

COLUMBIANA COUNTY FAMILY AND CHILDREN FIRST COUNCIL SERVICE COORDINATION MECHANISM 2010

Purpose of Columbiana County Service Coordination

The Columbiana County Family and Children First Council (FCFC) is committed to serving children and families and to meeting the mandates of Section 121.37 of the Ohio Revised Code. Service coordination is a collaborative, coordinated, cross-system team planning process implemented to address the needs of families with multiple and complex needs. The purpose of the Service Coordination process is to provide family-centered, individualized services and supports to multi-need children and youth and their families.

This document updates the county's Service Coordination Mechanism, which was developed in 2006. At that time, the Service Coordination Committee, with the approval of the FCFC, elected to implement the Ohio Hi Fidelity WrapAround model to ensure that families with multiple and complex needs will:

- have a central and active role in identifying their needs, concerns, and priorities
- be provided with individualized services that are strength-based and needs or challenges driven versus service driven
- be linked to formal and informal supports to address their needs and challenges
- receive services that are culturally sensitive and respectful
- receive services that strengthen the family and extended family, increase natural social supports and reduce reliance on formal systems as it becomes appropriate

The Columbiana County Service Coordination Plan was updated and approved in July 2010. Due to FY 12 funding decreases, programs which were provided by FCFC will be administered through the Columbiana County Department of Job and Family Services, including Family Support Team and Case Reviews. WrapAround will continue to be provided to families by FCFC, and Information/Referral Services will be added as part of our county Service Coordination Plan.

The Service Coordination committee includes: the Juvenile Court Judge, Director of Job and Family Services, Executive Director of the Mental Health and Recovery Services Board, Board of Developmental Disabilities Director, Health Commissioner, Parent Representative, Educational Services Center Superintendent, Help Me Grow Project Director, and FCFC Coordinator. These committee members were involved in the review and revision of the 2010 Service Coordination Mechanism.

WrapAround and Information/Referral services remain integral to the Service Coordination Plan for Columbiana County. Service Coordination provides an option for families when their service needs are not adequately addressed in traditional agency systems. The Service Coordination Mechanism seeks to supplement and enhance current community and natural supports by working in collaboration with providers and others in the community-who are already working for families. The Service Coordination process provides access to existing formal and informal services and supports while jointly planning new services, supports, and strategies to address unmet needs of the child and family.

Service Coordination Target Population

Any Columbiana County child or youth (birth through age 21) and family who are experiencing needs or challenges which put the youth at risk for or in need of multi-system involvement or out-of-home placement can be referred to Service Coordination. Children served may or may not be dependent, abused, neglected, or unruly. Families whose service needs are not being adequately met through other systems may request assistance from FCFC. Families will be assisted in identifying 'gaps' in current service involvement and given information about FCFC Service Coordination options. These

and other community and informal support options are always considered with the idea of finding the best 'fit' for child and family needs in the least restrictive environment which will meet the child's needs.

Service Coordination Referral Process and Confidentiality Procedures

Any family who has concerns about their child and any service provider, educator, Juvenile Court representative or concerned individual can make a referral to Service Coordination. The Service Coordination levels of intervention are described on the Columbiana County Service Coordination Continuum of Care (Addendum G). Families who are referred to Service Coordination and decide not to participate are given information, referrals to other community resources, and brief interventions if desired by the family. If a family chooses to participate in FCFC Service Coordination, their level of need and interest guide the selection of the intervention. Information about what Service Coordination can offer, as well as other community options and supports are discussed with families before a service is initiated. The least intrusive response available to meet the child/family's needs is given priority in all cases. Families are encouraged to invite support persons to participate with them in any and all parts of the Service Coordination process.

Referring parties complete an FCFC Referral form (Addendum A-A3), and the referring party or the FCFC Service Coordinator will have the family sign a Release of Information consent form (Addendum B-B2) to protect the confidentiality of all personal family information disclosed during the referral process, during Service Coordination meetings, and information and contained in the Service Coordination plan. All Service Coordination meetings include a sign in sheet which explains the confidentiality

expectations of information disclosed during team meetings and is signed by everyone participating in the meeting (Addendum C).

The referral and consent forms can be mailed, faxed or delivered to the FCFC office at: 27 Vista Drive, PO Box 315, Lisbon, OH 44432, or faxed to: (330) 424-8033. Families seeking Service Coordination or service providers who wish to refer a family may contact the FCFC office by calling (330) 424-0195 for assistance in completing the referral documents.

When a referral is received, the information is reviewed and additional information gathered from the family or referral agent as needed. The FCFC Coordinator receives referrals and a Service Coordinator is assigned based upon the best 'fit' to address the family's needs, and interested families can quickly begin working with WrapAround, an in-depth intervention which provides support to families with multi-need children through team meetings with professionals and informal supports; plan development; crisis and/or safety stabilization plan (Addendum F) to ensure the safety of the child, family, and/or community; goal selection; resource identification; frequent reviews of progress toward goals; and follow-up. The Service Coordinator notifies the referring party regarding the disposition of the referral, and provides monthly status updates (Addendum G4-G5).

Timeline goals for Service Coordination referral process are as follows:

- Timelines begin at the date the child is referred to FCFC. The date of referral is defined as the date the FCFC referral form or is submitted or completed. The response to, and outcome from the referral are documented in the child's record
- The referral source is contacted within five days after the referral is received
- Engagement with the family begins within 10 days of referral

Ongoing Service Coordination: Discovery, Meetings, Family Plans, Transition

WrapAround utilizes the Discovery process recommended by the Ohio Hi Fidelity WrapAround project, which includes one or two meetings with the referred child and family to explore the family strengths, needs and culture. The format for the Discovery process is included in Addendum D of this document. Information for the Discovery may also be obtained from the referring agent, other professionals, and school, court or law enforcement personnel.

All parents who participate in FCFC Service Coordination are informed about the availability of a Parent Advocate to assist with the process of requesting and accessing services that relate to family needs and identifying available resources. The family, family support persons, staff from involved agencies, Juvenile Court, and the child's school district are invited to participate in WrapAround meetings. Invitations to all Service Coordination meetings are issued either by phone or by mail, depending on the timeline of the upcoming meeting. Families can initiate meetings and invite a family advocate, mentor, or support person of their choosing to participate in any Service Coordination meeting. Family needs and limitations are considered when selecting the time and location of meetings.

The format for the family's Service Coordination Plan is included in Addendum E-E2. The family has a voice in who is responsible for planning and facilitating Service Coordination meetings, recording the plan, responsibility for assignments to be completed, and tracking progress toward goals. During consecutive meetings, this plan is reviewed and updated on a regular basis. The plan is designed to meet principles of WrapAround recommended by the Ohio WrapAround project and the National WrapAround Initiative (Addendum G3). Efforts to coordinate multiple plans and

eliminate conflicting expectations of the family are discussed and addressed whenever possible. WrapAround plans are provided to the family, the service providers who work with the family after each meeting, and a copy is placed in the FCFC case file.

Additional meetings are held as needed.

Emphasis is placed on developing an effective plan for families with a child who is alleged to be an unruly child, in order to divert the child from the Juvenile Court system. Some of these youth are involved in the Diversion Program at Juvenile Court. FCFC Service Coordination can provide another level of support for families who are struggling to create a healthy home environment with rules that are consistently and fairly enforced. Early identification and intervention are critical factors in preventing a child from becoming further involved in the Juvenile Court system. Mental health assessments are completed by local service providers as requested by the family or Juvenile Court. The family may be referred to respite, parenting classes, WrapAround, counseling or other community supports. An alternative school program is available when determined to be the best course of action by the child's local school district.

