



SENECA COUNTY
**FAMILY & CHILDREN
FIRST COUNCIL**
Where Help Begins

SENECA COUNTY SERVICE COORDINATION MECHANISM

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Link to digital Mechanism:
senecacountyfcfc.org/scm

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Seneca County Service Coordination Mechanism's: **Table of Contents:**

A.	Overview	Page 3
	a. Entities, Agencies, and Person's involved in revision.....	Page 3
	b. Structural components.....	Page 3
	c. Levels of Intensity.....	Page 4
	d. Target Population.....	Page 4
	e. Training and Awareness.....	Page 5
	f. Alignment with Children and Families.....	Page 5
B.	Procedure for referring a child and family.....	Page 6
	a. Notification procedure for families and agencies.....	Page 7
	b. Initiating meetings and inviting support person.....	Page 7
	c. Out of home placement meeting.....	Page 7
	d. Monitoring Progress and Tracking Outcomes.....	Page 7
	e. Confidentiality.....	Page 8
	f. Assessing Strengths, needs and cultural discovery.....	Page 8
C.	Development of family service coordination plan.....	Page 8-9
	a. Designating service and support responsibilities.....	Page 9
	b. Selecting family team members who will track progress and schedule meetings.....	Page 9
	c. Culturally competent and least restrictive environment.....	Page 9
	d. Timelines and family team goals.....	Page 9
	e. Crisis and safety plans.....	Page 9
D.	Diverting from juvenile court system.....	Page 9-10
E.	Dispute including review process.....	Page 10-11
F.	Fiscal strategies.....	Page 12
G.	Quality Assurance.....	Page 12

FREQUENTLY USED ACRONYMS:

In the Seneca County Service Coordination Mechanism

<u>C.A.N.S.</u> – Child and Adolescent Needs and Strengths	<u>O.D.H.</u> – Ohio Department of Health
<u>C.P.S.</u> – Child Protective Services	<u>O.R.C.</u> – Ohio Revised Code
<u>D.O.D.D.</u> – Department of Developmental Disabilities	<u>R.O.I.</u> – Release of Information
<u>E.C.C.</u> – Early Childhood Cluster	<u>S.C.M.</u> – Service Coordination Mechanism
<u>E.I.</u> – Early Intervention	<u>S.S.A.</u> – Services and Support Administrator
<u>F.C.F.C.</u> – Family and Children First Council	<u>D.J.F.S.</u> – Department of Job and Family Services
<u>F.C.S.S.</u> – Family-Centered Services and Supports	<u>I.F.S.P.</u> – Individualized Family Service Plan
<u>I.T.</u> – Interdisciplinary Team	<u>M.S.Y.</u> – Multi-System Youth

****Ohio Revised Code is the state's general law over how entities should be run and administered****

Seneca County Service Coordination Mechanism's: **Overview**

The Service Coordination Mechanism shall serve as the guiding document for planning, coordinating, and implementing service coordination to families with multiple needs. The Seneca County Family and Children First Council (FCFC) is committed to providing coordinated services to families with children birth through age 21.

The purpose of Service Coordination Mechanism through Seneca County FCFC is to provide an alternative approach for children and families who need a more intensive collaboration of multi-system providers and informal supports. Each system has areas of responsibility, and this Service Coordination Mechanism is not intended to override current agency systems, but to supplement and enhance what currently exists. Service Coordination should build upon the strengths of services in our communities that are already working for families. The service coordination process will provide access to existing services and supports, both formal and informal, and propose new services (if needed), to address family and youth's unmet needs. **(ORC 121.37 & ORC 121.38).**

Service coordination is an approach of service planning that provides family-centered, individualized services and supports to families. It is an individualized process for youth and families with serious or complex needs. A team of individuals who are relevant to the well-being of the child and family (e.g., relatives, other natural supports, service providers and agency representatives) collaboratively develop an individualized plan of care, implement this plan, and evaluate success over time. Information is shared while also assuring the confidentiality of the family. The goal of this process is to assist families in building a system of natural supports so to gradually reduce family reliance on formal systems and become self-sufficient. No child or family will be refused the opportunity to refer itself for consideration of service coordination.

Entities/persons involved in: **Mechanism review and revisions**

The Seneca County Service Coordination Mechanism was developed by the Systems of Care Advisory Group, a multi-disciplinary team under the direction of the Seneca County Family and Children First Council. This Advisory Group includes representatives of Family and Children First, Tiffin City Schools, Job and Family Services, Juvenile Court, Board of Developmental Disabilities, Mental Health and Recovery Services Board of SOSW (MHR SB), Fireland's Counseling and Recovery, and Harbor, our local Ohio RISE/Aetna Care Management Entity. Also including, parents of the Seneca County Family and Children First Council to include and ensure the development of a comprehensive system that would be coordinated and most cost effective for the families and children in Seneca County. The mechanism was written and developed with the intent of providing multiple access to the coordination of services for children who have been adjudicated, abused, neglected, dependent, unruly, or whose families voluntarily seek such services.

