

# FCFC Service Coordination Matrix

| <b>County</b> | <b>Who do I call</b> or email to ask about applying for Service Coordination?   | <b>What ages</b> of children can receive Service Coordination & <b>what needs</b> qualify them for it?  | <b>Who can refer</b> a child & how is a referral made?   | <b>How can a parent self-refer</b> 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> ?   | <b>What happens if I disagree</b> with a service coordination decision? <b>How long does it take</b> to get an answer when I disagree?                    | <b>Who do I call</b> or email to file a dispute or disagreement?  |
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| <b>Brown</b>  | <b>Deanna Vietze</b><br>Title: Child & Family Team Coordinator<br><br><b>Phone:</b><br>937-378-3504 ext. 12<br><b>Email:</b><br>dvietze@bhg.org | Children from the age of 0 through 21 with behavioral-health concerns &/or multi-system involvement who is also in need of service coordination | A family or agency may access service coordination through any F&CF Council Member or by directly contacting the child & family team coordinator | <b>A parent may contact any F&amp;CF Council Member or the child &amp; family team coordinator &amp; ask for a referral form &amp; can return it to them or the child &amp; family team coordinator</b> | At intake the family is encouraged to invite support people to serve as an advocate or mentor. The coordinator can provide contact information of family advocate | Parents shall be informed of their right to use the dispute resolution process & receive an answer within 30 calendar days from receipt of the complaint. | <b>Linda Ondre</b><br>Title: FCFC Coordinator<br><br><b>Phone:</b><br>937-378-6104<br><b>Email:</b><br><a href="mailto:Anorris3@frontier.com">Anorris3@frontier.com</a> |