



SERVICE COORDINATION MECHANISM

2024-2025

<https://www.wcfcfc.org/service-coordination-wraparound>

Revised 2024

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A. OVERVIEW

a. Purpose and Definitions

Ohio Revised Code (ORC) Section 121.37 states, “The purpose of the county council is to streamline and coordinate existing government services for families seeking services for their children.” ORC requires each county to develop a county Service Coordination Mechanism (SCM) which serves as the guiding document for coordination of services in the county. Washington County utilizes the evidence-based Hi-Fidelity Wraparound model in its service coordination process. The purpose of Service Coordination (SC) and High-Fidelity Wraparound (Hi-Fi WA) through the county Family & Children First Council (FCFC) is to provide a neutral venue for families requiring services where their needs may not have been adequately addressed in traditional agency systems. These processes serve as a safety net for children needing a more intensive collaboration of multi-system providers.

Service Coordination (SC) is a broad-based, neutrally-positioned, youth and family-driven, cross-system (team) planning process by which previously identified and existing resources and supports are coordinated to determine the least restrictive plan of success for youth with complex needs. **High-Fidelity Wraparound (Hi-Fi WA)** is a specific evidence-based intensive planning and facilitation process utilizing a comprehensive team to develop a uniquely designed helping plan based on the youth and family’s unmet needs and is inclusive of uniquely-designed resources linked to youth and family strengths. Throughout this document we will use the term “Service Coordination”, which will include the Wraparound Planning process where a higher level of planning is needed.

A System of Care (SOC) is a coordinated network of community-based services and supports that are organized to meet the challenges of children and youth with multiple needs and their families. SC and Hi-Fi WA are collaborative, coordinated, cross-system team-based planning processes implemented to address the needs of youth and families where those needs are multiple and complex. These processes account for: a broad array of services/supports available; individualized plan; least restrictive setting; coordinated at both system and service level; family-driven, youth guided; emphasis on early identification and early intervention.

Additional values and guidelines used in the SC and Hi-Fi WA process include:

- ✓ Family-focused and strength-based
- ✓ Responsive to the culture, race, and ethnicity of the family
- ✓ Families and youth fully involved in decision-making
- ✓ Teams composed of family, community, care provider representatives, family advocates, informal supports, and those who know the family best
- ✓ Commitment to community based care
- ✓ Fosters a blame free environment and ability to ‘hear’ family needs
- ✓ Service outcomes are evaluated
- ✓ Available funding resources are fully utilized or integrated
- ✓ Specialized and evidence-based treatment services are encouraged
- ✓ Duplicative efforts are reduced or eliminated
- ✓ Embodies the community’s commitment to unconditional care

Collaborative Services are those services specified on a Family Service Plan (Family Plan) representing a unified service delivery system for a child and family. Collaborative services planning includes the monitoring of each service provider to assure that services are implemented as stated in the plan and that outcomes of the services are recorded and reported to the Council. In all cases, the reporting mechanisms shall ensure the confidentiality of each individual child and family.

b. Structural components

The organizational structure of the Service Coordination Mechanism includes the Washington County Family and Children First Council and its FCF Director, the Pooled Funds Group, the FCF Community Options Team, the FCF Service Coordinators, and Child and Family teams.

The **Washington County Family & Children First Council** provides oversight of the SCM, along with policies, planning and procedures, as well as identifying gaps in service. The full Council is responsible for approving the Washington County Service Coordination Mechanism.

The **Community Options Team (COT)** provides direct oversight of the SCM and services to families. The team is comprised of middle level managers and staff. This team meets bi-weekly and is responsible to:

- Review initial referrals and CANS assessment tools and provide input
- Review initial Service Coordination and Wraparound Plans developed by Family Teams
- Approve and/or recommend funding requests for wraparound/direct services identified on Plans
- Monitor the planning process to ensure fidelity to the SCM and/or Wraparound model
- Offer additional resources and recommendations to Family Teams that they may not be aware of or have access to
- Review data and outcome collection
- Address individual systems issues
- Serve as the 'gatekeeper' of information within each system
- Monitor referrals from their respective systems before referral is submitted to FCF
- Review and/or revise the FCF Service Coordination Mechanism on an annual basis
- Review placement options for out-of-home placements
- Review and recommend requests for funding for out-of-home placement, assuring that all funding sources have been identified and tapped.

Members of the Community Options Team include, at a minimum:

Supervisory Representatives from Washington County Public Child Serving Agency (PCSA) and Washington County Board of Developmental Disabilities; Representatives of local behavioral health providers; Representative from Education (OVESC); FCF Council Director; FCF Service Coordinator/Wraparound Facilitators; Others as identified (i.e. law enforcement; faith-based, domestic violence shelter rep; community rep) and approved by Council.

The FCF Council Director shall serve as the Chair of the Community Options Team. Funding request approvals shall be made by a majority of members present at a COT meeting, with final funding approval by the FCF Director. If Pooled Funds are being utilized, final approval may, depending on circumstance, be provided by the Pooled Funds Group per the Pooled Funds Agreement policy. In emergency or time-sensitive situations, approval may be gained by email from a majority of COT members. All members of COT shall sign a statement of confidentiality assuring the confidentiality of family information.