The approach of FCFC Service Coordination includes providing needed support, especially during crisis situations, with the assumption that families can and do improve with support and increased knowledge, and will eventually need less agency support over time.

Timeline goals for Service Coordination ongoing process are as follows:

- For WrapAround: the Strengths, Culture and Challenges Discovery process, first WrapAround meeting and the initial WrapAround Plan are completed within 30 days, pending availability of family members. Written documentation of the WrapAround services will be provided to the family, and placed into the child's record by the assigned Service Coordinator
- The WrapAround Plan identifies additional individual timelines for the completion of interventions and goals which are unique to each family

- During WrapAround Plan Implementation follow-up meeting dates are scheduled with the family and WrapAround team based upon the individual needs of the family. The initial WrapAround plan is implemented, progress and successes towards meeting child/family needs and achieving goals are continually reviewed, changes are made to the plan as needed, and the plan is implemented. Activities in this phase are repeated until the team's mission is achieved. A crisis stabilization/safety plan is reviewed or updated if deemed necessary for the safety of the child, family, and/or community
- Families may initiate additional meetings and invite support persons at any time
- WrapAround Transition is the final phase of WrapAround (Addendum E3-E4), which begins when sufficient supports are in place and the priority goals have been achieved. During this phase plans are made for a purposeful transition out of formal Wrap-Around to a mix of formal and/or natural supports in the community, a crisis/ safety plan is updated. Wrap-Around Transition includes follow up with the family and may include follow up with team members after formal team meetings have concluded. Families complete a survey to provide feedback on participation in WrapAround (Addendum G7-G8).

Within 14 days of program closure, the FCFC Service Coordinators complete final documentation of services, and the inactive case files are forwarded to the FCFC office.

Out of Home Placements

Children at risk of out of home placement are referred for a Case Review (provided through Columbiana County Dept. of Jobs and family Services), and a plan is developed by the family and their Case Review Team for the least restrictive alternative. The family of a child who receives FCFC Service Coordination and is subsequently placed out of home due to an emergency will have a meeting within 10 days of the placement. For youth returning home from out-of-home placement, a plan is developed to address re-entry supports and safety of the child, family members and the community prior to the child's return. Home Choice will be made available to the family if desired and the eligibility criteria are met.

Members of the FCFC who share in the cost of placement services for children include: Columbiana County Mental Health and Recovery Services Board, Dept. of Job

and Family Services/Children Services, Board of Developmental Disabilities, and Juvenile Court. Parents are also asked to pay a portion of the child's placement expenses if possible. The Case Review process explores all reasonable and appropriate alternatives to out-of-home placement for the child and family situation, and focuses on options that provide needed services in the least restrictive environment. The Case Review Team (which includes the family) provides recommendations to Juvenile Court, where final decisions regarding the child's case is determined.

The procedure for monitoring the progress and tracking the outcomes of children who receive a Service Coordination plan and enter an out-of-home placement is as follows: The WrapAround Team, community partners or parents refer the child for a Case Review at the time of impending placement. Follow-up is done in collaboration with the system placing the child to assure continued progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment, and education.

Out-of-home placement information for children receiving Service Coordination is reported to the county FCFC on a monthly basis. Data and information collected through the monitoring and tracking system includes date of placement, facility, and anticipated release date. Children and youth who have received FCFC Service Coordination and are returned home to families/caretakers in the county are referred for a Case Review to ensure that needed services and supports will be in place for those families and children.

Public Awareness and Targeted Marketing

Families and service providers are educated about FCFC Service Coordination through community outreach to schools, agencies, public events and newspapers articles. Brochures, talks to community groups, and cross-system training are utilized on a regular basis to inform the community about the FCFC Service Coordination services available to youth and families. FCFC meetings are held monthly and offer a valuable forum for disseminating information about Service Coordination. Meeting dates are published in the local newspapers and are open to the general public. Three Parent Representatives participate in FCFC meetings and help inform families in the community about Service Coordination initiatives which are available. Materials used for informing the public about Service Coordination are included in Addendum H-H7.

Quality Assurance of the County Service Coordination Plan

The Service Coordination Plan will be reviewed annually by the FCFC Service Coordination Committee, and updated at the request of the Ohio Family and Children First Council, or when significant change occurs in the provision of Service Coordination to youth and families.

Outcome Monitoring and Tracking

The WrapAround Service Coordinators are responsible for documenting all services provided within 10 days, and submitting to the FCFC Coordinator a Service Coordination Tracking Form (Addendum I) on a bi-monthly basis. The FCFC Coordinator reviews all Service Coordination invoices and approves them for payment and for invoicing the funding agent.

Service Coordinators participate in case monitoring with the FCFC Coordinator in a group coaching meeting once a month. Activity/outcome reports for all levels of

Service Coordination are provided to the FCFC on a monthly basis. Families who continue to receive services for 180 days or more will be subject to a case review by the WrapAround Service Coordinators and FCFC Coordinator. WrapAround outcomes are evaluated on a semi-annual basis to ensure that program goals are met. Program data reports are completed for FCSS twice annually, and financial reports are provided as requested. Upon request, Service Coordination data will be submitted to the state for the purpose of evaluation.

Funding / Fiscal Issues

The expenditure of Family Centered Services and Support (FCSS) funds (Addendum I-2) are requested and approved as follows:

- A child must be enrolled in an FCFC Service Coordination initiative (i.e.: WrapAround or Information/Referral services)
- The family's Service Coordination team meets and identifies a service that is consistent with the child's needs and meets the eligibility requirements for expending FCSS funds
- The need is recorded in the child/family Service Coordination Plan which is updated each time the team meets
- The FCFC Service Coordinator completes the FCSS request form providing relevant information regarding the request and turns it in to the FCFC office
- The FCFC Coordinator reviews the request and approves the use of FCSS funds
- The FCFC Coordinator processes FCSS payment and documents it in the FCFC expenditure report which is reviewed and approved by the FCF Mandated Member Council during the next scheduled (monthly) meeting
- Data regarding children served with FCSS funds is tracked and recorded on a monthly basis for reporting purposes

In addition to FCSS funds, funds provided by the Columbiana County Mental Health and Recovery Services Board will be utilized for the provision of Service Coordination. The FCFC Service Providers record the date, time and service provided to eligible children on the FCFC Service Coordination Tracking Form and submit it, along with an invoice to the FCFC office on a bi-monthly basis. The FCFC Coordinator reviews and

approves each invoice, and assigns specific portions of the invoiced time to one of the funding streams. The FCFC Coordinator processes the itemized invoices for payment to the Service Coordinators (contractors), and prepares invoices as required by funding agencies. FCSS revenues and expenses are maintained in separate FCFC fiscal accounts. A comprehensive fiscal report is given to the FCF Council members monthly for their review and approval (requires a vote).

Dispute Resolution Process for Families Receiving Service Coordination

FCFC Service Coordination serves to utilize the recommendation of all parties, including that of the parent or guardian to promote the well being of children and their families. Every attempt is made to resolve any conflict regarding any aspect of the family Service Coordination Plan by any participant (including parents) in the Service Coordination process with the participating members of the family's Service Coordination Team. If this family-specific team cannot resolve the dispute, the FCFC dispute resolution process can be initiated. Each family will be notified of their right to utilize the dispute resolution process and provided information regarding the process at the first Service Coordination meeting (Addendum F). Parents who choose to utilize a Parent Advocate or informal support person are encouraged to include those representatives in the process.

