

Delaware County Service Coordination Plan

December, 2009

I. Purpose

This plan is being formulated so that Delaware County agencies that serve children can meet the needs of those children and their families in a coordinated, simplified, and cost effective manner. It is written in compliance with the guidelines in House Bill 57 (amends 121.37) and the Ohio Administrative Code Section. The Delaware County Service Coordination Plan makes the presumption that the needs of many youth and families who come into contact with the juvenile justice system, children services, developmental disability services, mental health services, drug and alcohol services and others are being adequately met by those systems. It recognizes that each system has areas of responsibility and expertise, and that the collaborative approach is not intended to replace the primary role of any one of these systems. This plan ensures that the need of other interventions can be identified prior to court involvement, and that services are put in place to meet those needs, building on family strengths. The critical aspect of the plan lies in the fact that it is a reinforcement and creative option for all the involved systems to access when the resources of one system are not adequate to address the needs of the youth and family, regardless of which system they first entered. This Service Coordination Plan will support the following:

- Ohio's commitments to child well-being, expectant parents and newborns thrive; infants and toddlers thrive; children are ready for school; children and youth succeed in school; youth choose healthy behaviors; youth successfully transition into adulthood.
- Coordinate appropriate, effective and cost-efficient services for children and families.
- Increase family involvement throughout the levels of planning and services.
- Support early intervention to families.
- Encourage shared responsibility among systems serving children and families.
- Be locally driven.

The goals of the Service Coordination efforts are:

- Services are delivered using a family centered approach.
- Services are responsive to the cultural, racial, and ethnic differences of the population being served.
- Service outcomes are evaluated.
- Available funding resources are fully utilized or integrated.
- Community supports are utilized
- Specialized treatment for difficult to serve populations and evidence based treatment services are encouraged.
- Duplicative efforts among agencies are reduced or eliminated.
- Most importantly, families are fully involved in decision-making for their children and are provided with family advocacy options.

II. Service Coordination Awareness

This service coordination plan will be adopted by the Delaware County Family and Children First Council. Council agencies will share the plan with their agency staff. The Council will provide integration and planning to improve community based, family centered services. Aggregate reporting ensuring family confidentiality from the Help Me Grow Service Coordinators and Interagency Youth Cluster Teams occurs here. The Council supports program development and approval.

III. Target Population

This plan's target population includes:

- Youth age 0 to age 3 under the Delaware County Help Me Grow Program. The services received for this population under the service coordination will be consistent with the laws and rules of Help Me Grow per federal regulations and Ohio Department of Health policy and procedures with compliance under Ohio Revised Code 3701.61.
- Multi-need youth who have been identified as, or are at risk of becoming, abused, neglected, dependent, unruly, alleged unruly or delinquent under the jurisdiction of the juvenile court and children whose parents or custodians are voluntarily seeking services. A typical child in service coordination will be involved with multiple systems, is at risk of placement, or who has experienced multiple failures across multiple systems. Eligible Delaware county youth will be under the age of 18 years, or age 22 if identified by the Board of Developmental Disabilities.

IV. Service Coordination Services

Service coordination for families in the Help Me Grow program and those families in Youth Cluster receiving System of Care funding is directly accountable to the Delaware County Family and Children First Council. Types of Service Coordination include:

- **INFORMATION AND REFERRAL:**
This is predominantly for families involved in one system with a low risk of child removal. The Service Coordinator and case managers will do strengths and needs assessment and help the family put together a plan with action steps. The family develops the Individual Family Service Plan (IFSP) with the assistance of the Service Coordinator. The Service Coordinator will provide information and help make referrals for the family. The Service Coordinator will make a follow-up contact with the family to ensure referral linkage and will meet with the family as needed to monitor the plan.

