

Ottawa County Service Coordination Plan

(Service Coordination Mechanism)



OTTAWA COUNTY
Family & Children
First Council

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OVERVIEW

This Service Coordination Mechanism (SCM) is the tool used for planning, coordinating, and implementing service coordination through the Ottawa County Family & Children First Council (OCFCFC) to families in Ottawa County.

Who creates and reviews the Service Coordination Plan?

The SCP was developed by the Ottawa County Family & Children First Council (OCFCFC) and a committee including:

- Ottawa County Schools
- Job and Family Services
- Juvenile Court
- Board of Developmental Disabilities

The SCP is updated and reviewed annually by the WrapAround Committee, which is facilitated by the OCFCFC and includes council member appointees.

Changes and updates presented by the Wraparound Committee are approved by OCFCFC Council, which includes parents. The goal of obtaining so many perspectives is to ensure that Service Coordination helps families to overcome obstacles and does not create additional time, energy, and cost burden to families.

What is Service Coordination?

Service Coordination is a process to help families who require collaboration between agencies and systems to overcome obstacles and to assist families to build a system of natural supports to help them maintain independence from agency involvement, even after they are no longer engaged in services. Each different agency and system has a responsibility in the community. The SCP is not meant to override those responsibilities, but to enhance them and to build upon the strengths of services that are already working for families. The service coordination process will not only provide access to existing services and supports, but to think outside of the box to propose new services, supports and strategies to help address a youth's or family's needs that are currently unable to be addressed within local systems.

Service coordination is an approach to planning that provides child-centered and family-focused services, allowing the strengths and needs of the child and family to tailor the process to each individual family.

What are the Levels of Collaborative Family Support in the Service Coordination Plan?

The levels of collaborative family support used to serve children and families in this Service Coordination Plan include the following:

- *Advocacy and Connection* is designed for families who need help finding and accessing services.
- *Service Coordination* is designed for families who need help finding, accessing, and navigating services and systems. This level can last 3 – 12 months and may include:
 - Problem solving within systems
 - Safety monitoring and planning
 - Placement monitoring
 - Managing risk, using a team approach to making complex decisions, and determining a youth's level of care
- *High-Fidelity WrapAround* is a process that builds a team to develop a unique plan based on what the child and family needs but has been unable to find. Teams may include professional and natural supports that are important to the family's success that, WITH the family, create an individualized plan based on the family's strengths, work with the family to ensure the plan is working, adjust the plan if necessary, and measure the youth's success over time. There are more team meetings in High Fidelity Wraparound than in other levels of support. Wraparound usually lasts 12-18 months. The four phases of High Fidelity Wraparound include:
 - Phase 1 Hello: Creating the team
 - Phase 2: Help: Developing the plan
 - Phase 3: Healing: Implementing the plan
 - Phase 4: Hope: Transitioning the family out of High Fidelity Wraparound with the safety net of the services and natural supports that have been put in place

Who is eligible to receive Service Coordination in Ottawa County?

Ottawa County families with children ages 0 to 22 are eligible for referral to Service Coordination. No family will be refused the opportunity to refer themselves for consideration to Service Coordination.

However, the main intent of Service Coordination is to assist families whose children are:

- abused, neglected, and/or dependent
- unruly, alleged unruly, at risk of becoming unruly or delinquent children under the jurisdiction of the Ottawa County Juvenile Court
- families and children with multiple needs
- families and children working with multiple agencies
- families who are unable to access needed services

Youth enrolled in Tier 2 or 3 Service Coordination with OhioRISE are not eligible to be assigned an FCFC Service Coordinator. Youth receiving Service Coordination through EI

can have an FCFC Service Coordinator on their team, but the EI Service Plan will be the plan used for the youth; a new one will not be created. For families in an out-of-home situation, Service Coordination can continue, however, services are not reimbursable with state funds until the youth's return to the community.

How will agencies, families, and community members learn about services?

The Youth Services Coordinator (YSC) will provide updates at OCFCFC and WrapAround Committee meetings. With the help of OCFCFC members, the YSC and Executive Director will educate community organizations and groups about Service Coordination, and information will be provided to agencies and at community events.

REFERRALS

How can someone be referred to Service Coordination?

When a family is identified in need of Service Coordination, a completed referral form is submitted to the OCFCFC. The referral form includes the following information; date of referral, contact information of the child/family being referred, age of the child being referred, brief description of the obstacles being experienced by the child/family, systems and agencies that have been involved with the child/family to date, contact information of the referral source, and information regarding Medicaid Managed Care Plan, if applicable. A monthly caseload report will be kept internally, capturing demographic information of each family, date, and source of referral. Referrals will be tracked on a report that reflects number of referrals managed daily and outcome of referrals.

Referral forms may be requested by calling (567) 262-3651. Completed forms may be returned via email or mail.