The Pooled Funds Group (PFG) of Washington County Family & Children First is comprised of:

- The PCSA Social Services Administrator (Director)
- The Executive Director of the Washington County Behavioral Health Board.
- The Superintendent of the Board of Developmental Disabilities

Each of these agencies may contribute dollars to be used jointly to provide funds for special services, including out-of-home parental placement costs; wraparound services to children in the SCM; and for administrative costs of Council. The Pooled Funds Group is responsible for establishing a ceiling on total benefits to be provided by the pooled funds and for funding approvals dictated by caps in the Pooled Funds Agreement. The committee also explores options for additional funding and identifies and addresses gaps in services to meet the needs of Washington County families and children. Additional entities may be added to the Pooled Funds Group by contributing funds as identified in the Pooled Funds Agreement.

The **Service Coordinator/Wraparound Facilitators (SC/WAF)** provide direct services for children and families in need of service coordination. The SC/WAFs are employees of FCF and serve as the neutral point of contact for families and agencies. They serve as the formal wraparound staff under the Service Coordination Mechanism. Facilitators assist the family in forming child and family teams for both basic service coordination and for High-Fidelity Wraparound. The child and family team includes parents and children and others who are relevant to their life such as relatives, members of the family's social support network, service providers, and agency representatives.

c. Entities involved in developing/revising the Service Coordination

Mechanism Those involved in developing and revising the SCM included the Community Options Team of the FCF Council. This team includes representatives from the Board of Developmental Disabilities; Children Services; Ohio Valley Educational Service Center; and behavioral health providers including Integrated Services for Behavioral Health, Hopewell Health Centers, and Southeastern Ohio Counseling Center. FCF Service Coordinators and the FCF Director were also involved. A draft document was then presented to the FCF Council for review, input and discussion by parent representatives and Council members.

d. Levels of intensity: assistance/coordination

Level 1 – Information and Referral

Families of children/youth, who are seeking specific services but are having a difficult time accessing agencies or services, may be referred to FCF for services. A SC/WAF will assist the

family in coordination by referring and connecting to existing services, community resources, or supports. These less intrusive/intensive options will be pursued before rising to a higher level and are considered short-term.

Level 2- Service Coordination

Families of children/youth whose needs are multi-system, although they may not yet be involved in more than one system, and the needs of the family cannot be met through already existing collaborative efforts, may seek enrollment in the Service Coordination process. SC is a broad-based, family-driven, cross-system planning process by which previously identified and exiting resources and supports are coordinated to determine the least restrictive plan of success for the youth and family. Services are designed to be short term and assist the family in meeting their needs and ensure services are better coordinated. Child and family teams, including formal and informal supports relevant to the life of the child and family, develop an individualized strength-based Family Plan, monitor the plan, and measure success over time. Family Team meetings are generally less frequent, and the length of service is typically between 3-12 months.

The functions that will occur in Service Coordination include: coordinate previously identified and existing resources and supports; systems-level problem solving; safety monitoring/ planning function; placement monitoring function; manage risk and complex decisions; neutrally positioned facilitation and planning process. Families in the SCM at Level 2 may access direct-service funds, if available, to meet needs identified on their Family Plan and approved by COT.

Level 3 – Intensive High-Fidelity Wraparound

High-Fidelity Wraparound (Hi-Fi WA) is defined as a specific evidence-based intensive planning and facilitation process, utilizing a comprehensive team to develop a uniquely designed plan based on the youth and family's unmet needs, and is inclusive of uniquely designed resources linked to youth and family strengths. Wraparound Facilitators must be trained in the Hi-Fi WA process.

The Wraparound process is very similar to Service Coordination, however, Hi-Fi WA services are more intense, meetings are generally more frequent, and the length of services is typically 12-18 months. Children and youth that are at a very high risk of experiencing poor outcomes and/or potential out of home placement may be enrolled in the High-Fidelity Wraparound (Hi-Fi WA) process. The Hi-Fi WA planning process identifies a unique set of natural supports that are designed to sustain and assist the youth and a family after the expiration of formal resources and supports. Hi-Fi Wraparound is an evidence-based process with distinct steps/phases that must be followed to fidelity. These include: Engagement and team preparation; initial plan development; implementation; transition. Families in the SCM at Level 3 may access direct-service funds, if available, to meet needs identified on their Family Plan and approved by COT. All funding sources may be utilized for Level 3, including MSY ODM funds.

e. Criteria for referral and target population:

1. Child/youth must be a resident of Washington County and under the age of 22.

2. Families (parent/guardians) and referring entity must be willing to accept and actively participate in the Service Coordination or Wraparound Planning process.
3. Child/youth should have multi-systemic needs (i.e. child is not necessarily involved in two or more systems, but child's needs involve more than one system. Schools are considered a system).

The following specific targeted populations are also eligible for SC/WA services:

4. *Youth in the Juvenile Justice System*

Youth who may not be adequately served through the SCM may include those youths involved in the Juvenile Justice system, as well as those youths who may be involved in law enforcement. This may be due to system policies, however, there is an identified service gap and a need to outreach to law enforcement to better educate them on SCM services. FCF Service Coordination is available for youth that are adjudicated unruly or delinquent, however, those referrals must come from the Juvenile Justice system. Service Coordination is a method to divert a youth from the juvenile court system and referrals are welcome.

5. *Youth in custody of Child Protective Services*

Regardless of youth/family involvement with county child protective services, FCF Service Coordination can still be accessed for any youth with needs across multiple systems. Families can be referred for longer-term planning and coordination to reduce the risk of further system involvement, as well as when transitioning from out-of-home placement.

