

# FCFC Service Coordination Matrix



County	Who do I call or email to ask about applying for Service Coordination?	What ages of children can receive Service Coordination & what needs qualify them for it?	Who can refer a child & how is a referral made?	How can a parent self-refer a child? Where can a parent get a self-referral form & who does the parent give it to when it is completed?	How can a family get a <b>Parent Advocate</b> ?	What happens if I disagree with a service coordination decision? <b>How long does it take</b> to get an answer when I disagree?	Who do I call or email to file a dispute or disagreement?
Ashtabula	<p>Name: <b>Hilary Strauss</b> Title: Council Coordinator</p> <p><b>Phone:</b> 440-224-3443 <b>Email:</b> hilary.strauss@jfs.ohio.gov</p>	<p>Ashtabula Co residents under the age of 18 (or 22 in the case of those receiving services from the County Board of DD) who are involved with or requiring services from multiple systems but for whom the current delivery of services is ineffective, not well coordinated and/or too complex to manage without a team approach.</p>	<p>A service provider may refer a child or the family may self-refer. A referral form and release of information must be completed and submitted to ACFCFC. Both forms are available on the ACFCFC website (<a href="http://www.acfamilyfirst.org">www.acfamilyfirst.org</a>) or may be requested by contacting ACFCFC directly. Regardless of the source of the referral, the family is contacted directly to discuss the referral and evaluate the need for Service Coordination, Wraparound, Information &amp; Referral and/or other services.</p>	<p><b>A family may self refer a child by completing a referral form and release of information. Both forms are available on the ACFCFC website (<a href="http://www.acfamilyfirst.org">www.acfamilyfirst.org</a>) or may be requested by contacting ACFCFC directly. These forms may be submitted via US mail, fax or hand delivery. The family may also request a service provider to submit the forms for them. Detailed instructions for submission are included on the referral form. Once received, the family is contacted directly to discuss the referral and evaluate the need for Service Coordination, Wraparound, Information &amp; Referral and/or other services.</b></p>	<p>The family may contact ACFCFC for assistance linking to an advocate. The family may also contact Parent Advocacy Connection (800-686-2646). Families are encouraged to reach out to family, friends, clergy and other sources of support to attend meetings as a source of support and to help advocate for the child and family. Contact information for local support groups (parents of children with autism, NAMI, etc.) is also offered to expand opportunities for support and advocacy.</p>	<p>Every effort is made to ensure families are actively involved in decision-making and understand the actions taken; however, the complicated, emotional circumstances frequently addressed in family meetings or provision of service can result in misunderstandings or disagreements. Families are strongly encouraged to address concerns, large or small, directly with the agency or provider within 15 days of the occurrence. The family may also contact ACFCFC at any time for explanation or assistance addressing the matter. ACFCFC staff may help mediate the discussion or coach the family to address it directly. If it cannot be resolved in this manner it is referred to the SC Team for review at their monthly meeting. The family is invited to present their concerns directly or have them presented by ACFCFC staff. If this fails to resolve the situation, it is referred in writing to the presiding Juvenile Court Judge within 7 days, after which it is handled in accordance with standard Court procedure.</p>	<p>Name: <b>Hilary Strauss</b> Title: Council Coordinator</p> <p><b>Phone:</b> 440-224-3443 <b>Email:</b> hilary.strauss@jfs.ohio.gov</p>