

Guidance Document 2014: Guidance for Effective Family and Children First Council Monitoring of Help Me Grow

This guidance document was created collaboratively by Ohio Family & Children First (OFCF) and the Ohio Department of Health (ODH) to provide clarification, consistency, and increase understanding of roles, responsibilities, and actions which will enhance the oversight and monitoring of Help Me Grow (HMG). This guidance document is specific to the ODH Help Me Grow Early Intervention (EI) Service Coordination (SC) grant. Questions about the contents of the document should be asked of the Early Intervention program consultants or OFCF Regional Coordinator. If you do not know who to call at ODH, you should call the general mailbox at 614-644-8389 and ask to speak with an early Intervention program consultant.

Section I: Legislation & Rules which frame Roles and Responsibilities

Family and Children First Councils (FCFC)	Administrative Agents of FCFC	FCFC Coordinators
<p><i>ORC 121.37 (B)(1)(m)</i> A representative of the county's early intervention collaborative established pursuant to the federal early intervention program operated under the "Individuals with Disabilities Education Act of 2004"</p> <p><i>ORC 121.37 (B)(2)(c)</i> Participation in the development of a countywide, comprehensive, coordinated, multi-disciplinary, interagency system for infants and toddlers with developmental disabilities or delays and their families, as established pursuant to federal grants received and administered by the department of health for early intervention services under the "Individuals with Disabilities Education Act of 2004"</p>	<p><i>ORC 121.37(B)(5)</i> Each county council shall designate an administrative agent for the council from among the following public entities: the board of alcohol, drug addiction, and mental health services, including a board of alcohol and drug addiction or a community mental health board if the county is served by separate boards; the board of county commissioners; any board of health of the county's city and general health districts; the county department of job and family services; the county agency responsible for the administration of children services pursuant to section 5153.15 of the Revised Code; the county board of developmental disabilities; any of the county's boards of education or governing boards of educational service centers; or the county's juvenile court. Any of the foregoing public entities, other than the board of county commissioners, may decline to serve as the council's administrative agent.</p> <p>The council's administrative agent shall ensure that all expenditures are handled in accordance with policies, procedures, and activities prescribed by state departments in rules or interagency agreements that are applicable to the council's functions.</p> <p>The administrative agent for a county council may do any of the following on behalf of the council: Enter into agreements or administer contracts with public or private entities to fulfill specific council business.</p> <p><i>OAC 3701-8-02.1</i> The department will monitor contractors and providers subject to this rule for compliance with the rules in this chapter; the terms of a grant, agreement, or contract entered into by contractor or provider; or other applicable program-related federal or state laws.</p> <p><i>OAC 3701.61(C)</i> The director [of Health] may distribute help me grow program funds through contracts, grants, or subsidies to entities providing services under the program.</p>	

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Section II: Questions you should ask in your monitoring of the ODH HMG EI SC grant

FCFCs	Administrative Agents of FCFCs	FCFC Coordinators
<ul style="list-style-type: none"> • What is the role of the FCFC Coordinator as it relates to HMG? • Who identifies hiring needs? • What funding sources are used to support EI in your county? • Who is responsible to report problems/concerns to your county's ODH EI consultant? • Who is responsible to report problems/concerns to your county's Department of Developmental Disabilities (DODD) EI consultant? • Who is responsible to report county issues to the FCFC? • Are the reports for the grant being submitted on time? • Is there a formal agreement between the Council and the council's Administrative Agent that identifies roles and responsibilities of each in the monitoring and oversight of the HMG EI SC grant? 	<ul style="list-style-type: none"> • Who is responsible for submitting the grant? • Who is responsible for responding to the special conditions on the grant in GMIS? • Who is the ODH program consultant that I can call on for help? • Who is my ODH grants consultant? • Who is the DODD EI program consultant that I can call on for help? • Who is managing the fiscal bookkeeping? • Who completes the grant's fiscal reports? • When are reports due to ODH? • How are the reports delivered? • Who has access to submit, change, or answer GMIS proposals, revisions, and reports? Have two local staff members been GMIS trained? What is the plan when trained staff leave their position? • Are the required reports (both program & fiscal) done on time? Who needs to contribute? • Does everyone know their role and what needs to be accomplished? • Who is responsible for monitoring the work of EI? • Do we know if the work is being completed as expected in Rule and the Request for Proposals (RFP)? 	<ul style="list-style-type: none"> • Who is responsible to listen to the monthly HMG update calls; and to share the information with the HMG partners? • How often do you report on HMG to the Family & Children First Council? Reporting should include any problems identified by county or state staff, like: <ul style="list-style-type: none"> ○ Budget issues ○ Problems with referrals ○ Problems finding services ○ Findings issued by ODH ○ Family Complaints sent to ODH ○ Family Complaints at county level • How often do you meet with the administrative agent to ensure communication is being shared and responsibilities are known for different roles related to HMG Central Coordination Contractor (CCC) and EI SC? • How often do you meet with the contract manager?