The Structural Components of: **Service Coordination in Seneca County**

The organizational structure of the Service Coordination Mechanism includes the Seneca County Family and Children First Council, FCFC Director, FCFC Systems of Care Advisory Group, the FCFC Wraparound Coordinator, and teams.

The Administrative Level consists of executives of all the systems who participate in the Council and Parent Representatives. They serve as the policy level branch of the Mechanism. They provide integration and planning to improve community-based, family centered services. The Council provides program management by determining and clarifying policies, procedures, expectations, and the lines of authority and communication. In addition, the Council will have a role in any policy disputes that cannot be resolved at the System of Care Advisory Group level. The FCFC Director provides backbone support to the Council and System of Care Advisory Group as well as supervision and oversight of the Wraparound Coordinator.

The System of Care Advisory Group consists of the middle level managers and staff of the participating systems. They serve as the Council's forum for service integrated planning, identify service gaps, and make recommendations regarding strategies and financing of service gaps to the Council. The FCFC Wraparound Coordinator assists the FCFC Director in providing crucial support to the Systems of Care Advisory Group. The Wraparound Coordinator provides direct services for children and families in need of service coordination. They serve as the neutral point of contact for families and agencies, provide information, referrals and coordinate teams for both basic service coordination and high-fidelity wraparound. In addition to this the Ohio RISE/Aetna Care Management Entity can also provide care coordination services to youth and families in need.

Facilitators assist the family in forming child and family teams for both basic service coordination and for high fidelity wraparound. The child and family team includes parents and children and others who are relevant to their life such as relatives, members of the family's social support network, service providers, and agency representatives.

Tiers of Involvement: **For Service Coordination**

Wraparound has maintained three tiers of support depending on the needs of the child and family. Descriptions of these tiers are meant to serve as broad definitions, as families may cross between levels throughout their service coordination experience.

Tier 1: Information and Referral

Resource and referral information is provided to the family and no further services are provided. This less intensive option such as a referral to a single agency or two may be appropriate for some families, while still adequately addressing a family's needs. Families struggling with one issue or basic need, experiencing a short-term crisis, and those families that have not previously used services from more than one agency may fall into this category. The length of service is typically 90 days.

Tier 2: Basic Service Coordination

This is defined as a broad-based, youth and family-driven, cross-system (team) planning process by which previously identified and existing resources and supports are coordinated to determine the least restrictive plan of success for the youth and family. Basic service coordination is provided for youth and families with less intensive multiple needs across multiple systems. The family has utilized resources and still needs some additional support from the formation of a team. Basic service coordination is designed to be short term and assist the family in meeting their needs and ensure services are better coordinated. Child and family teams, including formal and informal supports relevant to the life of the child and family develop an individualized strength-based plan, monitor the plan and measure success over time. Team meetings are generally less frequent, and the length of service is typically between 3-12 months.

Tier 3: High-Fidelity Wraparound

This is defined as a specific evidence-based intensive planning and facilitation process, utilizing a comprehensive team to develop a uniquely designed helping plan based on the youth and family's unmet needs, and is inclusive of uniquely designed resources linked to youth and family strengths. High-Fidelity Wraparound is provided for youth and families with complex intensive multiple needs across multiple systems including those who may be at risk of out-of-home placement. Child and family teams, including formal and informal supports relevant to the life of the child and family develop an individualized strength-based plan, monitor the plan and measure success over time. Team meetings are generally more frequent, and the length of service is typically between 12-18 months. High-Fidelity Wraparound is an evidence-based process with distinct steps/phases that must be followed to fidelity.

These include:

- Phase 1: Engagement and team preparation
- Phase 2: Initial plan development
- Phase 3: Implementation
- Phase 4: Transition

Seneca County Wraparound has embraced Ohio Medicaid's Ohio RISE (Resilience through Integrated Systems and Excellence), a specialized managed care program for youth with complex behavioral health and multisystem needs. Youth who are Medicaid eligible, and meet the level of care criteria, are referred to either Harbor or Aetna.

<https://managedcare.medicaid.ohio.gov/managed-care/ohiorise>. Seneca County FCFC and our local Ohio RISE/Aetna Care Management Entity work collaboratively to ensure that service coordination is available to all eligible families who are in need.

