



SERVICE COORDINATION MECHANISM

<https://www.guernseyfcdc.org/>

Revised 11/19/2024

SECTION A. (OVERVIEW)

(1) History:

Ohio Family & Children First is the statutorily designed System of Care established pursuant to the Ohio Revised Code Section 121.37 and is present in all Ohio counties. The Guernsey County Family & Children First Council (GCFCFC) was formed in August of 1994 and in November of 1995 a Family & Children First Council Coordinator was hired. In January of 1996 the Rules of Operation were adopted establishing a multi-tiered Council structure. Members of the Creative Options Committee (an oversight committee to the Service Coordination and High Fidelity Wraparound services provided through the GCFCFC with representatives of the GCFCFC mandated members list and local service providers) completed training and began implementation of the Creative Options service coordination and wrap-around services process in May of 1996. The GCFCFC Board of Trustees continues to meet a minimum of bi-monthly. Effective July 1, 2021, the Guernsey County Board of Developmental Disabilities started hosting and employing the GCFCFC Coordinator and Creative Options Service Coordinator under the discretion of the Guernsey County Commissioners. Guernsey County Job and Family Services is the commissioner appointed Administrative Agent to the GCFCFC. GCFCFC has representatives from the ORC 121.37 (B)(1)(a)-(n) mandated members list and various community experts. (see Appendix A for a complete list of mandated members.)

(2) Purpose:

The Guernsey County Family & Children First Council (GCFCFC) exists to help families seeking services to assist their children by streamlining and coordinating existing services. Through involvement of parents and caregivers, relatives, and other sources of family support, the needs of the family and child are identified and goals are made to resolve those needs. Successful service coordination is the result of families and their supports being empowered through this process to continue implementing effective methods after exiting the program. Collaboration and cooperation among all health, human, and social service agencies is also necessary to serve the best interest of each child and family in need of services. In addition, early intervention is crucial if efforts to prevent children and families from progressing through the social services and juvenile justice systems are to be successful. As such, the Guernsey County Family and Children First Council's Service Coordination Mechanism provides guidance for structured services to families and youth as an integral component to the local system of care by assessing the needs and strengths of the youth and families and then developing a youth-centered and family-led multi-system team and plan of care to address those needs.

The GCFCFC seeks to identify and address duplication of, and gaps in services. In addition, the GCFCFC Service Coordination Mechanism supports Ohio's Commitments to Child Well-being, striving to ensure the following objectives are achieved in Guernsey County:

- Infants and toddlers thrive
- Children are ready for school
- Children and youth succeed in school
- Youth choose healthy behavior
- Youth successfully transition into adulthood

This will be accomplished through the development of a system of coordination among families, individuals, and agencies. The GCFFC will help to facilitate access to, and delivery of, needed services and supports in the home and community for families. Services will be provided in the neutral setting that is agreed upon by the team.

All efforts will be taken to make the public aware of GCFFC and Creative Options services mission:

GCFFC is to serve as a facilitator to assist in providing the most vulnerable families in our community with access to effective services available to them.

(3) Mechanism Functions & Structures:

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

As required in Ohio Revised Code (ORC) 121.37 (C), the GCFFC Service Coordination Mechanism guides the provision and coordination of services in Guernsey County through the council and has been developed and approved by members of the county’s agencies serving youth and families including the Department of Developmental Disabilities; Alcohol, Drug Addiction, and Mental Health Services Board; Department of Health; Juvenile Justice; Department of Education; the county Family and Children First Council; and the county Early Intervention program; as well as the council’s family and parent representatives. In order to ensure consistency in the county service coordination approach, and that the process meets the requirements established in O.R.C., all persons or entities providing service coordination on behalf of the GCFFC must follow the processes, policies, practices, and procedures as they are outlined in the Service Coordination Mechanism.

Implementation of the GCFFC Service Coordination Mechanism is overseen by the Guernsey County Family and Children First Council Board of Trustees. The GCFFC Coordinator will ensure that families and member agencies are informed of the mechanism, the service coordination process, and how and when the process should be utilized. The most recent Service Coordination Mechanism revision can be found on the GCFFC website at www.guernseyfcdc.org. Additionally, other forms of publications will be shared with community members in order to educate them about the Council and its services.

Anyone seeking assistance for a youth may contact the GCFFC Coordinator for Information and Referral services or a consultation to determine if a formal referral for services may benefit the youth and family.

(4) Target Population:

GCFCFC will address the concerns of children and youth who are residents of Guernsey County ages birth to 21 and who are in need of a coordinated inter-disciplinary plan to address their unique multi-systemic needs; meaning current participation in, or suspected need of, at least two family and youth agency systems. The GCFCFC may provide services to any youth and their family who have an unmet need in at least one of two or more systems, however, priority for admission to the program is placed on youth and children who are alleged or adjudicated unruly or delinquent or who are otherwise involved in the juvenile justice system, those in Guernsey County's unhoused population, those with high intensity behavioral and/or mental health challenges, those with developmental disabilities posing a significant impact on their daily living, and youth or children in situations of on-going crisis that have not been resolved with services outside of the GCFCFC service coordination mechanism. The GCFCFC, through the Shared Plan, determines potential gaps in services and implements progressive action to serve youth and their families in these areas.