- **YOUTH CLUSTER:**
This is predominately for families involved with multiple needs youth with moderate to high risk of being removed from the home or who have been removed from the home. A typical child/family will be involved with two or more systems and /or who has experienced multiple failures across multiple systems. System of Care funding is provided for children and families with extraordinary needs that cannot be served with local base and flexible services.
 - **FACT (Family and Child Team) LEVEL:** A multi-need team of service providers, family supports and case management services are provided at this level. The Lead Case Manager is FACT (Family and Child Team) Facilitator. FACT Facilitator will coordinate providers and natural supports for the family. Membership on this team will be guided by the family. A comprehensive Strengths and Needs Assessment and Individual Family Service Plan (IFSP) will be completed with the assistance of the team members and FACT Facilitator. The FACT will meet on an as needed basis to review the success of the plan and the FACT Facilitator will meet with the family to provide support and follow through...

 - **ADMINISTRATORS LEVEL:** This level consists of administrative staff from Job and Family Services, Delaware County Board of Developmental Disabilities, Delaware County Juvenile Court, Delaware –Morrow County Mental Health and Recovery Services Board, School district representatives, Family and Children First Council Coordinator, and other agency representatives as determined by family or Service Coordinator/FACT Facilitator. School district representatives may include: Educational Service Center of Central Ohio, Delaware City Schools, Olentangy Local Schools, Buckeye Valley Schools, Big Walnut Schools. Other agency representatives may but not limited to other foster care agencies, Head Start, Delaware General Health District (Help Me Grow), healthcare providers, counselors, etc. The Interagency Youth Cluster Administrators will be responsible for the approval of any shared funding requests made by the FACT Team.

V. Referral Process

The different types of referral requests for service coordination are as follows:

- A. **Parent/Guardian Referral:** A parent and/or guardian may make a request for referral by requesting service coordination from agency or contacting Family and Children First Council for information concerning community agencies providing services.
- B. **Agency Referral:** An agency representative providing services to the family will provide informal consultation with other agency and/or community representatives regarding the appropriateness of a referral. This consultation will assist the service providers in identifying additional resources and whether or not additional systems need to be involved.
- C. **Interagency Service Coordination Referral (two or more agencies providing services):**
When determined appropriate, the following information must be provided by the Parent/Guardian or agency representatives providing Service Coordination/Team Coordination:
 - Release of information signed by the parent or guardian
 - Complete referral form will be completed by the family and the agency representative making the referral.
 - Signatures from at least one agency or system involved with the referral (unless a parent or guardian made the referral.)

Facilitator is identified from the agencies involved in the case. FACT Facilitator is responsible to notify the families of the meeting dates and to encourage their participation. The FACT Facilitator is responsible to

notify the family and FACT team members, including notification to the local school district, of the meeting date. Family participation should be reported to all the members of FACT prior to the meeting

VI. Out of Home Placement Required Team Meetings

A. If a child requires an out of home placement, the following conditions and procedures will be followed:

- If the out of home placement is not an emergency, family /team meeting will take place before the placement occurs.
- If the out of home placement is an emergency, a family/ team meeting will occur after the placement.

B. The meetings will be used to make sure that all other community based options have been exhausted and will give team members an opportunity to consider alternatives to placement. If that is the case, the team members will put community supports in place for the family during the placement and begin planning for the child's reunification with family and the community. The Interagency Youth Cluster will monitor the out-of-home placement to assure continued progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment and education. Nothing in this section shall be interpreted as overriding or affecting decisions of a juvenile court regarding an emergency out of home placement.

C. Payment for services will be shared according to a voluntary funding agreement by each community agency and will be decided on a case by case basis.

VII. Monitoring Progress and Tracking Outcomes

Progress will be monitored and documented with each change of family status. All youth in service coordination will be tracked in a community report for the Family and Children First Council on at least a semi-annual basis. These results while maintaining family confidentiality, will be pooled and used to inform council regarding gaps in available county services, determining what services are working and where cross system coordination works well and where it needs improvement during the council's strategic planning process. An annual report of progress will be compiled for reporting at the county and state levels.

VIII. Confidentiality

All agency staff and administrators involved with a child receiving service coordination/intervention services will adhere to principles of confidentiality and privacy of all personal family information disclosed through the Individual Family Service Coordination Plans (IFSP) or team meetings.

IX. Strength Based Assessment

At all levels of service coordination an assessment of family strengths and needs is to be completed. This assessment is intended to be a summary of the presenting issue, family strengths and prioritized needs. This assessment will be reviewed by the family and when approved will be distributed to team members prior to the first team meeting.

