

Pickaway County Family and Children First Council County Service Mechanism

1. OVERVIEW and PURPOSE

Overview

The Pickaway County TEAM (Together Everyone Achieves More) for Youth (formally referred to as Cluster) was established to ensure that children from the age of birth to eighteen and up to the age of 22 (if the child has an identified disability) and their families receive adequate and appropriate services.

The TEAM for Youth will remain a program of Pickaway County Family and Children First Council. The Council supports Ohio's Commitments to Child Well-being which are:

- 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

The Pickaway County Family and Children First Council and the TEAM for Youth will support the commitments to Child Well-Being by following the following principles when coordinating services:

- Focus on prevention and early intervention for children with conditions that may lead to out of home placement.
- Involve families in all levels of decision-making
- Encourage a family-centered approach to delivery of services
- Encourage collaboration among county agencies and other community resources to prevent duplication of services
- Assure that available funding resources are fully utilized or integrated
- Utilize wraparound services and community supports
- Encourage specialized treatment for difficult-to-serve populations and evidence-based treatment services
- Evaluate the outcome of coordinated services for families

LEGISLATIVE MANDATES

The Pickaway County Family and Children First Council and the TEAM for Youth will use the Ohio Revised Code 121.37 with the revisions as stated in House Bill 57 (enacted in 2003) and House Bill 66 (enacted in 2005) as the guiding document for coordination of services in Pickaway County through the Service Coordination Mechanism. All family

service coordination plans will be developed in accordance with the county service coordination mechanism. The Pickaway County Service Coordination Mechanism will be consistent with the Ohio Department of Health's rules regarding the Help Me Grow program. Help Me Grow will serve as the main provider of service coordination for children who are receiving services under the Help Me Grow program and who are also being served under the Pickaway County Service Coordination mechanism, to assure compliance with O.R.C. 3701.61. In the event that H.M.G. cannot serve as the main provider of service coordination, the family will be served under the guidelines of the TEAM Service Coordination Mechanism.

Purpose

Pickaway County TEAM will provide individualized family centered service coordination that will be child-centered and family focused.

The following values will guide the coordination of services offered by TEAM:

- Children have the right to live with their family.
- Children have the right to be nurtured and protected in a stable family environment.
- When children are at risk of harm, the community has the responsibility to intervene.
- Families are our community's most important resource and must be respected, valued, and encouraged to build upon their strengths.
- The racial, cultural and ethnic heritage of children and the neighborhoods where they live are respected and supported as strengths. Ethnic and racial child-rearing practices are valued.
- Families have the right and responsibility to participate in identifying their concerns, priorities, and needed resources.
- Families have a right to individualized service coordination that addresses the multiple needs of their children.

A. SERVICE COORDINATION MECHANISM

The Pickaway County Service Coordination Mechanism, provides guidance for TEAM, through procedures for:

- 1) Assessing the service needs and strengths of any child or the family of any child that has been referred to the council for service coordination, including a child whose parent or custodian is voluntarily seeking services.
- 2) Ensuring that parents and custodians are afforded the opportunity to participate
- 3) Providing a means by which an agency, including a juvenile court, or a family voluntarily seeking service coordination can refer itself to the county council;

- 4) Ensuring that a family and all appropriate staff from involved agencies, including a representative from the appropriate school district, are notified of and invited to participate in all family service coordination plan meetings;
- 5) Permitting a family to initiate a meeting to develop or review the family's service coordination plan and allows the family to invite a family advocate, mentor, or support person of the family's choice to participate in any such meeting;
- 6) Ensuring that a family service coordination plan meeting is conducted before a non-emergency out-of-home placement for all multi-need children, or within ten days of a placement for emergency placements of multi-need children. The family service coordination plan is to outline how the county council members will jointly pay for services, where applicable, and provide services in the least restrictive environment.
- 7) Monitoring the progress and track the outcomes of each service coordination plan requested in the county including monitoring and tracking children in out-of-home placements to assure continued progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment, and education;
- 8) Protecting the confidentiality of all personal family information disclosed during service coordination meetings or contained in the comprehensive family service coordination plan;
- 9) A local dispute resolution process to resolve disputes between a child's parents or custodians and the county council regarding service coordination and possible disputes between agencies concerning service coordination.

