



Hardin County

FCFC

**FAMILY AND CHILDREN FIRST**

# Service Coordination Mechanism

Table of Contents

Page 3: Overview of Family and Children First Council in Hardin County

Page 5: Goals of Service Coordination

Page 5: Underlying Values

Page 6: Council Involvement

Page 6: Review and Development of the Mechanism

Page 6: Who is a priority in Service Coordination

Page 7: Referral and Intake Process

Page 8: Steps involved in Service Coordination

Page 11: OASCIS Tracking

Page 13: Dispute Resolution Process

Page 15: Fiscal Strategies

Page 16: Training of Staff and Council

Page 17: Quality Assurance

## Overview

### History of the Service Coordination Mechanism and Family and Children First

The Hardin County Family and Children First Council Service Coordination Mechanism has undertaken numerous transformations over the years. Each revision of our service coordination plan is an attempt of the Council and its member agencies to design an improved, inclusive, and effective procedure for responding to strengths and concerns of multi-systems involved children and their families/Guardians. The revisions are also an attempt to enhance service delivery to Hardin County families with children at-risk for being placed out of the home.

The Hardin County Family and Children First Council (HCFCFC) began in 1993 when Governor Voinovich mandated for a new council to help children and youth in Ohio. Specifically, he wanted to bring all government services together in each county to ensure multi-need children and their families were receiving adequate and appropriate services. The first service coordination mechanism was established pursuant to the Ohio Revised Code, section 121.37, to streamline services for families and children needing or seeking governmental assistance.

The Council's first attempts at streamlining local services and systems began in 1995 and was focused on children with very intense needs requiring out-of-home placements. Service coordination support flowed primarily toward the most difficult-to-serve children through a funding line item at the state level known as "cluster". The Council was able to request cluster funding to support specific needs of a child or family. However, most needs were related to placement costs not prevention and early intervention services.

In the year 2001, Hardin County was awarded a training grant to design local prevention strategies to design local prevention strategies for at-risk youth. Agency leaders from the systems of child welfare, juvenile court, education, mental health, and council volunteered to participate in the grant training program. During the weeklong residential training, the team revised the process for services coordination. Rather than concentrating resources on children already placed in residential care, the team focused on developing strategies to divert children from the juvenile court system. The procedures created in this training were incorporated into the plan and formed the basic principles behind the service coordination mechanism enacted until 2023.

Hardin County's Family and Children First Council, while still working to divert children from the juvenile court system, looking into familial help through a larger lens of focus. The Council, through the Systems of Care Initiative was charged with coordinating a continuum of services and supports for all children and families, with an emphasis on behavioral health care and keeping children in their homes by diverting out-of-home placements of any capacity. Families with a multi-system youth benefitted from service coordination complying with ORC 121.37 and other applicable requirements.

In the summer of 2013, The Ohio Department of Mental Health and Addiction Services received a Substance Abuse and Mental Health Services Administration Systems of Care Implementation Grant and began training various county and provider staff across Ohio in the process of implementing High-Fidelity Wraparound Services. Since the last revision of the service coordination mechanism document, the topics of consistency, accountability and continued measurement of the FCFC service coordination process, high fidelity wraparound and those of high need, multi-system youth in general, have become

important issues to be addressed. This updated revision of the Hardin County Service Coordination Mechanism will better define the level of intervention and coordination processes available in Hardin County and to verify the components of service coordination that are in place.

#### Service Coordination Purpose

Service Coordination is a process of service planning that provides individualized services and supports to families. It is youth-centered and family-focused, with the strengths and needs of the child and family guiding the types and mix of services to be provided. Services and supports are responsive to the cultural, racial, and ethnic differences of the community population.

The purpose of service coordination is to provide an opportunity for families needing services where their needs may not have been adequately addressed in traditional agency systems. Families are offered the opportunity to guide and advocate for themselves by having all services together and creating the goals they want to reach for the youth in care. The service coordination process will provide families with access to existing formal and informal services and supports. New services and supports may be added in order to address unmet needs.

