Shelby County Family & Children First Council

Service Coordination Mechanism

**History**

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

In 1992, another executive order transformed the Cluster into the Family & Children First Council (executive order 121.73). At the state level, Family & Children First Cabinet Council is composed of directors of all the major state departments that oversee family services. This structure is mirrored at the county level.

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

By 1997, the council’s membership had grown to 48 advisory members with 21 executive members. Currently, Shelby County Executive Council consists of the mandated members from ORC 121.37

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

1991 brought other changes and additions that would aid the council in meeting challenges of placements. The Diversion Assessment Team (DAT, formerly known as Cluster) was established by the Shelby County Family & Children First Council as a result of the Family Stability Incentive Award. The DAT committee was charged with the duty of reducing out-of-home placements and to assure that multi-need children and their families receive adequate and appropriate services.

**Service Coordination Mechanism**

State Statue Requirements

121.37 (C) stipulates that each county FCFC must develop a county service coordination mechanism, this shall include a procedure for an agency, including juvenile court, or a family voluntarily seeking service coordination, to refer the child and family to the county council for service coordination in accordance with the county service coordination mechanism.

121.37 (D) Each County shall develop a comprehensive family service coordination plan.

**Shelby County Family & Children First’s County Plan**

The Shelby County Family & Children Council (FCFC) believes that children thrive when given a safe and nurturing environment with the proper health care, nutrition and educational opportunities and that family’s need a secure environment to encourage and assist them in achieving these goals. FCFC Executive Council, as well as the Diversion Assessment Team (DAT) has been involved in the ongoing development of the plan.

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

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

This will support the key values of the service coordination process:

* Services are delivered using a family-centered approach.
* Services are responsive to the cultural, racial and ethnic characteristics of the population being served.
* Services 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 youth are fully involved in decision –making and are provided with family advocacy.

The DAT meets bi-monthly and during this time, discussion on the supports that have been determined as the most important in the community as stated above is held. The team will continue to discuss services needed and identify gaps in services, and will work on improving services already in place. Annually, DAT will set aside time to discuss the service coordination mechanism and process to address any concerns or changes that need to be made. During this time, discussion will continue to be held regarding the process for multi-system youth and any gaps that may be in the county so these individuals can be served. This information will then be reported and discussed at Executive Council. Annually, there will be time set aside during Executive Council to specifically discuss and address gaps in services within the community and to address any concerns with the service coordination process. At the FCFC meetings, the council will be updated on the number of families and what services are being received and what services are still needed for the family. Any DAT families that are being closed will also be discussed with the outcome of the family at case closing.

Shelby County has different community events throughout the year. At these events, the FCFC Director participates and is able to talk about the DAT with different agencies and families who participate. The DAT can also attend school meetings as well to discuss the DAT and the process. The DAT facilitator has done this in the past and there was an increase in referrals from the schools. The DAT facilitator can meet with families as requested or agency workers at the request of the agency’s director to review the policy and guidelines at any time. The Children Services Administrator and Chief Probation Officer of Juvenile Court are members of the DAT. If necessary, CSD will make referrals to the DAT after the case closes to ensure the family can still receive the necessary resources and supports for the family to be able to continue to succeed. Juvenile Court will also make referrals as necessary for the kids they are working with through probation if they feel the family can use more supports and resources to help them. Shelby County Juvenile Court will also ask for a family to be presented to the DAT if the court feels that the family could use support and services.

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

The DAT will serve only those families who are residents of Shelby County. Families residing outside of the county will be referred to the appropriate county for services. Services will be provided to the family in the least restrictive and least intrusive method while being responsive to the cultural, racial and ethnic differences for each family.

If the DAT is serving a child through service coordination who also receives services under Ohio Early Intervention, DAT will work with Ohio EI staff to ensure consistency with the laws and rules per the Ohio EI federal regulations and the Dept. of Developmental Disabilities policy and procedures. If a child is being served by FCFC Service Coordination and a referral is made to EI Service Coordination, upon the determination of eligibility, the lead provider of service coordination should be the EI Service Coordination provider to assure compliance with O.R.C. 5123.02. The FCFC Service Coordinator and/or FCFC child/family enrolled in EI Service Coordination Team should support and assist with the family’s IFSP/Early Intervention Plan as needed. If a child/family enrolled in EI Service Coordination is in need of supports across multiple systems, the Shelby County FCFC Service Coordinator and/or FCFC Service Coordination Team should be available to support and assist as needed. The DAT facilitator is also a Service Coordinator for Ohio EI. There are weekly staff meetings with the Shelby County Board of DD that the Service Coordinator attends. During this time if a child is identified as having multi-systemic needs, a referral to the DAT would be discussed. At this time, it would be discussed who would attend the DAT meeting and the overall concerns for the family. Due to the DAT facilitator being an Ohio EI Service Coordinator, there is a more direct and collaborative relationship between DAT and Ohio Early Intervention. If there is a family who is involved with the DAT and interested in receiving Early Intervention services, the family is given the information on how to make a referral to Help Me Grow either via phone or through email. It is also explained that Early Intervention serves children birth thru 3.

