

# Scioto County Service Coordination Mechanism

Scioto County Family and Children First Council (SCFCFC) Vision: To be a community partner with all children and families of Scioto County. Children are valued for who they are and who they will become. Families know their children best and are responsible for them. Our partnership will be family-centered and family-friendly. Therefore, our partnership will embrace families and children to provide a safe, stable environment and services, which will strengthen and nurture the family within.

**The Scioto County Family and Children First Council is committed to provide coordinated services to all families with children birth through age 21.** Our commitment is to family centered practice that recognizes families are a child's first and most influential teacher. Partnership with families is the only way to develop the most useful plan of service delivery to meet the family's needs. **The Council is committed to providing services to the child and family in the least restrictive environment that ensures the safety of all involved.**

Scioto County's Service Coordination Mechanism (SCM) is a dynamic document that is the core for coordinating and providing support to families seeking services and/or involved in multiple service systems. This mechanism is not designed nor utilized to override individual systems but to enhance and facilitate working with and for families and children across multiple systems. **The Scioto County Service Coordination Mechanism is reviewed annually by the Council Members.** The entities and agencies involved in the review and revisions of this mechanism include: ADAMHS Board, CAO Head Start, County Commissioners or designee, Department of Youth Services, 3 family representatives, OSU Extension Office, Portsmouth City Health Department, Portsmouth City Manager, Portsmouth City Schools Superintendent, Scioto County Health Department, Scioto County JFS, Scioto DD Superintendent, SCOESC Director of Family Outreach, and SCOESC Superintendent.

## Target Population:

The Scioto County Family and Children First Council's Service Coordination Mechanism is open to all children **ages birth through age 21**. Children ages birth to age 3 years receiving services through Help Me Grow (HMG) will be preliminarily served through HMG Service Coordination. If a child being served through Help Me Grow Early Intervention Service Coordination requires more support than can be provided through the HMGEI team, a referral will be made to the FCFC Service Coordination process for more support.

In addition, populations served by Children Services/JFS, DYS/Court, Early Intervention, OhioRISE/CME who need assistance with teaming may have the FCFC connect with that entity on behalf of the youth. Duplication of care coordination in OhioRISE or E.I. should not take place.

### **Procedure for Referring a Child and Family**

When a child and their family are in need of service coordination, **the family may contact the Council Coordinator directly** or an agency, school, or Juvenile Court may contact the Coordinator on behalf of the family. A referral packet is completed which includes a Service Coordination Referral Form and a Release of Information Form (ROI).

When the packet is returned to the Coordinator, the Coordinator, or Service Coordinator, contacts the family to arrange a date for a Child and Family Team Meeting at the family's convenience. A team meeting will be arranged within 10 business days from the date the completed packet is received by the Coordinator.

Children and Families being served by HMG will follow the guidelines set by the Department of Children and Youth (DCY) and the Ohio Department of Developmental Disabilities in the referral of families to Service Coordination and development of an Individual Family Service Plan (IFSP). If further assistance is needed in meeting the needs of a child and their family, the HMG Service Coordinator or family member will submit a referral for Service Coordination and Release of Information Form to the SCFCFC Coordinator and a Child and Family Team will be convened within the stated guidelines.

Criteria for service coordination include but are not limited to the following:

1. Family is requesting help for a child/youth.
2. A child/youth/family is involved in multiple systems and service plans are not meeting the needs of the parties involved.
3. A family is in need of additional resources that are not covered in current service plan
4. An agency on behalf of a family is having difficulty accessing a service need.
5. A child/youth has been identified as unruly/delinquent and is at risk of placement
6. A child(ren)/youth is at risk of a non-emergency out of home placement
7. A child (ren)/youth are placed in an out of home placement for emergency purposes.

