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**Section 1: Agency Overview**

**Council Partner Agencies**

 The following agencies were a part of the ongoing approval of the Service Coordination Mechanism and serve as mandated members on our local Council, per Ohio Revised Code 121.37.

* Huron County Department of Job & Family Services, Director (Administrative Agent)
* Huron County Board of Developmental Disabilities, Superintendent
* Huron County Mental Health & Addiction Services, Director
* Huron County Early Intervention, Manager
* Norwalk City Schools, Superintendent & Community Liaison
* Huron County Community Action Commission, CEO
* School District designated by all other districts to serve on the Council (Willard), Superintendent
* Huron County Public Health, Commissioner
* A representative of the municipal corporation with the largest population in the county, City of Norwalk-Recreation Director
* Local Non-Profit Agency that provides: Fisher-Titus Medical Center, Senior Director-Ancillary Services
* Huron County Board of County Commissioners, Designated Commissioner
* Department of Youth Services, Probation Officer
* 3 Parent Representatives with lived experience that reside in Huron County

**History of Ohio Family & Children First**

*(Service Coordinator’s Handbook, History of the Office of Family and Children First (OFCF), pg 4, June 30, 2022)*

In the early 1990’s Governor Voinovich created county FCFCs to expand the work of cluster and become the catalyst for bringing communities together to coordinate and streamline services for families and youth. County FCFCs were established in the Ohio Revised Code (ORC) 121.37 in 1993, along with guidance on how the coordination of services and systems should operate at the state and local level, including the Service Coordination Mechanism. In 2006, the ORC 121.37 was changed to include high-risk youth and to divert them from the juvenile court system. Additional changes included a focus on family voice and choice, family engagement, and empowerment.

In 2019, Governor Dewine created The Office of Children’s Initiatives to coordinate and align the state’s children’s programming, advance policy, and for innovation in programming. Today, Family & Children First Council’s fall under the newly created Ohio Department of Children & Youth.

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**Purpose of Local FCFCs**

The purpose of Service Coordination and High-Fidelity Wraparound through Huron County Family and Children First is to provide a neutral venue for families requiring services where their needs may not have been adequately addressed in traditional agency systems.



**Our 4 Core Functions:**

* **Shared Accountability**:

Councils have a unique function to monitor, evaluate, and communicate progress on Ohio’s commitments to child well-being to the state.

* **Building Community Capacity**:

We are tasked with mobilizing communities to identify and address ongoing needs of children and families through planning, implementing effective strategies, monitoring and reporting, and evaluating progress through leadership, partnership, and collaboration with our local partners.

* **Coordinating Services**:

We streamline and coordinate existing government services for families seeking supports for their children, evaluate and prioritize services, fill service gaps where possible, and invent new approaches to achieve better results for families.

* **Engaging & Empowering Families:**

We have a unique role to recruit and support parents to be active contributing members on county FCFC’s, be involved with decision-making efforts, and serve as an advocate for children, families, and communities.

Service Coordination is a process of service planning and system collaboration that provides individualized services and supports to families who have needs across multiple systems. It is child-centered and family-focused, with the strengths and needs of the child and family guiding the types and mix of services to be provided. Based on the level of severity or need, service coordination in Huron County can be elevated to the more intense High-Fidelity Wraparound process for those children and families who are at very high risk of experiencing poor outcomes, are at risk for out-of- home placement, or custody relinquishment.

A System of Care is a coordinated network of community-based services and supports that are organized to meet the challenges of children and youth with multiple needs and their families. Service Coordination and High-Fidelity Wraparound are collaborative, coordinated, cross-system team-based planning processes implemented to address the needs of youth and families where those needs are multiple and complex. Service Coordination and High-Fidelity Wraparound build upon the strength of services in the community, and when needed, propose new services, supports, and/or strategies to be added in order to address unmet needs. A System of Care must account for:

* A broad array of services & supports available.
* Individualized Family Plan (IFSCP)
* Least restrictive setting
* Coordinated at both system & service level.
* Family-driven, youth-guided
* Emphasize early identification & early intervention (upstream)

**Values**

The success of Service Coordination efforts depends on integrating key values into the process. The following list of values are integral to the effective delivery of Service Coordination and High-Fidelity Wraparound:

* Services are delivered using a family-centered approach.
* Services are responsive to the cultural, racial, and ethnic characteristics of the families being served.
* Service outcomes are evaluated.
* Available funding resources are fully utilized or integrated, in alignment with goals.
* 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.
* Families deserve the shortest step from Hello to Help.
* Most importantly, families and youth are fully involved in decision-making and are provided with family advocacy and support options, if available.

