

2018

**Service Coordination
Mechanism**



Family & Children
FIRST COUNCIL

FULTON COUNTY

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INTRODUCTION

The Ohio Family & Children First (OFCF) initiative has been a catalyst for bringing community agencies together to coordinate and streamline services for those families and children needing or seeking assistance. As an integral component of our local system of care, service coordination is a process of service planning and system collaboration that provides individualized services and supports to families who have needs across multiple systems. This Service Coordination Mechanism (SCM) shall serve as a guiding document for coordination of services in Fulton County when a child is referred to Family & Children First Council (FCFC) for assistance. This SCM will define the various levels of coordination that exist under the mechanism and is written in compliance with the guidelines as required in Ohio Revised Code section 121.37.

The persons involved in the review and revision of this Mechanism includes: FCFC Coordinator; Fulton County FCFC, and the Fulton County Family Coordination Team (FCT).

SERVICE COORDINATION LEVELS OF CARE

In an effort to establish a seamless continuum of care, the following criteria will be utilized to determine the appropriate level of care.

Level 1 – Information & Referral

An information and referral level of care is issue-focused. The family is stable with natural and community supports and they are seeking short-term/single agency information and referral. The issues presented by the family can be resolved by traditional services through a single agency.

Level 2 – Service Coordination

A broad-based, neutrally-positioned, child 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 children with complex needs.

The Service Coordination Mechanism will support the least intrusive response, while still adequately addressing a family's needs. If a higher level of assistance is needed to adequately address needs (such as Intensive Home-Based Treatment, Multi-Systemic Therapy, out-of-home placement) the chosen coordination process will continue throughout these intervention services to ensure the child/family have the proper level of service and supports to continue to support them once the intervention has been completed.

SERVICE COORDINATION PURPOSE

Our system of care is a coordinated network of community-based services and supports that are organized to meet the challenges of children with multiple needs and their families. Service coordination is a collaborative, coordinated, cross-system team-based planning process implemented to address the needs of children and families where those needs are multiple and complex. Service coordination is built upon the strength of services in our community that are currently working for families, and when needed, propose new services, supports, and/or strategies to be added in order to address unmet needs. These processes are based and addressed within a system of care that accounts for:

- Broad array of services/supports available
- Individualized plan
- Least restrictive setting
- Coordinated at both the system and service level
- Family-driven, child-guided
- Emphasize early identification and early intervention

The purpose of service coordination is to provide a venue for families requiring services where their needs may not have been adequately addressed in traditional agency systems. This process serves as a safety net for children needing more intensive collaboration of multi-system providers. Each system has areas of responsibility, and this SCM is not intended to override current agency systems, but to supplement and enhance what currently exists, or identify additional supports that are needed but are not currently utilized.

The success of service coordination efforts through Fulton County FCFC depends on integrating key values into this process. The following is a list of values that are integral to the service coordination process, resulting in a more effective service delivery system:

- Services are delivered using a family-centered approach
- Services are responsive to the cultural, racial, and ethnic characteristics of the population being served
- Service outcomes are evaluated
- 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
- Most importantly, families and children are fully involved in decision-making and are provided with family advocacy and support options

The process is family-focused and strengths-based. It is responsive to the culture, race, and ethnicity of the family. Therefore, it results in a unique set of community services and natural supports individualized for the child and family and it is based on the child and family's perceptions of their strengths and needs to achieve a positive set of outcomes. 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 as it becomes appropriate.

SERVICE COORDINATION TARGET POPULATION

The criteria for children and families who would typically be accepted into the Service Coordination Process are as follows:

1. Child must be a Fulton County resident
2. Child age 0 through 21 years
3. Any child with multi-systemic needs whose service and support needs are not being adequately met while seeking assistance outside of the SCM
4. The lead agency has worked collaboratively with the family and the needs have not been adequately met
5. A child/family that is unable to access needed services

The following clarifications are for specific populations who can be served under service coordination:

Child Protective Services/Youth in Custody

Regardless of child/family involvement with Fulton County Child Protective Services (CPS), service coordination can still be accessed for any child with needs across multiple systems. Children who are in custody of (CPS) can be referred to service coordination for longer-term planning and coordination. If the child is in protective services and out of their home placement, Family Centered Services and Support (FCSS) grant funding dollars cannot be used for services and supports however service coordination may continue.