6. *Department of Youth Services (DYS) youth returning to the community*

DYS may also refer youth who may be returning to the community from DHS placement and seeking supports to reintegrate into the community or home setting.

7. *Early Intervention Service Coordination*

The lead provider of service coordination for infants/toddlers ages 0-3 shall be the Early Intervention Service Coordinator to assure compliance with the Ohio Revised Code. If a child/family enrolled in Early Intervention Service Coordination (EISC) is in need of supports across multiple systems, the county FCF Service Coordinator shall be available to support and assist as needed. There is a distinct alignment of efforts of FCF SC and EI SC under FCF to provide a seamless continuum of care developed for the 0-21 population. Washington County FCF houses the EISCs and administers the EI program.

8. *OhioRISE Care Coordination*

OhioRISE, a specialized managed care program for youth with complex behavioral health and multisystem needs, was implemented in July 1, 2022. FCF works closely and collaboratively with OhioRISE and our Care Management Entity (CME), Integrated Services for Behavioral Health, and/or Aetna to ensure youth/family are referred/connected. If a family/youth is OhioRISE eligible, families can choose to have their service (care) coordination through FCF. If this occurs, FCF will work closely with Aetna to coordinate benefits for those youth identified as Ohio Rise Tier 1.

f. Training and Awareness:

Washington County Family & Children First Council communicates with local child serving agency staff, juvenile court, school districts, mental health providers, community coalitions and

others to explain and identify the services provided through the Service Coordination Mechanism. Staff is available to present the Service Coordination Mechanism to county partners through agency staff meetings and informal one-on-one sessions. Information and education on the SCM is also shared at various venues such as fairs, resource events, school events, trauma trainings, etc. and to other community organizations such as the Washington County Resource Team, GoPacks, Boys and Girls Club, et. SC brochures are shared with agencies, schools and the public, as well as available on the WCFCF website. FCF staff is always available to participate in community events to promote awareness of our services. The completed and approved Washington County Family & Children First Service Coordination Mechanism shall be dispersed to all Council members and the Community Options Team. Parent representatives on Council shall be encouraged to share their knowledge of the Service Coordination Mechanism with other parents. Referral packets, information, brochures, and the county's Service Coordination Mechanism can be accessed on the Washington County Family & Children First website at www.wcfcfc.org.

B. Procedure for referring a child and family

Any agency, entity, school, juvenile court, person or family may refer a child/youth to Washington County Family & Children First (FCF) for service coordination. A *Referral Packet* must be completed in its entirety and returned to Washington County Family & Children First. Prior to submission of a referral packet, partner agencies should explain the SC/WA process to the family before making the referral. A referral packet may be obtained from the FCF website at www.wcfcfc.org or by contacting the FCF office through phone (740-376-7081), email (fcfc@suddenlinkmail.com), or website (www.wcfcfc.org). Completed packets can be scanned, emailed, dropped off, or mailed to the FCF office at 344 Muskingum Drive, Marietta, OH 45740. The referral packet information shall include:

1. The date of the receipt of the referral
2. Name and contact information of the referrer
3. Names and contact information for the youth and family being referred
4. Birthdate of the person being referred
5. Purpose of referral (consult; service coordination; wraparound)
6. A brief narrative description of the problems being experienced
7. Mental health diagnosis noted, if applicable
8. Additional family members
9. Names of informal support persons
10. Identification of Medicaid Managed Care plan or private insurance
11. A checklist of presenting risks
12. Contact information of systems/agencies involved with the person
13. Signature of parent/guardian of youth being referred
14. Council response to the referral noted

Once a referral packet is received, it shall be reviewed by the Director and then assigned to a SC/WAF, or assigned to a waitlist if necessary. The Director will input the referral into the in-house SC database, based on date of referral. If waitlisted, the Director shall notify the referrer within one day of receipt and offer alternatives such as OhioRISE. Waitlists will be maintained per their date of referral or highest need. Referring entities will be kept updated as to the status of the referral. If assigned, the SC/WAF will contact the referrer and the family within 1

week of receipt. All referrals to SC/WA are shared with the Community Options Team (COT) at their bi-weekly meeting, for further review and/or input on the referral. If FCF is unsuccessful in attempts to contact the family, the referring entity will be contacted for further information/update on the family. Ultimately, if the family is unable to be contacted within 3-weeks or indicates that they are not interested in services, the SC/WAF will exit the referral from our service log. At this point, the SC/WAF may also refer the family to OhioRISE. If the referral is successfully contacted and enrolled in FCF SC, the lead SC/WAF will assign the referral in the Ohio Automated Service Coordination Information System (OASCIS) and the SC/WAF will enter data from the referral packet and create a case record in OASCIS. At any point during the intake process or the on-going family case, if the youth meets OhioRISE eligibility, the family has the option to change care coordinators and lead agencies.

C. Notification procedure for families and agencies

Once the referral is received by FCF, the FCF SC/WAF will contact the parent and referring entity by phone for initial conversation, and to identify and assure appropriate entities, such as school personnel and informal and formal support persons, are involved in a Family Team. Based upon the family needs and limitations, the SC/WAF will then notify in writing, by mail or email, all identified team members in advance, of the date and time of the initial Team meeting (as well as future meetings) by mail, email or text depending upon the most appropriate method of communication for that entity. Advance notice should occur at least one week prior to the team meeting date.