The dispute resolution process shall be used to: 1) resolve disputes among the agencies represented on the county council concerning the provision of services to children whose parents or custodians are voluntarily seeking FCFC Service Coordination; 2) resolve disputes between a child's parents or custodians and the Columbiana County FCFC regarding Service Coordination; and 3) resolve disputes a

family may have with an agency. This 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. Each agency represented on a county FCFC that is providing services or funding for services that are the subject of the dispute initiated by a parent shall continue to provide those services and the funding for those services during the dispute process. These rights shall not be interpreted as overriding or affecting decisions of Juvenile Court regarding an out-of-home placement, long-term placement, or emergency out-of-home placement.

Disputes Between Agencies

When disagreements arise between agencies as to the services or funding of services a child and/or family is to receive, any agency represented on the council may initiate the local dispute resolution process established in the county Service Coordination Plan applicable to the council. If a dispute is initiated between agencies, the following timeline will be utilized:

1) Within seven calendar days of the disagreement/dispute the disputing agency must submit a written request to the FCFC Coordinator communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with this request to:

ATTN: FCFC Coordinator
Columbiana County Family and Children First Council
27 Vista Drive, PO Box 315, Lisbon, OH 44432

2) Upon receipt of the agency request to utilize dispute resolution, a meeting between the FCFC Executive Committee and the disputing agency will be convened within 15 calendar days. This meeting will be scheduled at a mutually convenient time for the

majority members of the disputing agency and the FCFC Executive Committee members. The disputing agency will prepare a presentation for the FCFC Executive Committee regarding the nature of the dispute, the specific issues that are requested to be resolved, and a proposed solution. This presentation can be made by the director or an approved representative of that agency. Each FCFC Executive Committee member must vote on the proposed solution. A majority vote will determine resolution of the dispute. The FCFC Coordinator will act as facilitator in the process, but will not have a deciding vote. The FCFC Executive Committee will be responsible for preparing the responses to the disputing agency and the FCFC Coordinator will issue a written response in regards to the decision to that agency within seven calendar days.

3) If the disputing agency disagrees with the decision of the FCFC Executive Committee, the disputing agency has the right to request that the dispute be reviewed by the final arbitrator, the Juvenile Court Judge. The disputing agency must submit in writing a request to move to the final stage of the dispute resolution process within five calendar days of receiving the FCFC Executive Committee decision. Upon receipt of this request, the FCFC Coordinator will submit within seven calendar days all documentation regarding the dispute, including, but not limited to: the request for dispute resolution and supporting documentation, responses made by the FCFC Executive Committee, information pertaining to the service in question, and other relevant information to the Juvenile Court Judge, who will preside over the dispute process. The court shall hold a hearing as soon as possible, but no later than 60 calendar days after the motion or complaint is filed. At least seven calendar days before the date on which the court hearing is to be held, the court shall send each

agency subject to the determination a written notice by first class mail of the date, time, place, and purpose of the court hearing. This decision will direct one or more agencies represented on the FCFC to provide services or funding for services to the child. The determination shall include a plan of care governing the manner in which the services or funding are to provided. The Juvenile Court Judge shall utilize the family Service Coordination Plan developed as part of the Service Coordination Mechanism and evidence presented during the local dispute resolution process in making the determination. The Juvenile Court Judge 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. While the local dispute resolution process or court proceedings are pending, each agency shall provide services and funding with no interruption until a final decision is rendered. 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.

Non-Emergent Disputes Between Parent/Guardian and FCFC

A non-emergent dispute will be defined as a dispute that does not require an immediate response due to the safety or well-being of the children. If a non-emergent dispute is initiated by a parent or guardian, the following timeline will be utilized:

- 1) Within seven calendar days of the disagreement/dispute the family will submit a request for a dispute resolution to the FCF Program Coordinator, communicating the

desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with the request to:

ATTN: FCFC Coordinator
Columbiana County Family and Children First Council
27 Vista Drive, PO Box 315, Lisbon, OH 44432

2) Upon receipt of the family request to utilize dispute resolution, a meeting with FCFC Executive Committee will be convened within 15 calendar days. This meeting will be scheduled at a mutually convenient time for the majority members of the family and the FCFC Executive Committee. The family or representative selected by the family will prepare a presentation for the FCFC Executive Committee regarding the nature of the dispute and the specific issues that are requested to be resolved.

3) At the meeting with the FCFC Executive Committee, the family will present information regarding the nature of the dispute and identify specific issues that are requested to be resolved. A Service Coordination Dispute Referral Form will be completed by the family, with assistance from the FCFC Service Coordinator or Parent Advocate to provide historical and current information relevant to the dispute and to specifically identify the issues sought to be resolved. The FCFC Executive Committee will meet in closed session after the family's presentation to draft written responses to the family regarding the issues identified in the dispute.

4) The FCFC Executive Committee will meet within seven calendar days of meeting with the family, to review the response drafted to the family. A letter will be sent to the family by mail within five calendar days addressing the identified dispute issues. The FCFC Coordinator will be a neutral facilitator in this meeting and will be responsible for completing the written response to the family.

5) When the provision of services cannot be resolved through the designated dispute resolution process, the final arbitrator will be the Juvenile Court Judge. The family must submit in writing within five calendar days of receipt of the response a request to have the dispute decided by the final arbitrator. Upon receipt of this request, the FCFC Coordinator will submit within seven calendar days all documentation regarding the dispute, including, but not limited to the request for dispute resolution and supporting documentation, information provided by the family's Service Coordination team, responses made by the FCFC Executive Committee and other relevant information to the Juvenile Court Judge. The Judge will issue a written decision based upon the dispute within 14 calendar days. The entire process shall be completed in no more than 60 calendar days.

Emergent Disputes Between Parent/Guardian and FCFC

An emergent dispute will be defined as a dispute that requires an immediate response due to the safety or well-being of the children. In these instances, the immediate decision is made collaboratively with the parents or guardians and any accessible staff available. FCFC will work to address the emergency in as timely and effective means possible. If an emergent dispute is initiated by a parent or guardian, the following timeline will be utilized:

1) Within five calendar days of the disagreement/dispute the family will submit a Dispute Resolution Request form to the FCFC Coordinator communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with this request. This request should be submitted to:

ATTN: FCFC Coordinator
Columbiana County Family and Children First

27 Vista Drive, PO Box 315, Lisbon, OH 44432

- 2) Upon receipt of the family request to utilize dispute resolution, a meeting with the FCFC Executive Committee will be convened within seven calendar days. This meeting will be scheduled at a mutually convenient time for the majority members of the family and the FCFC Executive Committee. The family will prepare a presentation with assistance as needed from the FCFC Service Coordinator or Parent Advocate, for the FCFC Executive Committee regarding the nature of the dispute and the specific issues that are requested to be resolved.
- 3) At the meeting with FCFC Executive Committee, the family will present information with assistance as needed from the FCFC Service Coordinator or Parent Advocate, regarding the nature of the dispute and specific issues that are requested to be resolved. The FCFC Executive Committee will meet in closed session after the family's presentation to draft a written response regarding the issues identified in the dispute.
- 4) The FCFC Executive Committee will review the response prepared to address the dispute within five calendar days of meeting with the family. The FCFC Coordinator will be used as a neutral facilitator in this meeting and will be responsible for mailing a letter with the response and disposition to the family following the meeting.
- 5) When the provision of services cannot be resolved through the designated dispute resolution process, the final arbitrator will be the Juvenile Court Judge. The family must submit in writing within five calendar days of receipt of the response a request to have the dispute to be decided upon by the final arbitrator. Upon receipt of this request, the FCFC Coordinator will submit within three calendar days all documentation regarding the dispute, including, but not limited to the request for dispute resolution and

supporting documentation, the FCFC Executive Committee response, the Service Coordination case information, and other relevant information to the presiding Juvenile Court Judge. The judge will issue a written decision based upon the dispute within 10 calendar days. The entire process shall be completed in no more than 30 days.