Children being served by Scioto Co. Children Services Board (CSB) may also be provided service coordination through Family Case Conferences. Children Services' policy is to conduct a placement team meeting within 5-7 business days in which CSB staff meet with the birth family and foster family to share information and begin case planning. The Council, or Service, Coordinator may attend these meetings to assure coordination of services. Within 30 days of the placement date, a Family Case Conference is held with the family and family support/service providers to develop a comprehensive case plan. If there is a service need that is identified or additional resources needed to implement a plan, the family can be referred for further service coordination or the developed plan can be submitted to the Council through the Creative Solutions and Review Team for help with implementation if needed.

The Council strives to facilitate a service coordination process that is family centered and

responsive to the cultural needs of the family. The community is primarily rural and Appalachian with high incidence of poverty and unemployment. The community is inundated with illegal drug activity and opioid addiction. The community has sponsored several Bridges Out of Poverty trainings over the years to educate community members and service providers to effectively work with families. The service coordination model used in Scioto County is family centered, and families guide the process from deciding who attends and participates and what the goals will be for the child and family. Children are not excluded from the process. When it is deemed appropriate by the parent and the team that the child can handle the process, children are included. The terminology used throughout this plan is family focused. The plans may be started because of a child but the issues are addressed as a family system.

The Scioto County Family and Children First Council utilizes a three tiered service coordination model. This model is outlined next.

### **I. Child and Family Team Meetings:**

**Purpose:** Initial case planning when multiple agencies are involved to prevent duplication of services, or if a family requests help but they are not yet involved in services nor is there a clear point of entry. Service coordination plans are developed based on family strengths and resources available. A meeting is arranged and facilitated by an FCFC service coordinator who tracks identified gaps in services.

**Who Attends:** Attendees include but are not limited to families, family-invited supports, direct providers, teachers and/or guidance counselors, Scioto Co. Children Services Board diversion or case workers, Shawnee Mental Health Children's Team case managers or Supervisors, Probation Officers at Juvenile Court, Parent Advocates when requested, or other service providers from other agencies who provide, or could provide, assistance to the family.

### **Procedure for Notification of Child and Family Team Meetings**

#### **Agency Referral**

When a completed referral packet is received, the Coordinator contacts the referral source to confirm the information and then contacts the family by phone. The coordinator explains the process and answers any questions the family may have. A date and time for a meeting is chosen with the family. An email and/or letter of invitation of the child and family team meeting is sent to all contacts approved by the family through the Release of Information Form 3 to 5 business days prior to the meeting.

#### **Family Referral**

When a family contacts the SCFCFC Coordinator requesting help, the Coordinator will either meet with the family in person if feasible or will mail/email referral materials. **The**

**family at any time can initiate a team meeting** by contacting all parties or by contacting the coordinator to contact all involved parties. The referral packet must be completed prior to the scheduling of a team meeting.

### **Unruly/Delinquent Youth**

Families and youth would become involved in diversion services when an unruly or misdemeanor complaint is filed or charge is imminent. A comprehensive assessment and family focused case plan would be jointly developed with a lead agency case manager identified and assigned by the family.

### **Child and Family Team Meeting Procedure and Process**

Families participate voluntarily through self or other community provider referral. All involvement is highly confidential and family-focused. Prior to a Child and Family Team Meeting, all participants sign a confidentiality statement. A family and child assessment of strengths and challenges is facilitated at the Child and Family Team Meeting. Prior to the meeting all participants selected by family, receive an email and/or letter of invitation to the Child/Family Team Meeting. The meeting follows a “wraparound “model. Introductions are made, a brief history is summarized with “how did we get here”. An assessment of who is involved, who lives in the home, diagnoses, medications, school district family make-up, etc. First the team addresses strengths of the family and child, assessing what is going well. Next the team assesses challenges for the child, family and team, and what is not going so well. Third, the family identifies goals for the child and family. The team offers available resources and creates service goals identifying who is responsible and a planned accomplished date. Goals are set and resources identified with a list of who is responsible for each step. If needed, a crisis/emergency plan the family feels comfortable with and will cover safety issues for the family is included. All team members inclusive of the family sign an agreement to participate and complete their individual piece(s) of the plan. A service coordinator is assigned to the family. The length of services varies but is typically around 30-180 days. Children birth to age three and their families would receive service coordination and plan development through the local Help Me Grow Services unless the need is greater than can be resolved by HMG providers. Those families, or the HMG providers, can request a SCFCFC Service Coordination Meeting/Family Team Meeting.