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Section III: Questions You Should Ask by Role and by Topic

Topic	FCFCs	Administrative Agents of FCFCs	FCFC Coordinators
Public Awareness and Child Find	<ul style="list-style-type: none"> • Who is responsible to complete child find duties in the county? • Who educates the public about HMG? How is public awareness done? By whom? How often? • What do our county's referral numbers look like? Have they gone down? Have they gone up? Why do we think this has happened? • What sources of funds are available to supplement the ODH/HMG funds? • Can our relationships with referral sources be improved? (e.g. child welfare? physicians? others?) • What is the allocation from ODH to do Central Coordination (CC)? Is it enough or should we consider combining with another Council? 	<ul style="list-style-type: none"> • Who is responsible for the activities required in the CCC contract? • Who is the ODH CC program consultant that I can call on for help? • Who is managing the fiscal bookkeeping for the CCC contract? • Who completes the contract's fiscal reports? • When are reports due to ODH? How are the reports delivered? • Are the required reports (both program & fiscal) done on time? Who needs to contribute? • Does everyone know their role and what needs to be done? • Who is responsible for monitoring the work of CC? • Do we know if the work is being done as expected in Rule and the contract? 	<ul style="list-style-type: none"> • What is working across the Council's programs in our county to help identify children in need of help? • How do we do public awareness in our county? • Are children & families linking with HMG? • If they are linking, do they stay? Engage? Enroll? Why or why not? • What should FCF Council know about our efforts? • How do children in HMG interface or have access to the FCFC Service Coordination Mechanism?
Parent's Rights	<ul style="list-style-type: none"> • Have there been any family complaints in our county? • If yes, what were the complaints about? • How have they been resolved? • What are the results of the ODH HMG Family Survey for our county? 	<ul style="list-style-type: none"> • Have there been any family complaints in our county? • If yes, what were the complaints about? • How have they been resolved? • Does the budget need revisions to address any challenges with Parent's Rights? 	<ul style="list-style-type: none"> • Have there been any family complaints in our county? • If yes, what were the complaints about? • How have they been resolved? • What are the results of the ODH HMG Family Survey for our county? • When did we last report this information to FCF Council? • Are families aware of their right to use the local FCFC Service Coordination dispute process, in addition to their right to contact ODH directly?

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Early Intervention Eligibility/Assessment	<ul style="list-style-type: none"> • Who completes Evaluations for determining eligibility for EI? • Who completes child Assessments for determining needed services? • Who completes the Family Assessment? • How are these paid for or provided (to include in-kind), and is there assurance that staff meet the minimum qualifications? • How many children are not eligible after referral? 	<ul style="list-style-type: none"> • Who completes Evaluations for determining eligibility for EI? Does this require a contract, MOU? • Who completes child Assessments for determining need for services? Does this require a contract, MOU? • Who completes the Family Assessment? Does this require a contract, MOU? • How are these paid for or provided (to include in-kind), and is there assurance that staff meet the minimum qualifications? 	<ul style="list-style-type: none"> • What tool is used for evaluation to determine EI eligibility? • What tool(s) are used for child assessment? • What tool is used for family assessment? • Is the eligibility and assessment process meeting the 45-day timeline?
EI Service Coordination	<ul style="list-style-type: none"> • Who provides service coordination? • What is the SC to family caseload ratio? • Do we see trends in caseload increase or decrease? • Does the program have adequate SC staff? • How is HMG EI service coordination the same or different from other care coordination models in the county (including FCFC SC mechanism)? • What is the turnover of EI SC staff? Is staff turnover a problem? • Are there gaps between what is needed and how the HMG grant money is budgeted? • What is our 45-day compliance percentage indicator? 	<ul style="list-style-type: none"> • Who provides service coordination in our county? Does this require a contract, MOU? • How is this service paid for? • Does the grant budget allow for adequate SC staffing? • Do we have a contingency plan for staff termination, quitting, or absences? • What program staff needs must be considered in the budget? • How much of the allocation from ODH goes to SC personnel? • Are there gaps between what is needed and how the EI grant money is budgeted? 	<ul style="list-style-type: none"> • What is the role of the service coordinator? • What is the current service coordinator caseload? • Do we see trends in caseload size (increase or decrease)? • Who provides supervision to service coordinators? • How is supervision provided? • Who monitors initial and renewal credential applications for service coordination staff? • How do we ensure the EI service coordination contractors are adhering to HMG rules? • How are children referred through FCFC service coordination mechanism? • Are SC's knowledgeable about the FCFC SC process, including how to make referrals?