In order to comply with the requirement that county Family & Children First Councils develop and implement a county service coordination plan, the Shelby County Family & Children First Council has developed the following plan, which is based upon four levels of coordination and responsibility:

1. **Information and Referral**: A family referral may be made that is not in need of service coordination. The facilitator will gather family information from the referral source to make this determination. In these situations, the facilitator can make appropriate and needed referrals to service agencies to connect the family with areas they identify. If these services don’t meet the needs of the family, then an appropriate referral to the formal DAT team will occur.
2. **Diversion Assessment Team (DAT):** In situations involving children with multi-systemic needs, the DAT will be responsible for service coordination. The facilitator will make a determination based on information provided if the referral is appropriate to be accepted and placed on the DAT agenda for discussion and planning. DAT will also be responsible for monitoring/reviewing/adjusting the Council’s Service Coordination process, including reviewing out-of-home placements and community service needs.
3. **Family Teams:** As developed through the DAT and family, the team is composed of various service providers, the family, parent advocates (if elected) and any family representatives as selected by the family. The members of this team are those directly involved with the family. These members meet as often as identified by the family, typically once a month.
4. **Shelby County Family & Children First Council:** Responsible for implementing the service coordination process (including the dispute resolution process) and making the final determination concerning needed community services.

**Funding**

The DAT has the ability to make funding decisions for services identified in the plans for families including the use of all FCSS funding. The DAT takes into consideration the needs of the community as well as the needs of the individualized family plan to determine the use of family centered and behavioral health funding. The team works well together in recognizing each individual agency’s capacity to be flexible in providing services to families in service coordination. Agencies do their best to accommodate these families and get them into services as they are seen as some of the most high risk families within the community. Agencies continually update members on services and discussions occur when agencies are offering services so as not to duplicate services and to coordinate existing services so as to maximize the resources that exist. The team is fairly advanced at brainstorming for services for families that already exist within the community. Council continues to pool funding every year whereas a portion of the local dollars provided for administrative costs goes into a pooled funding allocation to help offset services for families where no other identified source of funding exists. At this time, Shelby County has a fairly low placement average, but agencies are committed to try and maximize dollars and resources so services can be provided within the community before an out-of-home occurs.

**Referral Process**

* Referring agency and/or family (for self-referral) completes the DAT referral form. This release of information will ensure that all DAT members and additional community agencies are identified and any other additional members as noted under other to ensure proper release of confidential information along with the review and signature of the appropriate legal guardian. The DAT referral will not be processed unless the release is completed in its entirety. The referral is to include the following:

1. The date of the receipt of the referral;
2. Contact information for the person being referred;
3. Age of the person being referred at the time of the referral;
4. A brief description of the problems being experienced;
5. Systems/agencies that have been involved with the person to date;
6. Contact information for the person referring;
7. Identification of Medicaid Managed Care Plan if applicable;
8. Council response to the referral or the outcome of the referral.

Along with the referral a Diversion Assessment Team Assessment Tool must be completed by and with the family. This will then be updated at reviews throughout the service coordination process to determine how effective service coordination has been for the family.

* Referring agency or family (for self-referral) meets with or discusses over the phone or via email with the DAT facilitator to:

1. Determine if the referral is appropriate to be presented to the DAT for services or for additional services if an identified agency is already working with the family (if referral is accepted, then the family will be contacted within 3 business days after the receipt of the referral) or
2. Refer family to supports within the community.

* If a referral is accepted into service coordination, and if requested, an emergency team meeting will be held within 5 business days for the family, otherwise the referral will be presented at the next scheduled DAT meeting.