Follow up meetings are scheduled based on family desires, needs, and other information gathered at the family and team meeting. A CANS assessment will be completed with the family prior to the second team meeting.

## **II. Creative Solutions and Review Team**

**Purpose:** To problem-solve case planning issues, review cases that are receiving Family Centered Support Services funding and or collaborative funding and identify service gaps in the community.

**Who Attends:** One member of each of the participating systems will be a designated representative on the Creative Solutions and Review Team may include but not be limited to: Shawnee Mental Health Center, Portsmouth City Health Dept.,

Scioto County Health Dept., Scioto County Commissioners or Designee, ADAMHS Board, Portsmouth City representative, DYS representative, OSU Extension representative, Scioto County Juvenile Court, Scioto Co. Department of Jobs and Family Services, Scioto County Board of DD, Project Director for HMG, Scioto County Children Services Board, The South Central Ohio Educational Service Center, Early Head Start/Head Start representative, The Counseling Center, one Family Representative. A family may attend for the time period when the CSRT is reviewing their individual plan.

This group meets at least bi-monthly and reviews child and family team plans. The group is convened by and facilitated by the Coordinator. Prior to the meeting, members are notified by email of the plans to be discussed. The discussions of the plans will be identified to the group by the initials of the child. Agencies involved in the provision of services for the child/family will be notified with specific information on the identity prior to the meeting so they can best prepare information relevant for review. The group identifies and works to resolve service gaps. If there is a dispute or disagreement regarding the development or implementation of a plan, a referral for resolution is made to this team. Suggestions and /or recommendations creative ideas considered shall be referred back to the Child and Family Team for their implementation

### **III. Scioto County Family and Children First Council Administrative Committee**

**Purpose:** To solve or resolve service coordination issues at the systems level, discuss resources available to support the plan, review recommendations of Creative Solutions and Review Team, review financial recommendations and approvals of the Finance Committee, and address identified gaps in services and lack of resources.

**Who Attends:** Members of this committee may include but not be limited to: Shawnee Mental Health Center, Portsmouth City Health Dept., Scioto County Health Dept., Scioto County Commissioners or Designee, ADAMHS Board, Portsmouth City representative, DYS representative, OSU Extension representative, Scioto County Juvenile Court, Scioto Co. Department of Jobs and Family Services, Scioto County Board of DD, Project Director for HMG, Scioto County Children Services Board, The South Central Ohio Educational Service Center, Early Head Start/Head Start representative, The Counseling Center, one Family Representative.

The Committee reviews the expenditures of funds for Service Coordination Plans. When reviewing the plans, youths are referred to by first and last initials. The agencies involved in the plans will be notified ahead of time who the family is so they can come prepared to answer questions if necessary. Funding plans and service gaps are reviewed at Bi-Monthly SCFCFC Meetings.

### **Service Coordination for Children At-Risk of / or Emergency Placed**

The SCFCFC member agencies participate in proactive planning for prevention of Placement. Service Coordination is provided for children at-risk of placement and their families.

Children identified at-risk of placement for unruly/delinquent behaviors are referred by Children's Services Diversion workers and Juvenile Court, including but not limited to children being released from Juvenile Detention Center, released from foster care, group home placements. These children have a high rate of return to care and in order to avert further placements these cases are high priority for Service Coordination. Another high priority population includes children being released from hospitals for behavioral health issues. These are children who are being served primarily by private mental health providers or seek help for the first time through hospital emergency rooms and placed into child or adolescent psychiatric units and are in need of specialized services upon discharge from the hospital. Scioto County has no beds for inpatient, psychiatric treatment for children. These children must be served out of county and the hospitals are good at referring directly back to the Mental Health provider in the county or to the FCFC.