Referrals typically come from provider and county agencies after unsuccessful review, use, and trial of available resources and services, but families may self-refer. No family will be refused the opportunity to refer oneself for consideration of service coordination.

Coordinating services among the social service agencies in Guernsey County will benefit all children and families. Every attempt will be made to ensure that children and families are served in the least restrictive environment and appropriate interventions are identified and offered so that youth are diverted from Juvenile Court or out-of-home placements for as long as the situation warrants.

The following is a list of values that are integral to the service coordination process, resulting in a more effective service delivery system:

- Services are delivered using a family-centered approach
- Services are responsive to the cultural, racial and ethnic characteristics of the population being served
- Service outcomes are evaluated
- Available funding resources are fully utilized/integrated
- Home and community supports are utilized as needed
- Specialized treatment for difficult to serve population and evidence-based treatment services are encouraged
- Duplicative or competing efforts among agencies are reduced or eliminated
- Families and youth are fully involved in decision making and are provided with family advocacy and support options.

GCFCFC is able to provide services to families and youth who are eligible for OhioRise and select GCFCFC for their care coordination; however, GCFCFC is not able to utilize Family-Centered Supports and Services (FCSS) funding to serve youth who are actively receiving care coordination through OhioRise's Care Management Entities (CME). The GCFCFC must coordinate any benefits with Aetna care coordination directly for youth involved with OhioRise.

GCFCFC is not able to utilize FCSS funding to support youth currently in agency custody. This does not mean that the Service Coordinator is not able to work with the family, provide referral and linkage, or meet with the youth and their team in preparation for them leaving agency custody.

The GCFCFC collaborates with the local Juvenile Justice Department that actively works in schools and in the community with youth (including those alleged unruly) to educate, address concerns, and divert them from the juvenile court system.

If a child/family enrolled in EI Service Coordination (a statewide system that provides coordinated early intervention services to parents of eligible children under the age of three with developmental delays or disabilities) is in need of supports across multiple systems, the GCFCFC Coordinator and/or GCFCFC Service Coordination team will be available to assist as needed. Guernsey County provides EI services to those participants birth to age 6. It is grounded in the philosophy that young children learn best from familiar people in familiar settings. Every family served in EI will have a local EI team that consists of a service coordinator, service providers, and family members. The team works with participants in their home or other places they spend time to develop a coordinated plan called an Individualized Family Service Plan (IFSP). The team will work through the IFSP to provide supports and resources, and build upon them to learn, and to enhance the child's learning and development. All services that are provided to EI participants by Creative Options will be added to the IFSP.

There are no insurance requirements for participation in GCFCFC.

Service Coordination and High Fidelity Wrap Around services through the GCFCFC are provided on a voluntary basis to children, youth, and their families and active participation in the program is required in order to maintain an open case status in the program unless otherwise directed by a judicial order or team agreement.

SECTION B. (REFERRING A CHILD AND FAMILY)

(ORC) 121.37(C)(1): A procedure for an agency, including a juvenile court, or a family voluntarily seeking service coordination, to refer the child and family to the county council for service coordination in accordance with the county service coordination mechanism;

GCFCFC Service Coordination and High Fidelity Wraparound is provided through the Creative Options program. Referrals may be submitted by any agency or a family voluntarily seeking services. The referral forms and releases of information can be found at <https://www.GuernseyFCFC.org>. Completed forms and releases of information should be submitted for approval to GCFCFC Coordinator at CreativeOptions@GuernseyCountyDD.org. Referrals must include the following to be considered complete:

- Date of Referral
- Youth's name
- Youth's age at time of referral
- Youth's birthdate
- Youth's Social Security Number or school ID
- Youth's Gender
- Youth's Race
- Youth's Ethnicity
- Youth's educational status
- Youth's current diagnoses (mental or behavioral health & developmental disabilities or delays)

- Guardianship/Custody status of youth
- Address of where the youth currently resides
- Identification of out of home placement (hospital, detention, treatment or residential facility)
- Address of parent/guardian/caregiver if different than youth's residence
- Contact information for the youth and guardian/caregiver being referred
- Names, ages, and relationship of all members of the household
- Name, Relationship, and Contact information for referring party
- Description of the concerns leading to referral
- Systems/agencies that have been involved including juvenile justice, current/pending charges, hearing dates, or probation
- Medicaid / Managed Care Plan, if applicable
- Identification of any immediate health or safety concerns
- Guardian signature must be present on the referral form and release of information

The GCFCFC Coordinator will contact the family and youth, the referring party, and individuals/agencies on the release of information within ten (10) business days of receiving the completed referral to obtain additional information, determine the level need to ensure the least restrictive services are offered, as well as address any emergent concerns or develop an immediate crisis plan if needed. The family will also be notified of the intake procedures including eligibility, priority, and approval by the Creative Options Committee, the Creative Options process (via the Service Coordination Mechanism), the dispute resolution process, as well as alternative services. The GCFCFC Coordinator will verify that the family would like to continue with the Creative Options referral. The request will be reviewed at the monthly meeting of the Creative Options committee to determine approval and/or priority placement on the wait-list.