Youth in Juvenile Justice System

If the needs for other interventions can be identified prior to court involvement, services are put in place to meet those needs. Service coordination is available for youth that are adjudicated unruly or delinquent.

Early identification and intervention is recognized as a critical factor in preventing a child from becoming involved with the juvenile court system. Service coordination can be assessed and a meeting with child, parents and other interested parties to determine appropriate methods for diversion. Services that may be included are parenting education, short-term respite, alternative education programs, and juvenile court diversion programs. If the child is in court custody and out of their home placement FCSS grant funding dollars cannot be used for services and supports, however, service coordination may continue.

Early Intervention (EI)

For a direct, collaborative, connected, and aligned effort, the lead provider of service coordination will be the EI service provider, who will provide assurance that EI services received are consistent with EI laws and rules per federal regulations and the Ohio Department of Developmental Disabilities (DODD) policy and procedures with O.R.C. 5123.02. The FCFC Coordinator along with the EI Supervisor work together with the DODD Program Consultant on Supporting Ohio's Service Coordination Process (SOSC) leadership team. If a child/family enrolled in EI service coordination is in need of supports across multiple systems, the Fulton County FCFC Coordinator and Fulton County Family Coordination Team (FCT) are available to provide support and assist as needed. In Fulton County, to help insure a seamless continuum of care for the EI population transition to preschool, the Fulton County Board of Developmental Disabilities (FCBDD) EI Supervisor will have a seat on the FCT and knowledge in referring children and families to service coordination as needs arise.

SERVICE COORDINATION PROCESS

REFERRAL

Any family meeting the eligibility criteria may access the Fulton County SCM through Fulton County FCFC. This includes, but is not limited to, agencies, schools, juvenile justice, and families voluntarily seeking services.

To initiate the service coordination process, a completed Service Coordination Referral Form (Attachment A) and Informed Consent for Release & Exchange of Information (Attachment B) must be submitted to the FCFC Coordinator. The FCFC Coordinator's contact information is as follows:

Fulton County Family & Children First Council Coordinator
Becky Schermond
606 South Shoop Ave.
Wauseon, OH 43567
419-337-0915 ext. 2325
bschermond@fultoncountyoh.com

If a referral is received from an agency, the FCFC Coordinator will communicate the appropriateness of the referral to that agency within 5 business days (excluding weekends and holidays) of referral receipt. The referral agency will be assigned as the lead agency. The lead agency will make verbal or written contact with the family within 3 business days of assignment to notify them of referral acceptance. An initial family meeting will be established at the earliest mutually convenient time and location, not to exceed 10 business days, from the lead agency's notification of referral acceptance with the family, unless other arrangements are made that are satisfactory with the family.

If a family self-refers, the FCFC Coordinator will meet with the family and help with the referral process and consent paperwork and be assigned as the temporary lead agency. Upon completion of the paperwork, the FCFC Coordinator will communicate the appropriateness of the referral to the family within 5 business days (excluding weekends and holidays) of referral receipt. The FCFC Coordinator will make verbal or written contact with the family within 3 business days of assignment to an appropriate lead agency. An initial family meeting will be established at the earliest mutually convenient time and location, not to exceed 10 business days from the lead agency's initial contact with the family, unless other arrangements are made that are satisfactory with the family.

Fulton County FCFC may accept or deny referrals for service coordination. A referral may be denied if: parents have not signed a release of information; if the referral does not meet eligibility requirements; if Fulton County FCFC service coordination would be a duplication of effort when there is already a suitable family service plan in place and, if there is a lack of sufficient involvement by the lead agency.

Initial Face-To Face Meeting

The lead agency will schedule an initial face-to-face meeting with the child and family. The meeting place and time will be the family's preference.

Confidentiality

The lead agency will explain confidentially to the child/children and/or parent/guardian and obtain releases of information to allow communication with team members (agencies, professionals, natural supports). The confidentiality of the child and family will be protected at all times. All information disclosed in family team meetings and contained in the Plan of Care (Attachment I) will be protected. Only the parties given authorization on the Informed Consent for Release & Exchange of Information (Attachment B) will have consent to view and hear the family information. At any time, a family may revoke any release of information previously granted.

Parent advocacy services will be offered; the family choice to accept or decline parent advocacy services will be indicated on the Informed Consent for Release and Exchange of Information (Attachment B). Parent advocacy services can be chosen at any point throughout the service coordination process.