Seneca County FCFC: **Target Population**

The target population is youth 0-18 and transition age young adults ages 18- 21 with emphasis on those most vulnerable. No family will be refused the opportunity to refer to themselves for consideration of service. However, the target population includes children who are struggling with mental and behavioral health issues and children who are abused, neglected, dependent, unruly, alleged unruly, adjudicated unruly at risk of becoming unruly, or alleged or adjudicated delinquent children under the jurisdiction of the juvenile court and their parents. Included in this population are those children whose families are voluntarily seeking services. Priorities: multi-need families, multi-need children from the ages of 0-21: Seneca County resident: inability to access needed services: multiple agency involvement.

Seneca County Awareness and Training: **For the Mechanism**

The FCFC Director plays a pivotal role in disseminating information about the county Service Coordination Mechanism (SCM) to FCFC member organizations and other relevant groups. Updates on the SCM are provided annually at each Seneca County Family and Children First Council meetings. Members of the System of Care Advisory Group convene annually to evaluate the effectiveness of the mechanism. Seneca County Family and Children First Council reviews and formally approves the Service Coordination Mechanism annually.

In line with the guidance, efforts are made to ensure families and service providers are informed and trained on the SCM. Referral forms, program flyers, and brochures are distributed to agencies during these meetings and at community events. This proactive approach ensures that families and service providers are aware of the availability and purpose of service coordination within the community. Efforts to inform families about the process are also coordinated with other community educational or social marketing initiatives, aligning with programs such as Women, Infants, and Children (WIC), Head Start/Early Head Start, and Children with Medical Handicaps (CMH). This coordinated approach ensures that families receive comprehensive information about available services and support programs, including the SCM, thus promoting greater accessibility and awareness within the community.

Alignment and Collaboration: **Seneca County Family and Children First**

As a mandated component of the county Service Coordination Mechanism (SCM), there is a concerted effort to harmonize the functions of FCFC Service Coordination/Wraparound and their partnerships with Early Intervention (EI) Service Coordination, Children's Services Programming, Juvenile Court involvement and Ohio RISE Care Coordination. This alignment aims to establish a seamless continuum of care tailored for individuals aged 0-21. Each of these agencies actively participates in the System of Care Advisory Group to ensure ongoing alignment, referrals, data collection, thus maintaining a pivotal role within the SCM.

Child Protective Services – Youth in Custody:

Youth and families involved in the children's service system regardless of custody status are eligible for FCFC Service Coordination. FCFC Wraparound will collaborate with child protective services to provide comprehensive support to these at-risk youth and families. **O.R.C. 121.37(E):**

Youth in Juvenile Justice System:

FCFC Wraparound will work alongside Seneca County Juvenile Court to provide service coordination for youth alleged unruly or adjudicated delinquent, as well as youth and families who are experiencing excessive tardiness, chronic absenteeism and truancy. Referrals will be made to Seneca County Wraparound Coordinator who will work with the family to build a team and create a unified plan to divert the youth from the juvenile court system. **O.R.C. 121.37(C)(1):**

Early Intervention Service Coordination:

All children who receive services under Ohio's Early Intervention program, and who are also being served under the county Service Coordination Mechanism, must be assured that the services received under Early Intervention (EI) Service Coordination are consistent with the laws and rules of EI requirements per federal regulations and DODD policy and procedures. If a child is being served by FCFC and a referral is made to EI, upon the determination of eligibility, the lead provider of service coordination will be the EI coordinator, this will assure compliance with O.R.C. 5123.02. The identified FCFC Wraparound Coordinator and/or FCFC Wraparound Team will support and assist with the family's IFSP/Early Intervention Plan as needed. If a child/family enrolled in EI Service Coordination needs support across multiple systems, the FCFC Wraparound Coordinator and/or FCFC Wraparound Coordination team will be available to support and assist as needed.

Ohio RISE Care Coordination:

FCFC Service Coordination is available for youth enrolled in Ohio RISE. This includes those with complex behavioral health and multisystem needs. While funding restrictions prohibit the utilization of FCSS funding for service coordination activities for youth enrolled in Ohio RISE receiving Care Coordination, Seneca County FCFC will work to ensure the youth/family and referred are connected to care coordination as well as necessary services and supports.

No family will be denied the opportunity to refer themselves for consideration for service coordination. Seneca County FCFC will work to identify groups or types of children and families not being served or whose needs are inadequately addressed to improve the local system of care. However, a family cannot be in Ohio RISE and FCFC service coordination at the same time, it is a duplication of services.

The Referral Process: **Release of Information & Referral Page**

Service Coordination is available to children, youth, and young adults ages 0—21, with multi-systemic needs. Any agency, Juvenile Court, and/or any family voluntarily seeking services can access service coordination through this process. There are three various levels of service coordination available to families. Determination of the actual level of involvement/intervention is made following referral and is based on family need and preference as described below. The Community Wraparound process begins when a family, individual, or agency/system representative (Juvenile Court, Children Services, Mental Health and Addiction Services, Developmental Disabilities, any agency, any hospital, any school, etc.) identifies a need for a coordinated, strength-based planning process for a youth experiencing difficulties.