Please note, that when requested, the Ohio Family and Children First (OFCF) Cabinet Council will provide an administrative review of unresolved local disputes regarding conflicts among parents, agencies, and/or councils pertaining to the county council Service Coordination process or decisions made during the individual family Service Coordination process. The dispute must be concerning a decision made, or a process proposed or implemented during provision of Service Coordination to a family or child who is formally involved in the county FCFC Service Coordination. This includes a disagreement regarding the denial of acceptance of a family into the county Service Coordination process. Agencies, providers, or parent/legal guardians who have participated on a family Service Coordination plan team may request a dispute resolution review by the OFCF. The OFCF will review such requests and make recommendations to the county FCFC for its review and approval. With county approval, the OFCF will respond, in writing to the requests for dispute resolution review within 30 days of the receipt of the request by the State Service Coordination Committee. The following requirements must be met BEFORE the county dispute case can be reviewed:

1. The involved family must sign a release to have its information shared with the OFCF Service Coordination Committee and the Cabinet Council.

2. The family must have been referred to and accepted into some level of the FCFC Service Coordination process.

Two exceptions to this requirement are:

a) When a family was referred to the county FCFC Service Coordination, either by itself or by another party, and was not accepted into the county Service Coordination. In this circumstance, an administrative review will be granted, if the fact of not being accepted into Service Coordination is the matter being disputed.

b) If the dispute is regarding service being provided through Help Me Grow for a Part C eligible child.

3. The county FCFC must verify that the local dispute resolution process has been completed without satisfactory resolution as determined by the concerned parties.

4. The county FCFC must request the OFCF review and submit requested documents pertaining to the dispute.

5. The county Juvenile Court judge will be the county's final arbiter of the county Service Coordination disputes. The OFCF Cabinet Council will not review cases for which the complainants have sought a Juvenile Court ruling. The OFCF Cabinet Council administrative review must be requested and completed PRIOR to seeking resolution through the county Juvenile Court as final arbiter of the dispute.

Dispute Resolution Process for Help Me Grow

The procedure followed for Help Me Grow Dispute Resolution is included in Addendum J.



Family & Children First Council Referral Form

PLEASE PRINT

Date of Referral: _____

PARENT/CARETAKER INFORMATION

Family Name: _____

Street Address: _____
(No PO Box Numbers)

City, State, Zip: _____

Contact Number: _____ Alternate Contact Number: _____

FAMILY INFORMATION: (please provide the data you have available)

Referred Child(ren)

Referred Child(ren)'s Name	Birth Date	School attending Grade level	Race	Gender

Adults living in the home and relationships to the child(ren)

Name	Relationship to Child

Other children living in the home

Child's Name	Age

Family & Children First Council Referral Form – page 2

Reason for Referral: (check all that apply)

Child Facing Out of Home Placement	Child Exhibiting Behavior Issues at School	Child Exhibiting Behavior Issues at Home	Family Crisis/ Conflict	Legal Charges Pending/Filed on the Child

Is the child/family situation _____ **Chronic** or _____ **a Crisis?** (Mark both if applicable)

Is the family aware that a referral has been made for FCFC Services? _____

Current System Involvement: (check all that apply to referred children)

Juvenile Court	Special Education	Board of DD
Job & Family Services	Alternative School	Head Start
Children's Services	Medicaid Benefits	Help Me Grow
Mental Health Services	Social Security Benefits	Truancy Mediation
Intensive home-based services (describe)	Substance Abuse Program	Other (Describe)

YOUR INFORMATION:

Your Name: _____

Name of Organization (if Applicable): _____

Contact Number: _____ Alternate Contact Number: _____

Is a Release of Information form included? _____ Yes _____ No

FAX REFERRAL FORM TO FCFC AT (330) 424-8033
Questions? Call (330) 424-0195

Office Use Only:

Date Referral Received: _____

Referred to and Date: _____ **FSTM** _____ **WA** _____ **CR**

**FAMILY AND CHILDREN FIRST COUNCIL OF COLUMBIANA COUNTY
CONSENT FOR RELEASE OF INFORMATION**

Individual's Full Name

Date of Birth

Social Security Number

Individual Case Number

The following agency(s) have my permission to exchange/give/receive/share/re-disclose information regarding service delivery planning for the purpose of securing, coordinating, and/or providing services for the above named person (**please identify all agencies that apply**):

- BAIR Foundation
- Children's Residential Services
- Columbiana County Board of Commissioners
- Columbiana County Board of Development Disabilities
- Columbiana County Dept of Jobs & Family Services
- Columbiana County Early Childhood Committee
- Columbiana County Health Department
- Columbiana County Juvenile Court
- Columbiana County Counseling Center
- Columbiana County Mental Health & Recovery Services Board

- East Liverpool City Schools
- City of East Liverpool
- Educational Services Center
- Family Recovery Center
- HELP Hotline Crisis Center, Inc.
- Mahoning & Columbiana Training Association
- Ohio Dept of Health Bureau for Children with Medical Handicaps
- Ohio Dept of Youth Services
- Parents/Family Advocates
- Planned Parenthood of Mahoning Valley, Inc.

Home School District or District Now Attending: _____

Others: _____

I authorize sharing of the following information if needed by the receiving agency to secure, coordinate, and provide services to the individual: **(Circle yes or no and initial)**

Circle One Initial

Yes No **Identifying Information:** Name, birth date, sex, race, address and telephone numbers.

Yes No **Social Security Number**

Yes No **Case Information:** The above identifying information, plus medical (except for HIV, AIDS, and drug & alcohol treatment records) and social history, treatment/service history, psychological evaluations, Individualized Education Plans (IEPs), Individual Family Service Plans, transition plans, vocational assessments, grades and attendance and other personal information regarding me or the individual named above (disability, type of services being received and name of agency providing services to me or the individual named above). Information regarding the following shall not be released unless initialed below:

Yes No **HIV and AIDS** related diagnosis and treatment.

Yes No **Substance abuse** diagnosis and treatment.

Yes No **Financial Information:** Public assistance eligibility and payment information provided for establishing eligibility including, but not limited to, pay stubs, W2s and tax returns and other financial information.

I understand that the Consent for Release of Information expires 180 days from the date it is signed unless otherwise indicated herein by the consumer. I also understand that I may cancel this Consent for Release of Information at any time by stating so in writing with the date and my signature and delivering it to _____. The revocation does not include any information which has been shared between the time I gave permission to share information and the time that it was canceled.

I understand that my signing or refusing to sign this consent will not affect public benefits or services that I am eligible for. This consent expires on the _____ day of _____, 200__.

Signature of Person

Date

Signature of Parent/Guardian

Date

Witness/Agency Representative

Date

Violation of Federal law and regulations by a program is a crime. Suspected violations may be reported to the United States Attorney in the district where the violation occurs.

TO ALL AGENCIES RECEIVING INFORMATION DISCLOSED AS A RESULT OF THIS SIGNED CONSENT:

1. If the records include information of any diagnosis or treatment of drug or alcohol abuse, the following statement applies:
Information disclosed pursuant to this consent has been disclosed to you from records whose confidentiality is protected by Federal law.
Federal regulations (42 CFR Part 2) prohibit you from making any further disclosure of it without the specific written consent of the person to whom it pertains, or as otherwise permitted by such regulations. A general authorization for the release of medical or other information is NOT sufficient for this purpose.
2. If the records released include information of an HIV-related diagnosis or test results, the following statement applies:
This information has been disclosed to you from confidential records protected from disclosure by state law. You shall make no further disclosure of this information without specific, written, and informed release of the individual to whom it pertains, or as otherwise permitted by state law. A general authorization for the release of medical or other information is NOT sufficient for the purpose of the release of HIV test results or diagnoses.
3. The information has been disclosed to you from records protected by federal and/or state confidentiality rules. Any further release of it is prohibited unless the further disclosure is expressly permitted by the person to whom it pertains, DYS in the case of youth records, or applicable federal and/or state law.