The child and/or parent is given a copy of the Service Coordination Dispute Resolution Process (SCM p. 13) and will complete the Receipt of Dispute Resolution Process Form (Attachment K).

Child & Family Strengths & Needs Assessment

The lead agency will seek to explore and discover child and family strengths, needs, culture, race, and ethnicity using the Child and Family Strengths and Needs Assessment (Attachment E). This assessment tool will also be used to aid in the identification of potential life domains to be considered in the development of the Plan of Care (Attachment I). The family may give specific input on their perceptions of problems, strengths, cultural matters, what they hope to change, and what services they believe they could gain benefit. The information gathered from this assessment tool along with the Child and Family Mission and Vision Form (Attachment H) will be used to help in developing their Plan of Care (Attachment I).

Crisis Plan

The lead agency will develop a Crisis Plan (Attachment F) with the family during the first initial visit. A Crisis Plan, detailing options for preventing a known crisis and responses by those supporting the child through such an event, will be developed based on the family need and reports of past crisis events and relevant triggers to help in identifying potential future crisis needs.

Safety Plan

The lead agency will develop a Safety Plan (Attachment G) with the family during the first initial visit or when applicable. A Safety Plan will be developed to ensure that a safety risk is mitigated as quickly as possible. A known safety concern and responses by those supporting the youth through such an event, will be identified based on: the family need and reports of past safety concerns; a safety checklist; and identifying destabilizing factors and triggers. Crisis team members' names and contact information with specific action steps will be identified and monitored. The crisis team members may be a part of the formal family team.

- This Crisis Plan (Attachment F) and Safety Plan (Attachment G) will be shared with the team members to be prepared to respond appropriately and immediately to a crisis or safety concern.

- The team should identify where its plans seems most vulnerable and what the consequences might be if the plans do not function. All child and family team members should have a copy of the Crisis Plan (Attachment F) and Safety Plan (Attachment G) to easily refer to when needed.
- After each crisis or safety concern occurs, the Child and Family Team will review if the plans worked or needs modification. All changes to a plan will be team-driven, and all members who are not present, must be informed immediately.

Developing the Child and Family Team Meeting

Child and Family Mission and Vision

After the Child and Family Strengths and Needs Assessment Form (Attachment E) and Crisis and Safety Plans (Attachments F and G) are complete, the lead agency and family will work together to identify Child and Family Mission and Vision (Attachment H). The lead agency and family will begin to identify: family team members, both formal and informal supports; team members' meaning to the team; child and family mission and vision; and family's level of engagement.

Further Child and Family Team Development

The lead agency and family will work together to schedule the meeting date/time/location of the first Child and Family Team meeting. Consideration of family needs and limitations will be made in determining the location of the meetings. The lead agency will notify and invite all identified team members (including but not limited to: identified agencies, a representative from the child's school district, and family support persons) to all Child and Family Team meetings.

If the family determines they would like to invite additional support person(s) (parent advocate, mentor, or support person of the family's choice that is involved with the Plan of Care (Attachment I)) not previously identified, it is the parent's responsibility to inform the support person(s) of the date/time/location of their Child and Family Team meeting.

Initial Child and Family Team Meeting

All members of the Child and Family Team will begin every meeting by signing the Child and Family Team Confidentiality Agreement (Attachment C) which details an agreement that persons present understand all identifying and personal family information disclosed is privileged, protected, and confidential.

The lead agency will initiate facilitating the Child and Family Team meeting. To encourage the child and family's participation in the Plan of Care (Attachment I) process, the family will have a voice in choosing and approving their Team Facilitator at the initial meeting. If the family objects to the Lead Agency as facilitator of the Child and Family Team meetings, the Child and Family Team will work with the family to select an appropriate facilitator.

The facilitator's responsibilities include: working with the Child and Family Team to develop the Plan of Care (Attachment I); define the responsibilities for provision of services by all parties involved including

timelines; addressing service gaps; and along with the family, responsible for monitoring the implementation of the Plan of Care (Attachment I); tracking progress; assigning responsibilities; and scheduling meetings.

Lead agency responsibilities will include: submitting monthly progress updates and applicable Service Coordination Funding Request (Attachment J) to the FCFC Coordinator; ensuring the Informed Consent for Release and Exchange of Information (Attachment B) is updated every 6 months and submitted to FCFC Coordinator; updating Child and Family Strengths & Needs Assessment (Attachment E) every 90 days and/or as needed.