Children who have been placed in out of home care will have a service coordination meeting within 10 days. That meeting will be initiated by Children's Services, or other placing agency and a service coordinator will attend and facilitate as necessary.

### **Procedure for Protecting Confidentiality of Families**

Before a service plan is started, the parent/guardian/custodian of the child signs a release of information agreeing to the release of the child's(ren's) name and identifying information (birth date and family name) to agencies and individuals to be invited to the child and family team meeting, Creative Solutions and Review Team, and Administrative Sub-Committee. The letters and/or emails of invitation include the child's name and family name. When the plan is reviewed by the Creative Solutions and Administrative Sub-Committee the child/family are identified by first and last initials or first name only.

Referral Packets, Meeting Summary Sheets, ROI forms, Team Confidentiality forms, and Child and Family Assessment tools are kept in the SCFCFC Office in a locked file cabinet. Electronic versions of files are kept in accordance to Governing Board Policies of the Administrative Agent. Group notes from the meeting are destroyed.

### **Continuity of Services and Follow up**

Active plans are reviewed by the Creative Solutions and Review Team bi-monthly. Parents or any party involved in the service coordination plan can request or initiate a child and family team meeting or follow-up meeting when new

issues need to be addressed or there are goals from the plan that have barriers to completion. The assigned service coordinator or family will contact the SCFCFC Coordinator when a new team is required. The service coordinator will review the plan at least every 30 days and track goal accomplishments. The goal completion information will be reported to the SCFCFC either by the service coordinator or through a related agency's representative at the Creative Solutions and Review Team meetings.

### **Dispute Resolution Process**

Dispute Resolution is an important component of any service delivery system. Although agencies and professionals are committed to meeting the needs of the child and/or family, there are times when decisions or the process may be questioned by one or more members of the team. 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 types of situations:

1. The family is in disagreement with one agency
2. The family is in disagreement with the service plan
3. One agency is in disagreement with another agency or the service plan

The process for handling each of the above situations is dependent on the premise that individuals will in all instances seek clarification and resolution at the team level prior to initiating the formal conflict resolution process. If the family needs direction in order to handle the situation in a team setting, they may request the assistance of a parent support person to meet with the team. Lists of the parent support personnel will be made available to the family at any phase of the dispute resolution process.

It is important to note that the parents' and agency representatives' signatures are required on the service plan when developed. By signing the document, all parties are assuring that they are in agreement with the developed plan and enter into a contractual agreement to comply with the goals and process. Failure to follow through may result in the initiation of due process proceedings, if an agency is not in compliance, or court imposed consequences, if the family is not in compliance.

**While a dispute is being resolved, the child/family will continue to receive services identified in the Family Plan.**

### **Category A: Family Disagrees with the Plan**

**Purpose:** 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. A parent or custodian who disagrees with a decision rendered by a county council regarding services for a child may initiate the dispute resolution process established in the county's Service Coordination Mechanism. **In addition, children and families eligible for Help Me Grow, but not eligible for Early Intervention services, may file a complaint through the county council's 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 Ohio Revised Code

The following steps outline this component of the dispute resolution process:

- (1) The council coordinator is designated as the liaison for the receipt of complaints regarding service coordination. The coordinator contact information is as follows:

Scott Holstein  
South Central Educational Service Center  
522 Glenwood Ave, Ohio 45662  
Phone: 740-354-0226  
FAX: 740-353-1882