B. TEAM COORDINATOR

Under the guidelines set forth in the Pickaway County Service Mechanism, the TEAM Coordinator, will serve as the contact for TEAM for Youth. Contact information (attachment A)

The TEAM Coordinator will:

- 1) Provide informal screening/consultation with agency and/or community representatives and families to assist in identifying additional resources and whether or not additional systems need to be involved. This may result in a future referral for possible needs assessment and service coordination by an individualized family TEAM.
- 2) Receive referrals for service coordination from county entities and families voluntarily seeking services

- 3) Secure the parent's permission for sharing of confidential information among the TEAM members who have been agreed upon by the family.
- 4) Ensure that all TEAM members understand the confidentiality of information shared during the service coordination process.
- 5) Form an individualized family support team of community and agency representatives which are approved by the family
- 6) Meet with the family to do a needs and asset assessment
- 7) Schedule TEAM meetings
- 8) Track the progress of the family service coordination plan
- 9) Facilitate the TEAM meetings unless the family requests that another TEAM member serve as facilitator

C. TEAM MEMBERS

The following principles will guide the selection of TEAM members.

- 1) Parents may invite anyone they wish to be a member of the TEAM
- 2) The family may invite a family advocate, or if the family desires an advocate and does not have one, the coordinator will assist in finding an advocate.
- 3) The involvement of the child/children will be encouraged (at the discretion of the TEAM and the family).
- 4) If the children in the family are of school age, the home school district will be invited with parents consent.
- 5) Those agencies having direct contact with the family or those who may have a role in a successful out-come, will be invited to the meeting.
- 6) Agency representatives on the TEAM will either be someone already working with the family or someone designated by the director of the agency.
- 7) The designated parties will attend regularly, and in the event a case manager is unable to attend, that representative is responsible to provide the team with any updates or pertinent information to the case.
- 8) Agencies or other community partners may be added to the TEAM at any time by having parents/guardians complete a new set of Consent for Release of Information Forms.
- 9) Parents have the right to request removal of a member from the TEAM at which time a new set of Consent for Release of Information forms will be filled out.

A. CONFIDENTIALITY

- I) Release of Information Form (Attachment B)*

- a) A consent for release of information form must be signed by the parent/guardian listing each agency or individual who will be represented on the TEAM.
 - b) A separate release form must be completed for each child in the family who will be serviced by the coordination process.
 - c) A new set of Consent for Release of Information forms must be filled out each time someone is added or deleted from the TEAM
 - d) The consent for release of information will expire 180 days after its signing and a new release will be required if the case remains open.
- 2) At the first TEAM meeting participants will receive instruction on the proper handling of confidential information
 - 3) At the conclusion of each TEAM meeting participants will sign the TEAM Meeting Summary Sheet, which includes an agreement to keep all information confidential.

B. COMPREHENSIVE FAMILY SERVICE COORDINATION PLAN

The individualized family TEAM will develop a plan that:

- 1) Ensures assistance and services provided are responsive to the strengths and needs of the family, as well as the family's culture, race, and ethnic group, by allowing the family to offer information and suggestions and participate in decisions.
- 2) Ensures that identified assistance and services are provided in the least restrictive environment possible.
- 3) Includes timelines for completion of goals specified in the plan with regular reviews to monitor progress;
- 4) Includes a plan for dealing with short-term crisis situations and safety concerns.
- 5) If a child is alleged to be unruly the plan will include:
 - a) Emphasis on the personal responsibility of the child and the parental responsibilities of the parent, guardian, or custodian of the child
 - b) Involvement of local law enforcement agencies and officials
 - c) Methods to divert the child from the juvenile court system

C. DEVELOPING THE PLAN

1) Referrals

Referrals to the Pickaway County TEAM for Youth may be made by county entities or by families voluntarily seeking services by contacting the TEAM Coordinator. (Contact information Attachment A)

- a) Parent/Guardian Self-referral may be made by following this procedure:
 - Contacting the Pickaway TEAM Coordinator.
 - A parent and/or guardian making a referral for assistance, does not need signature(s) from any community entity or program.
 - The TEAM Coordinator will assist the parents in filling out the referral form (Attachment C) and the consent for release of information form. (Attachment B)
- b) Agency/school Referral is made by:
 - The referring agency/school will complete and sign the TEAM for Youth Referral Form (Attachment C) one to be filled out for each child who will receive services.
 - The referring entity will have the parent sign the consent for Release of Information Form (Attachment B) one to be filled out for each child in the family to be discussed.
 - The referral form/forms and the release of information form/forms will be sent to the TEAM Coordinator by fax or mail.