D. Procedure for a family to initiate a meeting and invite support persons

A family may initiate a meeting at any time to develop or review the family's service coordination plan and invite a parent advocate, mentor, or support person to any meeting, by notifying the SC/WAF of their request. Families will have the contact information for everyone on their team. The SC/WAF will help the family identify a potential support person, by utilizing a parent mentor, or other identified support person. The SC/WAF will immediately act upon any request by the family by contacting team members to schedule a meeting.

E. Procedure for out of home placement

For children/youth already in the FCF Service Coordination Mechanism, a Family Team meeting must be conducted *before* a non-emergency out-of-home parental placement for all children, or within 10 days after placement in the case of an emergency. This process assures that alternatives have been exhausted. If the Family Team has identified that there is a potential for out-of-home placement, the FCF SC/WAF shall call a meeting of the Community Options Team to assess the parental placement, funding options, and confirm the exhaustion of all alternatives. The parent will be asked to attend this meeting along with the SC/WAF and a parent advocate, if applicable. Placement must be approved by the *Family Team* and documented on the Family Plan. Nothing in this document shall be interpreted as overriding or affecting decisions of a juvenile court regarding an out-of-home placement. If it is determined that placement is imminent, and with approval of COT, the SC/WAF may develop an Ohio

Department of Medicaid Multi System Youth (ODM MSY) application seeking placement funds. Funding must only be requested to support children and youth who are at risk for custody relinquishment or have already been relinquished and need services and/or supports to transition to community and/or non-custody settings. If approved for submission to ODM MSY, the SC/WAF will draft the MSY ODM application with all required information. This will be reviewed and signed by the FCF Director, who will submit the application to ODM. The FCF Financial Officer shall track all financial components of the application and the designated SC/WAF will provide ODM with required 30-day updates while the youth is in placement. The SC/WAF will continue to monitor and track progress for children in out-of-home placements to assure continued progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment, and education. The Family Team must also begin planning for community supports for the family during placement and re-entry of the youth.

F. Monitoring Progress and Tracking Outcomes

A procedure is in place to monitor progress and track outcomes for each Family Plan, through reporting to COT and internal reviews. Family Plan reviews and updates are shared with COT for review of progress toward goals. Once a family is exited, their overall outcome is reported for the percent of goals met. Out-of-home parental placements are tracked by the SC/WAFs to assure continued progress, as well as continuity of care after discharge. All relevant data is also captured through OASCIS. Information in OASCIS is entered and updated within 5 business days of acquiring new information. Access to OASCIS is limited to the FCF staff. The CANS Assessment is also updated every 90 days to assist in monitoring progress. This information is shared with the Family Team and the Community Options Team.

The results of monitoring and tracking of service coordination is shared with the FCF Council on a quarterly basis at regularly scheduled Council meetings. This report captures the following: age, gender, Medicaid eligibility, school district, referral source, new referrals, exited families. This data can help inform the decision-making processes such as identifying demographic areas of high need such as school districts and ages of children.

At the completion of each initial and review of the Family Plan, the SC/WAF will distribute a Post Meeting Survey (wraparound fidelity measure) to the Family Team for completion for the purposes of quality assurance and monitoring. Separate surveys are also distributed to the family and the youth involved. These 3 surveys are available on SurveyMonkey and the data compiled, and a summary shared with the Community Options Team quarterly. If surveys indicate an immediate concern, the SC/WAF will address the concerns at the next Family Team meeting and document. Annual survey data results will be shared with the FCF Council. Once a case is closed, the SC/WAF will send a Transition Survey (family satisfaction and empowerment measure) form to the family to provide feedback on services received, and a case closure form will be completed in-house that will identify the amount of funds expensed during the tenure of the case, as well as the percent of goals met. Transition Survey results are shared with the Community Options Team and FCF Council. The FCF Director may annually conduct a Satisfaction Survey with Team members, including families, who have participated in Family Teams. Survey data is shared with COT, the FCF Council, and the SC/WAF to assist in

identification of areas of weakness or concern and to celebrate achievements. Once a family exits services, a 'Certificate of Achievement' will be presented to the family acknowledging their successes.

Washington County also utilizes an Excel database for monitoring, tracking and accountability purposes. This database is monitored by the FCF Director and kept up-to-date by SC/WAFs. The database contains the following caseload information: Child's name, DOB, age, parent, gender, referral source, reason for referral, school district, diagnosis, status of referral, CANS dates, eligibility, team meeting dates, OhioRISE eligibility, goals met, notes. This caseload report is maintained and shared with COT. The Pooled Funds Group meets quarterly and also receives the caseload reports and reviews data and funding expenditures to help address gaps in funding or services. All information gathered through the above processes shall be utilized to annually evaluate and prioritize services, fill service gaps and invent new approaches to achieve better results for families and children.

G. Protecting family confidentiality

All members of Family Teams (including informal supports) must sign an Expectations and Confidentiality Statement prior to participating in Team meetings. This form includes the statement: "Maintain CONFIDENTIALITY of all information shared at Family Team meetings and pertaining to case. 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 actions, 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 Service Coordination/Wraparound team has ended".

Members of the Community Options Team must also sign a Confidentiality Statement prior to participating in COT.

Parent/guardians are required to sign a Release of Information concerning the disclosure of information during the process. The SC/WAF shall explain the Consent for Release of Information form that shall include all potential community partners, including the applicable school district, prior to obtaining signature from the parent/guardian, as well as inform them of the potential of OhioRISE eligibility.