- (2) Parents or custodians shall be informed of their right to use the dispute resolution process.
  - a. Those parents or custodians who are denied access to the service coordination process at the point of referral will be informed of their right to use the dispute resolution process and will be provided a written copy of the council's dispute resolution process.
  - b. During intake, parents or custodians will be informed of their right to use the dispute resolution process and will be provided a written copy of the council's dispute resolution process.
  - c. Any member of the service coordination team or any member of council who receives a complaint from a parent or custodian regarding service coordination will inform the complainant of their right to use the council's dispute resolution process and provide the complainant with the contact information for filing a complaint.
  - d. The council coordinator will provide a copy of the dispute resolution process to the parent or custodian filing a complaint.
- (3) The council coordinator will notify the council chair and administrative agent of the complaint within seven (7) calendar days.
- (4) Each agency represented on a county council that is providing services or funding for services that are the subject of the dispute resolution process initiated by a parent or custodian must continue to provide those services and the funding for those services during the dispute resolution process.
- (5) The Council's Administrative Subcommittee will assign one or more individuals to investigate the complaint. The assigned individuals will not have a direct interest in the matter.
- (6) The investigation of the complaint will include at least the following:
  - a. Conducting an on-site investigation as determined necessary;
  - b. Interviewing the parent or custodian and giving the parent or custodian the opportunity to submit additional information, either orally or in writing;



- c. Interviewing relevant providers and giving providers an opportunity to submit additional information, either orally or in writing; and
  - d. Reviewing all relevant information and making a decision.
- (7) **The council will issue a written decision to the parent or custodian within thirty (30) calendar days from receipt of the complaint.**
- (8) **Situations determined to be an emergency by the Council’s Administrative Sub-Committee will be addressed within 5 calendar days. The written decision will address each allegation and include findings of facts and conclusions and the reasons for the council’s decision.**
- (9) **When the provision of service or funding cannot be resolved through the designated dispute resolution process, a referral will be sent to the State Service coordination committee and the recommendation of that board will be sent to the Scioto County FCFC executive committee who will then become the final arbitrator. The council coordinator will assist the parent or custodian in filing the case with the State Committee within seven days of the failed dispute resolution process. The council coordinator will assist the family in providing assessment and treatment information for the Committee.**

**Category B: Dispute Resolution Related to Part C Early Intervention Services**

Purpose: Ohio Department of Developmental Disabilities (DODD), as the lead agency, shall establish procedural safeguards that are consistent with Part C regulations. DODD, in partnership with the state and county family and children first councils, is responsible for assuring effective implementation of these procedural safeguards by each state or local agency or a private agency in the state that is involved in the provision of Early Intervention services. Each county council shall develop and maintain a resolution process for complaints, which shall be consistent with Early Intervention.

The following steps outline this component of the dispute resolution process:

- (1) An individual or an organization may file a complaint with the county council regarding the provision of early intervention services within the county. The council coordinator is designated as the council’s liaison for the receipt of complaints.
- (2) The council coordinator will notify DODD ( Early Intervention Services) of the complaint in writing (via email or U.S. mail or fax) within seven calendar days of receipt of the complaint.
- (3) The council coordinator will provide a copy of the procedural safeguards to the individual registering the complaint.
- (4) The council coordinator will explain the options available for dispute resolution, which include:

- Filing a complaint with the county council;
  - Filing a complaint with DODD;
  - Requesting mediation;
  - Requesting an administrative hearing with DODD;
  - Filing a complaint with the provider of Part C services, if the provider has a resolution process for complaints.\*
- (5) Unless the state or other agencies and parents of a child otherwise agree, the child and family must continue to receive appropriate Part C services currently being provided, during the resolution of disputes arising under Part C. If the complaint involves the initiation of one or more services under this part, the child and family must receive those services that are not in dispute.
- (6) The Council's Administrative Subcommittee will assign one or more individuals to investigate the complaint. The assigned individuals will not have a direct interest in the matter.
- (7) The investigation of the complaint will include at least the following:
- Conducting an on-site investigation as determined necessary;
  - Interviewing the complainant and giving the complainant the opportunity to submit additional information, either orally or in writing;
  - Interviewing relevant providers and giving providers an opportunity to submit additional information, either orally or in writing; and
  - Reviewing all relevant information and making a decision.
- (8) The council will issue a written decision to the complainant within thirty (30) calendar days from receipt of the complaint. The written decision must address each allegation and include findings of facts and conclusions and the reasons for the council's decision. A copy of the decision will also be provided to DODD. \*\*
- (9) The council will ensure that corrective actions are implemented within 45 days or sooner of the written final decision if there was a violation.