Following the Creative Options Committee meeting, the GCFCFC Coordinator will notify the family and referring agency of the determination (acceptance, waitlist, or referral to another agency) and schedule the initial meeting for accepted referrals with their Creative Options Service Coordinator, review the waitlist procedures if the youth is placed on the waitlist, or make any applicable referrals at this time. The GCFCFC Coordinator shall document the outcome of the referral.

Under the oversight of the GCFCFC, the Creative Options program provides three levels or types of services; Informational and Referral services, Service Coordination, and High Fidelity Wraparound.

Informational and Referral Services are offered to those seeking assistance in finding and initiating support for youth and families. Some families who are referred to the program may not require full team collaboration and will instead benefit from connection to another county agency, resource, or support. The GCFCFC strives to provide the least intrusive and restrictive services and offers Informational and Referral services to ensure that families' needs are met in this way.

Level one: Service Coordination is a process of systems collaboration and service planning that provides individualized services and supports to youth who have unmet multiple-system needs, or are being served by multiple systems. Through this process an assessment of the youth and family's strengths and needs is reviewed and an individualized, strengths-based Plan of Care (POC) is developed with a unified outcome(s) on which the youth, family, and all involved supports have agreed. Case progress is reviewed by the Creative Options oversight committee at the scheduled monthly meetings.

Level two: Wraparound is typically provided to youth who have unsuccessfully utilized multiple systems and services in the county and continue to have a high level of multi-system needs. Through

Wraparound the team collaborates to develop an individualized, strengths-based POC that includes atypical or higher intensity methods of service and treatment. Monthly case updates are reviewed and discussed at the Creative Options Committee meeting. If a high-risk or crisis situation develops, the case report or update may be submitted to the Committee outside of regularly scheduled meetings via conference call or in-person to address imminent needs based on the urgency of the situation. Suggestions may be presented to the Coordinator and brought back to the team for consideration.

If at any time in the referral, intake, or waitlist process the family chooses to accept a referral to OhioRise, the Service Coordinator will complete and submit an OhioRise referral to the county's CME and will notify the referring party of the family's decision.

If the Service Coordinator is not able to contact the family after three attempts following the initial referral, intake, or missed scheduled meeting, an exit letter will be submitted to the address on file with a closure date of seven (7) business days from the postmarked letter. The case will be closed if no response is received by the closure date.

SECTION C. (NOTIFICATION OF MEETINGS)

O.R.C. 121.37(C)(2): A procedure ensuring that a family and all appropriate staff from involved agencies, including a representative from the appropriate school district, are notified of and invited to participate in all family service coordination plan meetings.

Youth and families shall determine the team members involved in the family service coordination planning meetings. The Service Coordinator shall verify that a release of information is on file for all team members/agencies and will coordinate the planning meetings. Family needs and limitations will be considered when scheduling the planning meetings and the time and location of the meetings will be set to best accommodate all members of the team. Families and all team members, including appropriate staff or representatives from involved agencies shall be notified of and invited to participate in initial Individual Family Service Coordination Planning Meetings at least two (2) weeks in advance. Reminders for scheduled meetings shall be submitted no later than one (1) week in advance.

- Written reminders shall be submitted to youth, their families, and chosen family support person(s) no later than one (1) week prior to the next meeting and shall include the youth's name along with the date, time, and location of the meeting, and the contact information for the Creative Options Service Coordinator.
- Invitations shall be submitted in writing to all providers and agency team members via electronic means unless a paper letter is requested. Meeting reminders shall be submitted not less than one (1) week in advance of the meeting.
- Virtual meeting links shall be offered upon request (when available) to assist in active participation of all team members.

Best efforts will be made to schedule the next meeting at the close of all planning meetings. If this is not feasible, the Service Coordinator will collaborate with the team members to determine and disperse the next meeting date with as much advanced notice as possible.

The Service Coordinator will make efforts to ensure that all members of the team are those selected by the family; however, in accordance with O.R.C. 121.37 (C)(2) and to ensure quality services and agency

collaboration additional representatives of applicable agencies (i.e. education, juvenile justice, children’s services, mental health, developmental disabilities, etc.) may be notified and invited to participate as deemed necessary by the Creative Options Committee and GCFCFC Coordinator or by judicial order. The Service Coordinator will notify the family and obtain a release of information if needed prior to submitting meeting invitations to other agency representatives.