H. Assessing strengths, needs and cultural discovery

Washington County FCF utilizes the Child and Adolescent Needs and Strengths (CANS) Assessment tool to assess strengths and needs. Once a referral is received, documents signed, and the family accepts enrollment into FCF services, the SC/WAF will implement the CANS Assessment Tool. This will occur prior to the development of any formal plan. The CANS will assist in determining the level of need/care and provide insight on the family's presenting level of need. SC/WAFs are trained in implementation of the CANS.

Parents will be informed of the purpose of the CANS and its potential for eligibility for OhioRISE.

Once completed, the SC/WAF will input the assessment data into the Ohio Children’s Initiative CANS Information Technology (IT) System (CANS Portal). If this process indicates OhioRISE eligibility, the SC/WAF will discuss this with the family and inform them of OhioRISE services, as well as inform them that they can choose their ‘care coordination’ with either OhioRISE or FCF. If the family chooses to continue with FCF, the SC/WAF will contact Aetna to let them know to move the family to Tier 1. If the family chooses OhioRISE, the referral will be closed, and the family will be contacted by OhioRISE.

The CANS results will then be shared with COT at their next regularly scheduled meeting. COT will review the results of the CANS and provide input. Once it is determined that the child/youth meets a level of care for SC/Wraparound Services, the SC/WAF will begin the process of Team and Plan development. The CANS assessment tool should be conducted every 90 days or more often as needed, and must be completed prior to Family Plan development. The standardized approach of utilizing the CANS instrument ensures that assessments are conducted systematically, considering the diverse needs and cultural backgrounds of the children and families served by FCF SC/WAF.

I. Development of family service coordination plan (plan of care)

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

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

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

If there are multiple mandated plans from other entities, they should be linked together and coordinated to eliminate duplication and conflicting expectations of the family. The Family Plan should be documented, reviewed, and updated on an ongoing basis. The Plan of Care shall:

- Describe the mechanisms and methods by which the responsibilities of all involved parties will be clearly identified.
- If needed services or support are not available, the plan should show how priorities are chosen and what efforts will be undertaken to address such gaps
- Utilize the CANS assessment inclusive of appropriate services and supports
- Coordinate assignment of responsibilities including authority and funding

Guiding Principles:

- a. Family Team meetings shall be held at safe and neutral locations.
- b. Family Team meetings do not take the place of nor should they be held in conjunction with other required meetings of agencies/schools (example: IEP meetings).
- c. Children/youth in the Service Coordination Mechanism should be in the process no longer than 18 months, with a goal of all children exiting the process by one year.
- d. While other agency-specific plans may be developed, the Family Plan shall be the guiding document for family-centered, family-driven goals and services.
- e. All processes are responsive to the culture, race, and ethnicity of the family.
- f. Person-centered care planning efforts for transition-aged youth are implemented to reduce reliance on formal systems.
- g. Washington County commits to utilizing the High-Fidelity Wraparound Model in its Service Coordination Mechanism process. Wraparound is a 'process' used to deliver service coordination.
- h. Per guidance of Washington County Juvenile Court, when a youth who is receiving Service Coordination/Wraparound is placed in the Washington County Juvenile Center, the case will be placed 'on hold'. No services will be offered through the Service Coordination Mechanism or Community Options Team, unless requested.

Timelines:

- ➔ *Within one (1) week of referral:* The SC/WAF makes initial contact with the referred family and referral source.
- ➔ *Within three (3) weeks of referral:* The SC/WAF completes an initial face-to-face meeting with referred family; completes all necessary paperwork; completes the CANS Assessment Tool; identifies potential Family Team members. Note, if the family has been unable to be reached or declines services, the referral will be exited.
- ➔ *Within six (6) weeks of referral:* The SC/WAF initiates and facilitates an initial Family Team Meeting where the initial Family Plan is drafted by the Team.
- ➔ *Within one (1) week of initial Team Meeting:* The SC/WAF distributes the Family Plan to all Team members.
- ➔ *Ongoing:* Team meetings are held at least bi-monthly or as requested by a Team Member. Minutes from Family Team meetings are distributed to all team members within one (1) week of meetings.

If any timelines identified in this document are not met, documentation must identify reason for a delay.

a. Designating service and support responsibilities

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

b. Description of the method for selecting the family team member who will track progress, schedule meetings, and facilitate meetings.

When a referral is received by WCFCF, the Director will designate the most appropriate SC/WAF best fit for the family, to conduct family team meetings. The facilitator will be responsible for scheduling team meetings with the family and agencies. During the initial team meeting a family team member may be selected to track progress when appropriate and report it back to the team at the following team meeting. It is important to encourage family confidence and genuine participation in the service coordination plan process so that the family has a voice in choosing and approving the individual designated for this responsibility.

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

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

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

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

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

Washington County seeks the health and safety of all residents and family members and sees it as important to include measures to promote the overall health and safety of individuals. Planning for short-term crises and safety concerns establishes the understanding among team members that family crises are a possibility and will not be considered a plan/child/family/team failure if they should occur. SC/WAFs will ensure that crisis and safety plans are addressed at team meetings using family strengths and unmet needs. Washington County recognizes that crisis plans, and safety plans are two separate entities and shall be addressed as such. Families can identify their own crisis, and safety is non-negotiable. The team will be prepared to respond appropriately and immediately in the event there is a crisis or safety concern. It allows the team to plan its response during a time when everyone is positive and calm, helping to assure that members will not overreact if the need arises to implement the crisis or safety plan.