Every effort is made to invite all involved family and participants including but not limited to family members, appropriate staff from agencies, appropriate school district representative and a mentor, advocate or support person of the family’s choice via phone and email to all meetings (which is then documented in case notes). Potential advocates/supports can be obtained from a variety of sources including by not limited to Parent Advocacy Connection; Developmental Disabilities Council, YouthMOVE. If there is no phone or computer, a letter will be sent to the family. The facilitator communicates with the family to determine the best time for that family to meet, not only for DAT presentation but for subsequent meetings. If the family is not able to attend, no team meeting will be held.

No case can be closed by the DAT facilitator due to lack of family cooperation without a review by the full DAT. This is to ensure that attempts to engage the family have been made and that this situation can be discussed with the referring agency. This safeguards the family as well in that multiple attempts will be made to engage the family so they can be given the opportunity to be involved in service coordination. The DAT review must consist of reviewing attempts to engage the family and determination of what risks to the children remain if the case is closed. The level of risk should pertain to abuse, neglect, delinquency, unruliness, truancy, out-of-home placement, mental health, etc. The DAT must approve of any case closures due to lack of cooperation.

For children who are already involved in service coordination under this mechanism as a DAT family, a family team meeting must be held prior to a non-emergency out-of-home placement, or within 10 days of placement or emergency placement for multi-need children. This meeting can be requested to the DAT facilitator by the lead case manager of the family team, by placing agency or by the family. The DAT will always look to provide the best services for that child in the least restrictive of environments.

**System of Care**

The DAT is a network of community-based services and supports that are organized to meet the challenges of children and youth with multiple needs and their families. The DAT builds upon the strength of the services in the 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. The DAT must account for

* Broad array of service/supports available
* Individualized Family Service Plan
* Least restrictive setting
* Coordinated at both the system and service level
* Family driven, youth guided
* Emphasize early identification and early intervention

The DAT is made up of representatives of the following:

1. Shelby County Juvenile Court
2. Shelby County Board of DD
3. Shelby County Counseling Center
4. Shelby County Job and Family Services
5. Sidney-Shelby County Health Dept
6. Midwest Region Educational Service Center
7. Sidney City Schools
8. Catholic Social Services
9. Big Brothers/Big Sisters
10. Family Resource Center
11. Community Action Center
12. New Choices
13. DAT facilitator (Shelby County Family & Children First Director)

(These representatives need not be the agency executive but should be knowledgeable of community services and community agency operations)

1. Other provider representative that the FS Coordinator determines may need to be part of the team.

The Committee shall meet on a regular basis to:

1. Review DAT reports concerning number of families being served, new referrals, closed cases, etc.
2. Review out-of-home placements and recommended services that may have prevented out-of-home placements.
3. Review the use of and approve for the expenditures of all state and local funds.
4. Authorize use of funds, if request is over $500. Any amount of $500 or more must be approved by Executive Council as well, except where expenditures are being approved based on contracts that have already been approved by FCFC Executive Committee.
5. Resolve issues arising from the diversion process, including family team composition, designation of lead agency/case manager, funding and lack of cooperation among parties.
6. Review need for service expansion/creation as recommended by the DAT.
7. Review/refine the Service Coordination process.
8. Report to the Family & Children First Council concerning appropriate issues.

The DAT will:

1. Review the case history.
2. Develop a preliminary family service plan including service providers/team composition based on family need. The DAT Assessment Tool is completed with the family prior to the referral being made to the DAT. This way when the referral is received, the DAT has information regarding the family that was provided by the family and the individual making the referral.
3. Determine the need for additional services, which may require funding or development of services utilizing but not limited to the families needs/strengths assessments. The tool completed by the referring agency will be utilized, as well as the process of the DAT facilitator identifying with the family what they feel are their strengths and needs. This information will be brought to the initial presentation at the DAT. The DAT is responsible for determining the need for local match or the use of pooled flex funding. Funding decisions are made based on each individual family, what their need is for service and who is able to provide or pay for this service. If the service is needed and there are no funds then DAT can approve for the coordinator to utilize pooled funds.
4. Assist the family in determining lead agency or case manager. The DAT will take into consideration the family’s wishes and all case information to ensure the case manager chosen is the best fit for the family. The lead agency/case manager is responsible for scheduling the family team meetings and reporting to the DAT facilitator. It will be the case manager’s responsibility to notify the parties including the school of all scheduled family team meetings.
5. Schedule the first team meeting with the family at a time and location suited to the family’s needs and include all appropriate agencies as well as a representative from the appropriate school district. The DAT facilitator will notify all involved parties, however, after the first team meeting, it will be the case manager’s responsibility to notify all participants. If the family service plan has not been developed, it will be completed at the initial family team meeting with the family and reviewed and updated if necessary at subsequent family team meetings.
6. If the DAT cannot agree on a service plan, providers, lead agency/case manager or funding, the DAT facilitator will schedule a meeting with the Executive Council for review and resolution.
7. The DAT will review each family’s progress in service coordination (including those in out-of-home placement) at a minimum of every 6 months and report either success or lack of based on the goals on the family plan.
8. The DAT will ensure all meetings are conducive to the time and location as arranged by and with the families. This is to ensure the families are able to be at the meetings to develop their plan and to provide information to better assist in offering services for the family. Additionally, families can bring any support person they choose, including being offered a Parent Advocate.