**Continuum of Care**

A Continuum of Care is a method for tracking and guiding youth and families with multi-system needs over time through a comprehensive array of services spanning all levels and intensity of care.  Huron County provides a Continuum of Care for ages 0 through 21 with a focus on multi-system involved youth, or any child, youth, or young adult whose service and support needs are not being adequately met while seeking assistance through the provision of various levels of coordination including: Information and Referral, Service Coordination, Team-Based Service Coordination, High-Fidelity Wraparound, and Multi-System Youth Funding Management for Residential Placement. The criteria for the appropriateness of each level of coordination is as follows:

* **Information and Referral**- Provided to any family with a child aged 0-21 whose only presented need is to be connected to another community resource or support. Referrals can be self-referrals or initiated by an agency. Our agency also accepts referrals for families that need to be connected to resources.
* **Service Coordination**- Provided to any family with a child aged 0-21 who needs services or supports for specific needs or goals.
	+ Basic Service Coordination: a process where immediate daily living needs or specific supports (respite, tutoring, food stamps, homelessness) are identified and resources are provided or connection made to help the family to meet those needs.
	+ Team-Based Service Coordination: a process which develops and carries out plans for children and/or their families who have complex needs or need immediate assistance to identify resources to meet their needs/goals and need to be connected to multiple agencies or organizations for support. The process brings all agencies together to assist the family and ensures that services are focused on the needs of the individual and his or her family by making referrals to appropriate agencies and aligning necessary services/community supports.
* **High-Fidelity Wraparound** - A team-based planning process for children ages 0-21 who has complex needs that cannot be met by traditional agency services and supports.
* **MSY (Multi-System Youth) Funding Management for Residential Placement**- a last resort effort, determined by the Child and Family Team to address behaviors and mental health concerns that cannot be addressed locally and require more intense services and support.

Based on the needs of the youth and family, a higher level of assistance may be needed to adequately address the presenting needs. Through coordination, Huron County Family and Children First Council can access various levels of intervention including, but not limited to the following, in order of least intensive to most intensive:

* Respite
* Experiential Learning Programs (including animal assisted learning and Adventure Therapy)
	+ Family Therapy
	+ Community-Based Programs
		- HCFCF Community Programs: Strengthening Families Program; Fear-Less Triple P; Leadership/Resiliency Building Programs; relationship building programs.
* Peer Recovery Support (when available)
* Telehealth
	+ Mental Health Counseling
	+ Crisis Response-Mobile Response Stabilization Services)
* Intensive Home-Based Treatment
* Residential Placement

When accessing the intervention services, the chosen coordination process shall continue throughout in-order to ensure that the youth and family have the proper level of services and supports. Mobile Response Stabilization Services (MRSS)- through a local partnership, and Team-Based Service Coordination or High-Fidelity Wraparound will be implemented for a minimum of 3 months following the discharge of a youth from residential placement, depending on the family’s choice.

**Section 2: Mechanism Function and Structures**

**Service Coordination:**

A broad-based, youth and family-driven planning process by which previously identified resources and supports are coordinated to determine the least restrictive plan of success for youth with complex needs. Service Coordination can include teams (Team-Based Service Coordination) composed of representatives from various systems that the family needs to be connected to, or that they are already involved with. The Service Coordination process functions to:

* Problem-solve at a system-level.
* Plan and monitor for family and child/youth safety.
* Manage risk and complex decisions concerning level of care.
* Neutrally positioned facilitation and planning process
* Coordinate previously identified and existing resources and supports.
* Monitor placements monthly, if youth is in residential treatment (MSY funding)

**High-Fidelity Wraparound:**

A specific evidence-based planning and facilitation process that builds a team around a child/youth and their family, including representatives from various systems that may be involved with the child/youth/family, service providers, relatives, neighbors, or other significant persons in the lives of the family. This organized process individualizes services and supports, both formal and informal, around the strengths and needs of the child/youth/family to achieve improved and more meaningful outcomes. The intensity of this level of care coordination best serves children and youth who are at high risk of experiencing poor outcomes. High-Fidelity Wraparound consists of distinct steps or phases that must be followed:

* + Phase 1: Engagement and team preparation
	+ Phase 2: Initial plan development
	+ Phase 3: Implementation
	+ Phase 4: Transition/Graduation

**OhioRISE Care Coordination:**

On July 1, 2022, as a part of Ohio Medicaid’s effort to launch the next generation of Medicaid, ODM launched OhioRISE (Resilience through Integrated Systems and Excellence), a specialized managed care program for youth with complex behavioral health and multisystem needs. A Child and Adolescent Needs and Strengths (CANS) assessment is required to determine a child or youth's eligibility for OhioRISE. FCFCs across the state work with their respective Care Management Entity (CME-Harbor) and/or Aetna to ensure youth/family receiving care based on their needs and goals.

Regardless of the youth/family’s enrollment with OhioRISE, FCFC Service Coordination can still be accessed for any youth with needs across multiple systems. If an FCFC provides Service Coordination for a youth enrolled in OhioRISE, the Care Coordinator must coordinate benefits with Aetna Better Health Care Coordination directly to access OhioRISE benefits (Flex Funds). Youth may also be referred to FCFC Service Coordination at any time at the request of the family.

**Huron County FCFC encourages youth and family serving agencies to send referrals to Harbor if the youth is currently eligible for Medicaid. However, Youth & Family Voice and Choice is still honored, and the family can choose to enroll in Service Coordination with FCFC at any time. If the child is eligible for and utilizing the OhioRISE 1915(c) Waiver, they must use the Care Management Entity (Harbor) for Care Coordination.**

**Section 3: Operations and Procedures**

**Eligibility for Service Coordination/High-Fidelity Wraparound**

*O.R.C. 121.37(C)(1): A procedure for an agency, including a 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.*

In-order for a child, youth, or young adult to be eligible for Service Coordination in Huron County, they must meet one or more of the:

* Huron County resident
* Multi-systemic issues ( i.e., involved with mental health, juvenile court, IEP, DD, etc.)- While the child/youth/young adult may not yet be involved in multiple systems, they have multiple needs that threaten to destabilize the family or put them at risk for custody relinquishment, homelessness, or other change in circumstance that can result in poor outcomes for the youth or family.
* Child/youth is between the ages of 0 and 21 (or based on restrictions of available funding)
* Demonstrate significant needs based on information shared on the Referral Form, during the initial call to the family, during the intake meeting, and/or as determined by assessment (CANS).
	+ *If funding allows, Service Coordination can assist in connecting adults, over the age of 21 with services that support social, emotional, and daily living needs including employment*.
* Is not currently involved with a Care Management Entity for Care Coordination or receiving supports through an OhioRISE 1915 (c) Waiver.
* Youth involved with Child Protective Services
* Youth alleged unruly, to identify methods to divert the youth from the juvenile court system, but also to include youth that are adjudicated unruly or delinquent by Juvenile Probation Court.

