

# Clinton County Service Coordination Mechanism 2018

**CLINTON COUNTY FAMILY AND CHILDREN FIRST COUNCIL**  
**SERVICE COORDINATION MECHANISM**

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## **OVERVIEW**

### **INTRODUCTION**

Clinton County's 2018 update of the Service Coordination Mechanism was revised and reviewed by Patti Ahting, Mental Health Recovery Services Board of Warren and Clinton Counties (MHRSWCC), Deanne Whalen, Clinton County Juvenile Court (JC), Maggie Henry, Clinton County Family and Children First Council (FCFC) Coordinator/Child Intervention Team Service Coordinator, Kyle Lewis, Clinton County Board of Developmental Disabilities (CCDD), Kim Bolin, Clinton County Board of Developmental Disabilities (CCDD), Cassie Carter, Solutions Community Counseling and Recovery Center, Gina Speaks-Eshler, Clinton County Job and Family Services (CCDJFS) & Jennifer Vaughn, Solutions Community Counseling and Recovery Center.

This plan addresses the necessary steps required to fulfill the following six (6) commitments of Child Well-Being:

- 1) Expectant parents and newborns thrive
- 2) Infants and Toddlers thrive
- 3) Children are ready for school
- 4) Children and youth succeed in school
- 5) Youth choose healthy behavior
- 6) Youth successfully transition into adulthood

This plan is in compliance with Ohio Revised Code and emphasizes the need for least restrictive environment.

### **SERVICE COORDINATION HISTORY**

Ohio, at both the state and local levels, has a long history of coordinating services and systems to address the needs of children and families. Progression of service coordination has moved from clusters, to formalized county Family and Children First Councils which are now authorized by state statute. Fiscal support for service coordination has included Access to Better Care (ABC) and presently Systems of Care (SOC) Initiatives. Currently, SOC provides some funds through Family Centered Services and Supports (FCSS). These structures and funding have helped local counties address the everchanging social landscape for delivering coordinated services and supports to youth ages 0 through 21 years and their families. Historically, services have moved from out-of-home placement toward providing organized community services for children and families to avoid out of home placements.

## **PURPOSE**

The Purpose of Service Coordination is to establish a collaborative, coordinated multi-system planning process to address the needs of youth and families with multiple or complex needs. The process is family focused, strengths-based and responsive to the culture, race and ethnicity of the family. Coordination will result in an individualized combination of community services and supports for the youth and family. This process will assist families in building a system of supports, taking into account the youth and family's perceptions of their strengths and needs to achieve positive outcomes. The Clinton County Family and Children First Council (FCFC) Service Coordination Mechanism describes the process for families to refer themselves to service planning as well as the referral process from county agencies or schools. Multiple sources of referrals will facilitate the delivery of services to identified youth and families so that supports can achieve the envisioned outcome of gradually reducing the reliance on formal systems when progress becomes apparent and appropriate.

## **COMMITMENT**

The Clinton County FCFC and its subcommittees including the Child Intervention Team (CIT), will support the commitments to Child Well-Being operating within the parameter of children ages 0 through 21 years and their families based on the following principles:

1. Focus on prevention and early intervention for children with conditions that may lead to out of home placement.
2. Involve families in all levels of planning and decision making.
3. Encourage a family-centered approach to delivery of services.
4. Encourage collaboration among local agencies and other community resources.
5. Assure that available funding resources are fully utilized or integrated.
6. Utilize wraparound services and community supports.
7. Evaluate the outcome of coordinated services for families.
8. Annually review and identify service gaps to families and youth in the county.

## **CRITERIA FOR FCFC SERVICE COORDINATION**

Clinton County Early Intervention (EI) provides Service Coordination for children and families that meet the State of Ohio guidelines for eligibility. EI will provide service coordination for children determined eligible and in need of early intervention services defined under ORC rule 3701-8-07. When a child is involved in both EI and FCFC service coordination, the main provider of service coordination will be EI to assure compliance with OAC 3701-8-07 through 3701-8-10.2. The FCFC Service Coordination Mechanism will support and provide resource assistance for the family's EI Plan (Individualized Family Service Plan-IFSP).

The Local Educational Agency (LEA) provides Service Coordination for children ages 3-5 with qualifying disabilities and/or developmental delays. The LEA may also refer children to the FCFC for service coordination if the child has multiple needs.

Any child who does not meet the eligibility requirements for EI may be referred to FCFC for service coordination and for assistance in finding appropriate interventions.

The established criterion for service coordination through the FCFC Child Intervention Team (CIT) includes the following:

- Child/youth is under the age of 22
- Child/youth and parent/guardian must be a Clinton County resident
- The family is in need of a coordinated inter-disciplinary plan for addressing their unique needs because the child's services and supportive needs are not being adequately met
- Family agrees to participate in Service Coordination or is court ordered by Juvenile Court
- Family has multi-systemic needs from at least two of the following:
  - Board of DD
  - Department of Job & Family Services/ Child Protection Unit
  - Mental Health
  - Alcohol and other Drug Treatment (AoD)
  - Help Me Grow (Home Visiting/MIECHV)
  - Early Intervention
  - Juvenile Court
  - Local Educational Agency (LEA) serving the child
  - Head Start

**Criteria for Continued Service Coordination:**

- The child/youth is under the age of 22.
- The family is an active team participant.
- The team continues to make progress towards the family's goal.
- The child/youth continues to have multi-systemic needs.
- The child/youth and parent/guardian continue to be a Clinton County resident

**Criteria for Transitioning out of Service Coordination: (1 or more)**

- The child is 22 years of age.
- The family is no longer requesting service coordination.
- The parent/guardian is not willing to follow the Family Service Plan
- Goals have been met, and the team agrees that the family has stabilized.
- The child/youth is involved with only one system.
- The team decides that, after 6 months, service coordination is making no progress
- Child/Youth and/or parent/guardian is no longer a Clinton County resident

## **HOW FAMILIES AND AGENCY PERSONNEL BECOME AWARE OF AND TRAINED IN CLINTON COUNTY'S SERVICE COORDINATION MECHANISM**

The FCFC Service Coordinator receives referrals from social service agencies, Juvenile Court, Solutions CCRC, Job and Family Services, schools, county organizations, and families. Clinton County agency personnel and families shall be made aware of and trained in the FCFC Service Coordination Mechanism offered through annual training. A yearly presentation will be given at FCFC full council meeting. The Service Coordination Mechanism can be found at [co.clinton.oh.us](http://co.clinton.oh.us).