Each service involved with the family continues to have their area of responsibility. The collaborative approach is not intended to replace or usurp the primary role of any one of these systems. Service coordination will build upon the strength of services in the community that are already working for the families. Service coordination is not intended to override current agency systems, but to supplement and enhance what currently exists providing a continuum of care across all systems involved.

While our plan will generally describe a plan of care for families identified by systems, families are permitted to directly refer themselves to this level of service planning. Our plan will ensure that if the need for other interventions can be identified prior to out-of-home placement or court involvement, services will be put in place to meet these needs. While involvement is available for families at any time in the lives of a youth, service coordination should be put in place for a family in an 'Up-Stream' initiative to intervene before crisis were to occur. In the event of a crisis, service coordination may still be used but in the intent to prevent court involvement, working with a family when problems start to arise is the best course of action.

#### Guiding Document: ORC 121.37 C

Ohio Revised Code, Section 121.37 C provides a description of the service coordination mechanism, its purpose, and required components. The law mandates each country to develop a county service coordination mechanism. Therefore, the Hardin County Service Coordination Plan shall serve as the guiding document for coordination of services in Hardin County when a child is referred to the Council for assistance. All persons or entities providing service coordination on behalf of Hardin County Family and Children First Council, whether Council employees or contracted providers, must follow the processes, policies, practices, and procedures as outlined in the Service Coordination Mechanism.

## Goals of the Service Coordination Mechanism

The fundamental goal of this plan is to provide a course of action for children and youth to successfully live with their families, in their own communities, succeeding in school, and developing in health and well being. The plan provides a safety net for families needing a more intense collaboration. It is a coordinated, cross-system team-based planning process implemented to address the needs of youth and families where those needs are multiple and complex. Focusing on the beginning of a youth's need allows for prevention before a crisis were to happen for a family and in the youth's life. It is a strength-based system of community services and supports that are organized to meet these challenges and include the following key components in the coordination process:

- Services will be delivered using a family centered approach
- Services will be responsive to the cultural, racial, and ethnic differences of the population being served.
- Service outcomes will be regularly evaluated on a 90-day basis depending on the duration of coordination.
- Available funding resources will be fully utilized or integrated where needed.
- Home and community supports are utilized as needed.
- Specialized treatment for difficult-to-serve populations and evidence-based treatment services will be encouraged
- Duplicate efforts among agencies will be reduced or eliminated
- Families will be fully involved in decision-making for their children and are provided with family advocacy options.

## Underlying Values

Underlying values that will guide our service coordination process include the following:

- Children have the right to live with their own family
- Children have the right to be nurtured and protected in a stable family environment
- When children are at risk of harm, the community has the responsibility to intervene
- Families are our community's most important resource and must be respected, valued, and encouraged to build upon their strengths.
- The racial, cultural, and ethnic heritage of children and the neighborhoods where they live are respected and supported as strengths. Ethnic and racial child-rearing practices are valued.
- Families have the right and responsibility to participate in identifying their concerns, priorities, and needed resources.
- Families have a right to individualized service provision that addresses the multiple needs of their children.

## Organization of the Council

Members of Hardin County Family and Children First Council include those individuals as established in Ohio Revised Code, section 121.37(B)(1). Since each board of county commissioners may invite any local

public or private group that funds, advocates, or provides services to youth and families to become a member of the local Council, a complete membership list is included in the Council By-Laws.

The full Council membership provides oversight to the service coordination process. The Council helps to streamline and coordinate existing government services for families seeking services for their children. Members of Council provide program management by determining and clarifying policies, procedures, expectations, and the lines of authority and communication. In addition, the Council has a role in any policy disputes that cannot be resolved at the interagency level.

The Family Stability (FAST) Team is responsible for the determination of a plan of treatment for individual cases referred to the Council. The group monitors treatment for children involved in the service coordination process as well as monitoring treatment for those youth involved in out of home care. The FAST team can make recommendations to the executive council for help with financing services identified on a coordination plan.

