contact information for the person referring
- Brief description of the problems being experienced
- Age and name of the youth being referred to MSY
- Identification of Insurance Carrier or Medicaid Managed Care Plan,
- Gender, race and date of birth of youth being referred

A. A referral for services provided under the FCFC MSY Service Coordination Mechanism can be submitted at any time by representatives of any child and family serving agency or directly by families. To complete a referral, the MSY Referral Packet and the Release of Information, available on the FCFC website, must be submitted.

The Referral Packet and Release of Information includes all required information for the child/family and should be completed in its entirety. (Note: verbal authorizations are not accepted for the Release of Information, the Release of Information requires a parent/guardian signature.)

B. Completed Referral Packets and Releases of Information can be submitted via email at msyreferrals@fairfieldcountyohio.gov or via fax to 740-681-5540. Submission of the Referral Packet and Release of Information as soon as potential needs/risks are identified is important to the success of meeting the youth/family's needs and goals, as well as building a strong team to assist the family.

Two processing timelines are utilized for managing new referrals: one applicable when a waitlist is in place and another when no waitlist exists.

- a. When there is not a waitlist for services with MSY, the MSY Service Coordinator will respond to the referral within 2-5 business days to schedule an intake appointment with the parent/guardian. The intake appointment should occur no later than 30 days after the initial referral date. Following the intake appointment, the CANS assessment is used to determine the presenting level of care.
- b. When a waitlist is in place for services with MSY, the MSY Service Coordinator will reach out to the parent to schedule an intake meeting and determine what resources and supports from partnering agencies can be provided until the referral is able to be opened. As soon as a referral can be opened, the MSY Service Coordinator will reach out to the family to schedule an additional intake appointment. Following the intake appointment, the CANS assessment is used to determine the presenting level of care.

C. The child/family referral is presented at monthly I-Team or Executive Cluster meetings to determine which agencies are involved. When possible, service coordination and information sharing regarding available services is conducted. If an



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emergency referral that requires immediate attention is made between regularly scheduled meetings, the MSY Coordinator will facilitate referrals via phone/email or convene an emergency meeting if warranted.

Members of the EI Service Coordination team participate in ECC meetings. If a child is being served by FCFC MSY Service Coordination and a referral is made to EI Service Coordination, upon the determination of eligibility, the lead provider of service coordination shall be the EI Service Coordination provider.

The identified FCFC MSY Service Coordinator and/or the Family's Team shall support and assist with the family's IFSP/EI Plan as needed.

D. Once the need for an individual Family Team Meeting (FTM) is determined, a lead agency will be agreed upon and approved by the parent. The lead agency is defined as the agency which makes the initial referral to FCFC MSY or the currently involved agency that has the highest level of contact with the family/youth. If the referral is received from the family directly (self-referral), then FCFC shall step in as the lead agency until services are identified. The FCFC MSY Service Coordinator will work with the Lead agency to schedule the initial FTM at a time and location that is convenient to the parent/family. The MSY Service Coordinator will coordinate and facilitate the family team meeting within 30 days from referral date. The Lead agency will maintain contact with youth/family and Service Coordinator to ensure updates are being communicated in a timely manner. If the lead agency is no longer working with the youth/family, FCFC will step in as lead until a different agency is identified.

With the parent/guardian's permission, representatives from all appropriate agencies, including a representative from the child's school district and family support people (including a family advocate), may be invited to attend the meeting. Advance written notice of these meetings is preferred when feasible but is not required. Methods such as phone calls and/or email are used to distribute meeting invitations. The invitation will specify the date, time, and location of the meeting. A parent can request a Family Team Meeting (FTM) at any time by contacting the Multi System Youth Coordinator or any team member. The MSY Service Coordinator will coordinate and facilitate the FTM within 30 days of the request.

E. Once the FTM is held, the MSY Service Coordinator and the lead agency report back to I-Team and/or Executive Cluster as appropriate. Family Team Meetings are required once per month minimum for all Service Coordination and Wraparound level of care referrals.