Sign In Sheet

Family Team Meeting for: _____

Facilitator: _____

Date: _____

By signing below I am acknowledging that:

- * I understand and agree that in the performance of any duties as a designated representative for my agency to this Family Team meeting I must hold in strictest confidence any observations I may make or hear regarding clients, client families, staff or volunteers.
- * I understand that I may not use any information (including but not limited to verbal, written or electronic formats) of a personal or private nature in casual conversation or in other ways that might identify, cause harm or detract from the reputation of another person.
- * I understand that I may not use or disclose an individual's protected health information for any purpose without the properly documented written consent or authorization of the client or his/her authorized representative.
- * I understand that I must preserve the integrity and the confidentiality of individually identifiable health information (IIHI) pertaining to each client. This IIHI is protected health information (PHI) and shall be safeguarded to the highest degree possible in compliance with the requirements of the security rules and standards established under the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Name	Address	Role in the family
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		

Strength, Needs and Culture Discovery

(Date)

(Child's Name)

(Child's date of birth)

Long Range Vision:

Family Summary:

Safety:

Health (Physical and Mental):

Education and Development:

Social/Fun:

A Place to Live:

Legal Issues:

Culture:

Behaviors & Emotions:

Transportation:

Work and Finances:

Medical Coverage:

Spiritual:

Strengths:

Needs:

WrapAround Team Members and Contact Information:

Discovery respectfully submitted by WrapAround Service Coordinator

(Your Name)

Wraparound Meeting (Date)
(Child name and dob)

PARTICIPANTS

GROUND RULES

MISSION STATEMENT

STRENGTH

NEEDS

UPDATES, SUCCESSES AND CELEBRATIONS

MEASURABLE GOALS *(Related to the Mission Statement)*

OPTIONS TO MEASURABLE GOALS

WRAP PLAN

Task	By whom	By When	Funding	Date Completed

Next meeting: *(Date and time)*

Respectfully Submitted,
WrapAround Service Provider

Columbiana County WrapAround Transition Plan

Name: _____ Date: _____

Anticipated Graduation Date: _____

Family's Priority/Long Range Vision/Outcome:

-This is the family mission statement at the time of transition

Identify the Resources and Skills are currently in Place:

- What are the strengths and skills of child and family?*
- What strengths does the family have to meet the needs of the family?*
- What strengths have been identified during the WrapAround process?*
- What services/supports will be in place when the WrapAround process terminates?*

Identify the Resources and Skills Needed to Achieve the Long Range Vision

- What does the family need to do?*
 - ❖ Joe needs to stay in counseling to address his anger issues
 - ❖ Mom needs to make sure she keeps her JFS Review appointments so she doesn't lose the family's food stamps

Identify the Potential Crisis that Could Occur After WrapAround Graduation

- What type of issues could present after WrapAround closes the case and other support systems leave the home?*
 - ❖ Mom does not keep her JFS review appointment
 - ❖ Joe loses his temper with Mom

Identify What Will Happen When the Crisis Occurs

- Describe the Crisis that may occur*
- What may happen?*
 - ❖ There is no food in the home
 - ❖ Joe hits mom

Identify How the Family will Handle the Crisis

-Who, What, When, Where, How

- ❖ If there is no food in the house, mom will contact the pastor of her church who has agreed to cash assistance, pick up the money and shop for groceries
- ❖ If there is no food in the house, mom will contact local food banks
- ❖ If Joe hits Mom, she will call the local police and charge Joe with a violation of his probation
- ❖ If Joe's behavior gets bad Mom will call Joe's Mental Health Therapist or Help Hotline for assistance
- ❖ If Mom gets stressed out and can't handle Joe, Joe will go to respite for the night

What/Who Needs to be Included in a Crisis Plan so the Family will be Able to Handle A Crisis that may Occur after WrapAround services end?

-Who in the natural or professional communities can help the family re-stabilize?

- ❖ Local food banks
- ❖ The church Pastor
- ❖ Joe's Probation Officer
- ❖ Joe's Mental Health Therapist
- ❖ Joe's respite provider

-What tools could the family use if a crisis would occur?

- ❖ A list of local food banks with locations, distribution information and telephone numbers
- ❖ Mom can set up speed dial to Joes' Probation Offices, his MH Therapist and respite provider

How can the family use what they've learned from the WrapAround Process?

-Who in the natural or professional communities can help the family after the WrapAround process has ended?

- ❖ Local food banks
- ❖ Members of the family's church

- ❖ (Indicates examples of information required)

Columbiana County WrapAround Crisis Plan

Name: _____ Date: _____

Identify the Potential Crisis that Could Occur
-What type of issues could present in this family?

Identify What Will Happen When the Crisis Occurs
-Describe the Crisis that may occur
-What may happen?

Identify How the Family will Handle the Crisis
-Who, What, When, Where, How

What/Who Needs to be Included in a Crisis Plan so the Family will be Able to Handle A Crisis that may Occur after WrapAround services end?
-Who in the natural or professional communities can help the family re-stabilize?

What tools could the family use if a crisis would occur?

Who is responsible for making/getting these tools and by when?

Parent/Guardian: _____ Date: _____

Parent/Guardian: _____ Date: _____

COLUMBIANA COUNTY SERVICE COORDINATION (SC) CONTINUUM OF CARE

REFERRAL

(parent, guardian or service provider makes SC referral; initial forms completed)

|

FCFC COORDINATOR

Referral reviewed and forwarded to:

|

WRAPAROUND CONTRACTOR

|

|

Low risk/low interest

|

|

|

FCFC Coordinator or Contractor contacts family to provide information and referral or consultation meeting

Possible outcomes:

- 1) community referrals, brief interventions
- 2) Service Coordination is good fit and family accepts referral to WA
- 3) family declines services (referral source is notified)

Medium risk

|

|

|

Assigned to WrapAround (WA)

Possible outcomes:

- 1) community referrals, brief interventions
- 2) Family engages in WA (plan developed, implemented, reviewed)
- 3) family doesn't participate (referral source is notified)

High Risk

placement pending/returning home

|

|

Referred to Home Choice or other community service (Case Review) as needed

Possible outcomes:

- 1) family participates, plan developed to avoid out-of-home placement or for child's return
- 2) family doesn't participate (referral source is notified)
- 3) Out-of-home placement, follow-up-plan

WELCOME . . . to Family and Children First Service Coordination

WRAPAROUND has been identified nationally as a valuable process to improve the lives of youth and families with complex needs. A plan is developed for the family by the family and a team consisting of natural and informal supports, and service professionals. WrapAround is child and family-focused; addresses safety issues related to the child, family, and community; considers the family's unique culture; is strength based; builds partnerships between parents and professionals; recognizes the value of parent advocacy; identifies useful community supports; builds social networks and informal supports.

FAMILY SUPPORT TEAM MEETING (FSTM) is available to any Columbiana County youth and family experiencing a crisis or need for information, resources and/or support. Families who have concerns about their child, their ability to continue to meet their child's needs, or may be facing Juvenile Court charges may consider an FSTM. The purpose of the meeting is to bring the family together with all current service providers and anyone who may potentially become involved, to have an honest conversation about the child's needs at home, at school and in the community, and to provide recommendations that meet the needs of the youth and family in the least restrictive setting. FSTM is a short-term process consisting of one or two meetings in which a strength-based family plan is developed and follow-up is provided.

CASE REVIEWS are available to families when a child is considered for an out of home placement and a plan is needed to help the child remain at home, an out of home placement occurred and a plan is needed to support the child's return home, or desired progress toward the family service plan is not being achieved and additional information is needed.