### ***Referral Procedure***

Families, Juvenile Court, schools and/or social service agencies may contact the FCFC Service Coordinator at 937-382-5726 x 1422 or by email at [Maggie.Henry@jfs.ohio.gov](mailto:Maggie.Henry@jfs.ohio.gov). If the referral is from an agency, a referral form (**Addendum A**) should be submitted to the FCFC Service Coordinator. If the family is referring themselves, the FCFC Service Coordinator will assist with the referral form. Referral forms are available at each social service agency and can also be found at [co.clinton.oh.us](http://co.clinton.oh.us). Not all families who are referred to service coordination or families that contact the FCFC Service Coordinator will be appropriate for service coordination. The appropriateness of a referral can be determined by calling the FCFC Service Coordinator at 937-382-5726 x 1422, or sending an email to [Maggie.Henry@jfs.ohio.gov](mailto:Maggie.Henry@jfs.ohio.gov). The Service Coordinator may also meet with a family, find they are not appropriate for service coordination but may make referrals to specific agencies for services.

When the needs of a youth and family exceed prevention services as identified through an assessment tool or the services of just one agency, the FCFC Service Coordinator and the family will create a Child Intervention Team (CIT) that includes identified family support persons, representatives from all appropriate agencies, and a representative from the child's school district. The FCFC Service Coordinator will then contact the CIT members to set a date, time and location to create a Family Service Coordination Plan. The plan may incorporate any of the services listed below.

Clinton County Service Coordination services from least intensive to most intensive include but are not limited to:

#### Level 1:

- Help Me Grow- home visiting, support and education for families of children pre-natal to three years who meet eligibility requirements
- Early Intervention
- Parenting classes: PARENT PROJECT
- Drug and Alcohol Prevention- Life Skills (where offered)
- Mental Health counseling

Drug and Alcohol Outpatient treatment  
Anger management classes  
Mediation for truancy and unruly issues  
Diversion Services for first time, non-violent offenders

Level 2:

FCFC Service Coordination  
Respite  
Intensive Home Based Services  
Day treatment/ Partial Hospitalization

Level 3:

Short term stabilization  
Alternative family placement  
Foster care  
Therapeutic Foster Care  
Group Home  
Other options that the team deems appropriate

Level 4:

Residential Treatment when funding is available.

Level 1 services may be initiated by a parent or guardian as need necessitates and without a referral to FCFC Service Coordination. The FCFC believe in providing services that are the least restrictive level needed. Level 2 services are offered through FCFC Service Coordination to families involved in CIT. Prior to escalating to another level of service, all available, appropriate interventions should be tried which includes the family working collaboratively towards meeting the goals and plans established in the Individualized Family Service Plan. Level 3 and Level 4 options are based on the results of assessments, family, worker and case review team recommendations, and all information that can be gathered.

When a case is referred to FCFC CIT Service Coordination and there is risk of harm to self or others, the case may skip to a higher level of service as determined by CIT and case review teams.

***Procedure for notification of all comprehensive family service coordination plan meetings***

The FCFC CIT Service Coordinator works with the family to set the date, time and location of the initial meeting. Family meetings are scheduled at a time and location convenient for and approved by the family. Families are encouraged to invite advocates, mentors, attorneys, family members, and any other support person of the family's choice to a meeting.

The FCFC CIT Service Coordinator will notify the family of coordination plan meetings. The family may initiate a meeting by contacting the FCFC CIT Service Coordinator at 937-382-5726 x 1422 or [Maggie.Henry@jfs.ohio.gov](mailto:Maggie.Henry@jfs.ohio.gov). The FCFC CIT Service Coordinator provides notice to the family, to any identified family support persons requested by the family, to representatives from all appropriate agencies, and to a representative from the child's school district. If the referral is accepted, the Service Coordinator contacts the family within 5 business days of receiving the referral and schedules a family meeting within two weeks. Advance notice of the meeting date, time and location will be provided via the family's preferred method as required. In emergency cases, the FCFC CIT Service Coordinator will set a meeting as soon as possible but not longer than one week of submitting the referral.

### ***Procedure for protecting the confidentiality of families***

A time limited release of information for participants is agreed to and signed by the family (**Addendum B**). All documents are kept in locked file cabinets. Before each CIT, Case Review or Family Team meeting, a statement of confidentiality is signed (**Addendum C**) to remind all participants that all client-specific information, proceedings, documents, records discussions, opinions, findings, evaluations, and/or actions taken during that day's meeting are confidential. Except as required to carry out the duties of their employment, this information is not subject to disclosure pursuant to Ohio Revised Code Chapters 2305, 2317, 4757, and 5122; and any breach of this confidentiality is subject to disciplinary action, and possible legal action. These restrictions on disclosure and confidentiality are not time-limited, and are binding even after involvement with service coordination ends.

### ***A procedure permitting a family to initiate a meeting and invite support persons***

The family can initiate a meeting to develop or review the family service coordination plan by contacting the FCFC CIT Service Coordinator or one of their service providers who will contact the FCFC CIT Service Coordinator to request a meeting. The family may also designate another individual to schedule reviews as necessary and facilitate the Family Service Coordination Plan meetings. For example, a family may designate a support person such as a friend or neighbor. The FCFC CIT Service Coordinator will be responsible for ensuring this individual is familiar with the service coordination mechanism

FCFC CIT Service Coordinator works in partnership with the Parent Advocacy Connection, which is administered by NAMI OHIO to provide Parent Advocates. At the initial meeting, the family will be offered a Parent Advocate whose purpose is to support, educate and equip the parent to partner with professionals in promoting access to appropriate services for their child.



***Procedure for assessing the needs and strengths of any child or family referred.***

The initial meeting begins with the FCFC/CIT Service Coordinator, the referral source, and the parents/caregivers identifying the strengths, needs and cultural information of the family and child (**Addendum D**) with use of the CANS assessment tool. At the initial meeting, the FCFC Service Coordinator completes the Strengths, Needs, and Cultural Discovery Questionnaire with the parent/guardian (**Addendum D-1**). This allows the family to give specific input on their perceptions of problems, strengths, cultural issues, what they would like to change, and what services they feel would benefit them. Those in attendance will treat the client with respect and sensitivity to the information revealed. If the need for cultural sensitivity training for service providers is identified, it will be provided. Any previously completed assessments and information on or about the child will be shared by the family and agency representatives as allowed by a signed release of information, to create the Family Service Coordination Plan. At all points, opinions of the parent/guardian are sought and must be considered in the development and writing of the plan.