#### Development and Review of the Mechanism (ORC 121.37 C)

The Hardin County Family and Children First Council Service Coordination Mechanism has been developed by the Family Preservation Team and agencies involved with the Council. The Mechanism will be reviewed yearly and updated where needed by the Family Preservation Team to assist in monitoring the document for best coordination processes for families and youth. The Service Coordination Mechanism is intended to be a usable document guiding year-round practices for service coordination. The Family Stability Team and Council will review the document annually to ensure the procedures set forth meet current practice. When a conflict arises between protocol and practice, the Family Stability Team will ensure necessary implementation and/or plan changes are made.

#### Priority Children

Any child, adolescent, or young adult under the age of 22 and residing in Hardin County may be determined eligible under this service Coordination Plan. Eligibility for Family and Children First Council Coordination is as follows:

- Any multi-need youth whose services and support needs are not being adequately met while working with the family outside of this plan may be eligible for services. Included in this category are families who need a higher-level coordinated cross-systems approach to care for families that may need access to more flexible funding and supports in order to provide identified service needs.
- Referred children may have a significant impairment of ability to perform in the family, in school, and in the community.
- Children who are abused, neglected dependent, unruly, alleged unruly, or delinquent under the jurisdiction of the Juvenile Court may also be referred for service coordination
- Youth referred may have a degree of disturbance that required services from multiple community service agencies.

- No youth or family will be refused the opportunity to refer themselves for consideration of service coordination.

All children who receive services under the Hardin County Early Intervention Program and who are also being served under the Service Coordination Mechanism are assured that the services received under this mechanism are consistent with the laws and rules of EI per federal regulations and Ohio Department of Developmental Disabilities policy and procedures. A child that is found eligible for EI will have the main provider of EI until they are aged out of the program to assure compliance with ORC 3701.61. As a child ages out of Early Intervention and still has multi-system needs, a seamless continuum of care will be provided for the child and family through the Service Coordination Mechanism if a need should arise. Historically the FCFC Coordinator would oversee the Early Intervention contract to ensure that all aspects were fulfilled. This was changed in 2020 when ORC changed to allow for a different contract manager. Currently the manager is set as the Early Intervention Director in Hardin County.

### Referral Procedure

Any agency, including juvenile court, or a family voluntarily seeking service coordination, may refer a youth and family to the Council for service coordination at any time. The processes involved with referrals are following:

1. Each agency in the county is responsible for assessing the needs of the child and family upon receipt of a referral to their organization. The assessment should include the agency's own intake and screening procedure.
2. If the assessment indicates the need for other agency involvement, the agency, along with the family will work together to determine the appropriate referrals. The agency of first contact will be responsible for making the referrals as well as setting the initial appointments and sharing the information that was gathered from the family.
3. If there is more than one agency involved with a family, the agencies will collaborate in order to reduce the duplication of information and demands placed on the family. Team meetings, with the family, will be held to discuss the case and to ensure that they are working on the same goals, objectives and discuss the progress that is occurring.
4. The Council Coordinator will be available to provide informal consultations with parents, agencies and/or community representatives regarding the appropriateness of a referral to the Council service coordination process. Less intensive or intrusive options may be available and more appropriate. These community options or supports will be pursued before service coordination is initiated. The Service Coordination Mechanism supports the least intrusive response, while still adequately addressing a family's need.
5. Referrals can be made to the Council for service coordination when appropriate services are not available, funding for services is inadequate or not available and/or coordination of services among agencies has been unsuccessful. Service Coordination referrals are also appropriate when a child has exhausted all rehabilitation, treatment, and legal options.
6. In order to make a referral for service coordination, the referring party must use the online resource found currently on the JFS Website and Facebook. The coordinator will review the referral and assist where needed. Referrals will be reviewed to determine eligibility and appropriateness for service coordination (Please see eligibility previously stated).

7. If a youth is found to be eligible for service coordination the Council Coordinator will contact the family within three business days to gauge interest and schedule their first intake interview. If a youth is deemed ineligible due to no need for the Council's model of coordination, such as not having a goal in mind, only looking for funding help, does not have a multi-system need, the family will be pointed in the direction of services that may be able to help them further.