Partner agencies making the referral should explain the wraparound process to the family prior to making the referral. Parents may make direct referrals to the Wraparound Coordinator at any time. Agencies who have trained staff who implement wraparound can take their own referrals or refer the families to the Wraparound Coordinator. To access Wraparound, a referral packet and a signed Release of Information must be completed and submitted to the Family and Children First Council, Attention: Wraparound Coordinator. There are several ways for families and professional to request or obtain a referral packet, this includes:

Online: senecacountyfcfc.org
E-mail: fcfcwrapreferral@ncoesc.org
Mail: Seneca County Family and Children First Council
Attn: Wraparound Coordinator
928 West Market Street Tiffin, Ohio 44883

The referral packet contains the following information:

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

Upon receipt of the referral, the Wraparound Coordinator/Facilitator sends an e-mail to the referral source confirming receipt of the referral within 5-10 business days of receipt of referral. It's suggested the referral source attend the initial meeting with the family to discuss the referral and explain or confirm with the family their understanding of the Wraparound service coordination process.

After three unsuccessful attempts at contact, an "attempt to reach you" letter is mailed. If the family does not respond by the end of the time specified in the letter, the case is closed.

When the initial engagement meeting is scheduled, ideally within 5-10 business days, the Wraparound facilitator explains the Wraparound process and reviews the needs of the family at referral. Through this process, the facilitator helps the family decide if Wraparound is the right support to meet the family's needs or if referrals to other programs or services are more suitable, and any additional questions they may have about the Wraparound process are answered. The meeting is conducted at the time and location agreed upon by the team.

The Wraparound Facilitator enters data from the referral packet into a tracking system, which includes the date referral is received and placement at time of referral. The facilitator creates a case record, and documents process activities on the case notes in the Ohio Automated Service Coordination Information System (OASCIS).

At any point during the intake process or the on-going family case, if the youth meet Ohio RISE eligibility, the family has the option to change care coordinators and lead agencies.

Timelines for Service Coordination: **Invites & Meeting Procedure**

A notification procedure for all individual family service coordination plan meetings.

Family needs and schedules are the first consideration when scheduling Wraparound Team meetings. The Wraparound Team facilitator is responsible for scheduling meetings in consultation with the family and for inviting all appropriate team members including natural supports, agencies involved with the family and the appropriate school personnel. The Wraparound Facilitator will be responsible for extending an invitation to the initial meeting to all team members, by phone and/or e-mail, at least one week prior to the meeting. After that, the next team meeting will be scheduled at the end of the current meeting. The Wraparound Facilitator notifies anyone not present, by phone and/or email, at least one week prior to the next meeting, except in cases needing an emergency meeting. If an emergency meeting is needed, team members will be notified as soon as possible, and a meeting will be scheduled as soon as possible. **O.R.C. 121.37(C)(2)**

A procedure for a family to initiate a meeting and invite support persons

All families involved in service coordination will be given contact information for everyone on their team roster. Meetings will be regularly scheduled by the team. If the family determines they would like to invite a support person(s) (parent advocate, mentor or another family member that is involved with the care of child) the parent may invite the support person(s) and inform the support person(s) of the date/time/location of their Child and Family Team meeting. The family may request help from the facilitator in initiating the invitation to the support person(s), and the support person will be added to the team roster for future team meetings. If the family would like help with initiating an additional meeting(s) to continue the development or review of their individual family service coordination plan, they may do so by contacting their facilitator. Families can request a copy for their family plan from the facilitator at any time. Potential advocates/supports can be obtained from a variety of sources including but not limited to: NAMI; Developmental Disabilities Council; and local educational service centers. **O.R.C. 121.37(C)(3)**

A procedure ensuring an individual family service coordination plan meeting occurs before an out-of-home placement is made, or within ten days after placement in the case of an emergency.

When a family has an established wraparound team, a team meeting will occur regarding children who are placed outside of their home. The meeting will occur before an out-of-home placement is made, or within ten days after placement in case of an emergency. The team facilitator should be notified about such an event by the placing agency within 3 working days, and the facilitator will in turn contact team members to set up the meeting date, time, and location. This meeting gives the team members an opportunity to consider alternatives to placement and/or to begin planning for community supports for the family during placement and to begin planning for the child's return to the community. Nothing in this section shall be interpreted as overriding or affecting decisions of children services and/or juvenile court regarding an out-of-home placement or confidentiality.

