

Attachment A

FCFC Service Coordination Mechanism Cover Sheet

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Attachment B

Table of Contents for FCFC Service Coordination Mechanism

Please indicate the designated pages to reflect completion of each required components of The County FCFC Service Coordination Mechanism to indicate it has been included.

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A. Overview and Description

- a. The Darke County Family and Children First Council will continue to implement a cross-system service coordination and wrap-around process first implemented in this county in 1981. Changes to the initial service coordination process have occurred over the past 20 years following changes in local and state funding mechanisms and service expectations. The following individuals have been involved in the review, update and revision of the Darke County SFY 2018 Service Coordination plan:

Darke County Recovery & Wellness Centers of Midwest Ohio Executive Director; Darke County Commissioner; Executive Director, Darke County JFS Children's Services Administrator, Darke County JFS; Executive Director, Darke County Health Commissioner; Darke County Health Department/Help Me Grow; Darke County Juvenile Court; IDT Facilitators; Family Health Services; Darke County FCFC Service Coordinator; Greenville Schools Superintendent; Darke County DD Board; Head Start; Parents; Tri-County Board of Recovery and Mental Health Services.

- b. The Darke County FCFC Service Coordination Process provides opportunities for families to work in a coordinated manner to reduce service redundancies.
- All families and children active within the child and family service network are the shared responsibility of the Darke County Service Community.
 - All participants in the Darke County Service Coordination process share responsibility for success of children and families.
 - Darke County Service Providers will combine resources and work in a flexible manner for individual family supports and services.
- c. The Darke County Service Coordination process is referred to as Darke County Intersystem Diversion Team (IDT). IDT is a value-driven service commitment to the family working to improve quality of life & reduce stressors so parents can focus on the needs of their children
- d. The shared values of the Darke County service network include:
- Unconditional commitment to the child and family,
 - Strength-focused services and supports,
 - Parent-centered and family inclusive planning,
 - Community based service delivery, and
 - Shared decision-making across all involved providers.
- e. Darke County IDT target populations could include:
- Any child age 0-21 years of age;
 - Any child age 0-3 that may be eligible for Help Me Grow Service Coordination may be referred to IDT as additional supports for the child, family and HMG Service coordinator. The HMG Service Coordinator may serve as the primary service coordination on the IFSP while the child remains eligible for HMG service Coordination.

- Any child/family working with more than 1 service provider to maintain or sustain family stability;
- Any child/family faced with risk for out-of-home placement;
- Any child/family whose identified needs are not adequately addressed using existing service providers.
- Unruly Youth as identified by ORC Section 2151.02(B) whose behaviors may be a result of abuse, neglect, dependency, substance abuse, mental health needs or other environmental factors placing the youth at risk of *removal* from the immediate family. As outlined in ORC Section 121.37(E), Service Coordination process must account for youth alleged unruly, and identify methods to divert a youth from the Juvenile Court System. Service Coordination must also be available for youth that are adjudicated unruly or delinquent.
- There may be other target populations in Darke County that would benefit from IDT referral and wraparound service planning. Darke County IDT does not limit target populations to any specific subset of conditions or artificial definitions of multi-system need. No family will be denied a referral to the IDT. The IDT facilitator and the Triage Team may identify referral sources that better meet the identified needs of the family that do not involve a Family Team Meeting. This information is shared with the family at the initial assessment meeting. A family's request to have a Family Team meeting will be respected and the assigned IDT Facilitator will schedule meeting.

B. Procedure for referring a child and family

- a. Any member of the Darke County Intersystem Diversion Team (IDT) can refer a child/family in need to service coordination (IDT).
 - i. Darke County CSU/Job and Family Services
 - ii. Darke County Educational Service Center
 - iii. Darke County Health Department
 - iv. Darke County Juvenile Court
 - v. Family and Children First Service Coordinator
 - vi. Darke County Developmental Disabilities Board
 - vii. Recovery and Wellness Centers of Midwest Ohio
 - viii. Darke County Health Department
 - ix. Gateway Youth Programs
 - x. Local School Districts
 - xi. Family Health Services
 - xii. OHRise
- b. The Darke County IDT may utilize up to two facilitators to manage the intake, screening, scheduling, documentation and any other service coordination function needed to support the Family Service Plan.
- c. Any family may make a self-referral to the Darke County Service Coordination mechanism by contacting an IDT Facilitator, the FCFC Service Coordinator or by

contacting any local service provider.

