

Shelby County Family & Children First Council
Service Coordination Mechanism

A. Overview of Service Coordination Mechanism

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.

The Diversion Assessment Team (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 FCFC Director has done this in the past and there was an increase in referrals from the schools. The FCFC Director 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 with the intent of the family not needing further involvement from the court.

It is the intent of the council to serve the entire family. Council will serve children age's birth-18 with multi-systemic needs whose service and support needs are not being adequately met while seeking assistance outside of the service coordination mechanism. Council can also serve transition age young adults ages 18-21 with emphasis on those most vulnerable. 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. 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.

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. The DAT also are unable to serve kids who are in the custody of a county children services or a family who is receiving Care Coordination through Ohio Rise.

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 Director and/or FCFC child/family enrolled in EI Service Coordination Team should support and assist with the family's Individualized Family Service Plan as needed. If a child/family enrolled in EI Service Coordination is in need of supports across multiple systems, the Shelby County FCFC Director and/or FCFC Service Coordination Team should be available to support and assist as needed. The FCFC Director is also a Service Coordinator for Ohio EI. There are weekly staff meetings with the Shelby County Board of DD that the Service

Coordinators 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 FCFC Director 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.

Funding

The DAT has the ability to make funding decisions for services identified in the individual family service plans. The different funds being utilized are FCSS, PCSA/MSY and pooled funding. Once the family team is developed, the family team which includes the Service Coordinator has the ability to make funding decisions for services needed on the family's service plan. Flexible funds are utilized only when expenses are not covered by another payer source. Local contributions and flexible grant funds support service coordination. The local contributions from members of the family and children first council contribute to the service coordination facilitation and other community based, preventive and family centered services. The family team, including the service coordinator and family, make the decision to utilize the MSY fund. The FCFC Director will monitor the funding, and the Service Coordinator will report progress to the MSY State Review Team.

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 DAT 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 FCFC Director 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 but 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 FCFC Director 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 Service Coordinator, the 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.

Monitoring and Tracking

Family information is entered into the Ohio Automated Service Coordination Information System (OASCIS) which contains family and children first council records detailing funding sources and information regarding families seeking services. Information being monitored in

OASCIC is demographics, youth financial resource eligibility information, history and desired outcomes, youth's physical and behavioral health histories, when available, youth's insurer and physician's names, individualized plans, all relevant case file documents and any other information related to families served. The FCFC Director enters and updates all the information in OASCIS as information becomes available or within five (5) business days of acquiring new information.

The FCFC Director will monitor and track any youth who are receiving MSY funding on a spreadsheet. The spreadsheet monitors when the application was turned in, when it was approved, how much funding was approved and the due date of the application for review. This spreadsheet also includes the discharge plan to ensure it is being completed with each application being submitted for approval for funding.

Grievance Procedure (Dispute Resolution)

State Statute Requirements

121.37 (c)

(9) *A local 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, or delinquent children 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 to resolve disputes 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 Code.*

Nothing in division (C) (4) of this section shall 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.

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, when the dispute originates from an agency providing an identified support to the case, 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 there will be preparation of inter-agency assessment and treatment information for the court.

When a dispute that originates with the child's parents or custodians cannot be resolved through the designated dispute resolution process, Family & Children First Council can make a referral to the state service coordination committee outlined in Section XI of this document.

Shelby County Family & Children First council may also seek mediation services that may be available in Shelby County.

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 for those disputes that that originates from an agency providing and identified support to the case.

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. In the event of a failed dispute that originates from an agency providing an identified support to the case, 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.

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 make findings regarding the dispute and issue a written determination of its findings.

When an emergency originated dispute is not resolved by the Executive Committee, the Ohio FCFC committee will be notified within two (2) business days by the director.

For Ohio Early Intervention families, the DAT will follow guidelines set for the Ohio Early Intervention dispute resolution process.

Family Service Coordination Plan Guidelines

1. As part of the referral process, the Service Coordinator will contact the family to complete the Assessment Tool prior to the first full DAT meeting. 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. The FCFC Director will 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. The FCFC Director will allow the families to select the time and place of team meetings to update and review progress on goals. The FCFC Director will take notes as another way to track the family's progress. 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 FCFC Director. 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 FCFC Director 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 manager themselves or another team member to the FCFC Director 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 January 1, 2025.