Seneca County Family and Children First Council via a grant agreement with the Ohio Department of Medicaid (ODM) may seek multi-system youth custody relinquishment funding. Funding must only be requested to support children and youth who are at risk for custody relinquishment or have already been relinquished and need services and/or supports to transition to community and/or non-custody settings. Applications for technical assistance or funding must be submitted by FCFC. These will be vetted by a multi-system team composed of child/youth serving state agencies, and funding will be authorized (or not authorized) by ODM. Authorized funding will be subject to the terms of ODM's executed grant agreement with FCFC. The Council Director and the Wraparound Coordinator will provide oversight for financial tracking and the submission of required updates. **O.R.C. 121.37(C)(4)**

A procedure for monitoring progress and tracking outcomes.

Seneca County has a monitoring procedure in place designed to track progress and outcomes for families. This includes the utilization of the Family Service Coordination Plan, incorporating goals, action steps, responsibilities, and timelines tailored to each family's needs. Wraparound Facilitators undergo training to utilize the state's database system, OASCIS. Each family receives a service coordination plan, directly addressing their needs assessment and outlining outcomes tied to their goals.

Internally, a monthly caseload report captures demographic information for each family, alongside the date and source of referral. Additionally, referrals managed by Central Intake are summarized monthly on a tracking report, detailing the number of referrals received daily and their outcomes. The utilization of OASCIS Reports allows Seneca County to continuously monitor family outcomes, identify system gaps, and address needs within the community.

The results of this monitoring and tracking are reported to the Council on a regular basis. Data collected through this system informs the decision-making processes, enabling the FCFC to evaluate and prioritize services, address service gaps, and innovate approaches to enhance outcomes for families and children.

Furthermore, the monitoring and tracking process extends to children in out-of-home placements. The Systems of Care Advisory Group monitors youth in out-of-home placements and ensures the development of re-entry plans to ensure continuity of care post-discharge. These re-entry plans encompass housing, ongoing treatment, and educational planning, ensuring seamless transitions and sustained support for vulnerable youth.

A procedure for protecting family confidentiality.

With the efforts of all persons involved in the decision-making process, it is recognized that the most important player in any situation is the family. The family has the right to have services provided in the least restrictive environment. It is a family's right to be assured that protecting their confidentiality is of the highest priority and the law. All information disclosed is to be considered confidential. The confidentiality of the family and youth will always be protected. Information contained in a Family Service Coordination Plan, as well as any personal family information disclosed during service coordination meetings shall be respected with the highest confidentiality.

Families participating in service coordination will sign the Authorization of Release of Information form on which they will indicate their wishes regarding the sharing of information. That document will set the parameters for any information, written or verbal, that may be shared between agencies. This document also indicates the start date for service coordination. All information disclosed in family team meetings and contained in the individual service plan will be protected. Only the parties given authorization on the Release of Information form will have consent to view and hear the family information. As a final measure to assure the protection of the family's confidentiality, all team members will sign a document that explains confidentiality expectations of information disclosed in team meetings and throughout the entire planning process. Some exceptions will include abuse, neglect, danger to self or danger to others, and any other exceptions determined by law by mandated reporters. **O.R.C. 121.37(C)(6)**

A procedure for assessing the strengths, needs and cultural discovery of the family.

An initial face-to-face meeting with the Wraparound Facilitator marks the beginning of the assessment process, aimed at understanding the child and/or family's strengths, needs, cultural background, and past trauma. This meeting fosters active participation from the family, allowing them to express their perceptions of challenges, strengths, cultural considerations, desired changes, and required services. Team members are encouraged to engage in the needs, strengths, and cultural discovery process, which remains ongoing to ensure comprehensive assessment and support.

Seneca County utilizes the CANS assessment tool which includes essential elements for evaluation, such as strengths, life functioning, behavioral/emotional needs, risk behaviors, cultural factors, potentially traumatic/adverse childhood experiences, early childhood, transition age, and caregiver resources and needs. The CANS assessment is to be updated at least every 90 days.

These aid in determining the appropriate level of coordination, providing insights into the family's presenting level of need. The CANS assessment identifies priority planning areas of need that inform the development of the Individualized Family Service Plan. This standardized approach ensures that assessments are conducted systematically, considering the diverse needs and cultural backgrounds of the children and families served by the FCFC Service Coordination. **O.R.C. 121.37(C)(7)**:

Service Coordination Mechanism: Develop an Individualized Family Service Coordination Plan

Every family identified as appropriate for Service Coordination and High-Fidelity Wraparound will be a partner in the development of a Family Service Coordination Plan. As a part of the process, the facilitator works with the family to identify formal and informal supports who can be utilized for the Family Team composition. The focus of the plan will be goals and objectives specific to the strengths and needs of the child and family. **O.R.C. 121.37(C)(8)**

To develop a Family Plan, the following process is followed:

1. Review and add to the child/family strengths, needs and culture discovery.
2. Assess the level of engagement of families.
3. Create a team mission statement that describes what the team hopes to accomplish through the process.
4. Identify and record needs statements for child or individual family members.
5. Prioritize needs that will help the child and/or family team realize their mission statement.
6. Brainstorm for strategies to meet the chosen needs.
7. Develop action steps/solutions to meet the strategies.
8. Select team members to follow-up on action steps.
9. Identify an outcome/result for each strategy.