Please note that the coordinator reserves the right to deny acceptance of a case referred to service coordination. Not all referrals for services will be appropriate. Referrals can be denied because the lack of need, the lack of agency involvement, parents' refusal to sign a release and the referral has not been court ordered, lead agency or parents will not adhere to the committee recommendations, or a suitable service plan and funding sources have already been established. The Council Coordinator will notify the referral source if a case has been denied.

### Intake Process

The steps of the service coordination process and the different levels of service coordination under this plan include the following:

1. After the Intake process (Intake form in Appendix) the family will be assessed on whether they are eligible to get service coordination via Family and Children First Council. Sometimes the family may not have a need and so the coordinator will point them in the direction of relevant services.
2. LEVEL ONE OF THE PROCESS: Everyone who has a connection with the family, including the child (if appropriate), parents, and family advocates, will be invited to attend a family service coordination meeting. This stage of the process includes a multi-system assessment and treatment planning process that utilizes the wraparound approach.
3. When a family is accepted for service coordination the youth in need will undertake a Child and Adolescent Needs and Strengths Assessment (CANS). The Council utilizes the CANS as a person-centered multipurpose tool to support decision making and service planning. This assessment touches on the eight life domains; social, psychological, family, vocational/educational, residential, safety, legal, and medical. The CANS will also serve to decide the level of service coordination through the information that is gathered during the session. The Coordinated Service plan for each child and family shall include the following: identification of family/child strengths, services needed, responsible person and agency, description of services that will be provided, and funding sources and responsibility. All information will be entered into OASCIS, the Ohio Family and Children First data tracking system, by the coordinator in charge of the case.
4. LEVEL TWO OF THE PROCESS: The Family Service Coordination team will meet on a basis decided on by the tier level of a youth's CANS. The Family Stability team will be responsible for reviewing decisions made during the service coordination meets, monitoring treatment plans, and developing outcome indicators for services purchased and identifying services gaps.

### Notification of Meetings

A family and all appropriate staff from involved agencies, including a representative from the appropriate school district, will be notified of and invited to participate in all family service coordination plan meetings. The Council Coordinator will be responsible for sending a written (Email or Physical) notice to the involved parties at least two days in advance of the meeting. Family needs and limitations will be taken into consideration when establishing the time and location of the meetings.

In case of an emergency child and family team meeting, where a written notification will not reach team members in a timely manner, a telephone call to the involved parties will be sufficient. Documentation of a phone call to the team members should be made and placed in the agency's case file.

At the end of the initial meeting, ongoing team meetings are scheduled and documented in the family plan.

#### Family Initiation of a Meeting

A family involved in service coordination under the Council may initiate a meeting to develop or review the family's service coordination plan. In order to initiate a meeting, the family member may contact the Council Coordinator and request assistance with scheduling the meeting.

#### Accessing a Parent Advocate

The family may invite a family advocate, mentor, or support person of their choice to participate in any service coordination meeting. Each family will also be given the opportunity to access a parent advocate.

Parent advocates are trained supports helping families in a variety of ways. Advocates may attend meetings with the family, including medical appointments, team meetings, court hearings, IEP meetings, etc. If a family chooses to receive the services of a parent advocate, the Council will coordinate the referral and assignment of a parent advocate.

#### Out-Of-Home Placement

A family service coordination plan meeting will be conducted before a non-emergency out-of-home placement for all multi-need children. In the case that an emergency out of home placement must be made, a family service coordination meeting will be conducted within ten days of the placement.

The purpose of the out-of-home placement meeting is to ensure that all alternatives to out-of-home placement have been exhausted as a reasonable and appropriate response to the child and family situation. The meeting provides the opportunity for the family team to begin planning for community supports for the family during placement and to begin planning for the child's return to the community. Furthermore, a family service coordination plan will be developed to outline how Council members will jointly pay for services, where applicable, and provide services in the least restrictive environment.

Please note that this requirement applies to children who are involved in service coordination under the Council mechanism. The law provides that a family may refer itself to service coordination at any point in time, which includes any time prior to or immediately after an out-of-home placement. Nothing in

this division shall be interpreted as overriding or affecting decisions of a juvenile court regarding out-of-home placement. Funding is not available for children in out of home placements.