- d. IDT referrals are sent to the designated IDT Facilitator for implementation.
- e. IDT referrals can be made by the parent or by a service provider. Parents may contact the IDT Facilitator directly by phone or by e-mail. IDT Facilitator contact information is available to all local service providers. Service providers use the IDT referral/release form that includes the signed parent consent to make the referral for a child and/or family. The family may invite a family advocate, mentor or support person of the family's choice to participate in any IDT meeting.

C. Notification Procedure for Individual Family Service Coordination Plan Meetings

- a. The IDT referral/shared release includes basic information about the family, number of individuals living in the home, current service providers, family strengths, cultural expectations, natural supports and current concerns.
- b. Once the referral is received by the IDT facilitator, the date of parent contact and initial family meeting is documented.
- c. The IDT facilitator attempts to make contact with the parent/legal guardian within one week of the most recent IDT CORE meeting to schedule the initial meeting. The family's preferred form of contact is identified on the referral/shared release form.
- d. The IDT Facilitator will notify families, services providers and any other individuals the family requests to participate in Family Team meetings.
- e. Notification will be made by letter, phone call and/or e-mail depending on the individual preferences of the family, the relevant service providers and other individuals participating at the family's request.
- f. Family meetings are scheduled at a time and location that best meets the needs of the family. These meetings may be held in the family home or in a location the family feels comfortable such as the local school, their church or at the offices of a local service provider. The meetings must be in a location that maintains the privacy and confidentiality of the family. Families have the right to request a Service Coordination meeting at any time. The family may contact the Family Team Facilitator directly or may request a service provider, PAC provider or other family designee to schedule a Family Team Meeting.

D. Procedure for a Family to Initiate a Meeting and Invite Support Persons

- a. Should the parent/legal guardian choose to exercise their right to have a Parent Advocate volunteer as part of their Family Team, the PAC regional coordinator

can be contacted by the IDT Facilitator to coordinate PAC participation in Family Team Meetings.

E. Procedure for Family Service Coordination Plan meetings before Out of Home Placement is made, including Emergency Placement

- a. Safety events, imminent risk concerns or other identified risks for out-of-home placement would indicate a need for a team meeting to be scheduled within 72 hours prior to placement or within 10 days for an emergency placement of multi-needs children. Contact with relevant service providers will be completed by phone call or email to facilitate timely notification. This will ensure that all other less disruptive options have been exhausted.

F. Procedure for Monitoring Progress and Tracking Outcomes

- a. A Family Service Plan (FSP) is developed at the initial meeting with the parent/legal guardian. This plan identifies:
 - Child and family strengths, cultural needs, service needs, family supports and expected outcomes as identified through the CANS.
 - Current concerns that led to the IDT referral.
 - Service provider responsibility for each outcome is identified by the Family Team.
 - A Child & Family Crisis Plan will be developed by the team to identify what steps to take when a crisis occurs, who needs to be contacted, and options the family can use to reduce or avoid injury.
 - Discussions and identification of Least Restrictive Environments to safely provide services and supports to children and families will be identified on the Family Service Plan.
 - Time frame expected to address the assigned responsibilities.
 - Individuals, providers or agencies responsible for the identified tasks.
 - The next meeting date, time, location and participating team members.
 - Verification of the confidentiality of information shared at team meetings.
 - Parents are reminded that the confidentiality of the written FSP should be maintained by the family and the family support systems as well as by participating service providers.
- b. The Service Coordination Plan will be signed by each participant at the meeting. There may be situations when 1 or more members of the Family Team may not agree with each identified strategy but support the global plan. In these situations, the participant is expected to document their concerns on the service plan when signing.
- c. A copy of the signed service plan is made available to each participant. Information and identified outcomes will be shared with any absent team member by the IDT Facilitator.
- d. The IDT Facilitator will follow all security steps to convey the information to team

members not present.

- e. The IDT facilitator is responsible for keeping all team members and family members informed about meeting dates and times and about any changes made to the schedule.
- f. All documentation and records for each child and family will be maintained by the IDT Facilitators in secure, locked settings. The family may review the information maintained in their IDT folder at any time.