F. A referral will be closed/inactivated by MSY based on the following:

- If no response is received after three attempts to contact the parent/guardian either by phone or email within 14 days, the MSY Service Coordinator will follow up with the referring agency to inform them that no contact has been made and that the case will be closed in seven calendar days. The MSY Service Coordinator will also send a letter to the family, notifying them of the referral and that their case will be closed in 7 calendar days if no response is received.
- The family chooses to terminate services either through notifying the Service Coordinator, or through lack of engagement and communication up to and including missing 2 scheduled/rescheduled monthly Family Team Meetings.



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- Once all determined goals and needs as described in the Service Coordination Plan have been met and the youth/family has no new needs.
- If at any point a youth/family moves out of Fairfield County,

10. Family Team Meetings (FTM)

The purpose of the FTM is to develop a unified plan of care for the child and family. By email, letter or phone call, families and agencies will be notified of, and invited to, all family service coordination/wraparound team meetings by the MSY Service Coordinator. Representatives from all appropriate agencies, including a representative from the child's school district as well as family support people, both formal and informal, may be notified of and invited to the meetings.

Notification of FTM's may also take place at I-Team meetings. Family needs and limitations should be considered when establishing the time and location of meetings. When possible, FTM attendees will receive notification at least one week in advance.

At the intake appointment families will hear a description of the service coordination process and team meetings. Early in the process the team will help develop a Plan of Care (POC). The intake meeting and first Family Team Meeting will provide all necessary information for the Service Coordinator to complete the CANS assessment and formalize the POC with the family.

Parents and service providers will identify desired outcomes and goals. The POC will include timelines for completion of specified goals that the family identifies as being realistic and achievable. The POC will be reviewed monthly at the FTM to monitor progress toward achieving these goals.

A family may invite a family advocate, mentor, or support person of the family's choice to participate.

Potential advocates/supports can be obtained from a variety of sources including but not limited to the Parent Advocacy Connection, available through NAMI.

At the initial meeting, families are provided with a copy of the Parent Advocacy Connection brochure.

The Ohio Parent Advocacy Region Map includes contact information and can be accessed through the following link:

<http://www.fcf.ohio.gov/Portals/0/Home/Engaging%20Families/Parent%20Advocacy/2016%20PAC%20Regional%20Map.pdf>

11. Plan of Care

Primary objectives of the Plan of Care (POC) are early intervention, preventing unnecessary out-of-home placements and keeping children and communities safe in the least restrictive environment possible and as close to their own home



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environment as possible. The POC documents the mechanisms and methods through which to achieve these objectives, as well as the responsibilities of all parties involved.

Elements of the POC include:

- A method for synthesizing strengths and needs identified through an assessment into a unified family service coordination plan, which is inclusive of all appropriate services and supports. The CANS assessment will assist in the identification of strengths and needs.
- Coordinated assignment of responsibilities.
- A crisis plan identifies potential crises and action steps.
- The team and its mission are developed; the family's vision is outlined; and the family's level of engagement is identified.
- The family's needs are specified; strategies are outlined, including anticipated timetables; goals and outcomes are stated.

Identification of Family Members/ Guardians and Identification of Team Members: To encourage family confidence and genuine participation in the service coordination plan process, the family is engaged in identification of family members and agencies that should join the team and assist with the action items.

The family is involved in choosing appropriate services and providers. Note that considerations of racial/ethnic/cultural identity and gender are important toward effectively responding to the family's needs.

Tools and references developed by the Ohio Department of Health are available at <https://serve.ohio.gov/volunteering-for-youth/youth-serveohio-toolkit/equality-human-rights/03-equality-human-rights>.

Monitoring progress and outcomes for families engaged in the Fairfield County MSY service coordination process includes utilization of the POC. MSY Service Coordinators are trained to use the forms so that each is complete. The documents are instrumental in reporting progress toward outcomes and measurable goals as each family's case is reviewed each month at MSY I-Team meetings.

Collective results gathered through the monitoring and tracking system – OACSIS - are reported to the county FCFC Executive Committee on a regular basis. Data and information collected through the system is used to inform the decision-making process of the county FCFC Executive Committee as required under ORC 121.37(B)(2)(b).

A family satisfaction survey is provided to families upon closing of and active referral to help identify opportunities to improve our processes.

12. Out-of-Home Placement

All alternatives to out-of-home placement will have been exhausted as reasonable and appropriate responses to the child and family situation.