**If referred for Wraparound, at least one of the following additional criteria must be met:**

* Does not have an existing Service Coordination process in place and is at high-risk of experiencing poor outcomes as demonstrated through significant needs in three or more areas of CANS and/or other designated assessment.
* The Service Coordination process is in place but is in need of an alternative process due to system barriers or lack of care alternatives.
* The Service Coordination process is in place, but family is not satisfied with the existing process and seeks an alternative coordination process.

**Referrals**

(Appendix A)

**Early Intervention Service Coordination** is available for families with children ages 0 to 3 who have been diagnosed with a developmental disability or delay. An Early Intervention Service Coordinator meets with families to gather information and conduct a family needs assessment.  They also coordinate a developmental evaluation, and coordinate services, if needed.   The Family and Children First Council will assist with a family’s Early Intervention Plan where needed but the process is headed up by Huron County Early Intervention through the Huron County Board of Developmental Disabilities: <https://www.hurondd.org/early-intervention.html>, contact Carol Robinson, Coordinator @

(419) 668-4769.

Referrals for Service Coordination or Wraparound can be made by completing a HCFCFC Referral Form, obtained through our website ([www.huroncountyfcfc.org](http://www.huroncountyfcfc.org)), by requesting through email from the Director of the Family and Children First Council, Niki Cross (Nicole.Cross@jfs.ohio.gov), or in-person at the Huron County Department of Job & Family Services building at 185 Shady Lane Drive, Norwalk, Ohio (Entrance A).

Completed Referral Forms should be emailed to HCFCFC-Referrals@jfs.ohio.gov, faxed to Family and Children First Council (419) 668-4738, or dropped off at Huron County DJFS in a sealed envelope, attn: HCFCFC Director (see Addendum A- Referral Form). The family will be contacted by a staff member within 72 hours of receipt of the referral. An initial assessment of the family’s level of need will be made through an intake appointment with the family. A family will be contacted within 72 hours of referral and an intake appointment scheduled based on the client’s availability.

Because our program is voluntary, if a referral is made by an agency, and the family chooses to not engage (does not reply to 3 attempts to contact-call, text, email), a Disengagement Letter will be sent to the address on the Referral Form and the referring agency will be contacted with an update. The family has 10 days to respond from the date the letter is sent in order to remain active. After 10 days without response, the youth will be moved to inactive status. The Disengagement Letter includes contact information for the agency should the family choose to reach out for support in the future.

The same process will apply if the family is working with HCFCFC but stops communicating with the assigned staff member after multiple attempts are made to contact them.

**Intake Interview**

Once the Referral is received, the family will be contacted by an HCFCFC staff member within 72 hours to schedule an intake interview. If the Referral Form includes all necessary information, the youth will be added to the Ohio Automated Service Coordination Information System (OASCIS) within 2 days of receipt of the referral. Attempts will be made to meet with the youth/parent/guardian within 2 weeks of receiving the referral and required information will be added to OASCIS within 5 days of the Intake Interview.

**Completion of Goals**

The completion of goals is dependent on several factors that may influence the timeline from start to finish while a family is involved with HCFCFC. The HCFCFC staff member will make every attempt to schedule a team meeting at least once per month. Factors that may impact that include, but are not limited to: lack of engagement (response) from the family, lack of follow through from the family or team member for an assigned task, a delay in obtaining necessary paperwork to move to the next step, a lack of local resources to support the need, or other unforeseen barriers that may arise throughout the process. The goal is to address the needs of the family within a reasonable amount of time from start to finish, with intent to prioritze goals to ensure that the immediate needs are addressed first.

**Juvenile Court-Diversion-Alleged to be an Unruly Child**

*O.R.C. 121.37(D)(4): Includes a process for dealing with a child who is alleged to be an unruly child. The process shall include methods to divert the child from the juvenile court system.*

*O.R.C. 121.37(E): Includes items that may be included in the individual family service coordination plan of an alleged unruly child. Items to highlight include: (E)(1) The process provided for under division (D)(4) of this section may include, but is not limited to, the following: (a) Designation of the person or agency to conduct the assessment of the child and the child’s family as described in Division (C)(7) of this section and designation of the instrument or instruments to be used to conduct the assessment. (b) An emphasis on the personal responsibilities of the child and the parental responsibilities of the parents, guardian, or custodian of the child. (c) Involvement of local law enforcement agencies and officials. (E)(2) The method to divert a child from the juvenile court system that must be included in the service coordination process may include, but is not limited to, the following: (a) Preparation of a complaint under section 2151.27 of the Revised Code…notifying the child and the parents, guardian, or custodian that the complaint has been prepared to encourage the child and the parents, guardian, or custodian to comply with other methods to divert the child from the juvenile court system. (b) Conducting a meeting with the child and parents…and other interested parties to determine the appropriate methods to divert the child from the juvenile court system. (c) A method to provide the child and the child’s family a short-term respite… (d) A program to provide a mentor to the child… (e) A program to provide parenting education… (f) An alternative school program…*