***Procedure ensuring a comprehensive 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***

CIT's goal is to prevent out-of-home placements. When a child has been receiving service coordination through FCFC and an out of home placement is considered, the family and involved service providers will meet to determine placement and the availability of funds. Please note funding for these placements may not always be available. Parents will participate in the placement costs as determined by Court order.

If emergency placement occurs and needed immediately without time for a service coordination plan meeting prior to placement, a meeting is conducted within ten days of placement. Once meeting is held, the protocol above will be followed.

Parents are partners in the provision of services when a child has been receiving service coordination through the CIT and are supported in receiving least restrictive services in their community. The primary purpose of service coordination planning is to preserve the family, therefore least restrictive in-home services are explored first. Services may be offered through Systems of Care Funds including Family Centered Services and Supports (FCSS) or by pooled funds from various agencies (see page 14 for agency list). Resources outside the county may also be accessed to help keep the child from being place outside the home.

### ***Procedure for developing a family service coordination plan***

Subsequent to gathering the above information, a team composed of the family, agency personnel working with the family, school representatives, and family support persons identified by the parent/guardian meet to discuss and develop the Family Service Coordination Plan (**Addendum E**). The FCFC CIT Service Coordinator will notify all members as to the date, time and place of the meeting as outlined in the “procedure for notification of all comprehensive family service coordination plan meetings” section. It may take an additional meeting of the CIT to gather all information and complete the Family Service Coordination Plan.

### ***Procedure for monitoring progress and tracking outcomes of each Family Service Coordination Plan (FSCP)***

At a minimum one monthly phone call is made to the residential center when a CIT youth is placed out of home. This call may be placed during a Case Review Team meeting and may include the parent/guardian if attending the meeting. If the child is in the custody of Clinton County Job and Family Services, monthly visits are made. The residential centers are required to provide timely written and verbal information concerning major unusual incidents and the child’s treatment. CIT and Case Review team members receive and share information on a regular basis. All information is shared with the family unless otherwise ordered by the court. Efforts are made to shorten residential stays for children and to preserve families. Termination of a residential placement is a team decision that includes input from the parent/guardian. While a child is in placement, services may be offered to the family such as family counseling, educating them about their child’s diagnoses and/or reason for placement, and referral to resources for other family members if needed. Reunification strategies may be put in place prior to the child’s return. A transition meeting will be held to assure local services are in place.

The Case Review Team meets regularly, at least 6 times per year, and shares updates at meetings for all residential placements as well as children who are at risk of placement. Family Service Coordination Plans are reviewed for progress and suggestions for additional services may be suggested. The FCFC/CIT Service Coordinator reports to FCFC any identified gaps and requests solutions to fill those gaps. Non-identifying information is always used.

### ***Dispute resolution process***

Parents/Custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. The dispute resolution is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the Ohio Revised Code. Disputes concerning service coordination plans shall be addressed to the FCFC Coordinator.

Dispute resolution forms may be obtained by contacting the FCFC Coordinator at 937-382-5726 x1422 or [clintonctyfcfc@yahoo.com](mailto:clintonctyfcfc@yahoo.com). Email is preferred.

## **DISPUTE RESOLUTION STEPS**

Dispute Resolution is an important component of any service delivery system. Although agencies and professionals are committed to meeting the needs of the child or family, there are times when a decision or the process may be questioned by one or more members of the team. The process for handling the situations below is dependent on the premise that individuals have been involved with the FCFC CIT Service Coordination process and will in all instances seek clarification and resolution at the team level prior to initiating the formal conflict resolution process.

Families will receive a copy of the Dispute Resolution Steps when they enroll in HMG or FCFC CIT Service Coordination. The process will be explained to them at that time and again if they express any problem with services. Service providers will be educated about the process when they receive training on the Service Coordination Mechanism.

### **Children enrolled in EI**

For the EI dispute process, please see DODD brochure that is attached or below for resolution of a parent complaint or concern. If the complaint or concern is between agencies, EI Service Coordination follows the resolution process outlined below.

Under the Early Intervention System, the parent and child have specific rights and a system for resolution of concerns. If there is a suspected developmental delay, the parent also has additional rights. The Department of Developmental Disabilities publishes a booklet titled, "Ohio Early Intervention Parents Rights" explaining parents' rights as well as the Ohio Department of Health publishing "Notice of Privacy Practices" that is provided with parents rights. This publication will be reviewed by EI staff and left with the parent upon the first home visit, at each IFSP meeting or at least annually until the child exits the program.

However, in an effort to resolve issues in the most effective and expedient manner, EI encourages the parent to file a local complaint when there are concerns about the rights or services under the Early Intervention System. Should there be any questions or concerns about any service received from any provider within the EI System, please contact in writing or by phone: Clinton County Board of Developmental Disabilities, EI Supervisor, 4425 SR 730, Wilmington, OH 45177 (Phone) 937-382-7519 ext. 1311. A written response to your complaint will be received within 30 days. If no resolution is obtained or if you wish to speak with another individual, please contact: Clinton County Family and Children First, Attention: Maggie Henry, FCFC Coordinator, 1025 S. South Street, Wilmington, OH 45177 (Phone) 937-382-5726 x 1422 or [clintonctyfcfc@yahoo.com](mailto:clintonctyfcfc@yahoo.com).