G. Procedure for Protecting Family Confidentiality

- a. The Darke County Service Coordination referral/shared release forms are provided to local child and family service providers. This enhances the county's ability to begin the service coordination process at any time by any service provider meeting with a family such as during IEP meetings, during a home visit by a Children Services caseworker, as part of a Diversion Hearing at Juvenile Court, etc. The referral source is expected to participate in the family team meetings.
- b. Darke County includes a shared release of information as a component of the IDT referral form. This shared release, when signed by the parent/legal guardian, authorizes the participants to share relevant information consistent with the stated goals and expectations of the family. Families are asked to identify the types of information that can be shared when the release is signed by the parent and the referral source. The nature of the information to be shared is identified under the Life Domain Areas on the referral/release form.
- c. The shared release does not authorize agencies to share all information they may have about a family member. The shared release provides information regarding the parent/legal guardian's right to revoke the release and the referral at any time. The IDT referral/release is in effect for 365 days. The Darke County IDT release indicates individuals participating in Family Team Meetings may not share information from the meetings with others.
- d. Family privacy rights are monitored by the IDT Facilitator and the FCFC Service Coordinator during random audit reviews of Family Service planning documentation.

H. Procedure for assessing strengths, needs and cultural discovery of families.

- a. Darke County IDT utilizes a family-centered, cross-system collaboration process to:
 - Encourage parents, family members, and other significant adults to take an active role in the assessment, planning and treatment process for the child and the family.

- Develop avenues for family participation in the treatment team.
- Support the family to participate in solution-focused thinking.
- Provide risk assessment and support to the child and family.
- Advocate for families to develop natural support systems.
- Identify social, educational, mental health and substance use issues that may be present.
- Refer to appropriate agency to address the identified concerns.
- Identify and refer to relevant, meaningful resources.
- Facilitate/coordinate access to multiple funding sources when identified in the Family Service Plan.
- Provide wrap-around support using combined resources to address individual child and family needs identified in the Family Service Plan.
- Coordinate services between families and service providers.
- Monitor the child and family rights to protected privacy.

I. Procedure for developing a Family Service Coordination Plan

- a. The referral is reviewed by the IDT/FCSS Service Coordinator
- b. An initial meeting is scheduled by the Coordinator to meet with the family to complete the CANS.
- c. Every month the CORE Team meets to review new referrals made that month. The Coordinator assigns relevant agency representatives to the family team meetings based on the need of services each member agency offers and familiarity with the family. The CORE Team consists of one representative from each of the IDT member agencies.
- d. The initial meeting between IDT facilitator and family is used to:
 - Review the signed referral form and shared release of information.
 - Review the family's Privacy Rights.
 - Gather additional information from the family including cultural needs, family strengths, needs and expectations using the Child and Adolescent Needs and Strengths Assessment (CANS)
 - Identify expected outcomes.
 - Identify relevant service providers the family chooses to include in Family Team meetings.
 - Information regarding the Dispute Resolution Process
- e. The IDT facilitator will use the CANS to assist the family in identifying service expectations by identifying the levels of service coordination (Information & Referral, IDT and FCSS)

Levels of service coordination are described as

- Information and Referral: Needs identified through the CANS as least intensive coordination such as referrals to local agencies for services
- IDT: Needs identified through the CANS as needing a slightly more intensive coordination plan through team meetings to connect the family

- to services and identify a Family Service Plan (FSP)
 - FCSS: Needs identified through the CANS as needing a higher level of coordination plan not only through team meetings to connect the family to services as identified through the FSP but also providing the family services that are provided through FCSS such as in-home visitation.
- f. CANS assessments will be conducted every 90 days or more often as needed, and the FSP will be adjusted based on the current assessment.

J. How alleged unruly children will be dealt with using service coordination, and methods for diverting them from Juvenile Court.

- a. Children alleged to be unruly or delinquent youth that are adjudicated unruly may be referred to Darke County IDT as a component of the process to divert children from the Juvenile Court system.

