



**DEFIANCE COUNTY FAMILY & CHILDREN FIRST COUNCIL
WILLIAMS COUNTY FAMILY & CHILDREN FIRST COUNCIL
SERVICE COORDINATION MECHANISM
EFFECTIVE NOVEMBER 1, 2020**

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INTRODUCTION

The Ohio Family & Children First initiative has been a catalyst for bringing community agencies together to coordinate and streamline services for those youth and families needing or seeking assistance. This Service Coordination Mechanism shall serve as a guiding document for coordination of services in Defiance or Williams County when a youth is referred to Family & Children First Council (FCFC) for assistance, defines the levels of coordination and is written in compliance with the guidelines as required in Ohio Revised Code section 121.37. The effective date is November 1, 2020.

The service coordination process has been streamlined for service delivery and efficiency between Defiance and Williams counties and therefore this Service Coordination Mechanism serves both counties. Throughout this document, the term 'County' is to be interpreted as the respective county of residence; Defiance county residents will be served by the Defiance County Family & Children First Council and Williams county residents will be served by the Williams County Family & Children First Council.

Throughout this document the term 'parent' will refer to the person with legal, decision-making authority to act upon behalf of the youth; this person may be the youth's parent, guardian or custodian. Also, the term 'youth' will refer to a child age 0 through 21 years.

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, youth and family-driven, cross-system (team) planning process by which previously identified and existing resources and supports need coordinated to determine the least restrictive plan of success for youth with complex needs.

The Service Coordination Mechanism will support the least intrusive level of care, 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 youth/family has the proper level of service and supports to continue to support them once the intervention has been completed.

SERVICE COORDINATION PURPOSE

As an integral component of our local system of care, service coordination is a process of service planning and system collaboration providing individualized services and supports to families who have needs across multiple systems.

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

Our system of care is a coordinated network of community-based services and supports organized to meet the challenges of youth with multiple needs and their families. Service coordination is a collaborative, coordinated, cross-system team-based planning process implemented to address the needs of youth 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 accounting for:

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

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 youth and family and it is based on the youth and family's perceptions of their strengths and needs to achieve a positive set of outcomes. The goal of this process is to assist youth and families in building a system of natural supports so to gradually reduce family reliance on formal systems as it becomes appropriate.

SERVICE COORDINATION ELIGIBILITY

The eligibility criteria for youth and families who would typically benefit from the service coordination process is as follows:

1. Youth must be a Defiance or Williams County resident, respectively
2. Youth age 0 through 21 years
3. Youth with multi-systemic needs whose service and support needs are not being adequately met while seeking assistance outside of the service coordination mechanism
4. A single agency has worked collaboratively with the family, yet needs have not been adequately met
5. Youth/family is unable to access needed services
6. Youth is at-risk of removal from home or school

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

- Child Protective Services – Youth in Custody
Regardless of youth/family involvement with the County Child Protective Services, service coordination can be accessed for any youth with needs across multiple systems. Youth who are

in custody of Child Protective Services can be referred to service coordination for longer-term planning and coordination.

- Youth in Juvenile Justice System

If the need 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 alleged or adjudicated unruly or delinquent. Early identification and intervention is recognized as a critical factor in preventing a youth from becoming involved with the juvenile court system. Service coordination can be accessed and a meeting conducted with the youth, parents and other interested parties to determine appropriate methods for diversion. Diversion methods may include parenting education, short-term respite, alternative education programs and/or juvenile court diversion programs.

- 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, Ohio Department of Developmental Disabilities policy and procedures and Ohio Administrative Code Chapter 5123-10. If a child/family enrolled in EI is in need of supports across multiple systems, enrollment in FCFC service coordination would be appropriate and the County FCFC Coordinator, County Service Coordination Committee and County Early Intervention provider will align their efforts, provide supports and assistance to ensure services and supports are provided as needed. Further alignment is detailed throughout this Service Coordination Mechanism as appropriate.

SERVICE COORDINATION PROCESS

REFERRAL

Any family meeting the eligibility criteria may access the Service Coordination Mechanism through Defiance County or Williams County Family & Children First Council (FCFC). This includes, but is not limited to agencies, schools, juvenile justice and youth/families voluntarily seeking services.

To initiate the service coordination process, a complete Service Coordination Referral (Addendum A) and Informed Consent for Release & Exchange of Information (Addendum B) must be submitted to the Family & Children First Council Coordinator using the following contact information:

Julie Voll
Defiance County Family & Children First Council Coordinator
Williams County Family & Children First Council Coordinator
500 Court Street, Suite D, Defiance, OH 43512
Phone: 419-782-6934 – Email: jvoll@defiance-county.com

If a referral is received from an agency, the FCFC Coordinator will communicate referral approval or denial to the agency within 7 business days of referral receipt.