You may elect to file a complaint directly with Early Intervention at the **Ohio Department of Developmental Disabilities, 30 East Broad Street, Columbus, OH 43215.**

### **Children 0-22- Non-emergency dispute**

If there is significant and unresolved conflict regarding any aspect of service coordination by any participant (including parents or agencies), every attempt is made to resolve that conflict informally with the participating members. All complaints must be submitted in writing to the FCFC Service Coordinator, 1025 S. South Street, Wilmington, OH 45177. If needed, the FCFC Service Coordinator will assist a family in creating and submitting the complaint. The FCFC Service Coordinator shall ensure that all involved parties receive a copy of the written dispute and a meeting date and time will be set to discuss the complaint. The meeting will be held in less than 7 calendar days following receipt of the complaint. If initial efforts are unsuccessful at resolving the dispute, the complainant will be referred to Stage 1 of the dispute resolution process by the FCFC CIT Service Coordinator, Maggie Henry. Mrs. Henry can be reached at (937)382-5726 x 1422 or [Maggie.Henry@jfs.ohio.gov](mailto:Maggie.Henry@jfs.ohio.gov). The original written complaint will be submitted to the Case Review Team's Executive Directors or their designee, for formal mediation. A minimum of 3 Director's will be involved in the decision-making process. The written complaint should be mailed to: Chair, FCFC Executive Committee, 1025 S. South Street, Suite 400, Wilmington, OH 45177. This must be done within 3 calendar days following the initial meeting at the direction of the family or agency.

#### **Stage 1**

All unresolved disputes arising from a disagreement in funding or services may be referred to the FCFC Executive Council Chair for selection of a mediator. The mediator will attempt to resolve the identified issue(s). All parties of the dispute will participate in the mediation process to be held no longer than 10 calendar days following receipt of the written complaint by the FCFC Executive Council Chair. If no resolution can be reached internally through mediation, either the family or the agency may continue to Stage 2 by submitting, in writing, a request to continue the dispute process. The request should be made to the FCFC Coordinator at [clintonctyfcfc@yahoo.com](mailto:clintonctyfcfc@yahoo.com) within one week of the failed mediation. The FCFC Coordinator will notify all parties that the complaint is moving to Stage 2.

#### **Stage 2**

If a family or agency cannot reach agreement through Stage 1 efforts, they may complete an Ohio Family and Children First dispute resolution form requesting a state administrative review. A copy of the state form will be provided to all involved parties by the FCFC Coordinator. The FCFC Coordinator will forward the complaint and assist the family in completing and collecting all information requested by OFCF dispute process. The FCFC Coordinator will forward this to the state for review as quickly as possible not to exceed 7 days. The state office may either schedule a hearing or issue a written response within 30 days of receipt of the request. The response of the

State will serve as the FCFC final decision. The FCFC Coordinator will ensure all parties receive a written copy of the response from the state and confirmation of the FCFC's decision. It will be completed within 60 days of the initial filing. This written opinion is the last step in the dispute resolution process prior to filing in Juvenile Court (Stage 3).

### **Stage 3**

Parties that are opposed to the FCFC determination can file a complaint with Clinton County Juvenile Court within 7 days of receiving the FCFC determination. All interagency assessments and treatment information will be submitted to the courts as well as any other information requested. The Juvenile Court Judge will hear the complaint and, based on the evidence presented by parties, will issue a Judicial Decision. The Juvenile Court is the final authority in the county.

While the local dispute resolution process or court proceedings pursuant to this section are pending, each agency shall provide services and funding as required by the decision made by the Case Review Team before dispute resolution was initiated. If an agency that provides services or funds during the local dispute resolution process or court proceedings is determined through the process or proceedings not to be responsible for providing them, it may be reimbursed for the costs of providing the services or funding by the agencies determined to be responsible for providing them.

### **Children 0-22- Emergency dispute**

In cases considered an emergency, defined as a dispute that requires an immediate response due to the safety or well-being of a child(ren), family and /or community, the time frames will be reduced as much as possible. Participants will adjust their schedules to allow for the earliest meeting time or will meet as a phone conference if absolutely necessary. The FCFC will deliver a determination in 45 days or less.

## **FAMILY SERVICE COORDINATION PLAN**

### ***Designates service responsibilities among the various agencies***

For families enrolled in EI, service responsibilities will be designated on the EI IFSP. If youth are referred to Service Coordination, and eligible for EI, the EI service Coordinator will take the lead.

For Children ages 0 through 21 not involved with EI or HMG, the following steps are used to create the Family Service Coordination Plan:

- A) During the development of the Family Service Coordination Plan the strengths and needs are discussed and documented in the Family Service Coordination Plan. Cultural discovery and sensitivity regarding the strengths and needs are emphasized at this time.
- B) Previously completed evaluations and assessments are reviewed with a signed release.
- C) The Family Service Coordination Plan includes the following: name of recipient, date developed, identification of participants, description of the problem, goals of the plan with dates to be achieved, list of all involved agencies and schools, history of placement, previous successful interventions and a detailed plan of action that specifies who does what and when.
- D) Responsibilities of each agency, the family, and service providers are assigned to meet the identified goals of the plan. The parent(s) and providers sign the plan to signify agreement and acceptance of their responsibilities.
- E) A short-term safety plan will be developed and written with family input and will be attached to the Family Service Coordination Plan. The safety plan will be reviewed at future CIT meetings.

Clinton County uses a pooled fund to pay for services not covered through other streams. Clinton County Juvenile Court, CCJFS/CPU, CCBDD and MHRSWCC serve children in the least restrictive environment and contribute to the pooled fund. Pooled funding is used for Intensive Home Based (IHB) services, an option for children who are at a high risk for residential treatment. If residential treatment is deemed necessary by the CIT and case review teams, then the pooled fund will be used for out-of-home placements.

***Designates an individual to track progress, schedule review and facilitate meetings-***

For children ages 0-3 years, the HMG service coordinator will track progress, schedule reviews and facilitate meetings for the service coordination plan. For children aged 3-5 years, the classroom teacher and the related services staff are responsible for documenting progress on IEP goals. The special education supervisor schedules reviews and facilitates meeting. The FCFC Coordinator will complete quarterly compliance checks with the assistance of the EI Contract Manager and EI Supervisor. More frequent checks will be completed should the need arise.

If approved by the family, the FCFC CIT Service Coordinator is responsible for tracking progress, scheduling and facilitating meetings for CIT services in Clinton County. However, the family may designate another individual to track the progress of the Family Service Coordination Plan. The FCFC CIT Service Coordinator will still be responsible to schedule reviews and send meeting notification as necessary. The family will be offered a family advocate through the Parent Advocacy Center of NAMI OHIO at the time of intake.