2. Intake

After receiving the referral The TEAM Coordinator will contact the family and schedule an intake meeting to:

- a) Provide and explain the contents of the referral packet
 - TEAM for Youth Description sheet (Attachment D)
 - Copy of the Pickaway County Resource Directory
 - Copy of the booklet “Service Coordination, a Guide for Families” When available
- b) Explain:
 - TEAM Process
 - Confidentiality
 - Parent and Custodial Rights
- c) The Coordinator and family will complete a needs and asset assessment using the intake form. (Attachment E)
- d) The TEAM Coordinator and the family will choose the members of the TEAM encouraging participation of informal supports such as family, friends and other community support.
- e) A TEAM facilitator and a case manager will be designated
- f) A meeting date will be chosen.
- g) A mode of communication between the TEAM members and the family will be determined to assure confidentiality (ie. phone, mail)
- h) A copy of the Ohio Scales will be completed by the parent and child (if age appropriate) (Attachment F)
- i) A copy of the Ohio Scales will be sent to a service provider to be filled out

3. Arranging the first TEAM meeting

- a) The TEAM Coordinator will schedule the TEAM meeting to take place no later than 15 business days after receiving the parent signed information release form.
- b) In the event of an Emergency out of home placement the meeting may take place no later than 10 calendar days after receiving the parents signed information release forms.
- c) Every effort will be made to schedule the meetings at a time and location that is convenient for the parents/guardian
- d) In the event that parents/guardians are unable to attend a meeting, the TEAM members can still meet with parents/guardian consent, to develop services around the identified needs of the child and family.
- e) The TEAM coordinator will work with the family to remove barriers that are preventing them from attending a scheduled meeting (transportation, scheduling, location etc.) and if necessary offer alternatives (conference calls).
- f) In the event that it is necessary, request the assistance of the Juvenile Court to encourage parental involvement, or to the extent that the risk to the child needs court intervention, the appropriate school system, juvenile court or the public children services agency will follow their normal procedures for filing a case action with the Pickaway County Juvenile Court
- g) The TEAM Coordinator will notify each member of the TEAM as to when the meeting will take place and encourage their participation.
- h) The TEAM Coordinator will provide the family with a copy of the signed consent for release form and the referral sheet.
- i) Upon request the TEAM Coordinator will provide each member of the TEAM for Youth with copies of: 1) Pickaway County TEAM for Youth Referral Form 2) parent signed Consent for Release of Information Form/s.

4. Initial TEAM meeting

A comprehensive service planning process will occur during the initial TEAM meeting and will include:

- a) Facilitation of the meeting by the TEAM Coordinator or a person chosen by the family.
- b) Instruction of the TEAM on confidentiality
- c) Name the identified case manager who was agreed upon by the family and will assume lead agency responsibilities due to either the scope of services to be provided by the lead agency or through the focus of the service plan. Identification of case manager/lead agency will be a mutually agreed upon assignment through the service coordination process
- d) Writing a Family Service Plan (attachment G)
 - Using information from the intake form, identify needs (3 to 5) of the child/family to be addressed.

- Establish goals and objectives to meet the needs
 - Set timelines for goals to be met
 - Specify the services to be delivered (including further evaluation when needed) insuring assistance and services are provided in the least restrictive environment possible
 - Name the participating agencies and the specific services which they will have the responsibility for providing.
 - Identify the potential sources of funding that may be used to pay for needed services.
 - Document parental agreement with the plan.
 - Document the agencies' agreement to participate in the plan.
- e) All members present will sign a confidentiality statement at the conclusion of the first and each TEAM meeting
 - f) Copies of the Intake/Family Service Plan will be made available to all members and the family at the conclusion of the meeting or within 5 working days.
 - g) Schedule the follow-up meeting to monitor and evaluate the progress of the individual child/family service plan.