K. Dispute Resolution Process.

- a. It is understood that a dispute or disagreement may arise in the course of family assessment, service plan development and implementation, assignment of responsibilities or in the determination of outcomes. The Darke County FCFC value commitment states that all participants will work to find a consensus to appropriately meet the identified concerns. It is understood that no individual service provider may unilaterally withdraw from the process or establish an individual service plan.
- The Darke County Service Coordination process includes the ability for the parent/legal guardian and for local service providers to file a formal dispute if any of the involved parties believe the offered services do not address the identified family needs appropriately,
 - Families are informed about the dispute resolution process at the initial assessment meeting. This information is given to the parent in writing and is reviewed with the parent/legal guardian when questions arise during the service coordination process.
 - When a single agency is involved in a dispute, the due process mechanism established by that agency will be utilized.
 - Parents/legal guardians are informed about the Dispute Resolution Process at the initial assessment meeting.
 - In the event consensus cannot be reached to resolve a disagreement, any individual may file a request for a Formal Dispute Resolution.
 - The initial meeting to address a Formal Dispute will be scheduled by the FCFC Service Coordinator within 14 days of receipt of the request.
 - All necessary services will continue to be provided to the child and family during the dispute resolution process.
 - The family or service provider in disagreement meets with the IDT Facilitator and Family Team members to address and resolve the identified concerns.

The Darke County FCFC Service Coordinator will:

- Facilitate the discussion,
 - Document the identified strategies to resolve the dispute,
 - Prepare a written agreement signed by the family and participating team members.
 - The written response will be completed and implemented within 7 days of the resolution meeting.
- If a dispute cannot be resolved at the IDT/Service Coordinator level, the individual/agency that initiated the dispute has 7 days to file an objection with the Darke County FCFC Executive Committee for assessment, investigation, and disposition.
 - The Council's Executive Committee will investigate the complaint. The assigned individuals will not have a direct interest in the matter. If a member of the Council's Executive Committee has a direct interest in the matter, the Council Chairperson will appoint another member of the Council to serve in that person's stead.
- A written decision will be issued within 7 days from receipt of the complaint. The written decision will include the Darke County FCFC Executive Committee decision based on the identified concerns and the findings of the Executive Committee investigation. If a dispute cannot be resolved by the local FCFC Executive Committee, the individual/agency that initiated the dispute has 7 days to file an objection with the Darke County Juvenile Court Judge for assessment and disposition.
- The Judge will set a hearing to review the disputed area within 21 working days of receipt of the dispute.
- A written decision will be issued to the individual/agency within 14 days of the hearing.
- This written decision will address each identified concern,
- The decision of the court will be binding for all parties involved.
- The Darke County Juvenile Court Judge is the final authority in the county process.
- The Darke County FCFC Executive Committee will review all documentation of the process and the outcomes.
- The Darke County FCFC Service Coordinator will maintain all documentation related to all dispute actions and decisions.
- All existing services and funding plans will be maintained during the dispute resolution process.

b. Coordination of local HMG Dispute Resolution Process with Service

Coordination Mechanism

- The Darke County HMG Program maintains a Dispute Resolution Process as required in the Ohio Department of Developmental Disabilities rule.
- An individual or an agency may file a dispute with the Darke County FCFC regarding Early Intervention Service provision as identified in the local HMG Dispute Resolution Process and the local FCFC Service Coordination Mechanism.
- The Darke County FCFC Service Coordinator will serve as the liaison for the complaint process and will coordinate the components of the local HMG Dispute Resolution Process with the local FCFC Dispute Resolution Process.
- All time frames identified in the local HMG Dispute Resolution Process will be followed

- as identified in the local FCFC Dispute Resolution Process.
- A dispute filed by an individual or an agency regarding HMG services that cannot be resolved through the local HMG Dispute Resolution Process will be referred to the FCFC Dispute Resolution Process for investigation and response following the time frames identified in the local FCFC Dispute Resolution Process identified above.
- Refer to Attachment 1 for the entire Darke County HMG Policy regarding Procedural Safeguards and Dispute Resolution Process.

c. Emergency Dispute Resolution

An emergency is identified as:

- An imminent risk of personal injury to a child or family being served or to other community members.
- Any situation involving immediate risk or harm to a child or a family member.
- The individuals/families at risk, or their advocate, should access this process for resolution.
- Emergency Dispute Issues should be addressed within 3 working days.
- If a resolution cannot be obtained at this level, the emergency dispute will be filed with the Darke County Juvenile Court Judge within 24 hours of the impasse.
- The Judge will issue a binding resolution within 3 working days.
- HMG Dispute Resolution situations will follow all time frames identified in the Darke County HMG Service Coordination Process.

