

# Defiance County Family and Children First Service Coordination Plan

## **Overview and Purpose**

The purpose of the Defiance County Service Coordination Plan is to serve Defiance County families who have children with multiple needs. The Service Coordination process is based upon the Wrap Around model which follows a family's direction and focuses on their strengths.

The Service Coordination process will work to address Ohio's Commitments to Child Well-Being as they relate to each individual family. The six commitments that will be addressed are: Expectant Parent's and Newborns Thrive, Infants and Toddlers Thrive, Children are ready for school, Children and youth succeed in school, Youth choose healthy behaviors, and Youth successfully transition into adulthood.

The Defiance County Service Coordination Plan was developed as a collaborative effort under the direction of the Family and Children First Council. The following systems were involved in the development of the Service Coordination Plan: Defiance County Department of Job and Family Services, Defiance County General Health District, Defiance County Board of MR/DD, Defiance County Juvenile Court, Defiance County Help Me Grow, Defiance City Schools, Independence Education Center, Four County ADAMhs Board and parents.

These agencies and other in Defiance County will be educated in the Service Coordination process through the Family & Children First Council. Education will take place at individual Council meetings and at the interagency training activities organized by the Council. Families will be educated about the availability of the Service Coordination mechanism through partner agencies, 211 information and referral service and the Defiance County family service guide.

## **I. Referral to Service Coordination**

- A. Referrals to Service Coordination can come from agencies in Defiance County or directly from the family. Referrals will be made to the Defiance County Family and Children First office and will include the date the referral was received, contact information of the person being referred, a brief description of the problem, contact information for the person who is referring, and the outcome of the referral (see attachment A).
- B. The family will be contacted within three business days and the level of intervention will be determined.

## **II. Levels of Intervention**

- C. The level of intervention will be determined by the professional judgment of the Wrap Around Coordinator. The criteria examined will be:
  - 1. Level of family involvement with child serving systems
  - 2. Risk of the removal of the child from the home
  - 3. The presenting issue
- D. Information and Referral  
Predominately for families only involved in one system with low risk of child removal. The Wrap Around Coordinator or Family and Children

First Coordinator will be assigned to provide information and referrals to the family. The coordinator will follow up on a regular basis to make sure the family doesn't need additional intervention.

E. **Wrap Around**

For families dealing with multiple systems or with a low to moderate risk of having a child removed from the home. The Wrap Around Coordinator will meet with the family to conduct a strength based assessment and set up the initial team meeting within two weeks from initial contact.

F. **Family System Therapy**

For families dealing with multiple systems or with a moderate to high risk of having a child removed from the home. The Wrap Around Coordinator will meet with the family to conduct a strength based assessment and refer to the family system therapy program within two weeks from initial contact.

### **III. Confidentiality**

G. The confidentiality of the family will be protected at all times. Information shared in team meetings and contained in the Family Service Coordination Plan will be protected. The family will be asked to sign a release of information for all parties involved in the process (see attachment B).

H. At any time a family may review the information contained in the Family Service Coordination Plan and revoke any release of information previously signed.

### **IV. Strength Based Assessment**

I. The Wrap Around Coordinator will meet with a referred family to conduct an initial assessment of family strengths and needs (see attachment C).

J. The Wrap Around Coordinator will work with the family to prioritize family needs (see attachment D).

K. The Wrap Around Coordinator will do a summary of the presenting issue, family strengths, and prioritized needs, have it reviewed by the family and then distribute it to team members prior to the first team meeting.

### **V. Notification of Team Meetings**

L. A family will select the people they would like present at the Wrap Around team meetings. Team members will receive written notification at least one week before all team meetings.

1. All agencies involved with the family, including the child's school district will be notified of the meetings. Families will have the choice of who they would like present at the meetings. If the family chooses not to have an involved agency present the Wrap Around Coordinator will keep the agency aware of the proceedings of the team. The Wrap Around Coordinator will work with the family and the agency to resolve any issues preventing that team member from participating.

M. Family needs and limitations will be priority when establishing the time and location of team meetings.

- N. At any time a family may initiate a team meeting to develop or review the family's service coordination plan. At any time a family may invite a mentor, advocate or any other support person to participate in the team meetings.

#### **VI. Family Service Coordination Plan**

- O. A family will identify and prioritize their needs with the assistance of the Wrap Around team. The family and the team will determine a long range goal and initial short range goals.
- P. The Family Service Coordination Plan (FSCP) will clearly identify the action steps toward 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 FSCP.
  - 1. The action steps and services designated in the FSCP 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. The team will attempt to provide supports and services to the family while maintaining the children in the home as long as it is safe for the children and the community.
- Q. The team will designate a person to track the progress of the FSCP, schedule reviews as necessary and facilitate the team meetings. In most cases this will be the Wrap Around Coordinator unless the family would prefer the job be done by someone else on the team.
- R. 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 FSCP in order to divert the youth from further court involvement.
- S. Time lines to accomplish each short term goal will be established in the FSCP and agreed upon by the team. The Family Development Matrix (see attachment D) will be used to monitor the progress of each goal. The full FSCP will be reviewed every 90 days and a summary will be completed describing the progress of each goal.