### Progress and Outcome Tracking

The Council Coordinator in conjunction with FAST will be responsible for monitoring the progress and tracking the outcomes of each service coordination plan requested in Hardin County.

For children in out-of-home placements, the agency that placed the child will be responsible for collecting the following data for each child: progress with their out-of-home placement, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatments, and education. The child's family is included in the post discharge planning process when appropriate.

For children not in out-of-home placement, the lead case manager identified on the service coordination plan will be responsible for tracking outcomes. Data to be collected includes demographic information like age, gender, ethnicity, zip Code, etc., of the child and family, historic information on services provided, measures of the child's health and well being, and overall satisfaction with services.

The Council Coordinator will track information on the number of referrals received and who made the referrals for service, the amount of funding spent for child/family services, and what services were purchased. All collected data will be entered into OASCIS by the Coordinator in order to generate reports on the service coordination process.

All of the information collected may be reported to FAST for monitoring. FAST will discuss all collected information and data at monthly meetings. A written report will be submitted to Executive Council for review at Bi-monthly meetings. The overall data will be used to evaluate and prioritize services, fill gaps, and allow Council to invent new approaches to achieving better results for families and children as mandated by the ORC 121.7.

Upon request, service coordination data will be submitted to the State for the purpose of program evaluation. Data submitted to the State for the purpose of evaluation will not contain any child, youth, and family identifying information. The State may use Un-identifying data to use in reports and suggest new services for the State or county.

### Ohio Automated Service Coordination Information System

All service coordination tracking will be done through the Ohio Automated Service Coordination Information System (OASCIS). This tracking system was created in July of 2022 to address the need for a streamlined system to report and track data across the county for those youth receiving service coordination. All information regarding a youth will be placed in this confidential tracking system to be used by the Council when necessary.

### Confidentiality

It is a family's right to be assured that protecting their confidentiality is of the highest priority and the law. All information disclosed during the service coordination meetings or contained in the comprehensive service coordination plan is to be considered confidential. All families involved with service coordination are also guided by all HIPPA, state, and federal laws regarding client confidentiality.

All families must sign a release of information so that members and involved agencies can exchange information.

To ensure that none of the family personal information is shared by team members outside of the team meeting, participants at team meetings will be required to sign the Team Confidentiality Assurances at the beginning of each team meeting. Virtual signatures may be made when in need.

### Needs and Strengths Assessment

Any child or family that has been referred to the Council for service coordination, including a child whose parents or custodian is voluntarily seeking services, will have access to an assessment process which identifies their strengths and needs and ensures access to services or supports to address those needs. The assessment process will address and be responsive to any cultural issues that are pertinent to a family. All members of the family service coordination team, including the child and parent will be afforded the opportunity to participate in the entire assessment process. The CANS is used as the assessment tool for the needs and strengths of families in Hardin County. In some cases, a CANS may not be necessary and therefore the Strengths, Needs, and Cultural Discovery Assessment created for use in Hardin County by the Council Coordinator will be used.

If a formal and or clinical assessment has been completed for a child and family by an agency involved with the family service coordination team, the results of those assessments will be integrated into the service coordination planning process for the child and family. The needs and strength assessment process will look at the follow life domains of a family: residential, recreational/social, educational/vocational, family, emotional/psychological, legal, safety, spiritual, and cultural/ethnic. The CANS includes a portion on trauma as well that allows the team to gauge full awareness of the youth and family. This assessment will be written from a strength-based perspective, reviewed with the family, child, and agency for feedback.

### Service Coordination Plans

Several agencies are already required to prepare a comprehensive service/treatment plan for children and families involved within their system. The family service coordination plan used for services received under Council is designed to provide families with minimal overlap and duplication with other plans. If multiple mandates inescapably require multiple plans, such plans will be linked together and coordinated to eliminate duplications and conflicting expectations of the family.

Hardin County's service coordination plan has changed over the years as the Council has also changed. The required components of the service coordination plan include:

1. The designation of service responsibilities among the various state and local agencies that provide services to children and their families.