Efforts should target strategies that provide support to the child and family during these times, keeping everyone safe, while keeping the child and the family together when possible. Crisis and safety plans will be represented throughout family plans.

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

J. Diverting from juvenile court system

WCFCF Service Coordination is available to any eligible child/youth in the county, including those children who are alleged to be an unruly child or those children to be diverted from the juvenile court system. If a referral from the court is received, FCF would follow the same process as other referrals outlined in this SCM. Local law enforcement and juvenile court staff would be asked/encouraged to participate on the family team. In order to divert a youth from the juvenile court system, the following methods may include:

- Preparation of a complaint to encourage the child and parents/guardian to comply with other methods to divert the child from the juvenile court system
- SC/WAF to conduct a meeting with the child, parent and other interested parties to determine the appropriate methods to divert the child
- A method to provide the child and family a short-term respite, if available
- A program to provide a mentor to the child, if available
- A program to provide parenting education, if available
- An alternative school program

Items in the Family Plan of an alleged unruly child may include:

- Designation of FCF to conduct the CANS assessment of the child and family
- Emphasis on the personal responsibilities of the child and the parental responsibilities of the parent/guardian/custodian
- Involvement of local law enforcement agencies and officials.

K. Dispute Resolution Process, including the judicial review process

WCFCF's dispute resolution process shall be used to resolve disputes among the agencies represented on the Washington County Family & Children First Council (WCFCFC) concerning the provision of services to children, **and** to resolve disputes between a child's parents/custodians and the county council regarding service coordination. Service Coordinators shall inform parent/custodians of their right to use the dispute resolution process and submit to them a copy of the document. Parents/custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. The Dispute Resolution Process is in addition to and does not replace other rights or procedures that parents/custodians may have under other sections of the Ohio Revised Code.

Before utilizing this dispute resolution process, individuals and agencies must seek clarification and resolution at the Family Team level prior to initiating the formal dispute resolution process.

Each agency represented on WCFCFC that is providing services or funding that are the subject of a dispute initiated by a parent shall continue to provide those services and the funding for those services during the dispute process.

For *emergency* dispute resolution, the family or provider shall bring the emergency situation to the attention of the WCFCFC Director and an emergency meeting of COT will be convened within five (5) business days with a recommendation issued within five (5) business days after the meeting. An emergency situation is defined as disruption to an essential service provision, which jeopardizes the safety and well-being of the child or family.

For non-emergency disputes, if the Family Team cannot resolve the conflict, the party in disagreement with the plan (disputing party) must provide written notice of their disagreement and the basis for it to the WCFCFC Director within seven (7) business days of the Family Team's decision. The Director will notify and convene the Community Options Team (COT) to hear the dispute within ten (10) business days of receipt of the notice. The disputing party shall receive notice of the meeting no later than three (3) business days before the meeting date and a parent may attend the meeting with a family advocate. COT will provide a written decision to the disputing party and the WCFCFC Director within five (5) business days of their meeting.

If a party disagrees with the decision of COT, whether after an emergency or non-emergency hearing, the disputing party may appeal the decision to the WCFCFC Executive Committee by providing the FCF Director written notice of their disagreement within seven (7) business days after receipt of COT's decision, and the basis for it. The Director shall convene a meeting of the Executive Committee who shall hear the dispute and issue a decision within five (5) business days of the notice of appeal.

When a provision of services cannot be resolved through the designated dispute resolution process, the final arbitrator of individual case resolution will be the presiding juvenile court judge.

If the dispute is between agencies, an agency that disagrees with the decision of the WCFCFC Executive Committee may appeal to the Juvenile Court by filing a Complaint / Motion with the court no later than seven (7) business days after receipt of the WCFCFC Executive Committee's decision. The court shall hold a hearing as soon as possible, but not later than ninety (90) days. Decisions of the Juvenile Court shall be subject to the standard appeal process of the Justice System. The Juvenile Court Judge shall be the final arbitrator of agency case resolution.

WCFCFC shall insure that there is a process, through the Ohio Department of Children and Youth (ODCY), for complaint resolution that includes mediation and civil hearing procedures for families in the Help Me Grow Early Intervention system. If a complaint is unresolved, the complainant may forward the complaint to ODCY, and/or the WCFCFC for further action. (See Ohio Administrative Code 3701-8-10). Discussion of parent's rights and the Help Me Grow complaint process shall occur with families at the initial IFSP and all subsequent reviews.

L. Fiscal Strategies

a. How funding decisions are made for services identified in the youth service coordination plan.

If direct-service/wraparound funding is identified as a need by the Family Team and written into the Family Plan, the SC/WAF will complete a Funding Request form, identifying the service or items being requested, including their costs and provider information. The SC/WAF will then present the funding request and provide additional information to COT at their next meeting. COT will review the request, possibly make alternative suggestions, and then either approve or disapprove of the funding request. If funding is approved, the FCF Director will then present the request to the FCF Financial Officer who will identify a funding source from the various options available. The Director will then sign off on the request.

b. How flexible resources are maximized.

Washington County has various flexible funding resources. A spreadsheet is maintained identifying each funding source, the amount spent, the amount remaining, and allowable use of the funding source. By this method, the FCF Financial Officer and Director can determine the best funding resource to utilize for each request. Also, prior to any funding requests, the SC/WAF must search out any other sources of funding in order to maximize in-house funds. Family Teams, as well as COT, also provide information on possible other sources of funding.

c. How funds are blended or coordinated to support service coordination.