For youth alleged unruly, and in identifying a method to divert the youth from the juvenile court system, HCFCFC staff will use the following process once the referral is received from Juvenile Probation Court (JPC):

* The family will be contacted within 72 hours to schedule an intake meeting.
* A Release of Information will be signed by the parent, to include JPC.
* A Child and Adolescent Needs and Strengths assessment (CANS) will be completed by the HCFCFC staff member to help identify needed services and supports for both the youth and family.
* An Individualized Family Service Coordination Plan (IFSCP) will be created to divert the youth from further Juvenile Court involvement and to achieve goals set by the youth, parents, and team members.
* Agencies representing needed supports and services will be invited to join the Child & Family Team to ensure that action items are completed, and goals are being met, including the assigned Probation Officer.
* Child & Family Team meetings will be held on a monthly basis but may meet more often if needed.
* Support will continue until the youth completes their goals and is no longer involved with juvenile court. At that point, the family may choose to continue with HCFCFC if additional supports are needed to meet the identified goals.
* Family-based programs (parent education) may be implemented if the Child & Family Team determines that it aligns with the goals.
* The HCFCFC staff member will attend and provide an update on progress at each court hearing.

**Confidentiality**

**(Appendix B-Release of Information)**

*O.R.C. 121.37(C)(6): A procedure for protecting the confidentiality of all personal family information disclosed during service coordination meetings or contained in the comprehensive family service coordination plan.*

All Family & Children First Council member agencies are included on our Release of Information (ROI) to ensure the timely access to appropriate information while respecting the right to privacy of children

and parents. The Release of Information form is initiated prior to formation of the Child & Family Team or the sharing of family/agency information, typically completed during the intake interview.  The Family & Children First Release for Information is valid while the case is active and can be updated as needed to include additional agencies/persons. Parents are informed of their right to revoke the release in writing at any time. At the first official team meeting, an agreement of confidentiality is also signed by all the team participants.

**Assessment**

**(Appendix C-CANS Assessment)**

*O.R.C. 121.37(C)(7): A procedure for assessing the needs and strengths of any child or family that has been referred to the council for service coordination, including a child whose parent or custodian is voluntarily seeking services, and for ensuring that parents and custodians are afforded the opportunity to participate.*

The Child and Adolescent Needs and Strengths (CANS) Assessment tool will be used to categorize a youth/family’s level of need based on measurements in a variety of life domains. The CANS will also be used to identify priority areas of need that will be used in the development of the Individualized Family Service Coordination Plan (IFSCP). A reassessment will be administered at least every ninety (90) days or more often if needed to each youth/family involved in Service Coordination/High Fidelity Wraparound to measure progress. If a youth/family has been recently assessed within the last 30 days with a formal assessment tool, those results can be obtained for assistance in determining the level of care (LOC) needed. The assessment tool, at minimum will measure: Strengths; Life Functioning; Behavioral/Emotional Needs; Risk Behaviors; Cultural Factors; Potentially Traumatic/Adverse-Childhood Experiences; Early Childhood; Transition Age; and Caregiver Resources & Needs. (See CANS under Section 4).

**Child & Family Team- Family’s Right to Request Team Meeting**

*O.R.C. 121.37(C)(3): A procedure that permits a family to initiate a meeting to develop or review the family’s service coordination plan and allow the family to invite a family advocate, mentor, or support person of the family’s choice to participate in any such meeting.*

Families have the right to request or decline recommended agencies or informal supports to serve on the Child & Family Team and will be given the opportunity to propose additional formal or informal supports that they would like to have included on the team.

All families will be provided with a Team Communication List prior to the second team meeting. Families are invited to schedule team meetings through their own initiative or allow the Facilitator to schedule meetings according to the family’s directive. It is expected that notice of future meetings will be given via email (or preferred contact if otherwise mentioned), to all team members at least one week (7 days) in advance except in cases of emergency. When deciding the time and location of meetings, the family’s needs and limitations should be carefully considered.

The primary communication amongst members will be through group email so all participating parties are aware of updates and concerns. The family and other team members will be provided with the HCFCFC staff member’s work number with extension, and the staff member’s agency-issued cell phone number for ongoing communications.

**Individualized Family Service Coordination Plan (IFSCP)**

*O.R.C. 121.37(C)(8): A procedure for development of an individual family service coordination plan described in division (D) of this section.*

*O.R.C. 121.37(D)(1): Designates service responsibilities among the various state and local agencies that provide services to children and their families, including children who are abused, neglected, dependent, unruly, or delinquent children and under the jurisdiction of the juvenile court and children whose parents or custodians are voluntarily seeking services.*

*O.R.C. 121.37(D)(2): Designates an individual, approved by the family, to track the progress of the family service coordination plan, schedule reviews as necessary, and facilitate the family service coordination plan meeting process.*

*O.R.C. 121.37 (D)(3): Ensures that assistance and services to be provided are responsive to the strengths and needs of the family, as well as the family’s culture, race, and ethnic group, by allowing the family to offer information and suggestions and participate in decisions. Identified assistance and services shall be provided in the least restrictive environment possible.*