#### **VII. Short Term Crisis and Safety Plan**

- T. Each family will develop a crisis and safety plan with the assistance of the Wrap Around team.
  - 1. The team will identify the presenting issue which may cause a family crisis.
  - 2. The 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.

3. If the CSP is utilized the Wrap Around Coordinator will be contacted and a special team meeting will be set up within 3 days of the crisis. The team will discuss the crisis and evaluate the plan to make sure it was effective and that all the family needs were met.

### **VIII. Monitoring Progress and Outcomes of the Family Service Coordination Plan**

- U. The family will complete the Family Development Matrix monthly to monitor progress of the FSCP (see attachment D). Every 90 days the entire FSCP will be reviewed to track goal accomplishment and to monitor appropriateness of services.
- V. The Wrap Around Coordinator will report outcomes quarterly to the Service Coordination Clinical Committee made up of management from child serving agencies. The Family and Children First Coordinator, a member of the Clinical Committee, will report this information to the full Family and Children First Council. Confidentiality of the families in the Service Coordination process will be protected at all times. Only outcomes, with no family identifying information, will be shared.
  1. The Clinical Committee and Family and Children First Council will use the tracking information to improve the Service Coordination process, fill gaps in services, and design innovative approaches to meeting family needs.

### **IX. Team Meetings When Out-of-home Placements Occur**

- W. Providing supports and services in the least restrictive environment is always the goal of the FSCP. If a situation arises where a child involved in the Service Coordination process requires an out-of-home placement the following procedure will be followed:
  1. If the out-of-home placement is not an emergency, a team meeting will take place before the placement occurs.
  2. If the out-of-home placement is an emergency, a team meeting will occur within 10 days of the placement.
- X. The meetings will be used to make sure that all other community based options have been exhausted. If that is the case, the team members will put community supports for the family in place during the placement and begin planning for the child's return to the community. The team 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 and making recommendations as appropriate. In no way are the recommendations meant to overrule the decisions of the Juvenile Court Judge.

### **X. Fiscal Strategies**

- A. Payment for services will be shared funding and decided upon on a case by case basis.

B. Use of FAST dollars and Non-behavioral health funding will be on a case by case basis. The Wrap Around team will determine the utilization of these funds and seek approval from the Family and Children First Coordinator. Each family may utilize a maximum of \$2,000.00 as long as funding is available. Once the team has utilized the maximum allotment the Wrap Around team can request approval for additional funding from the Clinical Committee.

## **XI. Dispute Resolution Process**

Y. If a disagreement regarding provision of services occurs among any of the team members the Wrap Around Coordinator will first attempt to solve the conflict within the team. If that is not possible, the dispute resolution process is as follows:

1. The Wrap Around Coordinator will contact the Family and Children First Council Coordinator. A team meeting will be scheduled within two business days and the FCFC coordinator will facilitate a discussion among the team. If an agreement can be reached a resolution will be drafted by the FCFC Coordinator and signed by all parties on the team. If a resolution can't be reached then the team will proceed to the next level.
2. During the dispute resolution process, services and funding for those services will continue uninterrupted. The FCFC Coordination will work with the team to reach a working agreement so services continue.
3. The family will meet with the FCFC Steering Committee within three days from the first attempt to resolve the dispute. The Chair of the Steering Committee will facilitate the meeting. If possible, a resolution will be reached that will be signed by all team members. The resolution will supersede the tentative working agreement. The resolution must be reached within in 60 days of the dispute resolution process being enacted. If the dispute can't be solved at this level, the family may precede to the Juvenile Court.
4. The FCFC will assist the family in filing a dispute complaint with the Juvenile Court Judge within seven days of the failed resolution. The FCFC Coordinator will prepare a written report of the process to this point. The report will be signed by the family, team members, FCFC Coordinator and the Chair of the FCFC Steering Committee. This report and the original Family Service Coordination Plan will accompany the formal written complaint to the Juvenile Court Judge.
5. If all of the above cited parties are in agreement, the FCFC Coordinator will schedule and facilitate a pretrial conference between the cited parties and the Juvenile Court Judge. If possible a resolution will be reached and an agreement signed by all parties. If a resolution can not be reached the case will proceed to court.
6. If the case proceeds to court, the judge shall make a binding

ruling.

7. During the entire dispute resolution process services will continue to be provided according to the latest signed tentative agreement. At any time the family may choose to withdraw from the dispute resolution process and/or services. The family will notify the FCFC Coordinator in writing if they choose to withdraw from the process. A copy of the request will be sent to all involved parties.
8. If the dispute involves a Help Me Grow service, the family may choose to bypass the local dispute resolution process and directly contact the Ohio Department of Health, Bureau of Early Intervention Services.