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This requirement applies to all children who are involved in service coordination under the FCFC's SCM. This process may serve as the entry point for out-of-home placement in the county and ensure that all other less restrictive options have been exhausted.

The law provides that a family may refer itself to service coordination at any point in time, which includes any time prior to or immediately after an out-of-home placement. Nothing in this division shall be interpreted as overriding or affecting decisions of juvenile court or child protective services regarding an out-of-home placement.

At least one individual Family Service Coordination plan meeting must occur before an out-of-home placement is made. For emergency placements, this meeting may occur within ten days of the placement. Placement requires approval of three-fifths of the Executive Cluster committee. The MSY Coordinator provides committee members with pertinent information to enable an informed decision, which includes but is not limited to a history of prior interventions, and the submission of written recommendations of current service providers.

At least one monthly team meeting will be held with the treatment facility, family, and identified team members involved to get updates and review the treatment plan as developed. Recommendations for care and discharge are monitored. FTM's with facilities are reviewed at the monthly Executive Cluster meetings.

Executive Cluster includes representation from Juvenile Court, Protective Services, ADAMH Board, Board of DD, Commissioners' Office and local community mental health agency (New Horizons). Funding approval is given month to month or as the needs of families are aligned with the Out-of-Home Budget.

Out-of-Home Payment Procedures for payment will first be sought through private insurance or Medicaid, then any specific financial subsidies received by the family (e.g., Post Adoptive Specialized Services Subsidy - PASSS), then the balance of payment from pooled OHP funds approved by Executive Cluster with parent share requested as appropriate.

A family which is receiving funding from the FCFC will be required to review and sign the Specialized Services Agreement Form and Addendum A which outlines parental/guardian responsibility. The Parental Responsibility requirement may be waived or altered based on the needs of the family and at the discretion of the FCFC Manager. For example, in an Out of Home placement, parents may not be required to make a small financial contribution as they are required to attend Parent Education classes provided through FCFC.

Discharge planning begins at the time of placement. Planning includes coordinating educational services, mental health counseling and recommendations at discharge which may include intensive in-home counseling, outpatient mental health counseling, case management, psychiatry and substance abuse counseling.

High-Fidelity Wraparound or service coordination will continue to assist the transition to home and community addressing the needs of both the child and their family.



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13. Confidentiality

Prior to presenting a child/family at the MSY Committee meeting, a signed release of information must be obtained to discuss the youth/family.

During I Team meetings only the information deemed necessary to effectively coordinate services will be provided. The agencies participating in the FTMs will be included in the POC and will therefore have access to the plan. The POC will be shared only with the agencies/individuals that the family has authorized to receive the information.

The release of information form will include all agencies represented at I-Team and Executive Cluster meetings. Attendance is recorded at I-Team and Executive Cluster meetings to ensure all participants' agencies are listed on the MSY Release of Information. These participants understand and may comply with the protection of private and confidential information that will be shared. Meeting minutes, including attendees, are maintained by MSY Coordinators. The release form has been reviewed by the Fairfield County prosecuting attorney for determination of HIPPA compliance.

Fairfield County Family & Children First Council employees are classified as Mandated Reporters and are required to report any information shared with them by providers or families regarding the abuse, neglect, or safety of a child or animal to the appropriate agencies; Fairfield County Protective Services or the Fairfield County Humane Society.

14. Alleged Unruly, Unruly or Delinquent Youth

Early identification and intervention are critical in preventing a child from becoming further involved in the juvenile justice system.

MSY staff will work closely with Juvenile Court staff and Diversion Program to avoid behaviors resulting in future charges.

The service coordination process will identify interventions that could divert youth from deeper involvement in the juvenile court system. Interventions could include positive activities, mentoring programs, community volunteer opportunities, referrals to clubs and social activities, FCFC's parent education opportunities, IHBT, or possible out-of-home placement.

15. Crisis Plan -- Short Term Crisis and Safety Concerns

At the intake meeting and initial FTM, parents are given information about community resources for crisis management -- such as the mobile youth crisis unit -- and other safety resources in the community.

A crisis plan is developed, which is informed by the diagnosis, medications, history of crises and triggers. The plan outlines potential crises, action steps and responsible people and a copy is provided to the family. The POC differentiates between crisis and safety plans based on the individual family's needs.