Trust and mutual respect are built while the team creates an initial plan. Family culture, strengths, needs, and the domains identified in the assessment are the foundation for the plan. Some of the points for the Child and Family Team members to remember:

- Family involvement in choosing appropriate services and providers in the planning, implementation, and evaluation of services will be respected
- The Child and Family Team will ensure assistance and services to be provided are responsive to the strengths and needs of the family and special attention given to issues related to race, ethnicity, culture, and gender
- Promotion of early intervention
- Prevent unnecessary out-of-home placements and keep children and our community safe while supporting families whenever possible
- Services and supports meeting the needs of the child and family are provided in the least restrictive environment and as close to their own home as possible

PLAN OF CARE

Needs, Strategies, Outcomes

The Child and Family Team in developing the Plan of Care (Attachment I) will utilize: The Child & Family Strengths and Needs Assessment (Attachment E); The Crisis Plan (Attachment F); Safety Plan, if applicable (Attachment G); Child and Family Mission and Vision (Attachment H). The Plan of Care (Attachment I) will clearly identify and define: facilitator; team members; mission; identify needs; strategy for need; goal with plan of action and projected time line; responsible team members' duties; matching resources; and ways to monitor progress. The Child and Family Team will also monitor: case closure (date, reason for closure, and team goals and outcomes). The Child and Family Team's needs, strategies, and outcomes data will move the team toward: developing measurable goals; brainstorm and develop measurable strategies to support the chosen needs and goals; developing action steps/solutions to meet the strategies; select and assign team members to follow-up on action steps; identify an outcome/result for each strategy; and identify resources needed.

PLAN OF CARE IMPLEMENTATION

The Child and Family Team Facilitator will be responsible for monitoring the implementation of the Plan of Care (Attachment I) and will reconvene the group as needed to update or modify the Plan of Care (Attachment I).

The Child and Family Team will determine appropriate frequency to meet. Barriers and progress toward the goals identified on the Plan of Care (Attachment I) will be discussed at the regularly scheduled Child and Family Team meeting. The child/family will be provided with an opportunity to schedule a meeting at any time to review their progress toward established goals.

The Child and Family Team is to review the Plan of Care (Attachment I) and update changes or further needs and document by the signature page. Anytime the Plan of Care (Attachment I) is modified or updated, the Child and Family Team Facilitator is to submit a copy of the modified/updated Plan of Care (Attachment I) including signature page, to the FCFC Coordinator.

As a product of the Plan of Care (Attachment I), a Child and Family Team may identify fiscal or other resources required to support service plan implementation, transitional services and service activity tracking.

FISCAL STRATEGIES

The Child and Family Team may identify fiscal or other strategies required to support the implementation of the Plan of Care's (Attachment I) strategies and goals. The lead agency can submit a Service Coordination Funding Request (Attachment J) to the FCFC Coordinator for consideration by the FCT at the monthly meeting. Following the FCT meeting the FCFC Coordinator will contact the family's lead agency personnel to report the FCT funding request decision.

Funding to meet the needs identified in the Plan of Care (Attachment I) will be determined on a case-by-case basis. All available county resources will be considered including sharing, blending, or braiding resources to meet the needs of the child and family. This improves flexibility and allows the county to be fiscally responsible and maximize local, state, and federal funds. Our long-term vision would be to track reallocation of funds from institutional services to community-based, preventative, and family-centered services, however at this time there is no current tracking method in place.

The System of Care: FCSS funding is designed to meet the unique, non-clinical needs of children and families as identified in their Plan of Care (Attachment I); the current fiscal year FCSS guidance document will stipulate FCSS guidelines and requirements.

Out-of-Home Placement

A Child and Family Team meeting must occur as soon as reasonably possible once it is known that a child in service coordination may be placed outside their home to assure that all alternatives to out-of-home placement have been explored and exhausted.

If a child is in emergency placement, a Child and Family Team meeting will take place within ten days of the placement to review the child's existing or to create a plan if there is not one already in place. It also provides the opportunity to plan for community supports for the family while the child is in placement

and plan for community supports needed for when the child returns to the home and community. The Child and Family Team is to assure services are being provided in the least restrictive environment and cooperates to locate appropriate placement. During placement, the Child and Family Team should continue to meet to review the placement and the child's progress toward discharge.