5. Monitoring

- a) The TEAM Coordinator will schedule TEAM meetings as needed to monitor the progress of the goals and objectives as stated in the family plan.
- b) The coordinator is responsible for making sure that the family and all members are informed of the follow-up meetings.
- c) The family or any member of the TEAM may initiate a TEAM meeting at any time by calling the TEAM coordinator and requesting a meeting
- d) Progress and activity steps will be documented at each meeting on the TEAM meeting Form (attachment H)
- e) A case will be closed when the family and the TEAM agree that the goals have been met or that no future progress can be achieved.
- f) A case can be reopened at any time at the request of the family, any TEAM member or an agency or community representative not currently represented on the TEAM.

6. Evaluation

- a) For the purpose of evaluation the Ohio scales will be repeated every six months and/or when the case is closed
- b) Parent satisfaction survey will be completed every 6 months and/or when the case is closed
- c) Progress reports to TEAM Advisory Committee will be made quarterly
- d) After the case is closed, when possible, contact will be made with the family every six months for the first year to monitor progress. The case can be reopened if services coordination is needed.

Dispute Resolution Process

Category A: Disputes between Child's Parents/Custodians and the County Council

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 Part C 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. (See Attachment A.)
- (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. (See Attachment A.)
 - 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 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 Executive Committee 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 Executive Committee will issue a written decision to the parent or custodian within sixty (60) calendar days from receipt of the complaint. Situations determined to be an emergency by the Executive Committee, will be addressed within 30 calendar days. The written decision will address each allegation and include findings of facts and conclusions and the reasons for the council's decision.
- (8) When the provision of service or funding cannot be resolved through the designated dispute resolution process, the final arbitrator will be the presiding juvenile court judge. The council coordinator will assist the parent or custodian in filing the case with the juvenile court within seven days of the failed dispute resolution process. The council coordinator will assist the family in providing assessment and treatment information for the court.

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

Purpose: Ohio Department of Health (ODH), as the lead agency, shall establish procedural safeguards that are consistent with Part C regulations. ODH, 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 Part C services. Each county council shall develop and maintain a resolution process for complaints, which shall be consistent with Part C.

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. (See Attachment A)

- (2) The council coordinator will notify ODH (Bureau of 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. (See Attachment I).
- (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 ODH;
 - Requesting mediation;
 - Requesting an administrative hearing with ODH;
 - 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 Executive Committee 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 Executive Committee 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 ODH. **
- (9) The council executive committee 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 ODH 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 ODH within thirty (30) calendar days from receipt of the complaint.

** If ODH receives notice that a complaint regarding Part C services was filed with the county council or a provider, ODH 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 ODH investigate the complaint in accordance with Rule 3701-8-08 (C)(4). If this option is selected, ODH 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). ODH 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:

- (1) The agency will notify the council coordinator (attachment A), in writing, explaining their disagreement with the decision.
- (2) The council coordinator will notify the executive committee within 7 days of receiving the letter of disagreement.
- (3) The agency representative will be invited to explain the agencies reason for disagreeing at a meeting of the executive committee. The meeting will be scheduled no later then 14 days after the coordinator received the letter of disagreement.
- (4) If the disagreement cannot be resolved at the executive committee meeting, the dispute will be referred to a mutually agreed upon professional mediator

within 14 days. The mediation will be provided through funding reserved for service coordination.

- (5) The mediation process shall take no longer than 45 days
- (6) On completion of the process, the mediator shall issue a written determination that directs one or more agencies represented on the council to provide services or funding for services to the child.
- (7) The determination shall include a plan of care governing the manner in which the services or funding are to be provided. The decision maker shall base the plan of care on the family service coordination plan developed as part of the county's service coordination mechanism and on evidence presented during the local dispute resolution process. The decision maker may require an agency to provide services or funding only if the child's condition or needs qualify the child for services under the laws governing the agency.
- (8) 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.
- (9) 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 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.
- (10) 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.

- (11) 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.