***Ensures services are responsive to the strengths, needs, family culture, race and ethnic group, and are provided in the least restrictive environment***

Clinton County EI and Board of DD are the Early Intervention service coordination providers for children aged birth-three suspected of having a qualifying eligible medical condition or developmental delay in the county. The goal of EI is to identify children early and provide effective intervention and coordination of services so that young children and their families will reach potential and thrive, and be able to start school ready to learn. The team receives training on socioeconomic, cultural, ethnic sensitivity. All services are voluntary and received by families in their own home or natural environment. An interpreter will be provided as necessary. When financial assistance is needed to receive Early Intervention services outlined on the family's IFSP, a referral may be made to CMH (BCMh), DoDD EI system of payment, or public or private agencies, as appropriate. A referral may also be made to the CIT Service Coordinator and the request will be reviewed by the Case Review Team.

Agency members strive to be aware of all racial/ethnic/cultural identity and gender issues. The CIT and Case Review Team will ensure services are responsive to the strengths, needs, family culture, race and ethnic background as identified on the Family Service Coordination Plan and are provided in the least restrictive environment.

***Process for dealing with a child who is adjudicated to be an unruly and/or delinquent child***

EI children range in age from 0-3. Parents who may be facing issues with behavior concerns are provided with parenting information by their Early Intervention Service Coordinator or may be referred to other services in the county.

Parents who are seeking unruly charges for youth under the age of 12 are encouraged to pursue Juvenile Court's mediation process through Juvenile Court first as well as other interventions such as mental health counseling, family counseling, or parenting programs. If the parent chooses to try mediation prior to filing a charge, the mediator schedules a hearing at which parent and child are present. All areas of concern are presented and addressed within the mediation hearing. The mediator has the ability to refer both child and parent to additional programs such as the STAR program at West Central Juvenile Detention Center, counseling, or anger management. If all parties agree on a desired outcome, a mediation agreement is signed and all parties are expected to comply. The mediation program is strictly voluntary. If mediation is unsuccessful and /or parents choose not to try mediation, the parent may file an unruly charge through the court. The parent must first meet with a probation officer to discuss specific behaviors being exhibited by the child. If the Probation Officer feels unruly charges are appropriate, the charge is then prepared by the clerk's office and signed by the parent. All parties appear before the Judge or Magistrate, facts are presented and behaviors are discussed. If the court finds the child to be unruly, the court enters a disposition deemed appropriate to meet the needs of the child and family.

All other unruly complaints, such as those filed by schools, shall be filed through the County Prosecutor's office. Once the complaint is received by the clerk's office, the same process follows as previously mentioned. Youth may also be referred to FCFC CIT Service Coordination by the probation officer, mediator and/or the court at any point during this process.

### ***Timelines for family service plan goals***

The Early Intervention Individualized Family Service Plans are to be done initially within 45 days of referral. This initial plan's goals will be for 180 days. The following reviews will take place at least every 180 days, with the child's need for early intervention services re-determined at least annually, in accordance with OAC 3701-8-07.1. At these meetings, the child's progress will be reviewed by team members, and strengths and needs will be assessed. New goals and outcomes will be written during these meetings based on the child's needs and the outcomes already accomplished. The service coordinator will monitor progress with the rest of the team.

The Family Service Coordination Plan includes timelines for completion of goals. Timelines allow the family and team to monitor their progress and acknowledge success. Timelines may be adjusted as changes occur.

Each child's family in EI participates in a Transition Planning conference, held no less than 90 days prior to the child's third birthday, to determine what additional services/supports need to be put in place upon the child's exit from EI.

A child that is found ineligible for services under the EI criteria is connected/referred to other resources that may meet their needs.

### ***Plan for short-term crisis and safety***

It is the goal of FCFC and agencies serving young children to provide supportive services to families before a crisis occurs therefore, agencies, schools and parents are encouraged to make early referrals to the FCFC Service Coordinator. Agencies and schools work with parents to identify potential problems and needed resources to support the family and to prevent the situation from becoming a crisis. In the event of a short-term crisis, the lead agency's case manager or the Probation Officer along with the FCFC Service Coordinator will work through the crisis and attempt to find resources to address the emergency. Team meetings are held to avoid crisis situations.

Any child who is accepted into service coordination will have a Temporary Crisis Plan (**Addendum F**) developed and written by the FCFC CIT Service Coordinator or at the first CIT meeting. The plan will include input from parents/guardians and involved agencies and will



position the team to be prepared to respond appropriately and immediately in the event there is a crisis or safety concern. It allows the team to plan an appropriate 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 individual plans. Efforts will target strategies that provide support to the child and family during these times, keeping everyone safe, while still keeping the child and family together when possible. The plan will consider the strengths and needs of the child and family. Referrals regarding safety will be made to appropriate agencies (local law enforcement) as needed as well as referrals to various entities that can provide various resources. The Temporary Crisis Plan will be reviewed at each service coordination meeting. The plan will include the following:

- Description of the crisis behavior.
- Who is at risk and how?
- What causes a situation to lead to a crisis?
- How often does the crisis occur?
- What has helped during previous crises?
- Indicators that a crisis is about to occur.
- What to do if a crisis occurs/plan of action?
- Is the environment safe (i.e. knives, medications, toxic chemicals, are stored safely)?

In case of a crisis or immediate safety concern, the service coordinator will contact the local police. They will contact Mental Health Crises Line, Clinton County JFS, or Juvenile Court Probation as is appropriate. These agencies will provide immediate intervention.

## **FISCAL STRATEGIES**

### ***Fiscal Support of the Service Coordination Mechanism***

Funding may be available to families engaged in the Service Coordination, as funds are available and services are appropriate.

### ***How funding decisions are made for services identified in the family service coordination plan:***

Each family participating in FCFC CIT Service Coordination will have a Family Service Coordination Plan that outlines needs of the family as determined by the family, in collaboration with the CIT and the Case Review Team. If the cost of identified service needs exceeds the resources of a single agency or system, a funding request may be issued to the FCFC CIT Service Coordinator for presentation to the Case Review Team for consideration. These costs can include Medicaid waiver match. Funding requests are limited by time and cost and require periodic reports to the Case Review Committee regarding the child(ren)/family(s) progress and further needs.

Funds to be utilized include:

- Family Centered Services and Supports (FCSS) as allocated from the State of Ohio
- Pooled funding
- Medicaid and other third party payers
- Other community agencies funds (through application or referral)
- Child Support payments as determined by court order.
- PASS funds
- Other monies as available from state funds

***How flexible resources are maximized:***

Minimal flexible resources are available and primarily consist of FCSS funds. See the FCSS section for procedures on accessing this fund.