SERVICE COORDINATION TRANSITION & DISCHARGE

When the Child and Family Team reaches consensus that the family's long-range mission and goal(s) are close to being completed, or if the family moves, or is no longer wanting services, it is time to transition the family from service coordination. The facilitator will work with the family to develop a Transition and Discharge Plan as part of the Plan of Care (Attachment I – Transition and Discharge) to summarize progress made toward their mission and goals, determine if ongoing community services are needed, determine if referrals for other services are needed, and the total amount of funds allocated to the family through FCFC. The lead agency sends a copy of the closing to the FCFC Coordinator for records. At this time the family is discharged.

QUALITY ASSURANCE OF THE SERVICE COORDINATION MECHANISM

FAMILY COORDINATION TEAM

All children and families served through the SCM will be monitored and tracked by the FCT. As a monitoring body, the FCT will review service coordination cases and help identify appropriate funding or other requested resources. They will meet monthly and team membership may include: FCFC Coordinator; FCFC Chair; ADAMhs Board representative; juvenile court representative; Children's Services representative; Educational Service Center representative; county school representative; Department of Developmental Disabilities; and Early Intervention Supervisor.

All members of the FCT will begin every meeting by signing the Family Coordination Team Confidentiality Agreement (Attachment D) which details an agreement of support that persons present understand all identifying and personal family information disclosed is privileged, protected and confidential.

Responsibilities for the Family Coordination Team are as follows:

- Each member is required to attend as many meetings as possible. If the member will be absent for an extended amount of time, they will be asked to send a representative in their place
- The FCFC Coordinator will be responsible for facilitating all FCT meetings. In the Coordinator's absence, he/she will select another individual from the team to facilitate.
- The FCFC Coordinator is responsible for meeting notifications and agendas for FCT meetings.
- FCT minutes/notes will be maintained at all meetings and kept at the FCFC office.
- Emergency meetings of the FCT will be scheduled as needed. The FCFC Coordinator and FCFC Chair will determine if and when an emergency meeting is needed and notify other members.
- The FCFC Coordinator will maintain a file on all active service coordination cases. The file shall include the following: **1.** Referral Form (Attachment A) **2.** Informed Consent for Release and Exchange of Information (Attachment B) **3.** Signed Receipt of Dispute Resolution Process Form (Attachment K) **4.** Child and Family Strengths and Needs Assessment (Attachment E) **5.** Child and Family Mission and Vision (Attachment H) **6.** Current copy of signed Plan of Care (Attachment I). All other family information will be maintained by the lead agency assigned to the family.

- The FCFC Coordinator will maintain updated fiscal spreadsheets and report data for funding and will be on every FCFC agenda to monitor and approve.

MONITORING OUTCOMES SERVICE COORDINATION

Monitoring Plan of Care (Attachment I) progress and outcomes will be reviewed by:

- Level 1 – Information and Referral cases are reviewed only between the FCFC Coordinator and involved agency.
- Level 2 – Service Coordination cases are reviewed at the monthly FCT meeting.

Service coordination will be a standing agenda item on all Fulton County FCFC and Steering Committee meetings. Family outcomes will be reported annually in order for the Fulton County FCFC to continually evaluate and prioritize services, fill service gaps, and invent approaches to achieve better results for children and families. Confidentiality of the families in the service coordination process will be protected at all times; only outcomes and no family identifying information will be shared.

The FCFC Coordinator will submit an FCSS annual report (encompassing the state fiscal year, July-June) and present to the Fulton County FCFC the following data, including but not limited to: referrals by system; needs at intake; total number of children served by age category; total families served; number of times each service or support was written into the Plan of Care (Attachment I) including service category; family advocate usage; linkage to primary care physician; out-of-home placements; and exit summary.

The Fulton County FCFC Coordinator will be making families, agency personnel, and community members aware of the SCM by: county and state website information; FCFC Council and Steering meeting updates; regular monthly FCT meetings; and meetings with county agencies and community members. Trainings for the Fulton County SCM will be annually and as needed by FCFC Coordinator to: lead agencies; families; and community members.