SECTION D. (FAMILY INITIATED MEETINGS AND SUPPORTS)

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

Youth and families can notify the Service Coordinator to initiate a meeting prior to the next scheduled Creative Options meeting. The Service Coordinator will take into consideration the family needs and any emergency situations, contact all team members with as much advance notice as possible, and make all attempts to schedule the meeting within two weeks. The family may also invite any advocate, mentor, or support person of their choosing to participate in the meeting and should notify the Service Coordinator who will obtain a release of information for the new member.

SECTION E. (Risk of Out-Of-Home Placement)

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

Out-of-home placement will only be considered as a last resort with team agreement after all applicable resources have been utilized and found ineffective, or as directed by the Juvenile Court or Child Protective Services. In the event of an imminent non-emergency out-of-home placement, the team leader will organize an immediate review for the purpose of exhausting all alternatives to an out-of-home placement before placement. If placement is emergent in nature, the review will convene within ten (10) days after placement is made. If placement does occur, the review will focus on a plan of action for the family during placement and to begin planning for the child’s return to the home. Discharge planning with a tentative discharge date is required from the onset of out-of-home placement to ensure all efforts are made to reunify the youth with their family as soon as the situation warrants. The planning team should address not only concerns with the youth in out-of-home-placement, but also with the family and community environment (including involved agencies, education, juvenile courts, peer relations, et. al.) to which the youth will return.

Once out-of-home placement is determined as the best treatment of last resort, the GCFCFC via a grant agreement with the Ohio Department of Medicaid (ODM) may seek multi-system youth custody relinquishment funding prior to non-emergency placement and immediately following emergency placement. The application for funding will be completed by the GCFCFC Coordinator and the team, reviewed and approved by the guardian, and submitted by the GCFCFC Coordinator as soon as possible. Authorized funding will be subject to the terms of ODM's executed grant agreement with each County FCFC. The GCFCFC Coordinator shall review and submit all invoices to the AA for processing, complete all monthly financial tracking, required documentation, and updates or requests for additional funding which will be submitted as required by ODM.

In the event of a short-term crisis or safety concern a review of the Crisis and Safety Plan will be completed with all team members. Review efforts will target strategies that provide safety and support to the child and family during the crisis. It will focus on keeping the child and the family together when possible.

SECTION F. (Monitoring Progress and Tracking Outcomes)

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

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

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

The Creative Options team shall meet a minimum of monthly (and more frequently as determined by the team) and review the Plan of Care (POC), assess progress toward the outcome(s), and implement any changes needed in the plan a minimum of every 90 days. Any team member may request a review at any time and team members will be invited to attend the POC review and will be notified following

the standard meeting notification procedure and plan shall not be updated without the attendance and participation of the guardian. Youth in out-of-home placement shall also be reviewed to determine appropriateness of placement and treatment, updates to the discharge plan including at-home treatment and services for the youth and family, and to review alternative options as needed. The review shall include feedback from all members of the team including the out-of-home treatment team as applicable and plans for treatment, education, and appropriate housing arrangements upon discharge. Tracking for youth in out-of-home placement shall be updated as new information is available or within five (5) business days in the MSY-tracking sheet.

The Youth's POC and case information shall be kept in the Ohio Automated Service Coordination Information System (OASCIS). The GCFCFC youth records as specified in ORC 121.376 (A) shall be kept in this system. The following policy has been implemented to establish guidelines to ensure the proper use of OASCIS by users. The GCFCFC has elected to use OASCIS, established and maintained by the Ohio Family and Children First Cabinet Council state office, to record county FCFC records detailing funding sources and information regarding families seeking services from the county council. Violations of this policy and procedure may result in disciplinary action up to and including termination and/or legal action. Should the GCFCFC contract with another individual or organization to provide FCFC services, these procedures and confidentiality requirement are binding and failure to follow guidelines can result in termination of the contract, termination from OASCIS, and discipline following the policies and procedures of the contracted agency.

1. GCFCFC staff or contracted staff needing access to OASCIS to enter service coordination information, monitor cases, provide supervision, review youth/family records, enter financial information, and/or run reports, will need to be provisioned access via the JFS-07078. The applicant and supervisor must both sign the form JFS-07078. If the applicant does not have a supervisor, Ohio Family and Children First (OFCF) staff can sign that field authorizing access. The form must be submitted to OFCFC_ACCESS@jfs.ohio.gov.
2. When staff leaves employment or no longer requires access to OASCIS, the GCFCFC Coordinator (or supervisor) will inform the OFCF so permissions for that person can be discontinued.
3. The GCFCFC Coordinator is entered at the County Administrator level via OFCF. This level allows the user to edit/view/delete information on county case, create youth/cases, assign cases, close cases, and generate county program and fiscal reports. (2 County Administrators are permitted per county and any additional roles in GCFCFC administration shall be assigned the Director level).
 - a. The GCFCFC Coordinator creates youth/cases, assigns a Service Coordinator to each youth, and closes cases. The GCFCFC Coordinator may also generate county program and fiscal reports. This level allows the GCFCFC Coordinator to monitor cases and oversee service coordination as applicable.
 - b. The Service Coordinator enters expenses assigned to a youth. The GCFCFC Coordinator verifies and submits required expenditure reports as required by the State. The GCFCFC Coordinator also ensures recording of data required for State level reports and communicates to the Service Coordinator regarding needed data.
4. Staff assigned solely to a Service Coordinator role shall be assigned at the Service Coordinator level. OASCIS limits the access of those at the Service Coordinator level to only