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These plans will position the team to be prepared and 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 ensure that members will not overreact if the need arises to implement the individual plans.

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.

16. Dispute Resolution Process for Service Coordination

The Fairfield County FCFC Multi-System Youth (MSY) Committee(s) serve to utilize the recommendation of all parties, including that of the parent or guardian, that promotes the well-being of the youth in regard to services for that youth. If there is significant and unresolved conflict regarding any aspect of the Plan of Care by any participant (including parents) in the MSY committee process, every attempt is made to resolve that conflict with the participating members of the MSY committee. If the MSY committee cannot resolve the dispute, the dispute resolution process may be initiated. Each family will be notified of their right to utilize the dispute resolution process and provided information regarding the process at the intake meeting. Parents who choose to utilize an advocate or mentor are encouraged to include those representatives in the process.

The dispute resolution process shall be used to:

- 1) resolve disputes among the agencies represented on council concerning the provision of services to youth, including youth who are abused, neglected, dependent, unruly, alleged unruly, or delinquent children and under the jurisdiction of the juvenile court and youth whose parents or custodians are voluntarily seeking services.
- 2) resolve disputes between parents or custodians and the Fairfield County Family and Children First Council regarding service coordination.

If the dispute does not pertain to service coordination, parents or custodians shall use existing local agency grievance procedures to address disputes. This process is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the Ohio Revised Code.

Each agency represented on FCF 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 process. These rights shall not be interpreted as overriding or affecting decisions of a juvenile court regarding an out-of-home placement, long-term placement, or emergency out-of-home placement.

Parents/Families participating in the Help Me Grow Early Intervention program should follow the dispute resolution procedures outlined in the "Parents Rights" in the Ohio Early Intervention policies. A copy of the Fairfield County HMG Early Intervention Dispute process can be obtained by calling the Fairfield County HMG Program Manager at 740-652-7286, or the Department of Youth and Children (DYC) at 1-844-234-5437.



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Non-Emergent Disputes Between Parent/Guardian and FCFC

A non-emergent dispute will be defined as a dispute that does not require an immediate response due to the safety or well-being of the youth. If a non-emergent dispute is initiated by a parent or guardian, the following timeline will be utilized:

1) Within 7 calendar days of the disagreement/dispute the family will submit written notification to the FCFC Manager communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with this request. This request should be submitted to:

ATTN: Manager
Fairfield County Family and Children First
831 College Avenue, Suite C
Lancaster, Ohio 43130

2) Upon receipt of the family's request to utilize dispute resolution, a meeting with the Executive Cluster will be convened within 15 calendar days. This meeting will be scheduled at a mutually convenient time for the majority members of the family and the Executive Cluster. The family will prepare a presentation for the Executive Cluster regarding the nature of the dispute and the specific issues that are requested to be resolved. This presentation can be made by the family, an advocate, or the MSY Service Coordinator.

3) During the meeting with the Executive Cluster, the family, or the family's designee, will present information regarding the nature of the dispute and identify specific issues that are requested to be resolved. The Executive Cluster will meet in closed session after the family's presentation to draft written responses to the family regarding the issues identified in the dispute. This must occur within 7 days of the family's presentation of the dispute. The FCFC Manager will be used as a neutral facilitator in this meeting and will be responsible for timely delivery of the written response to the family.

4) When the provision of services cannot be resolved through the designated dispute resolution process, the final arbitrator will be the State Service Coordination Committee. The Committee is comprised of representatives of the OFCF Cabinet agencies and Office of OCFC. The family must submit in writing within 5 calendar days of receipt of the responses a request to have the dispute to be decided upon by the Committee. Upon receipt of this request, the Manager for FCFC will provide the family with the appropriate forms, documents and instructions prescribed by the State Service Coordination Committee. Guidance and specific requirements for requesting a review, including forms to be used for a request, are available at: <http://www.fcf.ohio.gov/CoordinatingServices/ServiceCoordinationStateCommittee.aspx>

The State 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's approval, the 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.

The following requirements must be met before the disputed case can be reviewed by the Committee:

1. The family involved must sign a release to have its information shared with the OFCF Service Coordination Committee and the Cabinet Council.