*O.R.C. 121.37(D)(5): Includes timelines for completion of goals specified in the plan with regular reviews scheduled to monitor progress toward those goals.*

*O.R.C. 121.37(D)(6): Includes a plan for dealing with short-term crisis situations and safety concerns.*

Team trust and mutual respect are built while the team creates an initial Individualized Family Plan of Care. Family culture, strengths, and needs across the domains that the child/youth and parent/guardian(s) have identified in the CANS assessment are the foundation for this plan. In this stage, the following work is completed by the team:

* Needs are prioritized.
* Measurable goals are developed.
* Strategies to meet goals are identified.
* Clearly defined tasks and timelines are developed to accomplish goals.
* Responsibilities are assigned to team members based on strengths and access to resources.
* The team will meet monthly or more often if needed to work through the plan.
* A Transition Plan is created, to include all supports and services put in place.

The Individualized Family Plan is created with the least restrictive setting and appropriate level of service intensity in mind. If needed services or supports are not available, the IFSCP will outline efforts to address such gaps.

Once an Individualized Family Service Coordination Plan is created, progress, satisfaction, and successes are continually reviewed at Child & Family Team meetings. Changes are made to the plan as needed while continuously striving to build and/or maintain team cohesiveness and mutual respect. If multiple plans are required to operate simultaneously due to system mandates, these plans are coordinated to eliminate duplication and conflicting expectations, with minimal overlap and duplication.  Team members are assigned tasks that relate to the accomplishment of each established strategy. Progress is tracked by the facilitator at each team meeting and new action steps and strategies are considered where necessary. The facilitator updates the plan and distributes minutes from each meeting. The activities of this phase are repeated until the family’s goals are met or the family chooses to disengage or does not respond to messages from the HCFCFC staff member.

**Crisis Safety Plan**

**(Appendix D)**

During the development of the IFSCP, the team shall acknowledge that family crisis and safety issues are a possibility, and shall develop a plan, if the family does not already have one in place with another agency, for navigating a short-term crisis or safety concern. A crisis response plan, detailing options for preventing a known crisis and responses by those supporting the youth and family through such an event, will be developed based on family need and preference. Any safety concerns or safety programming should be addressed as needed.

**Out-of-Home Placements**

*O.R.C. 121.37(C)(4): A procedure for ensuring that a family service coordination plan meeting is conducted before a non-emergency out-of-home placement for all multi-need children, or within ten days of a placement for emergency placements of multi-need children. The family service coordination plan shall outline how the county council members will jointly pay for services, where applicable, and provide services in the least restrictive environment.*

While Service Coordination and High-Fidelity Wraparound is focused on serving children/youth in the community and promoting least restrictive settings, there may be times when a child/youth in Wraparound becomes at-risk of out-of-home placement. This may be the result of an ongoing development or an acute crisis-situation.

* Non-emergency: The Service Coordinator/Wraparound Facilitator will convene the Child & Family Team to ensure that other options to placement are fully explored and/or exhausted prior to placement.
* Emergency: The Service Coordinator/Wraparound Facilitator will convene the Child & Family Team within 10 days of an emergency out-of-home placement to plan for the return of the child/youth to the community or determine next steps. The team will identify an appropriate placement for the youth. If funds are needed to support treatment, and it is not a Psychiatric Residential Treatment Facility (PRTF) recommended placement, HCFCFC will complete an application for the Multi-System Youth Funding Program (MSY Program) through the Ohio Family & Children First Council Cabinet, once all other potential state and local supports are exhausted.

**Data Management**

**Ohio Automated Service Coordination Information System (OASCIS)**

OASCIS is used to inform the decision-making process of HCFCFC, through the tracking of data.

Progress is measured and tracked through OASCIS through ongoing case note updates, the ongoing addition of youth & family-focused goals, team attendance and action items, and expense tracking to measure the overall cost-effectiveness of the process. The data will inform the Child & Family Team whether to stop funding ineffective services and supports, recommend alternative services and supports, or seek additional resources.

**Evaluation**

The 90-day CANS assessment updates help to measure the effectivness of the process, and inform the team on nex steps. The evaluative process is ongoing while the family remains active with HCFCFC. Family and team surveys will be implented during the transition phase of the process, but may be included throughout if potential conflict is arising amongst team members.

**Section 4: Transition Planning & Disengagement Policy**

**Transition Planning Worksheet**

**(Appendix E)**

A Transition Plan is continuously updated throughout the process and will be given to the family once the family and team agree that all goals have been met or the family feels as if they are ready to transition out of the planning process. A list of service and supports will be included in the plan, including contact information as identified by the Child & Family Team throughout the engagement and plan implementation process.

**Disengagement Policy**

**(Appendix F)**

Because our program is voluntary, a family can choose to disengage from support at any time during the process or may stop communicating with the assigned HCFCFC staff member after multiple contact attempts. if the family chooses to not engage (does not reply to 3 attempts to contact-call, text, email), a Disengagement Letter will be sent to the address on the Referral Form and the referring agency and/or team will be contacted with an update. The family has 10 days to respond from the date the letter is sent in order to remain active. After 10 days without response, the youth will be moved to an inactive status. The Disengagement Letter includes contact information for the agency should the family choose to reach out for support in the future. There are no limits on the number of times that a family can reach out for support or on the number of times an agency can refer the same family.