assigned youth. This level allows the worker to enter/view information on their assigned cases and generate reports that contain data on assigned cases.

5. Personnel serving in GCFCF roles shall abide by the policies and procedures of the staff employer, The Guernsey County Board of Developmental Disabilities (GCBDD), with regard to staff conduct and operations to ensure proper security and use of information systems and equipment, maintaining confidentiality of client information and records retention, and training of staff in these practices. (See the GCBDD Personnel Policies for additional information regarding staff policies).
6. Violation of any federal, state, or local laws related to the use of data within OASCIS or failure to adhere to this policy shall be grounds for disciplinary actions up to and including dismissal.

The data in OASCIS is confidential, and release of information is limited to those with whom the Guernsey County FCFC is permitted by law to share the information. Access to and use of data in OASCIS shall be limited to the extent necessary to carry out the duties of the GCFCFC established in section 121.37 of the Ohio Revised Code. Personnel having access to OASCIS shall be limited to those individuals who have been educated on the confidentiality requirements of the OASCIS, who are informed of all penalties, who have been educated in security procedures, and who have provided acknowledgement of rules developed by the Ohio Family and Children First Cabinet Council.

The Creative Options Service Coordinator shall update the youth case file in the OASCIS database as it becomes available or within five (5) business days of acquiring the new information. The Creative Options Service Coordinator (or designee appointed by the family) shall track the progress of the POC, schedule additional reviews as needed, and encourage the team to utilize new resources and team members to promote ongoing progress. Data from OASCIS, including number and general demographics of youth served, progress toward outcomes, use of funding, and tracking of youth in out-of-home placement shall be reported to the GCFCFC Board of Trustees at the scheduled meetings. Confidential updates and case specific information shall be reviewed at the scheduled Creative Options meetings.

SECTION G. (Protecting Family Confidentiality)

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

The GCFCFC Board of Trustee meetings shall be conducted under regulations of the Ohio Sunshine law and maintained as public record; information considered confidential shall not be presented at these meetings. Creative Options Committee meetings are confidential and each member of the Creative Options Committee will be required to sign a confidentiality agreement annually. Additionally, the Creative Options Service Coordinator will utilize a release of information that will require approval from the guardian to release any information about the case to other parties. Verbal release of information shall be accepted and authorized until a signature is obtained, not to exceed 30 days. All guidelines for HIPAA are followed and maintained by the GCFCFC.

SECTION H. (Assessing Strengths, Needs, and Cultural Diversity)

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

Upon receipt of a referral, the Creative Options Service Coordinator shall contact the family and all associated parties to gather information regarding the case to determine potential needs and strengths. The Service Coordinator will conduct an initial assessment of strengths, needs, and areas of cultural significance at the initial intake meeting with the family and youth prior to development of the initial POC and determination of level of need. A recent CANS, CASII, or other strengths based assessment may be utilized if completed within the past 30 days. Assessments should include a minimum of the following:

- Strengths
- Life Functions
- Behavioral/Emotional Needs
- Risk Behaviors
- Cultural Factors
- Potentially Traumatic/Adverse Childhood Experiences
- Early Childhood
- Transition Age
- Caregiver Resources & Needs

No specific case will be denied service, but type, intensity and length of service will be determined on a case-by-case basis depending upon need. Assessments should remain current with updates completed as needed and reviewed no less than every 90 days. Youth with significant needs may be assessed using The Ohio Children's Initiative Child Adolescent Needs and Strengths assessment (CANS) with a new assessment completed at least every 90 days. The CANS assessment must be completed and entered into the Ohio Children's Initiative CANS Information Technology (IT) system to determine eligibility of OhioRISE and/or apply for MSY funds for out-of-home treatment for those youth/families with higher intensity needs across the continuum.

SECTION I. (Developing a Plan of Care)

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

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

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

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

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

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

The POC shall reflect the assessment along with team judgement to determine areas of strengths and need as well as considerations of culture, race, and ethnicity for the youth and family. It shall be youth led and family driven in which the youth and family decide the outcomes and actions steps needed to make progress. Action steps shall be assigned to team members based on funding sources needed, areas of strength, services of particular agencies, or as requested by the family and agreed upon by the member. The POC shall include all team members, the youth/family/team strengths, outcome(s) and any barriers to reaching the outcome, action steps to complete the outcome(s) and who is assigned to each action step and anticipated and actual completion dates. Important information from any other service plans (ie. Children's services, mental health, etc) should be incorporated in the POC to eliminate duplications or conflicting actions as much as possible. Unless otherwise required by the juvenile court or children's services, all services and outcomes will be chosen by the family and in the least restrictive environment as possible and as close to their own home environment as possible.