Description of the method for designating service/support responsibilities.

During the initial meeting with families the wraparound facilitator will gather information regarding what agencies the family is involved with and what underlying needs the family still has. Using family strengths and unmet needs the facilitator will arrange a team meeting with appropriate formal and non-formal supports to design a family team plan which will build long lasting supports. The facilitator will ensure that families are being suitably referred to services and have an active voice in the types of services and supports they receive. **O.R.C. 121.37(D)(1)**

Method for selecting the team member who will track progress, schedule meetings, and facilitate meetings.

The Wraparound Coordinator will be responsible for scheduling team meetings with the family and agencies. During the initial team meeting a family team member will be selected to track progress when appropriate and report it back to the team at the following team meeting. It is important to encourage family confidence and genuine participation in the service coordination plan process so that the family has a voice in choosing and approving the individual designated for this responsibility. **O.R.C. 121.37(D)(2)**

Description of how plans will ensure services are responsive to the strengths, needs, family culture, race, and ethnic group, and are provided in the least restrictive environment.

Family involvement in choosing appropriate services and providers and in the planning, implementation, and evaluation of services on behalf of the family must be respected. It is critical to the outcome of service coordination that special attention is given to the issues related to strengths, needs, racial/ethnic/cultural identity and to gender. System development should also promote early intervention, preventing unnecessary out-of-home placement and keeping children and communities safe while supporting families whenever possible. Services and supports should meet the needs of children and their families in the least restrictive environment possible and as close to their own home environment as possible. **O.R.C. 121.37 (D)(3)**

Description of how timelines will be established for completing family team goals.

Seneca County recognizes that all families operate differently therefore, family timelines will be established on a case-by-case basis. Timelines will hold families and agencies accountable. Timelines will also ensure that families and agencies have adequate time to successfully complete a task. Timelines can vary and can be adjusted when needed. During family team meetings team members will have a voice in suggesting an appropriate timeline to achieve a goal. The family will have the ultimate decision creating the timeline to ensure accountability and to ensure the timeline given is achievable for the family. Expectations of the team in scheduling review meetings should be established at each meeting. **O.R.C. 121.37(D)(5)**

Description of how crisis and safety plans will be included in the family service coordination plan.

Seneca County seeks the health and safety of all residents and family members and sees it as important to include measures to promote the overall health and safety of individuals. Planning for short-term crises and safety concerns establishes the understanding among team members that family crises are a possibility and will not be considered a plan/child/family/team failure if they should occur. Wraparound facilitators will ensure that crisis and safety plans are addressed at team meetings using family strengths and unmet needs. Seneca County recognizes that crisis plans, and safety plans are two separate entities and shall be addressed as such. Families can identify their own crisis and safety is non-negotiable. The team will be prepared to respond appropriately and immediately in the event there is a crisis or safety concern. It allows the team to plan its response during a time when everyone is positive and calm, helping to assure that members will not overreact if the need arises to implement the crisis or safety plan. Efforts should target strategies that provide support to the child and family during these times, keeping everyone safe, while keeping the child and the family together when possible. Crisis and safety plans will be represented throughout family plans. **O.R.C. 121.37(D)(6)**

If, for any reason, needed services or supports are not available, the plan should show how priorities are chosen and what efforts will be undertaken to address such gaps.

Service Coordination Mechanism: Process for dealing with an alleged, “unruly child.”

Alleged or adjudicated unruly and delinquent youth may be referred to Service Coordination and are included in the target population. Service Coordination is a valuable tool to assist youth involved in the juvenile justice system and to help prevent further involvement. **O.R.C. 121.37(D)(4)**

When involved in Service Coordination, the following items may be included in Family Service Coordination Plans:

- Designation of a facilitator to conduct the assessment of the child and family
- Assessment instruments including the CANS

- Emphasis on the parent's role and voice in the plan
- Involvement of local law enforcement
- Referrals for respite, a mentor, parenting education, alternative school program contingent on need of the child and family and service availability.

Complaints are filed in the Juvenile Court by the Prosecutor's Office or directly from Law Enforcement if a youth is arrested and placed in detention on the immediate charge.