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2. The family must have been referred to and accepted into some level of the county council service coordination.

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 service being provided through Help Me Grow Early Intervention for a Part C eligible child. A copy of the Fairfield County HMG Dispute process can be obtained by calling the Fairfield County HMG Contract Manager at 740-652-7286. The county FCFC must verify that their dispute resolution process has been completed without satisfactory resolution as determined by the parties concerned.

Emergent Disputes Between Parent/Guardian and FCFC

An emergent dispute will be defined as a dispute that requires an immediate response due to the safety or well-being of the youth. In these instances, the immediate decision is made collaboratively with the parents or guardians and any immediate accessible staff available. FCFC will work to address the emergency in a timely and effective matter. If an emergent dispute is initiated by a parent or guardian, the following timeline will be utilized:

1) Within 3 calendar days of the disagreement/dispute the family will submit the dispute in writing to the FCFC Manager, communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with this request. This request should be submitted to:

ATTN: Manager
Fairfield County Family and Children First
831 College Avenue, Suite C
Lancaster, Ohio 43130

2) Upon receipt of the family request to utilize dispute resolution, a meeting with the Executive Cluster will be convened within 5 calendar days. This meeting will be scheduled at a mutually convenient time for the majority members of the family and the Executive Cluster. The family will prepare a presentation for the Executive Cluster regarding the nature of the dispute and the specific issues that are requested to be resolved. This presentation can be made by the family, an advocate, or the MSY Coordinator.

3) During the meeting with the Executive Cluster, the family will present information regarding the nature of the dispute and identify specific issues that are requested to be resolved. The Executive Cluster will meet in closed session after the family's presentation to draft written responses to the family regarding the issues identified in the dispute. This must occur within 3 days of the family's presentation of the dispute. The Executive Cluster response will be written on the day of the MSY committee meeting and mailed immediately to the family. The FCFC Manager will be used as a neutral facilitator in this meeting and will be responsible for the written response to the family.

4) When the provision of services cannot be resolved through the designated dispute resolution process, the final arbiter is the State Service Coordination Committee. (See Section 4 under Nonemergent Disputes for guidance on seeking review of the State Services Coordination Committee, or go online to <http://fcf.ohio.gov/Coordinating-Services/Service-Coordination-State-Committee>



17. Dispute Resolution Between Agencies

When disagreements arise between agencies as to the services or funding of services a youth and/or family is to receive, any agency represented on the council may initiate the local dispute resolution process established in the county service coordination mechanism applicable to the council. If a dispute is initiated between agencies, the following timeline will be utilized:

1) Within 7 calendar days of the disagreement/dispute the disputing agency must submit the dispute in writing to the FCFC Manager communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with this request. This request should be submitted to:

ATTN: Manager
Fairfield County Family and Children First Council
831 College Avenue, Suite C
Lancaster, Ohio 43130

2) Upon receipt of the agency request to utilize dispute resolution, a meeting between the Executive Cluster and the disputing agency will be convened within 15 calendar days. This meeting will be scheduled at a mutually convenient time for the majority members of the disputing agency and the Executive Cluster. The disputing agency will prepare a presentation for the Executive Cluster regarding the nature of the dispute, the specific issues that are requested to be resolved, and a proposed solution. This presentation can be made by the director of the agency or an approved representative of that agency. Each Executive Cluster member must vote on the proposed solution. A majority vote will determine resolution of the dispute. The FCFC Manager will act as facilitator in the process but will not have a deciding vote. The MSY Committee will be responsible for preparing the responses to the disputing agency and the FCFC Manager will issue a written response regarding the decision to that agency within 3 calendar days.

