

# 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?
<b>Delaware</b>	<p><b>Stephanie Frank Scribner</b> Title: Family &amp; Children First Council Coordinator</p> <p><b>Phone:</b> 740-201-3560 <b>Email:</b> <a href="mailto:Stephanie.scribner@dcbdd.org">Stephanie.scribner@dcbdd.org</a></p>	<ol style="list-style-type: none"> <li>1. Delaware County Residents</li> <li>2. 0-21 years old</li> <li>3. Involved with two or more Cluster Agencies</li> </ol>	<p>An agency representative providing services to the family will provide informal consultation with other agencies. This consultation will assist the services providers in identifying additional resources &amp; whether or not additional systems need to be involved. Agency will arrange a Family &amp; Child Team (F.A.C.T.) meeting to include parents, direct service providers &amp; schools. Family decides which member of F.A.C.T. will be assigned service coordination responsibilities.</p>	<p><b>A parent &amp;/or guardian may make a request for referral by requesting service coordination from agency providing services or contacting Family &amp; Children First Council Coordinator.</b></p>	<p>Contact Delaware County Juvenile Court Diversion Program at 740-833-2600</p>	<p>The parent/guardian may file a complaint with the Family &amp; Children First Council. The Council Coordinator is designated as the council's liaison for the receipt of complaints. The Council Coordinator will provide a copy of the Dispute Resolution process to the individual registering the complaint. The Council coordinator will explain the options available for dispute resolution.</p> <p>If the complaint still remains unresolved, the family may file an appeal to the Delaware County Juvenile Court. The family will be assisted in filing an appeal to the Delaware County Juvenile Court within seven days in accordance with Ohio Revised Code #121.38. The appeal will be forwarded to the Delaware County Juvenile Judge &amp; Delaware County Juvenile Court will provide a decision on the case.</p>	<p><b>Stephanie Frank Scribner</b> Title: Family &amp; Children First Council Coordinator</p> <p><b>Phone:</b> 740-201-3560 <b>Email:</b> <a href="mailto:Stephanie.scribner@dcbdd.org">Stephanie.scribner@dcbdd.org</a></p>