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

The Case Review Team is largely composed of representatives from potential funding sources including Juvenile Court, CCJFS/CPU, Board of Developmental Disabilities, and Mental Health Recovery Services. The cost of services identified by the Family Service Coordination Plan may be accessed through the pooled fund.

***How resources are allocated from institutional services to community-based, preventive, and family-centered services:***

Multi-need children/youth placed out of home can be paid for by the pooled fund; however this level of care is a last resort. It is preferred to utilize community-based services in the least restrictive environment when at all possible. This includes intensive home-based services that may be paid for by the pooled fund. Funds may also be used for respite care, recreational activities and family strengthening activities.

Reunification strategies will be put in place prior to the child returning home. Once the child is home, Intensive Home Based Treatment Services may be introduced as a step-down program to assist with the re-integration into the family and community.

***How decisions will be made regarding the use of the Family Centered Services and Supports (FCSS) funds for children and their families in service coordination:***

Each year the Case Review Committee reviews the fund guidelines supplied by Ohio Family and Children First. Subsequently, the Committee decides the best usage of the fund given the family's needs and the state guidance and includes a projected budget. Department of Job

and Family Services is the fiscal agent and administers the fund as directed by the Case Review Team.

## **REQUESTING FUNDING FOR IDENTIFIED SERVICE NEEDS**

### ***Criteria to Receive Funding:***

1. The FCFC CIT Service Coordinator presents the request to the Case Review Committee for consideration and approval at the next scheduled meeting (The FCFC CIT Service Coordinator has the discretion of approving Level 1 and Level 2 expenditures of up to \$1000 if appropriate.) If request exceeds \$1000, the service coordinator will present request to case review.
2. Emergency assistance is not available for food, clothing, shelter, utilities, and/or household expenses through the FCFC, however referrals can be made to (but not limited to) faith based organizations, Homeless Shelter, Habitat for Humanity, Community Action Commission and Department of Job and Family Services. Medical services cannot be purchased with FCSS funds.
3. The client must be an active Service Coordination client.
4. A CIT team member or Case Review Team member must submit a completed Funding Request form to the FCFC CIT Service Coordinator specifying the service requested, cost, and reason for the request. This requested service should be consistent with the Family Service Coordination Plan. The Service Coordinator will present a monthly expenditure report at every case review meeting.
5. If the Case Review Committee agrees and the established fund criterion is met, the expenditure is approved and documented.
6. The requesting CIT member or Case Review Team member will be notified of the decision within one week.

## **QUALITY ASSURANCE OF FCFC SERVICE COORDINATION**

***Describe how the service coordination mechanism process will be monitored and reviewed. Please include who will monitor and review the mechanism and how often this will happen.***

1. A CIT Service Coordination report summary is presented at each meeting of the Clinton County Family and Children First Council by the CIT Service Coordinator. Included in the report are the number of children in service coordination, CIT and Case Review meetings, and any issues that need to be brought before the full council. An EI Service Coordination report summary is also presented at each meeting by the EI Contract Manager. Included in the report are the number of children being served, the number of children who exited the program and the number of children pending eligibility.

2. The CIT Service Coordinator will present a mid-year and end of year summary to the state.
3. The Service Coordination Mechanism is reviewed periodically by FCFC. Any changes in policy or additions/deletions can be approved or changed at any council meeting where a quorum is present.
4. Satisfaction surveys (**Addendum G**) are given to families at each team meeting.
5. Upon request, Service Coordination Data will be submitted to the state for the purpose of evaluation.

**Addendum A**

**FCFC Service Coordination Referral Form**

Date \_\_\_\_\_

Is this an emergency? \_\_\_\_\_

**PLEASE INCLUDE RELEASE OF INFORMATION FORM**

**Child's name:** \_\_\_\_\_ **DOB:** \_\_\_\_\_

**Parent (s) name:** \_\_\_\_\_ **Legal Custody:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Email address** \_\_\_\_\_ **Alt. Phone:** \_\_\_\_\_

**Non-custodial parent name** (if different from above): \_\_\_\_\_

**Is parent employed?** \_\_\_\_\_ **Time available for meetings:** \_\_\_\_\_

**Person making referral:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

**Siblings and ages** (note if they do not live in the home)

\_\_\_\_\_

**Is this child in danger of being placed out of his/her home?** \_\_\_\_\_

**Background information:**

Abuse/Neglect \_\_\_\_\_ Domestic Violence \_\_\_\_\_

Youth Substance Abuse \_\_\_\_\_ Family Substance Abuse \_\_\_\_\_

School/Educational Placement \_\_\_\_\_ Grade \_\_\_\_\_

School Behavior \_\_\_\_\_

**Service Providers involved:**

CSB worker \_\_\_\_\_ Phone \_\_\_\_\_

BDD worker \_\_\_\_\_ Phone \_\_\_\_\_

Juvenile Court worker \_\_\_\_\_ Phone \_\_\_\_\_

Mental Health worker \_\_\_\_\_ Phone \_\_\_\_\_

Medications \_\_\_\_\_

School \_\_\_\_\_ Contact and Phone# \_\_\_\_\_

Other (list agency/school): \_\_\_\_\_ Phone \_\_\_\_\_

**Reason for Referral**

Service Coordination \_\_\_\_\_ Funds are inadequate or unavailable \_\_\_\_\_ System barriers \_\_\_\_\_

Situation not improving \_\_\_\_\_ Service plan is not being executed \_\_\_\_\_

**What is the presenting problem? (Be as specific as possible)** \_\_\_\_\_

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**Additional information may be attached.**

**Check benefits family is currently receiving:** Medicaid  Managed Plan & #: \_\_\_\_\_

SSI /SSDI  Private Insurance  Plan: \_\_\_\_\_ BCMH  Child Support

Food Stamps  Housing Assistance  PASS  AA

**FOR OFFICE USE ONLY**

**Release attached?** \_\_\_\_\_

**Date received** \_\_\_\_\_

**Referral accepted?** \_\_\_\_\_

**If not, why?**

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**Notification given to referral source?** \_\_\_\_\_ **Date** \_\_\_\_\_

**Persons to include in next meeting** \_\_\_\_\_

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**Dates and means of meeting notification** \_\_\_\_\_

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**Addendum B**  
**Clinton County Family and Children First Council**

EXP. Date \_\_\_\_\_

**AUTHORIZATION FOR RELEASE OF INFORMATION**

This information has been disclosed to you from records protected by Federal Confidentiality Rules (42 CFR, Part 2). The Federal Rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR, Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Federal Rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

I, \_\_\_\_\_, authorize Clinton County Family and Children First Council Child Intervention Team to release, exchange, or obtain information through the designated representatives of the following agencies which comprise the Clinton County Family and Children First Council for

\_\_\_\_\_  
(Name of Client)

Please **INITIAL** those agencies with which you are willing to release exchange or obtain information.