DISPUTE RESOLUTION PROCESS

The Fulton County FCFC serves to utilize the recommendations of all parties, including that of the parent to promote the well-being of the child/children in regard to the provision of services for the child/children. If there is significant and unresolved conflict regarding any aspect concerning the provision of the services by any participant (individual or agency) in the SCM process, every attempt is made to resolve that conflict with the individual or agency. If this attempt cannot resolve the dispute, the dispute resolution process can be initiated by contacting:

Fulton County FCFC Coordinator
Becky Schermond
606 S. Shoop Ave.
Wauseon, OH 43567
Phone: 419-337-0915 ext. 2325
bschermond@fultoncountyoh.com

The dispute resolution process shall be used to: 1) resolve disputes among the agencies represented on the Fulton County FCFC concerning the provision of services to children, including children who are abused, neglected, dependent, unruly, alleged unruly or delinquent children and under the jurisdiction of the juvenile court and children whose parents or custodians are voluntarily seeking services 2) resolve disputes between a child's parents or custodians and the Fulton County FCFC regarding the SCM process per O.R.C. 121.38

Each family will be notified in writing of their right to utilize the dispute resolution process and a Receipt of Dispute Resolution Process form (Attachment K) will be signed at the initial meeting. Parents who choose to utilize an advocate or mentor are encouraged to include those representatives in the process.

If the dispute does not pertain to service coordination, parents 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 the Fulton County FCFC 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 the juvenile court regarding an out-of-home placement, long-term placement, or emergency out-of-home placement.

If a child enrolled in Fulton County FCFC service coordination process is also enrolled in Ohio's Early Intervention program, the Fulton County Board of Developmental Disabilities (FCBDD) Early Intervention Dispute Resolution Process will take precedence. Information on the FCBDD Early Intervention dispute process can be found at: FCBDD, 1210 N. Ottokee Street, Wauseon, OH 43567 or phone at 419-337-4575. The Fulton County FCFC Coordinator and Fulton County EI Supervisor will also assist in connection to this process.

Regardless of which option the parent chooses to file a complaint, the complaint must allege a violation occurred not more than one year prior to the date the complaint is received. During the resolution process, the child shall continue to receive services which were provided at the time of the complaint, unless the service provider and the parent agree to an alternative, which would be documented in a written statement.

DISPUTES BETWEEN AGENCIES

When disputes arise between agencies as to the services or funding of services a child and/or family is to receive, any agency represented on Fulton County FCFC may initiate this local dispute resolution process. If a dispute is initiated between agencies, the following procedure and timeline will be utilized:

1. Within 7 calendar days of the disagreement/dispute, the disputing agency will submit a Dispute Resolution Request form (Attachment L) to the FCFC Coordinator communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute is required to be submitted with this request.
2. Upon receipt of the Dispute Resolution Request form (Attachment L), a meeting between the disputing agency and the Fulton County FCFC Steering Committee (hereafter: Steering Committee) 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 Steering Committee. The disputing agency will prepare a presentation for the Steering Committee 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 Steering Committee member must vote on the proposed resolution. A majority vote will determine resolution of the dispute. The FCFC Coordinator will act as facilitator in the process, but will abstain from voting. The Steering Committee will prepare a written response to the disputing agency conveying the resolution. The FCFC Coordinator will mail the resolution letter to the disputing agency within 3 calendar days.
3. When the provision of services cannot be resolved through this dispute resolution process, the final arbitrator will be the presiding juvenile court judge. Or, if the disputing agency disagrees with the decision of the Steering Committee, the disputing agency has the right to request the dispute be reviewed by the juvenile court judge as the final arbitrator. Within 7 calendar days of receipt of the Steering Committee's resolution letter, the disputing agency must file a request with the juvenile court to have the dispute to be decided upon by the juvenile court judge. Upon the request of the complainant, the FCFC Coordinator will assist in gathering all documentation regarding the dispute, including, but not limited to the Dispute Resolution Request (Attachment L) and supporting documentation and responses made by the Steering Committee. The presiding juvenile court judge will issue a written, binding ruling.

The Service Coordination State Committee will also review unresolved local service coordination disputes, if the administrative review is requested prior to using the juvenile court as final arbitrator of the dispute.

NON-EMERGENCY AND EMERGENCY DISPUTES BETWEEN PARENT AND FCFC

The following dispute resolution process shall be used to resolve disputes between a child's parent/guardian and Fulton County FCFC regarding service coordination. The child's parent/guardian is the complainant.

A non-emergency dispute is defined as a dispute that does not require an immediate response due to the safety or well-being of the child/children. An emergency dispute is defined as a dispute that requires an immediate response due to the safety or well-being of the child/children.