If a family self-refers, the FCFC Coordinator will assist the family through the referral process and will communicate referral approval or denial to them within 7 business days of referral receipt.

The Informed Consent for Release & Exchange of Information (Addendum B) is the document used to safeguard the confidentiality of the youth and family at all times. Only the parties given authorization on the Informed Consent for Release & Exchange of Information (Addendum B) will have consent to

view and hear the family information. At any time a family may revoke any release of information previously granted.

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

The County Family & Children First Council may accept or deny referrals for service coordination. A referral may be denied in instances including, but not limited to parents not signing a release of information, referral not meeting eligibility requirements and/or when FCFC service coordination would be a duplication of effort when there is already a suitable family service plan in place.

FACILITATOR APPROVAL

The facilitator is a person who coordinates the service coordination process. In order to coordinate plan management, encourage family confidence and genuine participation in the service coordination process, the family will have a voice in choosing and approving their facilitator.

Two options are available for filling the role of facilitator, lead agency facilitator or Council's staff facilitator. The FCFC Coordinator will discuss facilitator assignment with the referral source as well as Council's staff facilitator and make the assignment based on criteria including, but not limited to fulfilling the needs of the youth and family, current caseload of referring agency (if applicable) and current caseload of Council's staff facilitator. If the family objects to their facilitator assignment, the FCFC Coordinator will work with the family and facilitator options to identify another facilitator. This process will be completed as quickly as possible, not to exceed 7 business days.

The assigned facilitator will schedule an initial face-to-face family meeting at the earliest mutually convenient time and location, not to exceed 10 business days from facilitator assignment, unless other satisfactory arrangements are made with the family. If the facilitator is unable to establish contact with the family within 10 business days, the facilitator will notify the FCFC Coordinator. The FCFC Coordinator will mail a letter to the family giving them 10 business days to contact the FCFC Coordinator or their referral will be closed.

The facilitator's responsibilities will include, but are not limited to:

- Ensuring the Informed Consent for Release & Exchange of Information (Addendum B) is updated every January and July, regardless of referral date
- Conducting the initial Strengths & Needs Assessment and reassessment every July, October, January and April, regardless of referral date or more frequently as needed
- Assisting family in the initial development of Crisis Plan and if needed, Safety Plan and updates every July or more frequently as needed
- Sharing crisis information immediately with the Youth & Family Team, alerting them if an emergency meeting is necessary
- Assisting family in composing Youth & Family Team membership
- Assisting Youth & Family Team in initial development, monitoring and tracking Plan of Care progress and updates every July or more frequently as needed
- Being the lead communicator and keeping lines of communication open with Youth & Family Team, scheduling ongoing/emergency Youth & Family Team meetings

- Monthly check-in with the youth and family regardless of Youth & Family Team meeting schedule
- Keeping track of and submitting required documentation in the software system (refer to Software section) 10 days prior to the County's standing Service Coordination Committee meeting (Document Reference Guide, Attachment A)
- Planning for transition and discharge

ENGAGEMENT AND TEAM PREPARATION

At the initial face-to-face meeting with the youth and/or parent, the facilitator will complete the following steps.

1. The Informed Consent for Release & Exchange of Information (Addendum B), which is used to safeguard the confidentiality of the youth and family at all times, will be reviewed and updated as appropriate.
2. Parent Advocacy services will be offered again; the family choice to accept or decline Parent Advocacy will be indicated on Informed Consent for Release & Exchange of Information (Addendum B).
3. The youth and/or parent is given a copy of the Service Coordination dispute resolution process, verified by signed receipt (Addendum C).
4. The facilitator will use the Strengths and Needs Assessment (Addendum D) to explore and discover the youth and family's strengths and needs. The strengths and needs identified will be used to aid in the development of the Plan of Care. The facilitator will encourage the family to give specific input on their perceptions of strengths and needs to achieve a positive set of outcomes.
5. The facilitator will develop a Crisis Plan (Addendum E) with the family. A Crisis Plan, detailing options for preventing a potential/known crisis and responses by those supporting the youth through such an event, will be developed based on the family need, preferences and reports of past crisis events and relevant triggers to help identify potential future crisis needs. In the event of a crisis, the family will notify their facilitator as soon as possible once the crisis is stabilized. If another current agency Crisis Plan has been developed with and signed by the youth and/or family, the agency Crisis Plan can be submitted to fulfill this requirement.
6. When needed, the facilitator will develop a Safety Plan (Addendum F) with the family. A Safety Plan will be developed based on the family need, preferences and reports of past safety concerns to reduce unsafe situations and the likelihood of harm. If another current agency Safety Plan has been developed with and signed by the youth and/or family, the agency Safety Plan can be submitted to fulfill this requirement.
7. The facilitator and family will work together to identify formal and informal supports to join them in composing the Youth & Family Team (as referenced on Service Coordination Referral Addendum A). The function of the Youth & Family Team is to develop and implement the family's Plan of Care, addressing unmet needs and working toward the family's mission and vision.
8. The facilitator and family will work together to schedule the meeting date/time/location of the first Youth & Family Team meeting. Consideration of family needs and limitations will be made in determining the location of the meetings. The facilitator will notify and invite all identified team members (including, but not limited to identified agencies, representative from the youth's school district and family support persons (as referenced on Service Coordination Referral Addendum A) to all Youth & Family Team meetings. If the family determines they would like to invite additional support person(s) not previously identified (parent advocate, mentor or support person of the family's choice who is involved with the care of the youth), it is