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EI Services	<ul style="list-style-type: none"> • Are there gaps in EI services? • How can gaps be closed? • Who recruits EI service providers to serve our children & families? • What service approach or models are being used? • Who is making service delivery decisions for the county? • How is our County Board of Developmental Disabilities (CBDD) involved in the EI system? • What EI services do kids in our county receive? • What is our Timely receipt of Services compliance indicator percentage? 	<ul style="list-style-type: none"> • What sub-contracts, MOUs, or other mechanisms are necessary to fulfill grant requirements? • How are services funded? • Who are the providers of EI services? • What are the allowable costs for the EI grant? 	<ul style="list-style-type: none"> • Do I know what services need to be provided in EI? • Am I aware of existing service gaps? Has FCFC been made aware? • What relationships have been established for services and need to be maintained? Which ones could be strengthened? • Do I understand what approach/model/methods to providing EI services are being used in our county and by whom? • Can services be shared with another FCF Council? • Does staff know how to access services utilizing all possible funding sources (e.g. EISOP, insurance, BCMH, Medicaid)

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Transition	<ul style="list-style-type: none"> • What is our Transition Planning Conference (TPC) compliance indicator percentage? • Who is filing the Lead Educational Agency (LEA) quarterly reports? • What is our LEA notification rate? • What is the Single Student Identifier (SSID) and how does the process work? • How many of our kids in EI end up eligible for Individuals with Disabilities Education Act (IDEA) Part B? • How does the TPC compliance indicator factor into our county HMG EI determination? • Who is reviewing the county program determination/level of compliance with IDEA? • Is an MOU needed in order to ensure smooth transitions between HMG EI and Part B Special Education preschool? 		<ul style="list-style-type: none"> • How are the relationships between HMG EI and the LEAs in our county? Are some better than others? • Can these relationships be strengthened? How? • Do I understand the TPC compliance indicator and how it factors into our county HMG EI determination?
Data Quality	<ul style="list-style-type: none"> • Do we have any current findings from ODH related to data quality? • What is our county HMG EI determination? • What do the data tell us about the program? • What reports can the contract manager provide to us from ET? 	<ul style="list-style-type: none"> • Do we have any special conditions that need a response? • Have we received payments as expected from the grant? If no, why not? • How much money is being used from the CC contract to collect and enter data? 	<ul style="list-style-type: none"> • How does our county ensure that data entered into ET Track matches the data found in the record? • Who examines data for quality? How is it done? How frequently is it done? • What is the standard for passing the data quality process? • What trends do we see in data collection/record keeping? • Do we have any current findings from ODH related to data quality?

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Section IV: Recommended Monitoring Action Items

FCFCs	Administrative Agents of FCFCs	FCFC Coordinators
<ul style="list-style-type: none"> • Review reports submitted to ODH for the grant • Require program information which is meaningful; utilize the report template • Require contribution by program to Council reports • Discussion of major changes and upcoming deadlines • Clearly define grant & HMG (including CCC) organizational structure • Know whether the county has any ODH findings, corrective action plans, or complaints with findings • Know what the compliance monitoring schedule is from ODH annually 	<ul style="list-style-type: none"> • Provide written and verbal fiscal reports to council • Submit quarterly fiscal and program reports on time via GMIS • Know when the deadlines are for reports and responding to special conditions for the grant • Provide information on major fiscal changes to Council • Monitor contracts • Maintain formal agreements/MOUs/Contracts to describe deliverables/ party roles and responsibilities • Monitor the use of HMG funds 	<ul style="list-style-type: none"> • Obtain Grants Management Information System (GMIS) & Early Track (ET) access- monitor what is/is not submitted and when • Periodically attend staff meetings with HMG personnel • Assure contract/MOU deliverables are met • Gather random consumer feedback (e.g. phone calls, surveys, interviews) • Know whether the county has any ODH findings, corrective action plans, or complaints with findings • Strategize root causes of low performance