Refer to Attachment 1 for the entire Darke County HMG Policy regarding Procedural Safeguards and Dispute Resolution Process.

L. Description of Fiscal Strategies for Supporting FCFC Service Coordination

- a. Services and supports to address individual child and family needs will be addressed in the Family Service Plan. IDT participants are aware of local services as well as local funding resources that can be assessed to support families in obtaining services that fall outside the traditional service delivery mechanism.
- Funding needs for specific services and/or supports for individual families identified in Family Team Meetings are identified by the team working with the family.
- Identified service and support needs that are not covered by traditional service provider mechanisms can be addressed through the collaborative problem-solving model used by the providers present.
- The Intersystem Diversion Team uses a team-developed resource guide that identifies the array of services available in this area. The resource guide is monitored and updated by IDT at least twice each year; more frequently when a significant number of resources change in a short period of time.
- Darke County FCFC continues to support a Flexible Fund account comprised of local funds allocated by several local providers including Juvenile Court, Recovery and Wellness, Local ADAMHS Board, JFS, DD Board, and Gateway Youth Programs.

- The use of local Flex Funds is monitored by the Darke County FCFC Service Coordinator, the FCFC Fiscal Agent, the FCFC Executive Committee and the FCFC Council.
- The need to request additional funds to maintain a reasonable balance is reviewed by the FCFC Council at least once each fiscal year.
- The IDT Service Coordinator makes a request for Flex Funds based on the individualized need of the family identified in the Family Service Plan. The funding request must identify the reason for the request, existing family resources, other funding mechanisms already considered or used the specific Life Domain wraparound area the funds will address, and the expected outcomes of the funding request.
- The FCFC Service Coordinator is authorized to approve Flex Fund Requests up to \$300.00. Requests for funding above \$300.00 must be approved by the Executive Committee or chairperson.
- The fiscal agent for Darke County FCFC serves as the fiscal agency for the IDT Flexible funds account.
- Childrens Community Behavioral Health Funds (CCBH) are administered by the Tri-County Board of Recovery and Mental Health Services. The Tri-County Board is an active participant in Darke County FCFC meetings.
- Family Centered Service and Support (FCSS) funds are administered by the local FCFC Council. FCSS funds will be used to support individual family needs consistent with the FCSS Guidance Documents.
- MSY/PCSA funds are administered by the local FCFC Council. These funds will be used to support individual family needs consistent with the MSY/PCSA guidelines.
- When a youth is involved with council member agencies and is identified through family team meetings, there is a need for accessing Multi-System Youth funds (MSY) after all local services have been exhausted. The team leader will complete an application for review by the local Service Coordinator. When applications have been approved, the team leader will monitor progress along with the Service Coordinator to submit required reporting.

M. Quality Assurance of Service Coordination Mechanism

- The quality assurance process will be monitored by the FCFC Service Coordinator, the Executive Committee, and the full council.
- The IDT Core Team will meet at least one time per month to review all IDT activity for the past month.
 - The IDT Core Team is comprised of nine primary child and family service providers working in Darke County.
- IDT data, FCSS, and HMG data is submitted to the FCFC service coordinator each month. The information is shared with the FCFC Executive Committee and with the full council at scheduled meetings.
- The Darke County FCFC Service Coordinator randomly reviews IDT family service plans to monitor the inclusion of all relevant components such as:
 - Family Strengths and natural supports,
 - Expected family outcomes,
 - Family Identified needs,
 - Crisis Plan,
 - Identified interventions and responsible individuals,

- Parent Advocacy Options.
- The Darke County FCFC Service Coordinator completes an IDT process survey annually to identify:
 - Service Frequency and Duration
 - Level of service provider participation
 - Value to local providers such as schools, mental health providers, juvenile court, CSU, etc.
 - Effective use of local Flex Funds
 - Effective use of local resources.
- Information gathered from an annual survey of consumers will be shared with the Darke County Executive Committee, the full FCFC Council and consumers, and the Ohio FCFC Council Cabinet as required by statute or by Ohio FCFC guidelines.