The Creative Options Service Coordinator (or family appointed designee) shall facilitate all planning meetings, track progress, schedule routine service coordination planning meetings no less than monthly and additional reviews as needed. The Creative Options Service Coordinator shall write the POC, obtain signatures of approval, and distribute this to all team members for each initial POC and revision.

Short-term crisis plans may be developed for immediate needs, safety concerns, and risks or as otherwise determined by the team in order to prevent a potential crisis. These shall be completed via the OASCIS crisis plan and shall include the specific action steps, plan "B", and emergency contact information for each identified emergency concern. Action steps must be assigned to a team member(s). Crisis plans may be completed with verbal authorization and prior to an assessment.

SECTION J. (Alleged Unruly Youth and Diverting from Juvenile Courts)

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

O.R.C. 121.37(E): Includes items that may be included in the individual family service coordination plan of an alleged unruly child. Items to highlight include:

(E)(1) The process provided for under division (D)(4) of this section may include, but is not limited to, the following:

(a) Designation of the person or agency to conduct the assessment of the child and the child's family as described in Division (C)(7) of this section and designation of the instrument or instruments to be used to conduct the assessment.

(b) An emphasis on the personal responsibilities of the child and the parental responsibilities of the parents, guardian, or custodian of the child.

(c) Involvement of local law enforcement agencies and officials.

(E)(2) The method to divert a child from the juvenile court system that must be included in the service coordination process may include, but is not limited to, the following:

(a) Preparation of a complaint under section 2151.27 of the Revised Code alleging that the child is an unruly child and notifying the child and the parents, guardian, or custodian that the complaint has been prepared to encourage the child and the parents, guardian, or custodian to comply with other methods to divert the child from the juvenile court system.

(b) Conducting a meeting with the child and parents, guardian, or custodian, and other interested parties to determine the appropriate methods to divert the child from the juvenile court system.

(c) A method to provide the child and the child's family a short-term respite from a short-term crisis situation involving a confrontation between the child and the parents, guardian, or custodian;

(d) A program to provide a mentor to the child or the parents, guardian, or custodian;

(e) A program to provide parenting education to the parents, guardian, or custodian;

(f) An alternative school program for children who are truant from school, repeatedly disruptive in school, or suspended or expelled from school

Youth who are alleged or adjudicated unruly or who are otherwise involved with the juvenile justice department shall be considered priority and efforts will be made to divert them from further involvement with the Juvenile Court system. There are many community and agency programs in place to divert youth alleged to be unruly from entering in the Juvenile Court System with a formal filing:

1. Elementary Prevention Officer to address truancy issues in schools and with families
2. School Engagement Coordinator to address truancy and behavioral concerns in school and with families
3. Multi-System Youth Coordinator to hold educational courses with alleged or adjudicated unruly youth
4. Parenting programs such as Thinking for a Change and Triple P
5. Ability to refer to Creative Options with a Probation Officer on Creative Options teams.
6. Unruly complaints referred to diversion program from Prosecutor's Office to Probation Department who will make a referral to Creative Options.
7. School guidance counselors and social workers may make referrals to Creative Options.

Probation officers, court representatives, school officials, and other personnel involved with youth who are alleged or adjudicated unruly and receiving services through Creative Options shall be invited to participate in planning meetings to ensure that all court or agency requirements are shared and unified outcomes are developed.

SECTION K. (Dispute Resolution Process)

O.R.C. 121.37(C)(9): A local dispute resolution process to serve as the process that must be used first to resolve disputes among the agencies represented on the county council concerning the provision of services to children, including children who are abused, neglected, dependent, unruly, alleged unruly, or delinquent children and under the jurisdiction of the juvenile court and children whose parents or custodians are voluntarily seeking services. The local dispute resolution process shall comply with section 121.38 of the Revised Code.

The local dispute resolution process shall be used to resolve disputes between a child's parents or custodians and the county council regarding service coordination. The county council shall inform the parents or custodians of their right to use the dispute resolution process. Parents or custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. The dispute resolution process is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the Revised Code.

O.R.C. 121.381, 121.382: Families must have access to the dispute resolution process.

Not later than sixty days after the parent or custodian initiates the dispute process, the council shall make findings regarding the dispute and issue a written determination of its findings.