the parent's responsibility to inform the support person(s) of the date/time/location of their Youth & Family Team meeting.

INITIAL PLAN OF CARE DEVELOPMENT

The goal of the first Youth & Family Team meeting is to develop an initial Plan of Care (Addendum H). The Plan of Care is a document detailing the work to be undertaken to meet the youth and family's needs.

All members of the Youth & Family Team will begin every meeting by signing a confidentiality agreement (Youth & Family Team Confidentiality Agreement Addendum G) which details those present understand all identifying and personal family information disclosed is privileged, protected and confidential.

Team trust and mutual respect are built while they create an initial Plan of Care. The Youth & Family Team agree to ensure the following points are kept in focus throughout the service coordination process.

- Family involvement in choosing appropriate services and providers in the planning, implementation and evaluation of services will be respected.
- Ensure assistance and services to be provided are responsive to the strengths and needs of the youth and family as well as the family's culture, race and ethnicity by allowing the family to offer information and suggestions and participate in decisions.
- Promotion of early intervention.
- Prevent unnecessary out-of-home placements and keep youth and our community safe while supporting families whenever possible.
- Services and supports meeting the needs of the youth and family are provided in the least restrictive environment and as close to their own home as possible.

The discovery and planning tools completed by the facilitator (initial Strengths & Needs Assessment, Crisis and Safety Plan) are the foundation for the development of the Plan of Care and therefore these tools are to be shared with the Youth & Family Team. The Youth & Family Team will develop a mission and vision statement describing their purpose. Utilizing identified strengths and needs from the Strengths & Needs Assessment, the Youth & Family Team will develop and prioritize measurable goals to move them toward their vision. Next, they will brainstorm and develop strategies/plans of action for each goal. The Youth & Family Team will clearly identify and define responsible team members for each strategy, including timeframes to be followed. A method to monitor progress and resources needed to accomplish each goal will be identified.

If the family is enrolled in Ohio's Early Intervention, the current Early Intervention Individualized Family Service Plan (IFSP) will suffice for the service coordination Plan of Care. Similarly, if the youth has been deemed eligible for Ohio Department of Developmental Disabilities services and has a current Individual Support Plan (ISP), the ISP will suffice for the service coordination Plan of Care. This alignment and coordination will eliminate duplication and conflicting expectations of the family.

PLAN IMPLEMENTATION

The facilitator will be responsible for monitoring the level of care and implementation of the Plan of Care.

The youth and family's level of care will be reassessed every July, October, January and April, regardless of referral date or more frequently as needed using the Strengths and Needs Assessment (Addendum D). Results of the reassessment will be discussed with the Youth & Family Team. They will use this information to monitor progress, success and barriers toward the goals identified on the Plan of Care as well as to make any necessary adjustments.

Using the level of care needed, the Youth & Family Team will determine the appropriate frequency to meet, with a minimum requirement to meet quarterly (every three months). The youth/family will be provided with an opportunity to schedule a meeting at any time to review their progress toward established goals.

The Youth & Family Team will review the Plan of Care (or Early Intervention Individualized Family Service Plan/IFSP or Ohio Department of Developmental Disabilities Individual Support Plan/ISP) quarterly, at a minimum, documented by the signature page. The Plan of Care is to be updated annually or more frequently as needed, documented by the signature page. Anytime the Plan of Care/IFSP/ISP is modified, revised or updated, the facilitator is to document the modification in the software system (refer to Software section).