**Section 5: Quality Assurance**

*O.R.C. 121.37(C)(5): A procedure for monitoring the progress and tracking the outcomes of each service coordination plan requested in the county, including monitoring and tracking children in out-of–home placements to assure continued progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment, and education.*

*O.R.C. 121.376 (A) The Ohio family and children first cabinet council state office shall establish and maintain the Ohio Automated Service Coordination Information System (OASCIS). The information system shall contain county family and children first council records detailing funding sources and information regarding families seeking services from a county council including: (1) Demographics including: (a) number and relationship of family members; (b) genders of youth; (c) ages of youth; (d) races of youth; (e) education of youth; (2) Youth financial resource eligibility information; (3) History and desired outcomes; (4) Youth’s physical and behavioral health histories, when available; (5) Names of youth’s insurers and physicians, when available; (6) Individualized plans including: (a) referrals made to services; (b) services and supports received; (c) crisis plans; (d) safety plans; (7) All Relevant case file documents; (8) Any other information related to families served, services provided, or the financial resources used to provide the services.*

*O.R.C. 121.376 (B) Each county family and children first council shall enter and update all information in the Ohio Automated Service Coordination Information System as information becomes available or within five business days of acquiring new information. Access to and use of data in the Ohio Automated Service Coordination Information System shall be limited to the extent necessary to carry out the duties of the family and children first cabinet council and the county family and children first councils established in section 121.37 of the Revised Code.*

**Quality Assurance:**

The Service Coordination Mechanism key points will be reviewed by the Service Coordination Committee annually, and recommendations will be made to the Executive Committee to be presented for final approval by the full Council during the last meeting of the calendar year (November). A copy of the Mechanism will be available to the public on our website ([www.huroncountyfcfc.org](http://www.huroncountyfcfc.org)).

**Service Coordination Committee**

The Service Coordination Committee serves as an advisory group comprised of representatives from Children Services, Job and Family Services, Juvenile Court, the Board of Developmental Disabilities including Early Intervention, family representatives, school counselors, local family & children focused non-profits, Huron County Mental Health Board representative, and mental health agencies including but not limited to Firelands Counseling & Recovery Services and Family Life Counseling.

Each appointed member of the Service Coordination Committee is expected to regularly attend and participate. The committee will meet bi-monthly with meetings lasting up to three hours. If there are any assignments or information to review prior to the meeting, each team member is expected to come prepared. In addition, each team member may have opportunities to participate in trainings related to Service Coordination, Wraparound and Cross-System Planning. The responsibilities of the Service Coordination Committee Team include:

* Review requirements for entry into the Wraparound and Service Coordination programs.
* Recommend funding opportunities in-order to provide tailor-made and creative supports and services to individual families involved in Wraparound and Service Coordination.
* Track outcomes across families to identify trends which can be used to inform funding decisions and program development.
* Make recommendations to the FCFC Executive Committee or Council for program development, modifications, or expansion.
* Provide consultation as requested by Wraparound facilitators and Service Coordinators on issues related to system barriers.
* Monitor intersystem placements.
* Assure that there is “no wrong door” for families. When families contact an agency who cannot provide services, the agency facilitates a referral with the necessary follow-up to ensure that families receive a “warm hand-off” to an agency who can meet the family’s needs.
* Identify gaps in service through monitoring and tracking where cross-systems coordination works well, and where it needs improvement, as reported in the Shared Plan.
* Evaluate and approve tools for assessments as part of the intake process and ongoing monitoring of progress.
* Provide recommendations for updates to the Service Coordination Mechanism on a yearly basis.

**Educating Families & Agencies**

*O.R.C. 121.37(C): Each county shall develop a county service coordination mechanism. The county service coordination mechanism shall serve as the guiding document for coordination of services in the county. For children who also receive services under Ohio’s Early Intervention program, the service coordination mechanism shall be consistent with rules adopted by the Department of Children and Youth under section 5123.02 of the Revised Code. All family service coordination plans shall be developed in accordance with the county service coordination mechanism. The mechanism shall be developed and approved with the participation of the county entities representing child welfare; developmental disabilities; alcohol, drug addiction, and mental health services; health; juvenile judges; education; the county family and children first council; and the county early intervention collaborative established pursuant to the federal early intervention program operated under the " Individuals with Disabilities Education Act of 2004," 20 U.S.C.A. 1400.*

*The county shall establish an implementation schedule for the mechanism. The cabinet council may monitor the implementation and administration of each county’s service coordination mechanism.*

Families will be provided with an intake packet at the first in-person meeting with an HCFCF staff member, that will include marketing materials with a link to our website and guidance on how to access our Service Coordination Mechanism. Agency personnel and community members will become aware of the Service Coordination Mechanism of Huron County through the distribution of information to all member agencies of Council. Trainings on the Service Coordination Mechanism will be held annually for service providers by a HCFCFC staff member. Social media and community presentations will be utilized by the FCFC to strengthen outreach efforts related to HCFCFC’s purpose and processes outlined in the Mechanism.