Juvenile Court may conduct a meeting with the child and guardians and other interested parties to determine the appropriate methods to divert the child from the juvenile court system. All Delinquency, Unruly, Contributing, and Failure to Send complaints will be forwarded to the Chief Probation Officer (CPO). At that time, the CPO will assign each case to a Probation Officer or Diversion Specialist, based on the level of offense and prior Court involvement. The CPO may elect to refer a youth to the Diversion Specialist or other community resource to avoid formal Court action while still addressing the youth's needs. This referral is left to the discretion of the CPO, or Juvenile Prosecutor. **O.R.C. 121.37(E)**

In addition, the following programs are provided by Juvenile Court to prevent children from becoming further involved in the juvenile court system:

Diversion:

This program is an alternative to probation typically offered to first-time alleged unruly or misdemeanor delinquent youth. Its main purpose is to prevent formal court involvement for those youth who have no previous court history. The goal is to address present negative behaviors with the youth and their parents by providing short-term intervention. Upon referral to the Diversion program by the Chief Probation Officer or by the Court the youth and family will meet with the Diversion Officer to complete the intake process. All parties involved will design a Diversion Contract. A time limit is set for completion of the Contract. The requirements will be outlined based on the results of the parent questionnaire and other information gathered by the Diversion Specialist. If the terms of the Diversion Contract are not completed within six months the complaint will be scheduled for a formal Court hearing. Follow-up visits are made in the Diversion Office, school, and home.

In addition to the above, referrals are made to other programs when available such as: Theft Diversion, Anger Management, Workforce Development (J.O.B.S. Program), Restitution, Community Service, counseling, and parenting classes as available.

Service Coordination Mechanism: Dispute Resolution Process

The Seneca County Family and Children Council agrees that the conflict between any of the service partners and/or families must not impede the delivery of services. Therefore, the Seneca County Family and Children Council is committed to resolving all conflict at the lowest possible level and in the most expedient manner.

The process for handling each of the above situations is dependent on the premise that individuals will seek resolution through the individual agencies and/or team meetings prior to initiating the formal dispute resolution process. Emergency situations where a child is in imminent danger of abuse or neglect will be reported immediately to Children's Services and/or a local law enforcement agency. Other non-emergency situations will follow the dispute resolution process described below. Informal/formal agency grievance procedures should be utilized prior to initiating the formal dispute resolution process. If a family needs assistance in presenting their concerns within the team setting, they may request a parent advocate or agency caseworker to assist them in presenting their concerns. Parents will be informed of the dispute resolution process by the Team Facilitator.

All necessary services to ensure the health and safety needs of the child and family shall be provided throughout the process. Any party to the Family Service Coordination Plan, especially including the child and family served, may disagree with the specific services of the plan. **O.R.C. 121.37(C)(9)**

Steps to resolve the conflict at the family team level are:

- The disputing parties will inform the lead case facilitator, in writing, of the facts of the conflict.
- The lead case facilitator will call a special meeting(s) of the team within five (5) working days of receipt of notification and will facilitate the dispute resolution process. The family will continue to receive services as described in the Family Service Coordination Plan during this process.
- When resolution is reached, the parents and the agency representatives will sign the revised Family Service Coordination Plan to acknowledge their commitment to the plan.

- The lead case facilitator is responsible for the implementation of the plan.

If this process does not resolve the dispute, the following steps will be taken:

- The family or agency which disagrees with the Family Service Coordination Plan shall file a written objection to the plan with the Council Director.
- Upon receipt of the objection or within five (5) working days, the Director shall initiate discussions with each party involved to determine the facts of the case.
- After determination of the facts and sharing among agencies and families involved, the Director shall schedule a meeting of the parties to the disagreement for the purpose of discussing resolution of the dispute between the two (2) parties.

If such efforts prove to be unsuccessful, the Director shall cause the membership of the Systems of Care Advisory Group to become aware of the facts of the case within five (5) working days. The Systems of Care Advisory Group will hold a special meeting to review all the relevant information (unless an emergency meeting is needed: see below). The Systems of Care Advisory Group recommendations shall be issued within five (5) working days. Any policy violation dispute not resolved will be referred to the Family and Children First Executive Committee to invite suggestions for reaching resolution of the dispute.

Emergency Dispute Resolution: The family or provider brings the emergency to the attention of the Council Director (An emergency situation is defined as disruption to an essential service provision which jeopardizes the safety and well-being of the child or family). The Council Director will request an emergency meeting of the Systems of Care Advisory Group to review the referral. Time frame for convening this meeting will vary according to situation needs response time but will be scheduled no later than five (5) working days. Once the immediate emergency is handled, any continuing conflict will follow the outlined process.

Failure to reach an agreement at the Director or Systems of Care/Council Level:

If the parties fail to reach an agreement under the procedure, the matter will either be, Agency Specific Dispute: referred to the Juvenile Court within seven (7) working days and processed in accordance with **Ohio Revised Code #121.38**. Specific Dispute: referred to heard by another local entity, and/or eventually to the Ohio Cabinet Council within seven (7) working days and processed in accordance with **Ohio Revised Code #121.38**. The Council Director shall keep a record of the results of each step of the resolution process and shall prepare an interagency assessment and a treatment information packet for the court. During the dispute resolution process, families will continue to receive services as indicated in the Family Service Coordination Plan.