Each fund source at FCF has specific requirements, but many can be blended for maximum benefit. The Pooled Funds Group also blends their funds to provide a specific source of funds to FCF. The FCF Financial Officer and Director continually monitor funding sources and where there may be potential to blend funding for maximum benefit. Family Teams assist in identifying funds from other community organizations or within their own organization.

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

Local FCFC member organizations contribute to the Washington County Family and Children First Council's (FCFC) General Fund to assist with administration. Three members contribute to Pooled Funds which may be used for SC facilitation, wraparound direct-services, placement costs, and other community-based preventative, and family centered services.

e. How decisions will be made regarding the use of the Family Centered Services and Supports funds for children and their families in service coordination.

The FCF office and the COT team, through the broad oversight of the FCF Council makes decisions regarding the use of FCSS funds. The funds are mainly used to pay for Service Coordination/Wraparound Facilitators, but may also be used for direct wraparound services, following the guidance around the FCSS funding.

f. How decisions will be made to access Multi-System Youth/ODM funds, monitor, and report progress to the MSY State Review Team.

Due to the intense nature of submission and reporting requirements attached to the ODM/MSY funds, as well as the length of the process, WCFCF will always attempt to find other funds when possible. However, if there is no alternative and an application is needed, the decision will be made by the Director and SC/WAF, with approval of COT. The SC/WAF would then be responsible to develop the application, and to monitor and report progress to the MSY State Review Team as required.

g. How decisions will be made to access Multi-System Youth/PCSA funds for children and their families in service coordination.

The final decision to access MSY/PCSA funds for children and their families in service coordination, will be made collaboratively by the FCF Director and the FCF Financial Officer. While reviewing all possible funding sources, the decision will be made based on other resources, available funds, carryover, and future needs.

Washington County utilizes various funding opportunities in order to carry out the mandate of Service Coordination. Below is a list of various funding sources:

Family Centered Service and Support (FCSS) - FCSS dollars may be utilized for the provision of Service Coordination, as well as direct-service wraparound needs. Monthly FCSS fund expenditure reports are presented to and approved by Council. WCFCFC shall abide by the guidance of expenditure of FCSS funds.

Pooled Funds – The County maintains a ‘pool’ of funds from, DJFS/PCSA, Board of Developmental Disabilities, and Behavioral Health Board that are available to assist in out-of-home parental placement costs, as well as wraparound services to children/youth in Service Coordination/Wraparound.

OFCF Flexible Funding Pool – Agencies may utilize this mechanism to provide funding for the local ‘pool’. At this time, Washington County does not utilize the Flexible Funding Pool.

Ohio Department of Medicaid Multi-System Youth Funds (ODM MSY) – When applicable, FCF may submit an application to ODM MSY to support wraparound services and/or out-of-home placements costs once other funding sources have been exhausted.

TANF – Washington County Department of Job and Family Services and Washington County Family & Children First enter into a contract for WCDJFS to financially support the services of the Service Coordinators/Wraparound Facilitators, by utilizing TANF funds. Reimbursement is based on a unit rate for face-to-face visits for families in SC who are under 200% FPL. A TANF application must be completed by families for utilization of these funds

MSY PCSA 12% Allocation – These funds, directed by the state, support direct-service wraparound services to families.

Washington County Behavioral Health Board (WCBHB) – WCBHB and FCF enter into an Agreement to allow WCBHB to provide Title XX funds to Council to support direct services to families. Funds can also be used to support the services of the Service Coordinator /Wraparound Facilitators.

Community Resources– At various times, additional community resources may be identified to support direct service needs of families. These may include funds from the Marietta Community Foundation or other civic or philanthropic groups.

Additional Resources – Prior to expenditure of any funds housed within Council, all potential funding sources will be researched and utilized. These include: PASSS; DD waivers; Adoption Assistance; SSI; DD Family Resource Funds; State Plan; Kinship funds, etc.

Ohio Early Intervention Service Coordination Grant – Funding received from the Ohio Department of Children and Youth Early Intervention Service Coordination Grant supports Early Intervention Service Coordination.

Because WCFCF has various funding sources to access for SC/WA services, when a funding request is submitted for wraparound services, the Financial Officer is responsible to identify which ‘pot’ of funds to utilize for the services, based upon the amount of funds available and their flexibility. The primary funds that support the services of the SC/WAFs are the TANF funds and FSCC funds, but others may be utilized if needed. The Pooled Funds, PSCA MSY 12% Allocation, and the BHB Title XX funds can all be carried over, thus those funds are utilized last. Also, it is imperative to have a balance of unused funds for emergencies or when waiting for other funding sources to kick in.

M. Quality Assurance

Washington County’s Service Coordination Mechanism (SCM) is overseen by the FCF Council’s Community Options Team (COT). This committee meets twice monthly to review processes, funding, Family Plans, etc. Annually, the FCF Director and COT will review the SCM to assure that protocols and policies are being followed and recommend any revisions as necessary. The FCF Director oversees the daily implementation of service coordination and reviews plans, data, referrals and implementation processes. The FCF Council reviews the SCM and receives quarterly data updates at Council meetings.

N. Early Intervention Service Coordination

Per the Grant Agreement with the Ohio Department of Children and Youth (DCY), Washington County Family & Children First (FCF) is the provider of Early Intervention Service Coordination in Washington County and is responsible for oversight and administration of **Early Intervention (EI) Service Coordination**.