When the referral is received, the OCFCFC Director will review the referral and determine the youth's eligibility for participation in the program. Depending on the level of need of youth already enrolled in services along with facilitator availability, families may be placed on a waiting list for services with OCFCFC on a first come first served basis.

The YSC will send a follow-up e-mail or letter within one business day of receiving the referral to the referral source. If a youth is placed on the waiting list, both the family and referral source will be notified.

The YSC will attempt to contact the referred family to discuss the referral and explain the service coordination process within three days of receipt of the referral. The YSC will attempt to contact the family by phone call, text, email, and/or home visit. After three unsuccessful attempts at contact and a "reach out" to the referral source, an "attempt to reach you" letter is mailed. If no contact is made after 30 days of the letter being sent, the referral outcome will be documented as "unable to make contact with the family" and

the referral will be closed. The YSC will send a follow-up referral outcome notice to the referrer.

When contact is made with the referred family, the YSC will explain the process and review the needs of the family. An appointment for Intake and Assessment is scheduled within 5 days of contact unless the parent is unavailable. Appointments will be held at a time and place of the family's choice. At the first appointment, the YSC will help the family decide if service coordination is the right support to meet the family's needs and identify any immediate service referrals needed to address immediate crisis stabilization issues. After Intake and Assessment are complete, a notice will be sent to the referrer on the outcome of the referral.

At the initial appointment, the YSC will conduct an assessment of strengths, needs, and cultural discovery of the child and family. The assessment is completed through a conversation where various tools such as questionnaires, timelines, and a social connections map can be used. Initial Intake provides documentation of:

- Eligibility
- Release of Information
- Family Assessment
- Rights and Responsibilities

If additional team members are identified, the parent is asked to sign consent for release of information to allow sharing of information. The YSC also completes with the family standardized assessments which will be used to evaluate the youth's progress and effectiveness of the service coordination process. The YSC is responsible for the creating, supporting, and maintaining of a family-centered team for each family. The YSC works with the family to identify members to participate in the youth and family team. Families will be encouraged to consider anyone who may have had a positive impact on their lives as well as current or needed service providers, social workers, teachers, counselors, probation officers, school staff, church members, relatives, or any other support person. Members may be added to the team at any time to address the needs or concerns that arise while the family is receiving services. The initial meeting is scheduled within a week of completion of the assessment if parents are available.

Information from the referral process is entered by the YSC into the database OASCIS (Ohio Automated Service Coordination Information System). Once a case record is established, the YSC documents all activities on the case note section in the database.

OCFCFC staff will meet monthly with staff from OhioRISE (Resilience through Integrated Systems and Excellence), a specialized managed care program through the Ohio Department of Medicaid for youth with complex behavioral health and multisystem needs, to ensure that families are receiving the appropriate level of care available to them, that services are not being duplicated through duplicate referrals, and that families receive the supports that will best help them to thrive.

SERVICE COORDINATION MEETINGS

How is a service coordination plan meeting scheduled and how will the team know?

A family or team member may request a meeting at any time to develop or review the service coordination plan by contacting the YSC. YSC and family will work together to choose meeting times that are convenient to the family, and a written confirmation of date, time, and location will be sent by the family's preferred communication (email or text).

All team members will be notified of scheduled meetings via email within one business day of family confirmation.

Every family is encouraged to invite a support person to meetings. If the family does not have a natural support, a family advocate will be offered to each family.

What happens if a child requires an out-of-home placement?

If an out-of-home placement is suggested by any agency working with the family, the team will meet as early as possible, within five business days, to brainstorm with the family to ensure all less disruptive options have been exhausted.

If an emergency out-of-home placement occurs, the team will meet as early as possible, within ten days, to make sure the family is supported in the youth's absence, and to begin planning for the youth's safe and successful return home.

SERVICE COORDINATION PLAN DEVELOPMENT

How is a family service plan created and what is included in the plan?

At service coordination, the YSC partners with the family in developing an Individualized Plan of Care (IPC). The focus of an IPC is the goals and objectives identified specific to the strengths and needs of the child and family. While working with the family to develop their unique IPC, the YSC helps to identify professional and natural supports as potential team members.

To develop an IPC, the following process is followed:

- Complete the child/family strengths, needs, and culture discovery assessment.
- Assist the family in prioritizing the needs identified.
- Develop family and team mission statements that describe what each would like to accomplish through the process.

- Brainstorm strategies to meet the chosen needs.
- Develop action steps/solutions to meet the strategies.
- Select team members to follow-up on action steps.
- Identify an outcome/result for each strategy.

Once the initial IPC has been developed and implemented, it is entered into Ohio Automated Service Coordination Information System (OASCIS). OCFCFC uses this state database to enter information about youth receiving Service to track and monitor the progress towards outcomes and measurable goals. The YSC also uses on-going assessment tools, such as the Family Developmental Matrix, to continually monitor the child and family in different life domains. The IPC and assessment tools are reviewed with the family and/or team every 90 days.