X. Individual Family Service Plan

A. A family will identify and prioritize their needs with the assistance of the Help me Grow Service Coordinator/ FACT Facilitator. The family and Help Me Grow Service Coordinator / FACT Facilitator will determine long range goal and initial short range goals.

B. Individual Family Service Plan (IFSP) will clearly identify the action steps towards accomplishment of short range goals and the team member responsible for each step. Responsibility for funding of services for each step will be agreed upon in the IFSP.

1. The action steps and services designated in the IFSP will be responsive to the strengths, needs and culture of the family. The team will refer to the Family Strength Assessment to help determine the action steps.
2. The family will be fully involved in choosing appropriate services and service providers.
3. Services will be provided in the least restrictive environment possible.

C. Help Me Grow Service Coordinator/ FACT Facilitator will track the progress of the IFSP, schedule reviews as necessary and facilitate the team meetings. In most cases this will be the responsibility of the Service Coordinator/FACT Facilitator unless the family would prefer the job done by someone else on the team.

D. If a child is alleged to be unruly this will be designated in the assessment process. With parental approval, the Juvenile Probation department will be invited to be a part of the team and the unruly behavior will be a focus of the IFSP in order to divert the youth from further court involvement.

E. Time lines to accomplish each goal will be established in the IFSP and agreed upon by the family and team. The full IFSP will be reviewed on a 2, 4 or 6 month cycle. Cycles are determined by the level of care and risk level of the child.

XI. Short Term Crisis and Safety Plan

A Crisis Safety Plan (CSP) will outline the steps a family should follow in the event of a crisis. A contact person will be designated for the family and a plan set into place with the goal of minimizing the crisis and keeping the family together when possible.

XII. Dispute Resolution Process

A grievance or a dispute resolution is a method to resolve conflicts families may have concerning services provided by the Individual Family Service Plan through the service coordination process. The Delaware County Family and Children First Council agree that the conflict between any of the service providers and /or families must not impede the delivery of these services. Therefore, the Delaware County Family and Children First Council is committed to resolving all conflicts at the lowest possible level and in the most expedient manner. The grievance/dispute resolution in this scenario will refer only to those cases that have been referred to the Service Coordination Process. The recommendation is that the entire process will be completed within 90 days or less. This will ensure that the procedure is followed and responded to in an expeditious manner.

The process of handling grievances or disputes is dependent on the premise is that individuals will be advised to seek resolution through the individual agencies prior to the initiating a formal dispute resolution process. If a child is in imminent danger of abuse or neglect, the emergency will be reported to Delaware County Job and Family Services and/or a local law enforcement agency.

The parent/guardian may file a complaint with Family and Children First Council regarding the provision of Help Me Grow or Youth Cluster within the county. The Council Coordinator is designated as the council's liaison for the receipt of complaints. The Council Coordinator will provide a copy of the dispute resolution process to the individual registering the complaint. The Council Coordinator will explain the options available for dispute resolution, which include:

- **If the complaint involves a child in the Interagency Youth Cluster process** Parent/Guardian may choose to file a grievance or complaint at anytime by contacting
Ohio Family and Children First
Office of the Governor
77 S. High Street, 30th Floor
Columbus, OH 43215
Phone: 1-614-752-4044
Website: www.fcf.ohio.gov
- **If the dispute involves a Help Me Grow family** and cannot be resolved Parent/Guardian may choose to file a grievance or complaint at any time by contacting:
Ohio Department of Health
Bureau of Early Intervention
46 N. High Street, P.O. Box 118
Columbus, OH 43216
Phone: 1-614-644-8389
E-Mail: beis@gw.odh.state.oh.us
- **If the complaint still remains unresolved** the family may file an appeal to the Delaware County Juvenile Court. The family will be assisted in filing an appeal to the Delaware County Juvenile Court within seven days in accordance with Ohio Revised Code #121.38. The appeal will be forwarded to the Delaware County Juvenile Judge and Delaware County Juvenile Court will provide a decision on the case.

XII. Quality Assurance

This Service Coordination mechanism document and the process of implementation will be reviewed annually by the Delaware County Family and Children First Council.