1. Within 7 (non-emergency) or 3 (emergency) calendar days of the disagreement/dispute the complainant will submit a Dispute Resolution Request (Attachment L) to the FCFC Coordinator communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute is required to be submitted with this request.
2. Upon receipt of the Dispute Resolution Request (Attachment L), a meeting between the complainant and the FCT will be convened within 15 (non-emergency) or 5 (emergency) calendar days. This meeting will be scheduled at a mutually convenient time for complainant and majority members of the FCT. The complainant will prepare a presentation for the FCT regarding the nature of the dispute and the specific issues that are requested to be resolved. This presentation can be made by the complainant or an advocate.
3. At the meeting with the FCT, the complainant will present information regarding the nature of the dispute and identify specific issues that are requested to be resolved. The FCT will meet in closed session after the complainant's presentation to draft a written response of the proposed resolution. The next business day, the FCFC Coordinator will submit the Dispute Resolution Request (Attachment L) including supporting evidence or documentation and proposed resolution to the Steering Committee-
4. The Steering Committee will meet within 7 days of complainant /FCT meeting to review the dispute and the FCT's proposed resolution. The Steering Committee will either approve or reject the FCT's proposed resolution. If approved, the Steering Committee will draft a letter to the complainant conveying the resolution. If rejected, the Steering Committee becomes responsible for preparing and voting on a resolution. Each Steering Committee member must vote on the resolution. A majority vote will determine resolution of the dispute. The FCFC Coordinator will act as facilitator in the process, but will abstain from voting. The Steering Committee will prepare a written response to the complainant conveying the resolution. The FCFC Coordinator will mail the resolution letter to the client the next business day.
5. When the provision of services cannot be resolved through this dispute resolution process, the final arbitrator will be the presiding juvenile court judge. Within 7 calendar days of receipt of the Steering Committee's resolution letter, the complainant must file a request with the juvenile court to have the dispute decided upon by juvenile court judge. Upon the request of the complainant, the FCFC Coordinator will assist in gathering all documentation regarding the dispute, including, but not limited to the Dispute Resolution Request (Attachment L) and supporting documentation, responses from the FCT, and the Steering Committee. The presiding juvenile court judge will issue a written, binding ruling.

Action Step	Responsible Party	Non-Emergency	Emergency
Complainant submits Dispute Resolution Request form	Family submits to FCFC Coordinator	Within 7 calendar days of dispute	Within 3 calendar days of dispute
Complainant and Family Coordination Team meet	FCFC Coordinator arranges meeting	Within 15 calendar days of receipt of Dispute Resolution Request	Within 5 calendar days of receipt of Dispute Resolution Request
Family Coordination Team proposed resolution submitted to Steering Committee	FCFC Coordinator submits	Next business day after Complainant/Family Coordination Team meeting	Next business day after Family and Family Coordination Team meeting
Steering Committee meets, determines resolution	FCFC Coordinator arranges meeting	Within 7 days of Complainant/Family Coordination Team meeting	Within 3 days of Family and Family Coordination Team meeting
Steering Committee's resolution letter mailed to complainant	FCFC Coordinator mails letter	Next business day after Steering Committee meeting	Next business day after Steering Committee meeting
No resolution, Complainant files request for final arbitration with Juvenile Court	Complainant files request	Within 7 calendar days of receipt of Steering Committee's resolution letter	Within 7 calendar days of receipt of Steering Committee's resolution letter

OHIO FAMILY & CHILDREN FIRST CABINET COUNCIL INVOLVEMENT IN DISPUTE RESOLUTION

When requested, the Ohio Family & Children First (OFCF) Cabinet Council (CC) will provide an administrative review of unresolved local disputes regarding conflicts among parents, agencies, and/or councils pertaining to the county council service coordination process or decisions made during the individual family service coordination process. The dispute must be concerning a decision made or a process proposed or implement during a phase of the county service coordination process regarding a family or child who is formally involved in the FCFC service coordination. This includes a disagreement regarding the denial of acceptance of a family into the county service coordination process. Agencies, providers, or parent/legal guardians who have participated on a family service coordination plan team may request a dispute resolution review. The OFCF Service Coordination Committee will review such requests and make recommendations to the CC for its review and approval. With CC approval, the OFCF will respond, in writing to the county council 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 county dispute case can be reviewed:

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