**Section 6: Dispute Resolution Process**

*O.R.C. 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 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 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.*

*O.R.C. 121.381, 121.382: Families must have access to the dispute resolution process. Not later than sixty 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.*

Dispute resolution is an important component of any services delivery system.  Although agencies and professionals are committed to meeting the needs of the child and/or family there are times when one or more members of the team may question decisions or the process.  In all instances, families are encouraged to ask questions and become informed as to what is available, what their child might need, and what rights and responsibilities they have as parents.  Conflicts may arise in three distinct types of situations:

* One agency is in disagreement with other agencies regarding the IFSCP and/or services provided under the IFSCP
* The family is in disagreement with an agency; or
* The family is in disagreement with the IFSCP.

 If the dispute does not pertain to service coordination, parents or custodians shall use existing local agency grievance procedures to address disputes. This process is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the Ohio Revised Code. Each agency represented on a county Family and Children First Council (FCFC) that is providing services or funding for services that are the subject of the dispute initiated by a parent shall continue to provide those services and the funding for those services during the dispute process.  These rights shall not be interpreted as overriding or affecting decisions of a juvenile court regarding an out-of-home placement, long-term placement, or emergency out-of-home placement.

The FCF Council will inform parents and/or custodians of their rights to use the dispute resolution process and provide a written document outlining the process at the intake meeting.

**Dispute between Agencies**

When an agreement cannot be reached by the systems involved with a Child & Family Team regarding family assessment, service plan development, the assignment of responsibilities to implement the service plan, or difficulties in the implementation of the plan, either the parent(s) or the service provider(s) may petition the Executive Committee of the Huron County Family and Children First Council to review their concerns. The Executive Committee will, in a timely manner, arrive at an agreed upon solution by all parties involved. Under the provisions of this plan, at no time during the dispute resolution process shall services to the youth/child, parent(s) and family be disrupted. Families, upon accessing services, will be advised of their legal rights beyond the dispute resolution process. When the provision of services cannot be resolved through the designated dispute resolution process, the final arbitrator wil be the Huron County Juvenile Judge.

**Child & Family Team Disputes**

The process for handling each of the above situations is dependent on the premise that individuals and agencies will, in all instances, seek clarification and resolution at the Child & Family Team level prior to initiating the formal conflict resolution process.   The Family Team serves to utilize the recommendation of all parties, including that of the parent or guardian, that promotes the well-being of the child(ren) in regard to services for the child(ren).  If there is significant and unresolved conflict regarding any aspect of the Individualized Family Service Coordination Plan by any participant (including parents) in the process, every attempt is made to resolve that conflict with the participating members of the Family Team.  If the Family Team cannot resolve the dispute, the dispute resolution process can be initiated.  Parents who choose to utilize an advocate or mentor are encouraged to include those representatives in the process.  If difficulties in resolution at this level occur, the Council Director can be asked to sit on the team as a mediator for conflict resolution.   At no time during the dispute resolution process will services to the family be disrupted.  This keeps the conflict mediation and dispute resolution as close to the direct level of care as possible.

**Non-emergent disputes between Parent/Guardian and FCFC**

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

1. Within seven calendar days of the disagreement/dispute, the family will submit a Dispute Resolution request to the FCFC Director communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with this request.  This request should be submitted to:

**Huron County Family and Children First Council**

**Attn: HCFCFC Director**

**185 Shady Lane Dr**

**Norwalk, Ohio 44857**

1. Upon receipt of the family request to utilize dispute resolution, a meeting with the Executive Committee will be convened within 15 calendar days. This meeting will be scheduled at a mutually convenient time for the majority members of the family and the Executive Committee.  The family will prepare a presentation for the Executive Committee regarding the nature of the dispute and the specific issues that are requested to be resolved.  This presentation can be made by the family, an advocate, or the lead case manager.

1. At the meeting with the Executive Committee, the family will present information regarding the nature of the dispute and identify specific issues that are requested to be resolved.  All pertinent service coordination/wraparound case information will be completed by the Family Team and the family to provide historical and current information relevant to the dispute and to specifically identify the issues sought to be resolved.  The Executive Committee will meet in a closed session after the family’s presentation to draft a written responses to the family regarding the issues identified in the dispute. The Executive Committee will either approve or reject the responses in writing. The family will receive response of the decision via certified mail within seven (7) calendar days of the dispute presentation. This response will address all disputes identified in the dispute resolution process.

1. When the provision of services cannot be resolved through the designated dispute resolution process, the case will be sent to the Ohio Family & Children First Council (OFCFC) for recommendation and the final arbitrator will be the Huron County Family and Children First Council (HCFCFC). When the provision of services cannot be resolved through the designated dispute process, the family must submit a request in writing within seven (7) calendar days of receipt of response to have the dispute to be decided upon by the final arbitrator. Upon receipt of this request, the Director of the HCFCFC will submit all the documentation, including but not limited to, the request for dispute resolution and supporting documentation, responses made by the Executive Committee, treatment information, and other relevant information to them regarding the dispute within five (5) calendar days to the OFCF for a recommendation on the case.  The final arbitrator will be the HCFCFC.  The FCFC Director will issue a response within 14 calendar days of the decision made by the HCFCFC. The entire process shall be completed in no more than 60 days.