PARENT ADVOCACY helps parents become active and educated partners with the systems that serve their children and families. Parent Advocacy can help to empower, educate, encourage and equip families to partner with community professionals and improve access to needed services. Parent Advocates can attend meetings with families, such as school meetings, court hearings, WrapAround, FSTM or Case Review meetings.

RESPIRE SERVICES provide needed support for families to rest, recuperate and re-group when stress is high and the possibility of out-of-home placement exists. Parents also receive parenting information and community referrals based on their child's age and special needs.

DISPUTE RESOLUTION PROCESS is available to any family who is dissatisfied with the quality of FCFC Service Coordination they are receiving. Call Karen Arbogast, FCFC Coordinator at (330) 424-0195 for information, or send your request to: FCFC, PO Box 315, Lisbon, OH 44432.

YOUR FCFC Service Coordinator is _____

Contact information: _____

Columbiana County Family and Children First Council (FCFC) ~ Karen Arbogast, LISW-S, Coordinator
27 Vista Drive, PO Box 315, Lisbon, OH 44432 ~ (330) 424-0195 ~ fax: (330) 424-8033

10 Principles of the Wraparound Process

1. **Family voice and choice.** Family and youth/child perspectives are intentionally elicited and prioritized during all phases of the wraparound process. Planning is grounded in family members' perspectives, and the team strives to provide options and choices such that the plan reflects family values and preferences.
2. **Team based.** The wraparound team consists of individuals agreed upon by the family and committed to them through informal, formal, and community support and service relationships.
3. **Natural supports.** The team actively seeks out and encourages the full participation of team members drawn from family members' networks of interpersonal and community relationships. The wraparound plan reflects activities and interventions that draw on sources of natural support.
4. **Collaboration.** Team members work cooperatively and share responsibility for developing, implementing, monitoring, and evaluating a single wraparound plan. The plan reflects a blending of team members' perspectives, mandates, and resources. The plan guides and coordinates each team member's work towards meeting the team's goals.
5. **Community-based.** The wraparound team implements service and support strategies that take place in the most inclusive, most responsive, most accessible, and least restrictive settings possible; and that safely promote child and family integration into home and community life.
6. **Culturally competent.** The wraparound process demonstrates respect for and builds on the values, preferences, beliefs, culture, and identity of the child/youth and family, and their community.
7. **Individualized.** To achieve the goals laid out in the wraparound plan, the team develops and implements a customized set of strategies, supports, and services.
8. **Strengths based.** The wraparound process and the wraparound plan identify, build on, and enhance the capabilities, knowledge, skills, and assets of the child and family, their community, and other team members.
9. **Persistence.** Despite challenges, the team persists in working toward the goals included in the wraparound plan until the team reaches agreement that a formal wraparound process is no longer required.
10. **Outcome based.** The team ties the goals and strategies of the wraparound plan to observable or measurable indicators of success, monitors progress in terms of these indicators, and revises the plan accordingly.

REFERRAL STATUS LETTER



**FAMILY AND CHILDREN FIRST COUNCIL
OF COLUMBIANA COUNTY**

PO BOX 315, LISBON, OH 44432
PHONE: 330-424-0195 FAX: 330-424-8033



Date _____

Name
Agency
Address

Dear _____,

You recently referred _____ to the Columbiana County
Wraparound Process. The current status of the referral is:

_____ Phone contact made on _____ date _____.

_____ Initial Wraparound meeting scheduled for _____ date, location, time _____.

_____ The family is not interested in services at this time.

_____ Letters and/or phone contacts made on _____ dates _____, with no
response from the family.

Comments: _____

Please contact me at 330-424-_____, or the FCFC Office at 330-424-0195 if you have
any questions.

Sincerely,

Wraparound Facilitator

**COLUMBIANA COUNTY WRAPAROUND
STATUS REPORT**

WrapAround Services

Date of Report	
----------------	--

Submitted By	
--------------	--

Child's Last Name	
Child's First Name	
Child's Date of Birth	
Child's Social Security Number	
Parent/Guardian/Caretaker Name	

Wrap Around Services	Phase*	Completed
	Engagement	(date)
	Discovery	(date)
	Initial Wrap Meeting	(date)
	Wrap Meetings this month	(dates)
	Transition	(date)
	Closed	(date)

Next Wrap Meeting Scheduled for:	
----------------------------------	--

WA Notes/Updates:

*Phases Based on High on Ohio's High Fidelity WrapAround Process

Columbiana County WrapAround Service Coordination Satisfaction Survey

Addendum G 7

Please fill in each circle completely using the following example:

Like this: ● Not like this: (X) (/)

Family Name: _____

Date: _____

WrapAround Service Coordinator: _____

Please use the following scale to rate yourself or your identified child

		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree
1.	I found that being a part of a WrapAround Team meeting was helpful to me and my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	I feel hope for my family since I became involved with WrapAround.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	I felt that my opinion was valued during WrapAround Team meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	I feel my team has been sensitive to my family's cultural & religious beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	I felt comfortable asking questions that I had about my child/children's case.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	I feel my family & I were treated with respect while involved with WrapAround.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	I was linked with resources to meet the needs of my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.	I know how to get services & supports that my family still needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9.	WrapAround has helped me understand the role of various service systems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.	Overall, I believe that services we received were helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.	I am comfortable with my child's school placement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.	I feel my family & I were prepared to transition out of WrapAround.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.	If my family does have a crisis, I believe the Crisis Plan my team developed will help us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14.	I feel that my family has made significant progress in meeting the goals we were working on.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15.	My family is more capable of handling challenging situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16.	I feel that my WrapAround Team cares about the success of my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Columbiana County WrapAround Service Coordination
Satisfaction Survey**

Comments: _____

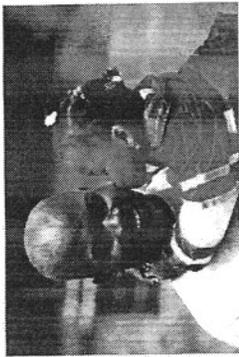
Primary Systems Involvement:	<u>Yes</u>	<u>No</u>
School	<input type="radio"/>	<input type="radio"/>
Children Services	<input type="radio"/>	<input type="radio"/>
Mental Health	<input type="radio"/>	<input type="radio"/>
Juvenile Court	<input type="radio"/>	<input type="radio"/>
Substance Abuse	<input type="radio"/>	<input type="radio"/>
Development Disabilities	<input type="radio"/>	<input type="radio"/>

Please return your completed Service Coordination Satisfaction Survey in the provided envelope to:

Columbiana County Family and Children First Council (FCFC) ~ Karen Arbogast, LISW-S, Coordinator
 ~27 Vista Drive, PO Box 315, Lisbon, OH 44432 ~ (330) 424-0195 ~ fax: (330) 424-8033