If, for any reason, needed services or supports are not available, the family service coordination plan will state how priorities are chosen and what efforts will be taken to address such gaps. The coordinator is responsible for notifying the Council of the gap in services.

2. Identified assistance and services contained in the plan will be 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 will be provided in the least restrictive environment possible.
3. Early identification and intervention will be recognized as a critical factor in preventing a child from becoming involved with the juvenile court system. The following process will be used to identify and intervene with a child who is alleged to be unruly and or delinquent child.

Any child serving agency including but not limited to the schools, children's services, and mental health providers, that suspect a child may be identified as alleged unruly and or delinquent, but not yet involved with the juvenile court system should take the following actions:

- Prepare a complaint under the Ohio Revised Code 2151.27 that will notify the child and the parent that a complaint has been prepared to encourage the child and the parent to comply with other methods to divert the child from the juvenile court system.
  - Conduct a meeting with the child, parents, and other interested parties to determine appropriate methods for diversion. Services that may be provided include parenting education, mentoring, short term respite, alternative education pathways, or other appropriate measures.
  - The agency filing the complaint will be responsible for the above process. If after this process has been executed and exhausted and the child is still not responding, the child should then be referred to the Council service coordination process. Any child at-risk for becoming involved with the juvenile justice system is also at-risk for being removed from the home as juvenile detention facilities pose a constant risk for removal.
4. Family service coordination plans will contain timelines for completion of goals specified in the plan with regular reviews scheduled to monitor progress toward those goals. The coordinator will monitor the completion of the family plan for the Council.

A family service coordination plan will contain provisions for dealing with short term crisis situations. All families involved with the service coordination process will have a crisis plan written as part of the family service coordination plan. Efforts in the development of the crisis plan will include providing support to the child and family, keeping everyone safe, and maintaining the child and family together whenever possible so safety can be assured. Safety plans can be developed if the family identifies safety concerns and the need for a plan.

## Dispute Resolution Process

A grievance or dispute resolution is a method to resolve conflicts between parties. The Council recognizes that three types of conflict are likely to occur. The three anticipated scenarios for potential conflict are:

1. The child/family is in disagreement with one agency
2. The child/family is in disagreement with the service coordination plan
3. One agency is in disagreement with another agency or in disagreement with the family service coordination plan

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. Individual 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 to assist them in voicing their concerns.

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.

Please note that this process includes the assurance that services listed on a family plan at the time a dispute is initiated will continue until the dispute is resolved. If the family is filing the dispute, any services that are the subject of the dispute shall continue until the dispute is resolved.

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

1. The disputing parties will inform the Council Coordinator of the facts of the conflict in writing.
2. The coordinator will call a special meeting of the family team within five working days of receipt of notification and will facilitate the dispute resolution process.
3. When a resolution is reached, the parents and the agency representatives will sign the revised family service coordination plan to acknowledge their commitment to the plan.
4. The coordinator is responsible for the implementation of the plan

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

1. The family or agency which disagrees with the family service coordination plan shall file a written objection to the plan with the Council Coordinator. The grievance must state the facts of the case and specify the issue that is in dispute. Grievances can be emailed or sent by mail and addressed to the attention of: The Hardin County Family and Children First Council, Ashlei Raifsnider, 175 W. Franklin St. Suite 150 Kenton Ohio 43326.
2. Upon receipt of the objection or within five working days the Council Coordinator shall initiate discussions with each party to determine the facts of the case, along with the Administrative Agent.
3. After determination of the facts and sharing among agencies and families involved, the Council Coordinator shall schedule a meeting of the parties to the disagreement for the purpose of discussing the resolution of the dispute between the two parties.