**Emergent Disputes between Parent/Guardian and FCFC**

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

1. Within three (3) calendar days of the disagreement/dispute, the family will submit a dispute resolution request to the FCFC Director communicating the desire to utilize the dispute resolution process.  Supporting evidence/documentation concerning the dispute should be submitted with this request.  The request should be submitted to:

**Huron County Family and Children First Council**

**Attn: FCFC Director**

**185 Shady Lane Dr**

**Norwalk, Ohio 44857**

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

1. At the meeting with the Executive Committee, the family will present information regarding the nature of the dispute and identify specific issues that are requested to be resolved.  All pertinent service coordination/wraparound case information will be completed by the Family Team and the family to provide historical and current information relevant to the dispute and to specifically identify the issues sought to be resolved.  The Executive Committee will meet in a closed session after the family’s presentation to draft written responses to the family regarding the issues identified in the dispute. The Executive Committee will either approve or reject the responses in writing. The family will receive response of the decision via certified mail within three (3) calendar days of the dispute presentation. This response will address all disputes identified in the dispute resolution process.

1. When the provision of services cannot be resolved through the designated dispute resolution process, the case will be sent to the OFCFC for recommendation and the final arbitrator will be the Huron County Family and Children First Council. When the provision of services cannot be resolved through the designated dispute process, the family must submit a request in writing within seven (7) calendar days of receipt of response to have the dispute to be decided upon by the final arbitrator. Upon receipt of this request, the Director for FCFC will submit all the documentation, including but not limited to, the request for dispute resolution and supporting documentation, responses made by the Executive Committee, treatment information, and other relevant information to the regarding the dispute within two (2) calendar days to the OFCF for a recommendation on the case.  The final arbitrator will be the HCFCFC.  The FCFC Director will issue a response within 10 calendar days of the decision made by the HCFCFC. The entire process shall be completed in no more than 30 days.

**Section 7: Funding** **Supports**

**Funding Decisions and the IFSCP**

As the Child & Family Team work through the Individualized Family Service Coordination Plan, the team will identify goal-specific supports and services that align with the needs of the youth and family. An attempt will be made to identify outside funding sources first for the support, and HCFCFC funds will serve as “last resort” funds. If there is a need for funding assistance from the HCFCFC, the Child & Family Team will make a recommendation, presented to the HCFCFC Director for approval. The Council has approved the Director to make decisions, based on the recommendation from the Child & Family Team for purchases that align with goals, up to $5,000. If the expense exceeds that amount, the request will be brought to the Service Coordination Committee for discussion and approval/denial. If a decision cannot be made, the matter will be brought the the HCFCF Executive/Financial Committee for review.

The expenses must align with the following criteria below:

        Does the intervention, planned interaction, or expenditure:

* Build on family strengths?
* Add value to the stated family mission?
* Meet identified child and family needs?
* Represent a culturally competent direction?
* Build on community capacities?
* Represent a good deal for the investment?

 When a service or support is deemed appropriate, specifications (fund restrictions/allowances) will be carefully considered before choosing the fund source. All efforts will be made to use restricted funding first and flexible funding sources only when funding is needed for services and supports that could not be funded through other means. Huron County FCFC attempts to identify external funding sources to fund a support or service first before utilizing HCFCFC funding.

At times, funding may be blended with other partner agencies to ensure that outside funding supports are exhausted first

**Family Centered Services & Supports (FCSS)**:

Family Centered Services and Supports (FCSS) funding through OFCFC is restricted funding utilized for supports that serve youth 0-21 that have multi-systemic needs. These funds are used to meet the unique non-clinical needs of children and families as identified on the IFSCP. Allowable expenses include:

* Non-clinical in -home parent/child coaching
* Non-clinical parent support groups
* Parent Education
* Mentoring
* Respite Care (Including Summer Camps)
* Transporation
* Socialrecreation Activities
* Safety and Adaptive Equipment
* Structured Activities to improve Family Functioning
* Parent Advocacy
* Service Coordination

**Multi-System Youth Program & MSY-PCSA Funding**

**(Ohio Family & Children First Cabinet)**

Restricted funding utilized to prevent custody relinquishment for youth with multi-systemic needs through local supports and services or through temporary out-of-home placements for residential treatment. A funding request is completed for the MSY Program funding, and updates are provided to the MSY State Review Team at minimum every 90 days. The Child & Family Team will make recommendations, to the HCFCFC Director for purchases where MSY-PCSA funding may be utilized, for purchases under $5,000.

Allowable expenses included, but not limited to:

* Service Coordination/High-Fidelity Wraparound
* In-Home supports that prevent custody relinquishment
* In-Home and/or community supports needed to suppor family stability for a child returning from agency custody.
* Clincial services not covered by another payer/insurer
* In-Home parent coaching
* Parent Support Groups
* Parent Education
* Parent Advocacy
* Mentoring
* Respite Care
* Transportation
* Medical Services or Equipment
* Safety and Adaptive Equipment
* Hoome Modifications-to improve family functioning
* Food, clothing, shelter, utilities, and/or household expenses

**State Restricted Pooled Funding**

State Restricted Pooled General Revenue Funds (GRF), transferred from one or more specified local public agencies to the local FCFC to support community-based, preventative, and family-centered services that align with the family’s Individualized Family Service Coordination Plan and not covered under other funding sources.

**Local Pooled Funding**

Unrestricted funding obtained at the local level through partner agencies, donations, or other funding sources specific to the county. The funding is utilized for supports and services that are not covered under another funding source.

**Other Restricted Funding**

Additional funding is sought out (grants) to support community programs, hosted by HCFCFC and other partner agencies, through Memorandums of Understanding (MOU’s), to fill identified gaps in supports and services. The new initiatives are utilized as additional supports for youth and their families if in alignment with the IFSCP.