FAMILY AND CHILDREN FIRST CONTINUUM OF CARE and REFERRAL PROCESS

PROGRAM DESCRIPTION	WHO TO REFER	HOW TO REFER
<p>Help Me Grow (HMG)</p>	<ul style="list-style-type: none"> ❖ Children birth – three years of age ❖ MAIN FOCUS: services to promote positive health and development to children and families 	<p>-Family call (330) 424-0288 to enroll -Questions? Call Julie Shea (330) 424-9591, ext 169</p>
<p>Family Support Team Meeting (FSTM)</p>	<p>Families who are experiencing:</p> <ul style="list-style-type: none"> ❖ A crisis and/or family instability ❖ The need for information, resources, support ❖ Juvenile Court charges or incarceration ❖ MAIN FOCUS: prevention and referral 	<p>-Fax completed referral form to FCFC: (330) 424-8033 -Questions? Call FCFC: (330) 424-0195 or Kim Mineard: (330) 692-0824</p>
<p>WrapAround</p>	<p>Families involved in multiple systems who:</p> <ul style="list-style-type: none"> ❖ Have children with chronic problems (behavior, mental health diagnoses, difficulty in school, following rules, aggression, drug/alcohol abuse, health concerns, MRDD) ❖ Are willing and able to benefit from a team approach to problem-solving ❖ MAIN FOCUS: service coordination and intervention 	<p>-Fax completed referral form to FCFC: (330) 424-8033 -Questions? Call FCFC: (330) 424-0195 or Susan Hedl: (330) 831-0172</p>
<p>Case Review</p>	<p>Families involved in multiple systems who:</p> <ul style="list-style-type: none"> ❖ Are facing possible out of home placement of a child ❖ Have achieved minimal progress within the current system involvement ❖ Have a child returning home from placement ❖ MAIN FOCUS: review of child needs and services 	<p>-Fax completed referral form to FCFC: (330) 424-8033 -Questions? Call FCFC: (330) 424-0195 or Kim Mineard: (330) 692-0824</p>
<p>Truancy Mediation</p>	<ul style="list-style-type: none"> ❖ Students who have problems with excessive absences and/or tardiness ❖ MAIN FOCUS: improve school attendance 	<p>-School requests assistance -Call FCFC: (330) 424-0195, ext 106 for information</p>
<p>Olweus Bully Prevention (OBPP)</p>	<ul style="list-style-type: none"> ❖ Schools, agencies and community members can request a speaker to provide bullying information (including parent programs, staff training) ❖ Schools can request assistance with OBPP training and program implementation ❖ MAIN FOCUS: prevent and reduce bullying behaviors 	<p>-Call FCFC: Karen Arbogast (330) 424-0195, ext 106 -Call ESC: Elizabeth Barringer (330) 424-9591, ext 140</p>



We Believe...

- ❖ Families should remain together while maintaining family safety.
- ❖ Families are full partners in their treatment and considered to be experts on their family.
- ❖ In building on family strengths, resources and informal supports.
- ❖ That individual rights and privacy should be respected.
- ❖ Families should have access and choice in services in their home, school and community.
- ❖ Families can be successful in reaching their full potential.
- ❖ In respecting the family's unique cultural, racial, spiritual and ethnic values.
- ❖ In helping families create a nurturing environment for growth and healing.
- ❖ In individualized, strength-based planning.

OUR GOAL: To improve the lives of children and families who have complex needs.



**FOR MORE INFORMATION
OR TO MAKE A
WRAPAROUND REFERRAL
CONTACT THE
COLUMBIANA COUNTY
FAMILY & CHILDREN
FIRST COUNCIL AT
330-424-0195**



PO Box 315
Lisbon, OH 44432
Fax: 330-424-8033



WRAPAROUND



Columbiana County
Family & Children
First Council

What Is Wraparound?

Wraparound supports children and their families who are experiencing complex problems by organizing a team that assists the family in creating a plan that identifies their family's individual strengths and needs. The Wraparound Plan identifies, mobilizes, and coordinates an array of community services and supports. The family and their team then work to implement the plan and monitor their progress.

Referral Process

Anyone, including parents, can begin the process by contacting the Family and Children First Council at 330-424-0195.



A Facilitator will be assigned and will work with each family throughout the Wraparound Family Team Planning process.

Is Wraparound Right for your Family?

If your family needs help and you or your child are experiencing any of the following:

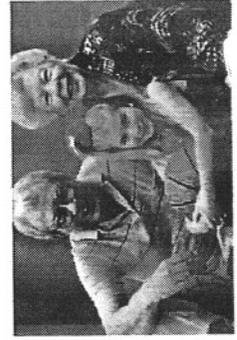
- ❖ Difficulty in school
- ❖ Behavioral issues
- ❖ Difficulty following rules
- ❖ Court involvement
- ❖ Aggressive behaviors
- ❖ Involvement with Children's Services
- ❖ Mental health issues
- ❖ Drug and/or alcohol involvement
- ❖ Mental retardation/developmental disabilities

- **Wraparound Team Meeting:** This is the time for everyone involved to come together. This could include family members, friends, neighbors, teachers, counselors, ministers, and anyone else you feel knows your child well. This meeting is also held at a convenient place and time for your family and team members. At this meeting you and your team will develop a plan based upon your family's specific strengths and needs.

- **Team Review:** Your team will meet periodically to review progress, celebrate successes and troubleshoot any problems.

Natural and Informal Supports

We need and encourage you to include your family and friends on your Wraparound Team. Your Facilitator will guide you and your team through this process. We recognize that your family and friends are an important part of your life and play a critical role in your team.



Family Support Team Meetings (FSTM)

Columbiana County Family and Children First Council

➤ **What is an FSTM?**

A short-term process consisting of 1-2 meetings to support Columbiana County families who may be experiencing a crisis or who need assistance in finding resources to address their needs. A strength-based family plan is developed and follow-up is provided to track the family's progress and determine if additional supports and referrals are needed.

➤ **Who will participate in an FSTM?**

- The family and anyone who they choose to be involved
- Professionals who are currently involved with the child/family
- Professionals who are likely to become involved with the family

➤ **How can a family be referred for an FSTM?**

- A family member may contact the Child & Family Service Coordinator directly at the number below.
- A service provider may complete the Family & Children First Council Referral Form and send or fax to the Child & Family Service Coordinator at:

Kim Mineard
Child & Family Service Coordinator
PO Box 315, Lisbon, OH 44432
Phone: (330) 692-0824 or
Family Children First Council (330) 424-0195
Fax: (330) 424-8033
minearkj@yahoo.com



Family and Children First Council of Columbiana County



A state-mandated intersystem collaborative group concerned with streamlining and coordinating services between systems to help families seeking assistance for their children.

The FCFC six commitments to child well-being include:

- 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.

Columbiana County FCFC programs and initiatives

Helping to make school a caring place where kids can learn

- Olweus Bullying Prevention
- Truancy Mediation

Making home a safe and nurturing environment so kids achieve their full potential

- WrapAround
- Family Support Team meetings
- Case Reviews
- Help Me Grow
- Parent Advocacy
- Ohio Children's Trust Fund / Respite services

OLWEUS BULLY PREVENTION

This is a multilevel, multi-component, evidence-based, and school-based program designed to prevent or reduce bullying in schools. The program assists schools in restructuring their environment to reduce opportunities and rewards for bullying. Guided by the Olweus Trainer, the school staff introduces and implements the program in a way that fits their particular school and community culture. Goals include: improving peer relations and making the school a safe and positive place for students to learn and develop. Organizations providing financial support for the project include the Mental Health and Recovery Services Board, Educational Service Center, Job and Family Services and the Juvenile Court. Columbiana County schools currently implementing Olweus Bully Prevention Programs are: Crestview, Leetonia, Lisbon, United, Beaver Local, East Palestine, Wellsville and Salem.

TRUANCY MEDIATION

Truancy Mediation is available to schools for a fee to help achieve specific goals and outcomes:

- Increase school attendance and success
 - Avoid necessity of court involvement
 - Involve students, families, schools, agencies and court in seeking solutions
 - Independent evaluation of program shows results are achieved
-

WRAPAROUND

The Ohio Dept. of Mental Health and Job and Family Services contribute funds to support WrapAround in our community. The process provides family-centered, individualized services and supports to youth and their families which ensures that:

- Families have a central and active role in identifying their needs, concerns, and priorities
- Families are provided with individualized services that are strength-based and needs driven
- Families are linked to formal and informal supports to address their needs and challenges
- Families receive services that are culturally sensitive and respectful
- Families receive services that strengthen the natural family, extended family, and increase natural social supports

WrapAround is recognized nationally as a valuable process to improve the lives of youth and families with complex needs. A plan is developed by the family and a team consisting of informal supports and service professionals. WrapAround is child and family-focused; addresses safety issues related to the child, family, and community; builds partnerships between parents and professionals; recognizes the value of parent advocacy; is outcome-based and cost effective.