OUT-OF-HOME PLACEMENT

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

If a youth is in emergency placement, a Youth & Family Team meeting will take place within 10 days of the placement.

During placement, the requirement for the frequency of Youth & Family Team changes to monthly. The purpose of meeting during the youth's out-of-home placement is to review progress from placement, appropriateness of placement and assure services are being provided in the least restrictive environment. Also, the Youth & Family Team will review and update the Plan of Care to incorporate community supports for the family while the youth is in placement as well as community supports needed for when the youth returns to the home and community. Examples of supports include, but are not limited to family counseling, individual counseling, parenting classes, mental health education and safety measures needed in the home.

Please note: The law provides a family may refer itself to the Service Coordination Mechanism at any point and time, which includes any time prior to or immediately after an out-of-home placement. Nothing in this document shall be interpreted as overriding or affecting the decisions of Juvenile Court or Child Protective Services regarding an out-of-home placement.

FISCAL STRATEGIES

As a product of the Plan of Care, the Youth & Family Team may identify fiscal or other strategies needed to support the implementation of the Plan of Care's goals and strategies. The facilitator can submit a funding request (Addendum I) to the FCFC Coordinator for consideration by the Service Coordination Committee. After the monthly Service Coordination Committee meeting, the FCFC Coordinator will report the outcome to the facilitator. In the event of an emergency funding request, the FCFC Coordinator will work with the Service Coordination Committee for an expedited decision.

Funding to meet the needs identified in the Plan of Care 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 youth and family. This improves flexibility and allows the county to be fiscally responsible and maximize available local, state and federal funds. Our long-term hope would be to reallocate funds from institutional services to community-based, preventative and family-centered services, however this is not currently in practice.

The System of Care: Family Centered Services and Supports (FCSS) funding is designed to meet the unique, non-clinical needs of youth and families as identified in their Plan of Care; the current fiscal year FCSS guidance document stipulates guidelines and requirements. If an out-of-home placement occurs for anyone receiving supportive services funded by FCSS, funding becomes VOID effective on the date of placement.

TRANSITION AND DISCHARGE

When the Youth & Family Team reaches consensus the family's goal(s) are close to being completed, completed or if they family no longer wishes to continue with service coordination, it is time to transition the family from service coordination. The facilitator will work with the family to develop a transition and discharge plan (bottom of Plan of Care Addendum H) to summarize progress made toward their goals, determine if ongoing community services are needed and determine if referrals for other services are needed. The facilitator will distribute a completed copy of the Plan of Care (Addendum H) to the Youth & Family Team and document in software.

SOFTWARE

A software system will be utilized by facilitators with the intent to bring simplification and ease to the service coordination process and required documentation. Facilitators are to keep track of and submit required service coordination documentation in the software system 10 days prior to the County's standing Service Coordination Committee meeting (Document Reference Guide, Attachment A). This includes, but is not limited to monthly case notes from either a Youth & Family Team meeting or facilitator check-in, Release of Information (Addendum A), Strengths and Needs Assessments (Addendum D) and Funding Requests (Addendum I). The FCFC Coordinator will provide software education and training to facilitators.

QUALITY

SERVICE COORDINATION COMMITTEE

All youth and families served through this Service Coordination Mechanism will be monitored and tracked by the Service Coordination Committee. As a monitoring body, the Service Coordination Committee reviews service coordination cases (including early intervention cases also enrolled in service coordination) and helps identify appropriate funding or other requested resources. They will meet monthly and team membership may include FCFC Coordinator, FCFC Chair and representatives from ADAMhs Board, Juvenile Court, Job & Family Services, Educational Service Center, school psychologist, Department of Developmental Disabilities and Early Intervention.

All members of the Service Coordination Committee will begin every meeting by signing a confidentiality agreement (Service Coordination Committee Confidentiality Agreement Addendum J) which details an understanding that all identifying and personal family information disclosed is privileged, protected and confidential.

Responsibilities of the Service Coordination Committee will include, but are not limited to:

- Each member is required to attend as many meetings as possible. If the member will be absent for an extended amount of time, they are to send a representative in their place.
- The FCFC Coordinator will be responsible for facilitating all Service Coordination Committee 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 Service Coordination Committee meetings.
- Service Coordination Committee minutes/notes and funding requests will be maintained at all meetings and kept at the FCFC office.
- Emergency meetings of the Service Coordination Committee will be scheduled as needed. The FCFC Coordinator and FCFC Chair will determine if and when an emergency meeting is needed and notify members.
- The FCFC Coordinator will maintain a file (paper and/or electronic) on all active service coordination cases. The file shall include the following: Referral, Informed Consent for Release & Exchange of Information, Receipt of Dispute Resolution Process, Strengths & Needs Assessment (initial and reassessments), Crisis Plan, Safety Plan (as needed) and Plan of Care (current copy). All other family information will be maintained by the facilitator assigned to the family within the software system.
- The FCFC Coordinator will maintain financial statements for System of Care: Family Centered Services and Supports (FCSS) funding.