1. If a child under the age of three is referred to FCF due to a suspected delay, disability or medical diagnosis with a high probability of developing a delay, the referral is forwarded to the statewide Central Intake and Referral System for Help Me Grow Early Intervention. Washington County Help Me Grow Early Intervention (EI) abides by the laws and rules set forth by Part C of the federal Individuals with Disabilities Education Act (IDEA) and DCY rule. The EI Service Coordinator serves as the lead provider.
2. If a family has been referred to EI, but does not meet EI eligibility, the EI Service Coordinator will assist the family in identifying other appropriate resources in the community. This may include a referral to the FCF Service Coordination Mechanism.
3. If a family has been receiving EI services, but no longer needs EI services, the EI SC may refer the family to FCF Service Coordination/ Wraparound, if appropriate.
4. If a child under age 3 is referred to FCF Service Coordination/Wraparound, and there is no concern for development, the Family & Children First FCF SC/WAF shall follow the normal process for referral into FCF Service Coordination. However, if during the course of assessing the referral, a developmental concern is noted, the SC/WAF shall refer the child to Help Me Grow EI.

5. If an infant or toddler is being served in EI Service Coordination, but has additional needs in more than one system, outside of the delay or disability, the EI SC may refer that family to the FCF SC process for further assistance.
6. Families can access both service coordination models, however, when a family is eligible for EI, the EI SC must be the lead provider and the FCF SC/WAF should support and assist with the family's Individualized Family Service Plan (IFSP) as needed or requested.
7. When a family ages out of EI, the EI SC assists each family in the transition process in accordance with DCY rule and federal law. If a family transitions from Part C to Part B, the Interagency Transition Agreement, developed in collaboration with school districts, FCF, and the EI Team, guides the responsibilities of the EI SC, as well as the local education agency (i.e. school district). Additionally, the EI SC will assist families who do not qualify for Part B in their potential search for preschool programs and/or child care.

The FCF Director serves as the EI Contract Manager and Supervisor of the EI Service Coordinators. The Early Intervention Team, consisting of the FCF EI Service Coordinators and Washington County Board of Developmental Disabilities (WCBDD) Early Intervention staff/contractors, meet weekly to: assign Primary Service Providers (PSP); review cases, files and data; schedule meetings; develop programming, etc. Additional specialized team members are available for teaming on a regular basis and include: Early Childhood Mental Health Consultant; Regional Infant Hearing Consultant; Vision Consultant; Nutrition Consultant. Parents are also invited to attend the meetings. The FCF Director is available for participation in all meetings and provides information to the EI Team. The EI Team helps to identify gaps in services and funding and works closely with multiple in-and-out of county resources to assist families with infants and toddlers with delays and disabilities. If a funding need is identified, outside of EI services, a request may be submitted to the FCF Director for further consideration and potential funding opportunities. The DCY EI Service Coordination Agreement specifically funds the service provision of the EI Service Coordinators and Supervisor. WCBDD provides EI staff (developmental specialists, physical therapist, occupational therapist, and speech therapist) to support EI mandated services, and FCF maintains an MOU with WCBDD for the provision of Evaluations and Assessments. Outreach is made to community partners to seek expansion of services to support Early Intervention. The Early Childhood Committee comprised of members from partner agencies (including early childhood programs and parent representatives), meets quarterly to review data, provide input, identify gaps, reduce duplication and collaborate around services to the birth to 3 populations. The FCF Director/EI Contract Manager serves as the Chair of the Early Childhood Committee. The FCF Director ~~also~~ presents a bi-annual EI Oversight Report to the FCF Council that identifies data and may identify service gaps and funding topics. The FCF Council approves all EI funding agreements and contracts.

Early Intervention Service Coordination is an integral part of Washington County Family & Children First's services and imbedded in our service coordination model. Washington County offers a seamless system of services and continuum of care between Early Intervention Service Coordination and FCF Service Coordination/Wraparound due to the proximity of all staff employed under Family & Children First and housed in the same office. Ongoing in-house teaming occurs regularly around any child, youth or family being dually served, and assures continuity of services and a seamless transition between systems.

ACRONYMS

CANS - Child and Adolescent Needs and Strengths
CME - Care Management Entity
COT - Community Options Team
DD - Developmental Disabilities
DJFS – Department of Job and Family Services
DYS - Department of Youth Services
EI – Early Intervention
EISC – Early Intervention Service Coordinator
FCF – Family & Children First
FCFC – Family & Children First Council
FCSS – Family Centered Services and Support
FP – Family Plan
Hi-Fi WA – High Fidelity Wraparound
MSY – Multi-System Youth
OASCIS – Ohio Automated Service Coordination Information System
ODCY – Ohio Department of Children and Youth
ODM – Ohio Department of Medicaid
ORC – Ohio Revised Code
OVESC – Ohio Valley Educational Service Center
PASSS – Post Adoption Special Services Subsidy
PCSA – Public Child Serving Agency
PFG – Pooled Funds Group
SSI – Supplemental Security Income
SC – Service Coordination
SC/WA – Service Coordination/Wraparound
SC/WAF – Service Coordinator/Wraparound Facilitator
SCM – Service Coordination Mechanism
SOC – System of Care
TANF – Temporary Assistance to Needy Families
WCBHB – Washington County Behavioral Health Board
WCBDD – Washington County Board of Developmental Disabilities
MOU – Memorandum of Understanding
WCFCF – Washington County Family & Children First
WCFCFC – Washington County Family & Children First Council