FAMILY SUPPORT TEAM MEETING (FSTM)

Funds are provided by Job and Family Services and the Ohio Dept. of Mental Health. Columbiana County youth and family who are experiencing a crisis or need for information, resources and/or support can request or be referred for a Family Support Team Meeting. The purpose of the meeting is to provide an expedited response that meets the needs of the youth and family in the least restrictive setting. FSTM is a short-term process consisting of one or two meetings in which a strength-based family plan is developed and follow-up is provided.

The following youth and families are appropriate for a Family Support Team Meeting referral:

- Families in crisis who have concerns about their child or their ability to continue to meet their child's needs
 - Juvenile Court charges are pending, have been filed or child has been incarcerated
 - Any parent who is seeking information and support for parenting a multi-need child
-

CASE REVIEWS

Funding is provided by Job and Family Services and the Ohio Dept. of Mental Health for families to participate in a Case Review of their child's needs and services when:

- Youth is considered for an out of home placement and a plan is needed to help the child remain at home
- An out of home placement occurred and a plan is needed to support the child's return home
- Desired progress toward the family service plan is not being achieved

HELP ME GROW

Funds from the Ohio Dept. of Health, and state and federal Stimulus funds are focused on promoting positive health and development for newborns, infants and toddlers through age three, including:

- Ongoing home visitation
 - Parents as Teachers Program
 - Child development screenings
 - Together We Grow Playgroups
 - Special Services/Early Intervention Program
 - Information and Support services, including: help in accessing community resources, Parent Advocacy, educational and employment opportunities, financial planning and budgeting, life skills, parenting skills, information on immunizations, medical care, medical conditions and delays, support groups and special services
 - Transition from Help Me Grow to a preschool environment or educational alternative
-

PARENT ADVOCACY

The National Alliance for the Mentally Ill (NAMI) provides funding for Parent Advocacy, which helps parents to become active and educated partners with the systems that serve their children and families.

- Parent Advocates help to empower, educate, encourage and equip families to partner with community professionals, to improve access to needed services that are family-centered, community-based, comprehensive and culturally competent.
 - Parent Advocates attend meetings with families, such as school meetings, court hearings, WrapAround meetings and case reviews
 - Parent Advocates are there for parents so they do not feel alone when facing difficult times with their children
 - Parent Advocacy is available free of charge to any family who has a child receiving FCFC Service Coordination (WrapAround, Family Support team meetings, Case Review, Help Me Grow)
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OHIO CHILDREN'S TRUST FUND ~ RESPITE SERVICES

Juvenile Court staff provides Respite services with financial support from the Ohio Children Trust Fund, FCFC, and Job and Family Services. Respite services assist families by:

- Providing time for families to rest, recuperate and re-group when stress is high and the possibility of out-of-home placement exists
- Combining with Wraparound, Family Support Team meeting, Case Review, Help Me Grow Services, counseling, or other community support programs
- Placing an emphasis on education and prevention of child abuse and neglect

Columbiana County Family and Children First Council ~ Karen Arbogast, MSSA, LISW-S, Coordinator
27 Vista Drive, PO Box 315, Lisbon, OH 44432 ~ (330) 424-0195 ~ fax: (330) 424-8033 ~ karbogast@ccmhrs.org



**FAMILY AND CHILDREN FIRST COUNCIL
OF COLUMBIANA COUNTY**

PO BOX 315, LISBON, OH 44432
PHONE: 330-424-0195 FAX: 330-424-8033



FCSS FUNDS REQUEST

Child's Name: _____

Parent/Guardian Name: _____

Amount Requested: _____

Payable to: _____ SSN: _____

Address: _____

Purpose: _____

Worker Submitting Request: _____

Phone / email address _____

Date: _____

FCFC Representative Signature: _____ Date Received: _____ Purchase Order # Assigned: _____
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3701-8-08 **Procedural safeguards.**

- (A) Children and their families eligible for HMG but not eligible for part C, may file a complaint through the county family and children first council's dispute resolution process as required by section 121.37 of the Revised Code.
- (B) The department, as the lead agency shall establish procedural safeguards that are consistent with part C regulations. The department 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. The department assures implementation through the following activities:
 - (1) Disseminating written guidance regarding procedural safeguards to:
 - (a) County family and children first councils;
 - (b) Help me grow project directors;
 - (c) Centralized intake and referral sites;
 - (d) County boards of mental retardation and developmental disabilities;
 - (e) County departments of job and family services; and
 - (f) The family support consultant network;
 - (2) Entering into interagency agreements with the department of mental retardation and developmental disabilities and the department of job and family services, which includes the agreement to work together to consistently implement the part C procedural safeguards, regulations and other applicable policies; and
 - (3) Monitoring county compliance with this rule.
- (C) The department shall develop and assure the implementation of a process for the resolution of complaints regarding the provision of part C services. The process shall specify the procedure for:
 - (1) Filing a complaint with the county FCFC;
 - (2) Filing a complaint with the department;
 - (3) Resolving the dispute through mediation or an administrative hearing within thirty days from receipt of the request for mediation or an administrative hearing; and
 - (4) Resolving the dispute through investigation by the lead agency within sixty calendar days from receipt of the complaint.

- (D) Each county FCFC shall develop and maintain a resolution process for complaints, which shall be consistent with part C.
 - (1) The FCFC shall notify the department of the complaint in writing (via electronic or U.S. mail or facsimile) within seven calendar days of receipt of the complaint; and
 - (2) The FCFC shall issue a written decision to the complainant and the department within thirty calendar days from receipt of the complaint.
- (E) Each provider of part C services may develop and maintain a resolution process for complaints which shall be consistent with part C. If the provider has a resolution process for complaints:
 - (1) The provider of part C services shall notify the department and the FCFC of the complaint in writing (via electronic or U.S. mail or facsimile) within seven calendar days of receipt of the complaint; and
 - (2) The provider of part C services shall issue a written decision to the complainant, FCFC and the department within thirty calendar days from receipt of the complaint.
- (F) Upon receiving a complaint, the department, FCFC or provider shall:
 - (1) Assure the individual registering the complaint has a copy of the procedural safeguards; and
 - (2) Explain the options available for dispute resolution.
- (G) If the department receives notice that a complaint regarding part C services was filed with the county FCFC or a provider, the department shall monitor the resolution process to assure that the complaint is resolved by the county FCFC or provider within thirty calendar days. If the complaint is not resolved within thirty calendar days, the department shall notify the complainant, the county FCFC and the provider, if applicable, that complainant may select one of the following:
 - (1) To have the department investigate the complaint in accordance with paragraph (C) (4) of this rule. If this option is selected, the department shall assure that the complaint is investigated and resolved within sixty calendar days from the date the county FCFC or provider received the complaint; and
 - (2) To mediate and/or to go to an administrative hearing in accordance with paragraph (C) (3) of this rule. The department 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.
- (H) 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.

- (I) The procedural safeguards policy and process is posted on the Ohiohelpmegrow.org website.

Effective: 8/08/2005

R.C. 119.032 review dates: 07/28/2010

CERTIFIED ELECTRONICALLY

Certification

07/28/2005
Date

Promulgated Under: 119.03
Statutory Authority: 3701.61
Rule Amplifies: 3701.61