The purpose of Service Coordination is to provide a venue for families needing services where their needs may not have been adequately addressed in traditional agency systems. Each agency system has areas of responsibility, and the collaborative approach is not intended to replace or usurp the primary role of any one of these systems. Dispute resolution is an important component of any services delivery system. Although agencies and professionals are committed to meeting the needs of the child and/or family, there are times when one or more members of the team may question decisions or the process. In all instances, families are encouraged to ask questions and become informed as to what is available, what their child might need, and what rights and responsibilities they have as parents. Conflicts may arise in three distinct types of situations:

- One agency is in disagreement with other agencies about a Plan of Care;
- The family is in disagreement with one or more agency(ies); or
- The family is in disagreement with the Plan of Care.

If the dispute does not pertain to services provided through the GCFCFC, parents or custodians shall use existing local agency grievance procedures to address disputes. This process is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the Ohio Revised Code. Each agency represented on the GCFCFC that is providing services or funding for services that are the subject of the dispute shall continue to provide those services and the funding for

those services during the dispute process. These rights shall not be interpreted as overriding or affecting decisions of a juvenile court regarding an out-of-home placement, long-term placement, or emergency out-of-home placement.

The Family and Children First Council shall inform parents and/or custodians of their rights to use the dispute resolution process.

Disputes between Agencies

In order to resolve all disagreements as quickly as possible, they should be presented to the GCFCFC Coordinator and addressed in the Creative Options team meetings first.

When there is a dispute between agencies involved in a Creative Options Team regarding family assessment, service plan development, the assignment of responsibilities to implement the service plan, or difficulties in the implementation of the plan and the Creative Options team cannot come to a resolution, either the parent(s) or the service provider(s) may:

1) Petition the Executive Committee of the Guernsey County Family and Children First Council to review their concerns. The Executive Committee will, in a timely manner, arrive at an agreed upon solution by all parties involved. Under the provisions of this plan, at no time during the dispute resolution process shall services to the youth/child, parent(s) and family be disrupted. Families, upon accessing services, will be advised of their legal rights beyond the dispute resolution process. This request should be submitted to:

ATTN: Executive Committee
Guernsey County Family and Children First
60770 Southgate Road
Byesville, Ohio 43723
FCFC@GuernseyCountyDD.org

2) If the dispute cannot be resolved at the level of the Executive Committee, an outside mediator shall be secured to help resolve the conflict.

3) If the conflict cannot be resolved within seven (7) business days with the help of the mediator, then the Juvenile Court Judge will render the final decision as to how the conflict will be resolved. In this event, the GCFCFC Coordinator shall petition the Juvenile Court for the case to be presented before the Juvenile Court Judge.

Disputes between Parent/ Guardian & GCFCFC

When a dispute is initiated by a parent or guardian, the following timeline will be utilized:

1) Within seven (7) business days of the disagreement/dispute the family will submit a Dispute Resolution Request form to the Family and Children First Director/Coordinator communicating the

desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with this request. This request should be submitted to:

ATTN: GCFCFC Coordinator
Guernsey County Family and Children First
60770 Southgate Road
Byesville, Ohio 43723
FCFC@GuernseyCountyDD.org

2) Upon receipt of the family request to utilize dispute resolution, a meeting with the Dispute Resolution Team will be convened within fifteen (15) business days. This meeting will be scheduled at a mutually convenient time for the majority members of the family and the Dispute Resolution Team. The family will prepare a presentation for the Dispute Resolution Team regarding the nature of the dispute and the specific issues that are requested to be resolved. This presentation can be made by the family or an advocate.

3) At the meeting with the Dispute Resolution Team, the family will present information regarding the nature of the dispute and identify specific issues that are requested to be resolved. All pertinent case information will be completed by the Creative Options Team and the family to provide historical and current information relevant to the dispute and to specifically identify the issues sought to be resolved. The Dispute Resolution Team will meet in closed session after the family's presentation to draft written responses to the Creative Options Team regarding the issues identified in the dispute.

4) A letter will be immediately issued to the family by mail and email detailing the response of the Dispute Resolution Team. The Guernsey County Family and Children First Coordinator will be used as a neutral facilitator in this process and will be responsible for the written responses to the family.

5) The youth's parents or custodians may file with the Chair of the Guernsey County Family and Children First Council a written objection to the decision of the Dispute Resolution Team within seven (7) business days of the decision. Within three (3) business days of receipt of the parent/custodian's written objection, The Guernsey County Family and Children First Council will make a referral to the office of Ohio Family and Children First Cabinet where an opinion will be provided to all parties in writing.

Dispute Resolution for Early Intervention Services

Families receiving EI services have the right to file a written complaint. The quickest way to resolve a concern is to talk with the EI Service Coordinator or their supervisor. If that does not work, contact EI staff at the Ohio Department of Developmental Disabilities at (614) 466- 6879 or ei@dodd.ohio.gov. A signed written complaint can also be filed. Complaints should be mailed to:

ATTN: Early Intervention Ohio Department of Developmental Disabilities
30 East Broad Street, 12th Floor
Columbus, Ohio 43215

The complaint will be investigated and a response submitted to the family within 60 calendar days. While the complaint is being investigated, the child can continue to receive EI services.