3) If the disputing agency disagrees with the decision of the Executive Cluster, the disputing agency has the right to request that the dispute be reviewed by the final arbitrator, the presiding Juvenile Court Judge. The disputing agency must submit in writing a request to move to the final stage of the dispute resolution process within 5 calendar days of receiving the Executive Cluster decision. Upon receipt of this request, the Manager of FCFC will submit within 5 calendar days all documentation regarding the dispute, including, but not limited to the request for dispute resolution and supporting documentation, responses made by the Executive Cluster, treatment information, and other relevant information to the presiding Juvenile Court Judge. The court shall hold a hearing as soon as possible, but no later than 90 days after the motion or complaint is filed. At least five days before the date on which the court hearing is to be held, the court shall send each agency subject to the determination written notice by first class mail of the date, time, place, and purpose of the court hearing. This decision will direct one or more agencies represented on the council to provide services, or funding for services, to the child. The determination shall include a care plan governing the way services or funding are to be provided. The presiding Juvenile Court Judge shall utilize the plan of care on the family service coordination plan developed as part of the county's service coordination mechanism and evidence presented during the local dispute resolution process in making the determination. The presiding Juvenile Court Judge may require an agency



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to provide services or funding only if the child's condition or needs qualify the child for services under the laws governing the agency. While the local dispute resolution process or court proceedings are pending, each agency shall provide services and funding with no interruption until a final decision is rendered. If an agency that provides services or funds during the local dispute resolution process or court proceedings is determined through the process or proceedings not to be responsible for providing them, it shall be reimbursed for the costs of providing the services or funding by the agencies determined to be responsible for providing them.

18. Fiscal Strategies

For some families engaged with the MSY Committee, referral to the Executive Cluster for funding of Out of Home Placement may be necessary. It is the responsibility of the MSY Service Coordinator to initiate the referral to the Executive Cluster upon the recommendation of the MSY Committee.

It is the goal of the Executive Cluster to utilize the Executive Cluster OHP Pooled Fund to prevent out-of-home placements with the understanding that this will only happen when all other options have been exhausted.

The Executive Cluster Pooled Fund was developed in 2003 to maximize the use of flexible resources. Contributors to the pool include the Fairfield County Board of Commissioners, Fairfield County Board of Developmental Disabilities and the ADAMH Board. Utilizing the pooled approach, Fairfield County has developed and funded local, more cost-effective services that are also more effective for children and their families.

These include:

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- Home-based Family Mental Health Treatment
- Family Support Services

Other services paid for through the pooled funds include:

- Specialized intensive services, including out-of-home placements
- Respite
- Supportive Services and therapeutically recommended concrete support and programs

By utilizing categorical funding to support the services indicated in individual service coordination plans, all funds can be maximized according to their own purposes and meet the appropriate level of care in the least restrictive environment for the youth.

MSY Service Coordinator reviews all available community resources for specific purposes and target population (e.g., PASSS) to ensure appropriate and best use of resources. Community partnerships with organizations such as the Parks and Recreation Department and YMCA are cultivated to enable connection of clients to a wide range of specialized services.



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Councils are not permitted to utilize FCSS funding for service coordination activities for children in PS custody. Therefore, the annual county allocation of Family Centered Supports and Services (FCSS) funds will be utilized for the MSY Service Coordinators' salary, leaving more of the unrestricted local pooled funds for family services and supports.

Decisions regarding the use of funds are made by the MSY Service Coordinators and FCFC Manager with specific consideration on allowable uses and restrictions on each available funding source.

19. Service Coordination Mechanism Quality Assurance

It is the responsibility of the Executive Cluster committee to monitor the implementation of the SCM. If the mechanism does not reflect current practice, it will be changed to accurately outline the activities of the MSY services.

The Multi System Youth committees will receive annual updates on the strengths and weaknesses of the plan based on the outcomes for families. Any changes to the plan will be proposed by the MSY Committees and approved by the Family and Children First Council.

These annual reviews will be documented in the minutes of the Executive Cluster. As a part of this annual review, a member of the Executive Cluster will meet with the FCFC staff to review internal systems related to case files, governance and other documentation that supports the work of the Multi System Youth Committees.

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

20. Appendix

As part of this Service Coordination Mechanism the following items are included for reference:

- Multi-System Youth Referral Packet
- Multi-System Youth Release of Information
- Multi-System Youth Program Brochure
- Early Intervention Program Brochure
- Service Coordination Core Functions: Coordinating Systems & Services at Micro and Macro Levels
- Brief CANS Assessment Example
- Plan of care Template
- Safety/Crisis Plan Template
- Parent Advocate Brochure
- Mobile Crisis Unit Brochure
- Specialized Services Agreement and Addendum A
- Family Satisfaction Survey