What tools are used to help the family identify strengths on which to build, and needs that are not being met?

When a family is referred to Service Coordination, the YSC meets with the family for an Intake and Assessment meeting. During the Intake & Assessment meeting documentation of eligibility determination, authorization of release of information, family assessment, and family rights and responsibilities are established. This meeting allows the YSC to become familiar with the child and/or family and begin the discovery of strengths, needs, and culture assessment to determine the appropriate level of support. This gives the family the opportunity to represent their perceptions of problems, strengths, cultural issues, what they hope to change, and what services they believe would benefit their family. Team members are also encouraged to participate in the needs, strengths, and cultural discovery as this process will be ongoing.

The family assessment measures a family's strengths and needs in the following categories:

- Life Functioning/Independent Living
- Developmental Needs
- Child Strengths
- Trauma
- Behavioral/Emotional Needs
- Juvenile Justice Needs
- School
- Substance Abuse Need
- Child Risk Behaviors
- Vocational/Employment Need

After the Intake & Assessment meeting, the YSC will review results to determine the appropriate level of support the family will participate in. The YSC then monitors and tracks the strengths and needs of the family during face-to-face check-ins on a monthly basis.

After each family and/or team meeting, YSC will provide a list of assigned tasks to the entire team. If no tasks are assigned, the YSC will provide a monthly update in lieu of a task list. This will reinforce shared accountability.

How will crisis and safety plans be included in the service coordination plan?

Ottawa County believes it is important to promote the overall health and safety of individuals. Planning for short-term crises and safety concerns creates 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. YSC will ensure that crisis and safety plans are addressed at team meetings using family strengths and unmet needs. We recognize that crisis plans and safety plans are two separate entities and shall be addressed as such. 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. The Team will 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.

How does OCFCFC keep personal family information safe?

Ottawa County Family & Children First Council recognizes the responsibility to maintain confidentiality of youth and families at all times. Families can expect to sign a consent form during the initial meeting, after the YSC reviews and discusses the document. Once a consent form is completed, it is used throughout services at each level of support. Consent forms are effective for up to one year, and can be renewed by the family signing a new form.

The information contained in an IPC, as well as any personal family information disclosed during family/team meetings, will be respected with the highest confidentiality. Only those given authorization on the consent form will be approved to view and/or know information about the family. The consent form sets the limit for any information, written or verbal, that may be shared between agencies, providers, and/or natural supports. This document also indicates the start date for service coordination.

How does Service Coordination prevent or reduce a youth's risk for court intervention or decrease the length of time of court involvement?

Service coordination is a valuable tool to assist youth involved in the juvenile justice system and help prevent further involvement. During initial Intake and Assessment, the youth's level of risk for involvement in the juvenile justice system will be identified. While developing the Individualized Plan of Care, the following items may be included to intervene as soon as the potential risk is identified or to prevent further involvement:

- Assessment instruments including the CANS (Child and Adolescent Strengths and Needs Assessment)
- Emphasis on the parent's role and voice in the plan
- Involvement of local law enforcement
- Referrals for respite, mentors, parenting education, alternative school program contingent on the need of the child and family, and service availability

Any person having knowledge of possible delinquency may prepare a complaint under section 2151.27 of the Revised Code. The court will notify the child and guardian that the complaint has been filed. Juvenile Court will conduct a meeting with the child and guardians and other interested parties to determine the appropriate methods to divert the child from the juvenile court system.

The following programs are implemented by the Ottawa County Juvenile Court before and after adjudication to avoid youth from becoming further involved in the juvenile court system:

- Diversion: an alternative to formal court proceedings for youth who commit unruly and delinquent offenses and have no prior court history. A diversion contract is created between the child, family and court with a list of rules and programs for the youth to follow.
- Juvenile Probation: allows youth who have been adjudicated delinquent or unruly to remain in the community while under the supervision of the court. Probation is a court ordered list of rules and programs for adjudicated juvenile offenders.
- Intensive Probation: electronic monitoring and more frequent and extensive supervisory time spent with the youth through four phases of intervention.
- Community Service: an alternative to probation in which youth complete acts of service to fulfill their reparation to the community.
- Expanding Horizons CrossFit Program: Court involved youth participate to improve the physical, mental, and emotional well-being of the youth participants as well as reduce recidivism.

What happens if agencies or parents don't agree on services?

Any person on a family's Team, including the child and family, may disagree with the details of the plan. The three potential scenarios for conflict are:

- The family disagrees with one agency.
- The family disagrees with the service plan.
- One agency disagrees with another agency or the service plan.