____ Clinton County DJFS	____ Ohio DYS
____ Solutions Community C&R Center	____ OSU Extension
____ This includes any AOD information	
____ Clinton County Juvenile Court	____ Camp Joy
____ Mental Health Recovery Services	____ Clinton County
____ Community Action/Head Start	____ Alternatives to Violence
____ Clinton County Board of DD	____ Clinton County Health Department
____ Clinton Memorial Hospital	____ Parent Advocacy Connection
____ 4 C	____ _____ School district
____ Clinton County Commissioners	____ Great Oaks CDC
____ Help Me Grow	____ Beech Acres Parenting Center
____ Other _____	____ Other _____

I understand that such information as may be necessary to develop a comprehensive service plan will be released, exchanged, or obtained among the specified representatives of the Clinton County Family and Children First Council. Such information may include but not be limited to; social history, family background, medical/health records, substance records, I.Q. test results, psychological reports, placement history, Juvenile Court records, Developmental Disability records, and Job and Family Services records.

I also consent to the release and exchange of confidential information to the Ohio Family and Children First Cabinet Council for a resolution of problems in the event that the specified representatives of the Clinton County Family and Children First Council are unable to develop a comprehensive service plan.

I know this release may be revoked by me at any time, except to the extent that reliance has been taken thereon, except if I have been referred to the Clinton County Family and Children First Council by any court or probation department, in which case this consent is irrevocable. The date, event, or condition upon which the consent will expire if not revoked before will be:

180 Days after consent has been signed \_\_\_\_\_ Other

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Parent/Guardian if Minor Client

\_\_\_\_\_  
Date

**Addendum C**

**Clinton County Family Wraparound  
Team Signature/Confidentiality Page**

I understand and acknowledge that all client-specific information, proceedings, documents, records, discussions, opinions, findings, evaluations, and/or actions taken during today's meeting are CONFIDENTIAL. Except as required to carry out the duties of my employment, this information is not subject to disclosure - pursuant to Ohio Revised Code Chapters 2305, 2317, 4757, and 5122. I further understand that any breach of this confidentiality is subject to disciplinary action, and possible legal action against me. These restrictions on disclosure and confidentiality are not time-limited, and are binding on me even after my involvement with this Wraparound team.

The individuals signing **below are members of the team and were a part of the meeting, either in person or by telephone, held on \_\_\_\_\_ for \_\_\_\_\_.**

<b><u>Printed Name</u></b>	<b><u>Title</u></b>	<b><u>Signature</u></b>	<b><u>Date</u></b>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____



## Addendum D

### Clinton County FCFC Strengths, Needs and Culture Discovery

Child's Name \_\_\_\_\_ DOB \_\_\_\_\_

Parent's Name \_\_\_\_\_ Phone \_\_\_\_\_

Parent story in their words:

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Family vision for the child and the family \_\_\_\_\_

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Life domains:

School \_\_\_\_\_

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Family \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Additional domains as family chooses: Spiritual, Cultural, Financial, Social, Medical, Legal

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Prioritized needs as identified by family:**

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

Identified Team members \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Today's participants:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Facilitator

**Addendum D-1**

**Strengths, Needs and Cultural Discovery Parent Questionnaire**

The things I like most about my child(ren) are:

I am happiest when:

The best time of my life was when:

What would I like to change about myself and/or my family:

Who do you call for help:

Are you part of a community of faith:

How do you celebrate holidays:

Do you have any hobbies:

What are the strengths of my family:

What do you hope to change with help:

Services and supports that I see as being helpful to my family are:



Family \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Additional domains as family chooses: Spiritual, Cultural, Financial, Social, Medical, Legal

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Prioritized needs as identified by family:**

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

Identified Team members \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Today's participants:

_____	_____
_____	_____
_____	_____
_____	_____

Facilitator

**Addendum E**  
**Family Service Coordination Plan**

**Date** \_\_\_\_\_ **Next meeting** \_\_\_\_\_

Child's name \_\_\_\_\_ DOB \_\_\_\_\_

Parent(s)/Guardian \_\_\_\_\_ Phone \_\_\_\_\_

Parent/Guardian \_\_\_\_\_ Phone \_\_\_\_\_

Family Strengths \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Information from other assessments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**1. State Goal in collaboration with client**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Plan ( include who , when, where, resources needed)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How will success be measured

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date to complete \_\_\_\_\_

**2. State Goal in collaboration with client**

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Plan ( include who , when, where, resources needed)

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How will success be measured

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Date to complete \_\_\_\_\_

**3. State Goal in collaboration with client**

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Plan ( include who , when, where, resources needed)

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How will success be measured

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Date to complete \_\_\_\_\_

**4. State Goal in collaboration with client**

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Plan ( include who , when, where, resources needed)

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How will success be measured

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Date to complete \_\_\_\_\_

**Other identified services or resources likely to be needed**

What	Why	Who



Date of next meeting \_\_\_\_\_

**The undersigned parties understand that there is a dispute resolution procedure described in the Service Coordination mechanism. By signing below, all agree that the dispute resolution procedure shall be the sole method of resolving all complaints regarding the service plan.**