\* If the provider has a resolution process for complaints, the provider of Part C services must notify DODD and the county council of the complaint in writing (via email or U.S. mail or fax) within seven calendar days of receipt of the complaint. The provider of Part C services must issue a written decision to the complainant, the county council, and DODD within thirty (30) calendar days from receipt of the complaint.

\*\* If DODD receives notice that a complaint regarding Early Intervention services was filed with the county council or a provider, DODD will monitor the resolution process to assure that the complaint is resolved by the county council or provider within thirty (30) calendar days. If the complaint is not resolved within thirty calendar days, ODH will notify the complainant, the county council and the provider, if applicable, that complainant may select one of the following:

- (1) To have DODD investigate the complaint in accordance with Rule 3701-8-08 (C)(4), If this option is selected, DODD shall assure the complaint is investigated and resolved within sixty (60) calendar days from the date the county council or provider received the complaint; and

- (2) To mediate and/or go to an administrative hearing in accordance with Rule 3701-8-08 (C)(3). DODD shall assure that if the complainant selects mediation and/or administrative hearing, the hearing is completed within thirty days from receipt of the request for mediation and/or administrative hearing.

### **Category C: Agency Disputes with County Council Decisions**

Purpose: An agency represented on the county council that disagrees with the council's decision concerning the services or funding for services a child is to receive from agencies represented on the council may initiate the local dispute resolution process established in the county Service Coordination Mechanism applicable to the council.

The following steps outline this component of the dispute resolution process:

Step 1. Agency contacts Coordinator who convenes a meeting, within 5 working days, of the involved agency representatives to resolve the issue. If a resolution cannot be reached, move to step 2

Step 2. Coordinator convenes a meeting with the Agency Directors involved within 5 working days to negotiate a resolution. If no solution is reached, then step 3.

Step 3. Full Family and Children First Council is convened within 5 working days and they will facilitate a final negotiated resolution

Step 4. If an issue remains unsolved after all the steps of the process have been implemented the coordinator will place the matter before the Scioto County Juvenile Court by filing a petition within 7 days. (per ORC 121.37)

- (1) An agency subject to a determination pursuant to a local dispute resolution process shall immediately comply with the determination, unless the agency objects to the determination by doing one of the following not later than seven days after the date the written determination is issued:
- a. If the child has been alleged or adjudicated to be an abused, neglected, dependent, unruly, or delinquent child or a juvenile traffic offender, filing in the juvenile court of the county having jurisdiction over the child's case a motion requesting that the court hold a hearing to determine which agencies are to provide services or funding for services to the child.
  - b. If the child is not a child described above, filing in the juvenile court of the county served by the county council a complaint objecting to the determination.
- (2) The court shall hold a hearing as soon as possible, but not later than ninety days after the motion or complaint is filed. At least five days before the date on which the court hearing is to be held, the court shall send each agency subject to the determination of written notice by first class mail of the date, time, place, and purpose of the court hearing. In the case of a motion filed under division (B)(1) of this section (4a noted above) the court may conduct the hearing as part of the adjudicatory or dispositional

hearing concerning the child, if appropriate, and shall provide notice as required for those hearings.