SERVICE COORDINATION MECHANISM

The persons involved in the review and revision of this Service Coordination Mechanism include the County Family & Children First Council Coordinator and the County Family & Children First Council and its respective Steering Committee.

Annually, the Steering Committee will review the Service Coordination Mechanism to ensure consistent, effective implementation and an accurate reflection of the process practiced to yield the best possible outcomes for County youth and families.

OUTCOMES

The following will be used to assist the County Family & Children First Council in their thoughtful efforts to evaluate and improve our local system of care:

- Monthly case reviews by the Service Coordination Committee
- Reports (verbal or written) to the County Family & Children First Council and its Steering Committee
- Annual review of data and the service coordination process

The FCFC Coordinator will develop the annual data report, which may include the following total families served, family advocate usage, age range of identified youth enrolled, intake needs, linkage to primary care physician, utilization of Family Centered Services & Supports funding (including service category), out-of-home placements and discharge/transition summary.

AWARENESS

The County FCFC Coordinator is responsible for awareness of and training in the County service coordination process. Youth, families, agency personnel and community members are welcome to contact the FCFC Coordinator or attend a Council meeting to further inquire about the County service coordination process.

DISPUTE RESOLUTION PROCESS

If there is significant and unresolved conflict regarding any aspect concerning the provision of services by a parent or agency in the County service coordination process, every attempt is made to resolve the conflict with the parent or agency. If this attempt cannot resolve the dispute, the dispute resolution process is to be initiated and promotes swift and timely resolution.

If the dispute originates from a parent, the dispute resolution process time frame is the same for non-emergency and emergency disputes. The dispute resolution process is in addition to and does not replace other rights or procedures parents may have under other sections of the Ohio Revised Code. Parents who choose to utilize an advocate or mentor are encouraged to include those representatives in the process.

Each agency represented on the County Family & Children First Council (FCFC) 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 youth enrolled in Council's service coordination process is also enrolled in Ohio's Early Intervention, the local early intervention dispute resolution process will take precedence. This can be found by contacting the provider of Early Intervention services in the youth's county of residence:

Defiance County Board of Developmental Disabilities
195 Island Park Avenue, Defiance, OH 43512 – Phone 419-782-6621

Williams County Board of Developmental Disabilities
05653 State Route 15, Bryan, OH 43506 – Phone 419-485-8331

When disputes arise, the following procedure and timelines will be utilized:

1. Within 5 business days of the disagreement/dispute the complainant will submit a Dispute Resolution Request (Addendum K) to the FCFC Coordinator communicating the desire to utilize the dispute resolution process. Supporting evidence and/or documentation concerning the dispute is required to be submitted with this request.
2. Upon receipt of the Dispute Resolution Request and supporting evidence and/or documentation concerning the dispute, a meeting between the complainant and the County FCFC Steering Committee (Steering Committee) will be convened within 10 business days. This meeting will be scheduled at a mutually convenient time for the complainant and the Steering Committee. The complainant will prepare a presentation for the Steering Committee regarding the nature of the dispute, the specific issues requested to be resolved and a proposed solution. This presentation can be made by the complainant or their appointed advocate.

3. The Steering Committee will meet in closed session after the complainant's presentation to determine a proposed resolution. 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 complainant conveying the resolution. The FCFC Coordinator will mail the resolution letter to the complainant within 3 business days.

When a dispute originates with the child's parent cannot be resolved through the above detailed dispute resolution process, the final step is for the County Family & Children First Council to make a referral to the State Service Coordination Committee. Within 7 business days of receipt of the Steering Committee's resolution letter, the complainant must file a written request and completed release of information (Addendum B, signed by the parent to share personal information to Ohio Family and Children First State Service Coordination Committee and Cabinet Council) with the FCFC Coordinator to request a referral be made to the State Service Coordination Committee. Guidance and specific requirements for requesting this review are available at <https://fcf.ohio.gov> – Coordinating Services – Service Coordination State Committee.

When a dispute between agencies cannot be resolved through the above detailed dispute resolution process, the final arbitrator will be the presiding Juvenile Court Judge. Within 7 business 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 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, supporting documentation and the Steering Committee's resolution letter.