A parent or custodian who disagrees with a decision rendered by the Council regarding services for a child may initiate the dispute resolution process. Not later than sixty days after the parent or custodian initiates the dispute resolution process, the Council shall make findings and issue a written determination of its findings. When the Council participants agree by majority vote that reasonable responsibilities are not being shared by member agencies, the State appeals process may be accessed. It is understood that, upon appeal, Cabinet Council decisions may result in a redirection of state funds within a county.

Ohio Revised Code #121.37 -requires that unresolved issues be referred to the Juvenile Court having jurisdiction of the child for resolution. It further requires that during the period of investigation of the case by the court, that any services provided by any agency prior to the filing of the dispute be continued by the agency until the resolution process is completed. Following the decision of the court, if the agency or agencies providing services during the processing of the complaint are found not to be responsible for providing services, the agency or agencies shall be reimbursed by the agency or agencies found to have responsibility by the court. Agencies adjudged to have responsibility may object to the determination of the court within a period prescribed by law. Such objections will be processed under - **Ohio Revised code #121.37** – This applies only when a dispute is initiated by an agency (versus a parent/family).

When a dispute arises that cannot be resolved at the local level, the Dispute Resolution Process via the appropriate Ohio regulatory agency should be utilized. This includes the Ohio Family and Children First State Committee for families that disagree with the above decision.

All timelines may be extended by mutual agreement between the disputing party and the Director of the Family and Children First Council. Ernest efforts will be made to resolve all disagreements within 60 days. Note: For those families receiving HMG/EI services – Refer to HMG/EI Policies and Procedural Safeguards and HMG/EI Dispute Resolution Addendum. 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:**

Service Coordination Mechanism: **Fiscal Strategies for FCFC Service Coordination**

How funding decisions are made for services in the Individualized Family Service Coordination Plan.

Funding plans are developed by the individual family and child teams. Funding for services identified in the Family Service Coordination Plan are made by the individual agency provider. If the provider is unable to fund a recommended service, then team members help to locate community resources to fill gaps or find alternative strategies that still meet the need. It is important to note that FCFC is not a funding source, but rather a service that fills a need.

How flexible resources are maximized.

Funding requests must only be made for expenses not otherwise covered by another payer source.

How funds are blended, braided, or coordinated to support service coordination.

Local funds as well as flexible grant funds that support service coordination are generally used to support formal wraparound team facilitation. Each child and family team helps to locate community resources to fund strategies and fill gaps.

How resources are reallocated from services to community-based, preventive, and family-centered services.

Local FCFC member organizations contribute to the Seneca County Family and Children First Council's (FCFC) General Fund and to the Wraparound Fund. Funds are used to support wraparound facilitation, wraparound training, and other community-based preventative, and family centered services.

How to utilize the Family Centered Services and Supports funds for families in service coordination.

The FCFC determines the broad use of the FCSS funds along with the oversight of the Council and Systems of Care Advisory Group. In general, these funds are used to pay for wraparound team facilitation. In addition, the FCFC determines if the funds will pay for an additional category of services such as parenting classes for individual families, when a general gap has been identified.

How to utilize Multi-Systems Youth/ODM funds for children and their families in service coordination.

Technical assistance and funding through Ohio Department of Medicaid (MSY) is available to help prevent custody relinquishment of children (ages 0-21) solely for the purpose of obtaining needed treatment. The state's MSY Team can assist local entities with obtaining services that support children and youth who have been relinquished and are transitioning back to community and/or non-custody settings. Wraparound Teams can apply for this money by utilizing the application posted on the following link <https://fcf.ohio.gov/msy-ta-and-funding-applications>

How to utilize Multi-Systems Youth/PCSA funds for children and their families in service coordination.

The FCFC determines the broad use of the MSY/PCSA funds along with the oversight of the Council and Systems of Care Advisory Group. Use of these funds is restricted to providing services and supports needed to prevent the relinquishment of custody of children, 0-18, and to facilitate family reunification following a custodial episode. These funds may be used in any of the following manners:

1. Care Coordination/Wraparound to prevent custody relinquishment or for a relinquished youth.
2. In-home and/or community supports to prevent custody relinquishment.
3. Residential treatment and/or room and board for treatment to prevent custody relinquishment
4. In-home and/or community supports needed to support family stability for a child returning from agency custody.

Quality Assurance of the Service Coordination Mechanism

Members of the FCFC System of Care Advisory Group will monitor and review the mechanism based on this schedule.

- Review Service Coordination Mechanism: Annually
- Review and Update Wraparound Forms: Annually

The Seneca County Family and Children First Council member organizations review and formally approve the service coordination mechanism and any modifications at the FCFC meetings.