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

Family Team Meeting

1. The family service plan will be completed at the first family team meeting with the family if it was not completed at the first family presentation to the DAT. The plan will be reviewed and updated (if needed) at all subsequent team meetings.
2. The lead agency/case manager will report to the DAT facilitator concerning team meetings and progress (including children in out-of-home placement that have family service coordination plans). At a minimum, any reports and/or case notes needs to be submitted to FCFC after each family team meeting and document progress or issues discussed. This will ensure FCFC can monitor the progress and track the outcomes of each family’s service coordination plan. Anytime issues or problems arise regarding the service plan, providers or funding, the family team, including the parent, can request a meeting with the full DAT to reconcile the issue. If the issues cannot be resolved at the DAT level, the DAT facilitator will schedule a meeting with the Executive Council. If the issues cannot be resolved at the Executive Council, the FCFC Director will be notified to implement the Dispute Resolution Process.
3. The family team will continue to meet and modify the service plan as needed and notify the DAT facilitator on successful case closures.
4. At any time, a family may contact the case manager assigned to their case and request that a team meeting be scheduled to review their service coordination plan. They may invite, or request the case manager to invite, any support person of their choice to also attend the meeting. These meetings will be arranged around a time and location of the families choosing so to be conducive to the family’s needs and environment.
5. At every meeting there will be a sign in sheet, and this sign-in sheet will disclose that it is each member’s responsibility to keep information discussed confidential.

**Monitoring-Tracking**

1. The family team will monitor the family goals and track family success through the individual family plan.
2. The DAT will track family funding needs and strengths as well as monthly placements and report service gaps to the council as well as assessing the service gaps, developing and implementing services as needed, as approved by Executive Council, and review the structure of the service coordination mechanism as needed.

**Grievance Procedure (Dispute Resolution)**

State Statute Requirements

121.37 (c)

(9) *The Ohio Revised Code Chapter stipulated that a county Family & Children First Councils Service Coordination plan must include a dispute resolution process to serve as the process that must be used first to resolve disputes among the agencies represented on the county council concerning the provision of services to children, including children who are abused, neglected, dependent, unruly, alleged unruly, delinquent children and under the jurisdiction of the juvenile court and children whose parents or custodians are voluntarily seeking services. The local dispute resolution process shall comply with section 121.38 of the Revised Code. The local dispute resolution process shall be used between a child’s parents or custodians and the county council regarding service coordination. The county council shall inform the parents or custodians of their right to use the dispute resolution process. Parents or custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. The dispute resolution process is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the revised codes. The cabinet council shall adopt rules in accordance with Chapter 119. Of the Revised Code establishing an administrative review process to address problems that arise concerning the operation of local dispute resolution process.*

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

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

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

**Procedure for Non-Emergency Dispute Resolution**

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

The Council Director will, within 24 hours of receiving the complaint of a formal dispute and a copy of all other pertinent records, notify the Executive Committee of the Family & Children First Council. The Executive Committee will have five (5) working days to review the records and determine if the case should be mediated within their committee or directly to the juvenile court judge.

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

If any procedures required of any party must be completed on a day which falls on a Saturday, Sunday or legal holiday, then the party shall have until the end of the next business day to file or make any written requests. No later than sixty (60) days after the parent or custodian initiates the dispute process, the council shall make findings regarding the dispute and issue a written determination of its findings.

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

In cases where the Executive Committee refers the case directly to the juvenile court judge, the judge will hear the case and render a written binding decision.

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

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

**Procedures for Emergency Dispute Resolution**

If an emergency dispute arises between a family/child and agency or agency to agency, the Family & Children First Council will be immediately notified. The party in conflict will file a one page complaint with the office of the Family & Children First Council. The director, within two (2) business days, will notify the Executive Committee and notify all parties of the time and place of the hearing. The Executive Committee will convene and render a written decision within two (2) working days of the hearing. No later than sixty (60) days after the parent or custodian initiates the dispute process, the council shall making findings regarding the dispute and issue a written determination of its findings.