**In attendance (sign and date)**

**Agency or Affiliation**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**Addendum F**

**Safety Response Guidelines**

**FAMILY:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**IMPORTANT PHONE NUMBERS:**

**Local police (non-emergency): 937-382-1611     Clinton County Sheriff     937-378-4435**

**Solutions Center Crisis line: 877-695-6333**

**Child’s MH therapist:** \_\_\_\_\_

**Service Coordinator:** \_\_\_\_\_

**Probation Department: 937-382-1544     PO:** \_\_\_\_\_

<i>Example Situation</i>	<i>Response</i>
My child is acting <b>SUICIDAL</b> or <b>HOMICIDAL</b> and has <b>OVERDOSED</b> or has said they have <b>OVERDOSED</b> or done other potentially life-threatening self-harm.	<b>Call 9-1-1 and seek IMMEDIATE assistance from trained professionals</b>
My child is <b>TELLING ME</b> they are feeling suicidal. I am not sure how to handle this.	Call the child’s therapist’s 24-hr. crisis line. A therapist will call you back to discuss options.
My child is <b>NOT SUICIDAL</b> but is <b>CUTTING</b> on themselves and has made actual cuts into skin but these cuts <b>ARE NOT LIFE THREATENING</b> .	Take your child to the nearest ER for a Medical Psychiatric evaluation or follow course of action pre-arranged with your child’s mental health provider.
My child has <b>RUNAWAY</b> and I do not know where he/she is. <p align="center">or</p> My child is threatening to act out physically. <p align="center">or</p> My child is destroying property/causing significant property destruction.	Call your local police department and make a report, USING <b>BEHAVIORAL DESCRIPTIONS</b> . If the police choose not to make a report, you may consider going to your local police department later and asking to make one yourself. <ul style="list-style-type: none"> <li>• You may consider calling Clinton County Juvenile Court to ask about filing unruly charges. Once again, use behavioral descriptions.</li> <li>• If your child is on probation, report probation violations <b>AS SOON AS THEY HAPPEN</b>. Make after-hours arrangements with your individual probation officer.</li> <li>• Be mindful of what your child sees and hears you reporting – do not do it at a time that is likely to escalate the behavior</li> <li>• Keep a running log of behavior incidents. This can be used when filing charges with both the police departments and the court, and can be helpful to your mental health provider.</li> </ul>
My child is acting out physically to me or others in the home.	Call your local police department to make a report. <p align="center">or</p> <b>If you have reason to believe that your child or someone else is at risk of imminent harm, call 9-1-1 immediately!</b>

Review Dates: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

\*\* Always try to touch base with your child's mental health provider and/or probation officer as soon as possible after a significant event; preferably no later than the next business day.\*\*





Youth Name: \_\_\_\_\_  
Current Date: \_\_\_\_\_  
Start Date: \_\_\_\_\_

**RESPONSIBLE PERSONS**

Identify All Relevant Responsible Persons and their Roles in the Crisis Plan:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**POTENTIAL CRISIS AND ACTION STEPS**

Identify Potential Crisis:

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Actions Steps:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Identify Potential Crisis:

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Action Steps:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Youth Name: \_\_\_\_\_  
Current Date: \_\_\_\_\_  
Start Date: \_\_\_\_\_

Identify Potential Crisis:

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Actions Steps:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Identify Potential Crisis:

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Actions Steps:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Addendum H**

Clinton County Family & Children First  
**POST-MEETING SURVEY**  
Service Coordination

*(Team Members complete this form at each Initial and Review Plan Team meeting)*

**1 = Strongly Agree**

**2 = Agree**

**3 = Disagree**

**4 = Strongly Disagree**

1. \_\_\_\_\_ This service coordination process is/was a positive experience.
2. \_\_\_\_\_ This team has a balance of professional and non-professional team members.
3. \_\_\_\_\_ The parent/guardian was encouraged to participate and his/her opinions and preferences were respected.
4. \_\_\_\_\_ The plan utilizes the strengths (skills, talents and assets) of the family, youth and other team members.
5. \_\_\_\_\_ The preferences and input of the family were considered as plans were developed.
6. \_\_\_\_\_ The team developed goals that helped stabilize the situation.
7. \_\_\_\_\_ The plan includes action steps that will help us meet our goals.
8. \_\_\_\_\_ The safety of the child, family and community was discussed and the plan developed addresses any needed safety concerns.
9. \_\_\_\_\_ The facilitator did a good job ensuring that everyone's input was obtained.
10. \_\_\_\_\_ The facilitator did a good job keeping the meeting going and respecting people's time.

Additional thoughts/concerns:

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## Addendum I

Clinton County Family & Children First Council

### **Early Intervention Complaint Process**

The following procedures shall be followed by parents/guardians in the Early Intervention program to register a complaint. Please note that this procedure is different from the Dispute Resolution Policy which is directed at the legal rights of Early Intervention Part C families.

1. If your family is not satisfied with the quality or level of service or service provision that you are receiving from Early Intervention, you should complete the complaint process form (attached) and **contact the Early Intervention Project Director, at 937-382-7519.** Forms shall be mailed to Ms. Pam Stephens at Board of Developmental Disabilities, 4425 State Route 730, **Wilmington, OH 45177.** If you have any communication barriers, assistance will be provided in removing those barriers.
2. Upon receipt, Ms. Stephens will review the complaint, discuss it with appropriate personnel and make appropriate recommendations. If further action is needed, Ms. Stephens may take the complaint to the Early Childhood Committee and /or the Family & Children First Council (FCFC) for further resolution.
3. Ms. Stephens will contact you within 3 business days of receipt of the complaint. A resolution will be made within 30 days.
4. If there is an issue which is still on-going, you may call Maggie Henry, Clinton County Family and Children First (FCFC) Coordinator at 937-382-5726 x 1422 to voice your complaint.

*The following guidelines shall be followed:*

- A. You provide a written complaint using the attached complaint form and mail or fax (**937-382-6676**) the form to Ms. Stephens, EI Supervisor
- B. The original complaint will be maintained in a separate file under “complaints” at the CCBDD office. A copy may also be distributed to the appropriate personnel.
- C. Once resolution is complete, a written narrative of the complaint shall be stapled to the original complaint and kept on file at the CCBDD office. One copy of the resolution shall be mailed to you and one copy is to be sent to the FCFC coordinator.
- D. The contracted EI site(s) shall maintain the Complaint Process Policy and Form and each family will be given a copy and explanation of the process upon enrollment into Early Intervention.
- E. Early Intervention enrolled children and families shall continue to receive services during the complaint process

#### **Personnel contact information**

Pam Stevens, EI Supervisor  
Clinton County Board of Developmental Disabilities  
4425 State Route 730  
Wilmington, OH 45177

937-382-7519

**Family & Children First Coordinator**

Maggie Henry

CCFCFC

1025 S. South Street

Wilmington, OH 45177

Phone 937-382-5726 x 1423