Families receiving EI services have the right to mediation or a due process hearing. Another way to settle disagreements is to ask for mediation or a due process hearing. Mediation lets the family and EI

program staff talk about the details of the disagreement with a neutral, trained mediator. The mediator will work with families and their program to find a solution that works for both parties. The State will pay the cost of the mediator. A due process hearing is a more formal process conducted in front of an impartial hearing officer. Parents can hire an attorney to represent them at a due process hearing, but this is not required. The State will pay the cost of the hearing officer.

SECTION L. (Fiscal Strategies Supporting Service Coordination)

Family Centered Supports and Services funding is available for children and youth ages 0-21 years with multi-systemic needs who have remained in the custody of their family or primary caregiver and are receiving service coordination through the GCFCFC. FCSS funds are designed to meet the unique non-clinical needs of children and families identified on the individual family POC developed through the service coordination process and/or to support the FCFC service coordination process. Funding requests should only be made for expense not otherwise covered by another payer source and in accordance with Ohio Family and Children First guidance and should primarily be utilized for community-based, preventative, and family centered-services. All funding provided to a family is driven by the outcomes in the POC and FCSS funding in addition to service coordination may not exceed \$750 per youth each State Fiscal Year (SFY) unless additional approval is granted by the GCFCFC Board of Trustees.

GCFCFC member organizations make contributions to the general fund. These funds are flexible and may be used to support service coordination administration, facilitation, training, and other community-based preventative family centered services. Member agencies are asked to provide additional financial support or in-kind contributions in the form of materials, supplies, equipment, services, meeting space and personnel.

Children and youth in crisis may utilize Multi System Youth (MSY) ODM Funding for in-home or out-of-home services to assist in keeping youth with their families for as long as safely possible and prevention of custody relinquishment (and/or return youth to their primary caregiver after an episode of agency custody). Decisions will be made to access Multi-System Youth funds in a collaborative team meeting to determine the best use of funds for the youth and funds will be used for community-based, preventative, and family-centered services in order to limit funding to institutional services where possible. The GCFCFC Coordinator will monitor and report progress to the MSY State Review Team.

Multi System Youth (MSY) –Public Child Service Agency (PCSA) Funding shall be utilized in accordance with the Ohio Family and Children First guidelines to support youth in home or out of home settings. Decisions will be made to access MSY-PCSA funds in a collaborative team meeting to determine the best use of funds for the youth.

Identified service duplication and gaps in services (i.e. community outreach) will be referred to the GCFCFC. As an ongoing agenda item in GCFCFC meetings, these overlaps and voids will be

discussed and plan for resolution will be developed. If necessary, committees will be assigned to identify, evaluate and present plans for resolution of service gaps to the Council. Such committees will report to the Board of Trustees to identify progress towards resolution. In addition, information will be shared and disbursed to the agency(ies) responsible for providing updates to the Guernsey County Community Plan and PRC Plan.

SECTION M. (Quality Assurance)

The GCFFC Board of Trustees will review and formally approve the SCM and any modifications on an annual basis. Upon completion of review and any updates, the GCFFC Coordinator will submit the update to Ohio Family and Children First and post the current service mechanism on the GCFFC website <https://www.guernseyfcfc.org/>

Data on the number and types of cases will be tracked by the GCFFC Coordinator on a monthly basis. This data will be presented every month to the Board of Trustees and will be made available to the offices of Ohio Family and Children First as requested.

Family Satisfaction Surveys will be given to families utilizing the Creative Options service coordination process two weeks after a case is opened and every 30 days thereafter ending with an exit survey when the case closes

Perry & Associates will be utilized for the annual audit.

Appendix A

Guernsey County FCFC Mandated Membership

Mandated Members
Family Representative
Family-Representative
Family-Representative
Director of Alcohol, Drug Addition, and Mental Health Services Board *
Health Commissioner *
Director of Job and Family Services
Executive Director of Public Children Services Agency
Superintendent of the County Board of Developmental Disabilities *
Superintendent of the School District with the largest number of pupils residing in the county
Superintendent of a local school district representing all other districts with territory in the county
Representative of the Largest Municipal Corporation
President of the Board of Commissioners *
Representative of the Department of Youth Services *
Representative of the County's Early Intervention Collaborative
A Representative of a local Non-Profit Organization Serving Children and Families
Representative of the County's Head Start Agencies

*Indicates that per the ORC 121.37, a designee may be appointed by the mandated member and counted for the purpose of establishing a quorum and voting in the absence of the mandated member.

Contact the local Family and Children First Council Coordinator for a list of current members serving in the aforementioned roles.

Appendix B
Creative Options Referral Form

The referral form and release of information can be found at: www.guernseyfcdc.org

Or by contacting the Guernsey County Family and Children First Council Coordinator at:

60770 Southgate Road
Byesville, Ohio 43723
740-439-4451, ext. 6847