When an emergency dispute is not resolved by the Executive Committee, the juvenile court judge will be notified within two (2) business days by the director. The director will notify all parties of the time and place of the hearing and provide the needed dispute records to the juvenile judge. The juvenile court judge will hear the emergency dispute and render a binding decision.

For Ohio Early Intervention families, the DAT will follow guidelines set for the Ohio Early Intervention grievance procedure. For an Ohio Early Intervention family that is accessing service coordination, the parent is encouraged to contact their service coordinator or Ohio Early Intervention. If this does not resolve the issue or if they chose not do to so, the may directly contact the Bureau of Early Intervention to file a complaint. These are the procedures that will be followed for the Ohio Early Intervention families accessing service coordination. However, if the Ohio Early Intervention families choose to access the local Family & Children First Council dispute process, they may do so.

**Family Service Coordination Plan Guidelines**

1. As part of the referral process, the person who made the referral along with the family will complete Diversion Assessment Team Assessment Tool. This assessment tool is updated every 90 days with the team and family to see how the family is progressing or to see if any other services may need to be added. On the individual family plan, it will denote which agency involved is responsible for which service that shall be provided to the family. This will be determined at the initial DAT meeting and then reviewed and updated at subsequent team meetings. When needed services and supports are not available, the DAT, along with the family, will determine which priorities will be chosen. If these services are not available, discussion will be held regarding steps to make the services available. This information will then be taken to the council for determination of how these services will be provided.
2. During the family’s first meeting with the full DAT, the family will select a case manager to track and monitor the progress of their family service coordination plan and its goals, schedule reviews as needed (at least quarterly) and facilitate team meetings. If the family was not present at the initial meeting time they chose, then the DAT facilitator will contact the family to receive approval of the appointment of a case manager for their family. Assigned case managers will allow the families to select the time and place of team meetings to update and review progress on goals. These meeting notes will then be forwarded to the DAT facilitator for the file so that the facilitator can track the family’s progress. A family can choose to have their team meeting as often as they would like based on their families individual needs. This entire process will be the family’s plan and will be conducive to the needs and wants of each individual family and their situation.
3. To remain responsive to the strengths and needs of the family, along with the family’s culture, race and ethnicity, the DAT family team process is considered the family’s process. This process involves the families in providing feedback and information into the needs they have and what will help make and keep their family unit strong. Families are encouraged to share their opinion and their statements with the entire team so that the plan is driven by what they see as being needed the most. The strengths and needs assessment summary will be utilized throughout the family team process, updating it along with the goals of the family to ensure compliance and effectiveness with selected goals. Timelines for selected goals will be determined based on the goals and what will be required of the family. This timeframe will be specified within the family’s plan. Families are able to invite any support persons to the meetings, and these support persons are encouraged to provide feedback. The DAT will provide these services in the least restrictive environment as possible while still ensuring the safety of the family.
4. The process the DAT will follow for providing services to an unruly and/or delinquent child is similar to that of any multi-need child. The DAT will look towards the juvenile court and any other agency with knowledge of the situation to make this referral for needed services for the family and youth to the DAT facilitator. The DAT will explore any and all options to ensure appropriate intervention is provided to this population including but not limited to encouraging the parent to work with the DAT to avoid filing charges, providing respite when available, parent education when available and conducting a meeting with the family.
5. Timelines for family specific goals will be specified on the individual family service plan. One of the expectations of the case manager will be to review the family’s plan at a minimum of quarterly at scheduled family team meetings.
6. To deal with short-term crisis, an emergency family team meeting or an emergency DAT meeting can be held at the request of the family to the case manager, or the case manager themselves or another team member to the DAT facilitator for a full review before the DAT. Additionally, a crisis plan will be developed in a written form for each family. This will allow the plan to be in place for each family that accesses service coordination. If there are any safety issues that arise for a family, an emergency family team meeting or an emergency DAT meeting can be held at the request of the family to the case manager, or the case manger themselves or another team member to the DAT facilitator for a full review. At this time, a safety plan can be developed in written form for the family if it is felt it is needed at this time.

The Service Coordination Mechanism will be monitored before the DAT bi-annually with changes discussed and approved at the council meeting. The DAT will have discussion about how the service coordination mechanism is working and discuss means for improvement. Any changes will be taken to Executive Council for approval. This plan and all components not already implemented, will begin effective July 1, 2018.