If a disagreement about the Individual Plan of Service arises during Service Coordination, the party in disagreement will contact the YSC. The YSC will first attempt to resolve the dispute at the Team level. Our hope is that the person bringing the dispute will successfully find resolution through the members of the Team. If a family needs help in presenting their concerns within the Team setting, they may request a parent advocate or trusted agency caseworker to help them share their concerns. All necessary services to ensure the health and safety needs of the child and family shall be provided throughout the process.

If Team resolution is not achieved, a formal Dispute Resolution Procedure (DRP) will take place; the YSC will make sure that the party in disagreement understands the DRP.

Emergency situations where a child is in imminent danger of abuse or neglect will be reported immediately to Children's Services and/or a local law enforcement agency.

Other non-emergency situations will follow the DRP below.

1. The person in disagreement with the plan will notify the Director of the Ottawa County Family and Children First Council in writing of the reason for their disagreement. If the person is unable to put the disagreement in writing, they may request a parent advocate or neutral agency representative to help them.
2. The Director of the Family and Children First Council gathers the Wraparound Committee within 10 days of receiving the written disagreement. The person bringing the disagreement will receive notice of the committee meeting no later than 3 days before the meeting date and may attend the meeting with or without the family's advocate.
3. Following the meeting, the Wraparound Committee will provide written notification to the person bringing the disagreement and the Director of the Family and Children First Council of its decision within 10 days after the Committee meeting.
4. All timelines may be extended by mutual agreement between the disputing party and the Director of the Family and Children First Council. Earnest efforts will be made to resolve all disagreements within 60 days.
5. When a dispute that *originates with the child's parents or custodians* cannot be resolved through the DRP, Ottawa County Family & Children First Council can make a referral to the state service coordination committee. Dispute Resolution Process via the appropriate Ohio regulatory agency should be utilized. This includes the Ohio Family and Children First State Committee for families that

disagree with the above decision.

6. When an agreement/resolution through the DRP is not reached at the Council level *when a dispute originates with an agency*, the dispute will be filed with the presiding juvenile court judge within 7 days from the date of the failed DRP and will include interagency assessment and treatment information for the court.

Note: For those families receiving Help Me Grow or Early Intervention services – Refer to Help Me Grow and Early Intervention Policies and Procedural Safeguards and Dispute Resolution Addendum.

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.

Who pays for OCFCFC's Service Coordination Program?

Funding Plans: Funding plans are developed by the individual family and child teams. Funding for services identified in the Family Service Coordination Plan are made by the individual agency provider. If the provider is unable to fund a recommended service, then team members help to locate community resources to fill gaps or find alternative strategies that still meet the need. It is important to note that FCFC is not a funding source, but rather a service that fills a need.

Maximizing Flexible Funds: Funding requests for flexible funds must only be made for expenses not otherwise covered by another payer source, including Family Centered Services and Supports (FCSS) funds, Medicaid, or the family's private insurance provider.

Blending and Coordinating Funds: Local funds as well as flexible grant funds that support service coordination are blended to support formal wraparound team facilitation. Each Team helps to locate community resources to fund strategies and fill gaps.

Reallocation of Funds from Institutional Services to Community-Based, Preventative and Family Centered Services: Local OCFCFC member organizations contribute to the Ottawa County Family and Children First Council's (OCFCFC) Fund. Funds are used to support wraparound facilitation, wraparound training, and other community-based preventative and family centered services.

Family Centered Services and Supports: The OCFCFC determines the broad use of the Family Centered Service and Support (FCSS) funds. In general, these funds are used to pay for wraparound team facilitation. In addition, the OCFCFC determines if the funds will pay for an additional category of services such as parenting classes for individual families, when a general gap has been identified.

Multi-Systems Youth/ODM funds for children and their families in service coordination:

Technical assistance and funding through Ohio Department of Medicaid (MSY) is available to help prevent custody relinquishment of children (ages 0-21) solely for the purpose of obtaining needed treatment. The state's MSY Team can assist local entities with obtaining services that support children and youth who have been relinquished and are transitioning back to community and/or non- custody settings. Wraparound Teams can apply for this money by utilizing the application posted on the following link: <https://fcf.ohio.gov/msy-ta-and-funding-applications>

Multi-Systems Youth/PCSA funds for children and their families in service coordination: The OCFCFC determines the broad use of the MSY/PCSA funds. Use of these funds is restricted to providing services and supports needed to prevent the relinquishment of custody of children, 0-18, and to facilitate family reunification following a custodial episode. These funds may be used in any of the following manners:

1. Care Coordination/Wraparound to prevent custody relinquishment or for a relinquished youth.
2. In-home and/or community supports to prevent custody relinquishment.
3. Residential treatment and/or room and board for treatment to prevent custody relinquishment
4. In-home and/or community supports needed to support family stability for a child returning from agency custody.



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