4. If such efforts prove to be unsuccessful, the Council Coordinator shall make aware, the dispute, to the Family Stability Team to discuss relevant information at the regularly scheduled monthly meeting.
5. The Family Stability team will issue their recommendations within 5 working days of the meeting.
6. Any policy violation dispute not resolved will be referred to the Executive Council to invite suggestions for reaching resolution of the dispute.
7. The Council shall issue a written decision to all parties within thirty calendar days from the receipt of the grievance. The statement shall address each grievance specified in the original filing and shall include findings of fact, conclusions, and the reason for the given decisions.
8. If a satisfactory resolution is not yet achieved via the process outlined above, the Council Coordinator may refer the case to the Ohio Family and Children First Service Coordination Committee for administrative review and dispute resolution recommendations. Ohio Family and Children First will submit a written response with a list of recommendations to the Council Coordinator within thirty days of receipt of request for review. A copy of the administrative review will be provided to all involved parties. Service coordination plans will be amended accordingly.
9. If a dispute remains unsolved beyond this point, the final arbitrator in the dispute resolution process is the Hardin County Family Court Judge. Following an unsuccessful dispute resolution process, a disputant may, within seven calendar days of receiving a response from Ohio Family and Children First, request a Family Court hearing. The matter will be processed in accordance with the Ohio Revised Code, 121.38.
10. Written notification of the request for a juvenile court hearing must be provided to the Council Coordinator by the disputant. The Coordinator shall keep a record of the results of each step of the resolution process and shall prepare an interagency assessment and a treatment packet for the Juvenile Court.
11. The Juvenile Court will schedule this hearing as expeditiously as possible, but no later than ninety calendar days following the filing with the Court. A written decision will be issued by the Judge to all parties within two days of the hearing.
12. Emergency Dispute Resolution: An emergency situation is described as a disruption to an essential service provision which jeopardizes the safety and well-being of the child or family.

In the event that a family or provider brings the emergency situation to the attention of the Council Coordinator, the Coordinator will request an emergency meeting of the FAST team to review the referral. The time frame for convening this meeting will vary according to the situational needs. A meeting will be scheduled no later than five working days. Once the immediate emergency is handled, resolution of the conflict will follow the outlined process.

The Council in collaboration with the Coordinator will inform the parents or custodians of their right to use and access the dispute resolution process and to be included in all aspects of the process, if they choose. Parents and custodians are provided with a copy of the Hardin County Service Coordination mechanism (which includes the dispute resolution process) when the family is referred to the Council for assistance.

## Fiscal Strategies

The Hardin County Family and Children First Council and its member agencies strive to be creative and flexible as possible to maximize the use of all funds available and to provide the best possible service without duplicating efforts or spending resources needlessly. All funding requests will be assessed on an as needed basis. The Coordinator and Administrative Agent of Council will determine which source of funding is appropriate for funding the identified services in the plan.

Hardin County has no pooled funding for service coordination. When a portion of a child's plan requires special monetary consideration, the FAST team will refer the specific need to council agencies to decide the best course of action.

The Council's funding sources are used to keep children in the home with their families, service coordination fees, and where possible respite.

## Training for Agency Personnel

In order to help familiarize agency personnel and families with the service coordination process, individuals will be trained about the usefulness of the service coordination mechanism through various avenues. This training/awareness will include:

1. Distribution of the written service coordination plan to all council members for use within their own agencies.
2. A user friendly brochure to be distributed throughout the County that will briefly explain the plan and how to make a referral.
3. A PowerPoint presentation will be developed that outlines the major components of the service coordination process.
4. Members of the FAST team will be able to use this tool to provide training as needed to agency personnel and their families.
5. The Council Coordinator will provide outreach at several community events throughout the year on the service coordination guidelines. The Coordinator will also make presentations to various government and civic organizations in Hardin County.

## Quality Assurance

The Service coordination mechanism and process will be monitored and reviewed through the following:

1. The Coordinator will provide ongoing monitoring and system review bi-annually. The FAST team will annually look over the mechanism for any necessary changes.
2. The Council Coordinator will provide a written report every other month regarding the service coordination process to the Council.
3. The Council will review the report at their regularly scheduled meetings.
4. With the information provided from the Coordination, the council will annually review the mechanism and process, evaluate and prioritize services, fill service gaps, and invent new

approaches to achieving better results for families and children. The annual review will be reflected in the minutes from Council meetings.

These steps will assure that the service coordination mechanism and process are kept up to date, effect, and reflect the process that is practiced in Hardin County. Consistency in the implementation and use of the mechanism as a county-wide model will yield better outcomes for families and children.