- (3) Except in cases in which the hearing is conducted as part of the adjudicatory or dispositional hearing, a hearing held pursuant to this division shall be limited to a determination of which agencies are to provide services or funding for services to the child. At the conclusion of the hearing, the court shall issue an order directing one or more agencies represented on the county council to provide services or funding for services to the child. The order shall include a plan of care governing the manner in which the services or funding are to be provided. The court shall base the plan of care on the family service coordination plan developed as part of the county's service coordination plan and on evidence presented during the hearing. An agency required by the order to provide services or funding shall be a party to any juvenile court proceeding concerning the child. The court may require an agency to provide services or funding for a child only if the child's condition or needs qualify the child for services under the laws governing the agency.
- (4) **While the local dispute resolution process or court proceedings pursuant to this section are pending, each agency shall provide services and funding as required by the decision made by the county council before dispute resolution was initiated.** If an agency that provides services or funds during the local dispute resolution process or court proceedings is determined through the process or proceedings not to be responsible for providing them, it shall be reimbursed for the costs of providing the services or funding by the agencies determined to be responsible for providing them.

### **Fiscal Strategies**

Funding discussions and decisions are not a part of the child and family team in terms of which agency has funding to pay for which service. Child and Family Team Meetings are for developing coordinated service plans that meet the child and family's needs. Funding needed for the plan is discussed at the County FCFC Finance Committee meetings. The Finance Committee meets at least bi-monthly to review new plans, funding requests, and to receive updates from ongoing cases. When there are funding gaps for plans the Finance Committee discusses and makes recommendations on how to fund the plans. Funding may come from specific agencies or utilize funding through SCFCFC. The recommendations on funding plans are submitted at least bi-monthly to the Administrative Sub-Committee to approve expenditures on plans.

The Scioto Co. FCFC does not pool funds. The agencies do share costs of plans based on funds they have available. Scioto County has chosen to expend FCSS monies through this process. Any funding received through the ADAMHS Board including CCBH funds are expended the same way.

Decisions regarding the use of MSY/PCSA funds for children and their families in service coordination as well as decisions to access MSY funds and the monitoring and reporting of progress to the MSY State Review Team are reviewed and granted by the County FCFC Finance Committee.

Expenditures are reported out at the bi-monthly SCFCFC meetings, by vendor, service and cost.

### **Public Awareness and Service Coordination Mechanism Training**

Annual training on the Service Coordination Mechanism takes place for all direct service staff of member agencies. This training is centered on the Service Coordination Process, how to refer families, and make referrals for service coordination. This annual training takes place at one of the bi-monthly county FCFC meetings. Annually the FCFC Coordinator meets with the School Counselors and Psychologists and reviews the process for referring.

### **Quality Assurance**

#### **Evaluation of Individual Child/Family Plans**

Scioto Co. FCFC feels it is important to track the effectiveness of the Service Coordination Mechanism and the family/child service plans. Informally plans are reviewed on a regular basis especially for children in residential treatment and out of home placements. The children/youth receiving services with FCSS funding are reviewed and tracked bi-monthly at CSART.

The plan to evaluate the effectiveness of individual child/family plans will be accomplished by the means described below:

1. Service coordinators will complete the CANS within the first two meetings with the family and every 90 days while involved in Service Coordination.
2. The Creative Solutions and Review Team will track the percentage of goal completion as developed during the child and family team meeting.
3. The service coordinator will report progress toward goal completion monthly to their supervisor and the supervisor will report information to the CSART at the bi-monthly meetings.

The CSART and Administrative Committees will review data ongoing to assess for gaps in services.

Member agencies and at least 3 family representatives who have received service coordination will meet bi-monthly to review trends and gaps in services as well as data gathered on Goal completion and CANS assessment tools.

### **General Evaluation Data Collection and Tracking**

The Council Coordinator will track the following information and report to the Council Bi-Monthly:

1. Number of children/families served
2. Number of Child and Family Team Meeting scheduled and held
3. Referral sources to service coordination
4. Services identified as needed and rendered

On an annual basis the following information will be reported to the Council:

1. Percentage of case plans developed by teams and approved as developed by CSART and Administrative Committees.
2. Number of repeat cases
3. Number of plans disputed
4. Agencies invited to CFT/ Agencies in attendance
5. Cumulative information of the monthly reported data

**The Scioto County Family and Children First Council will make any and all data available to the Ohio Family and Children First Office/Cabinet Council upon request.**