



Family & Children First
council

Service Coordination in Wayne County

Revised June 2010

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OVERVIEW

Since 1986, the Wayne County Family & Children First Council has been the catalyst for bringing health, human and social services organizations and schools together to coordinate and streamline services for families and children in Wayne County. Ohio Revised Code 121.37 was enacted in 1995 and amended in 2002 resulting in the development and implementation of the countywide Wayne County Service Coordination Plan Mechanism. The resulting document provides written service coordination guidelines for both providers and families. In June 2005, the Ohio Legislature most recently amended the ORC 121.37 to ensure those agencies, organizations and families in Ohio's counties work together to design an improved procedure for responding to the strengths and concerns of children who have multi systemic needs and their families.

The following is an excerpt of Ohio Revised Code 121.37 as adopted by the Ohio Legislature in June 2005:

- (B) (2) The purpose of the county council is to streamline and coordinate existing government services for families seeking service for their children. In seeking to fulfill its purpose, a county council shall provide for the following:
- a. Referrals to the cabinet council of those children for whom the county council cannot provide adequate services;
 - b. Development and implementation of a process that annually evaluates and prioritizes services, fills service gaps where possible and invents new approaches to achieve better results for families and children;
 - c. Participation in the development of a countywide, comprehensive, coordinated, multi-disciplinary, interagency systems 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 "Education of the Handicapped Act Amendments of 1986".;
 - d. Maintenance of an accountability systems to monitor the county council's progress in achieving results for families and children;
 - e. Establishment of a mechanism to ensure ongoing input from a broad representation of families who are receiving services within the county system;
- (C) Each county shall develop a county service coordination mechanism. The County service coordination mechanism shall serve as the guiding document for coordination of services in the county. For children who also receive services under the Help Me Grow program, the service coordination mechanism shall be consistent with rules adopted by the department of

health under section 3701.61 of the Ohio Revised Code. All Family Service Plans shall be developed in accordance with the county service coordination mechanism. The mechanism shall be developed and approved with the participation of the county entities representing child welfare; mental retardation and developmental disabilities; alcohol, drug addiction, and mental health services; health; juvenile judges; education; the county family & children first council; and the county early intervention collaborative established pursuant to the federal early intervention program operated under the "Education of the Handicapped Act Amendments of 1986".

The mission of the Wayne County Family & Children First Council is to:

Promote coordination and collaboration among local government, non-profit organizations, businesses and parents for the benefit of Wayne County's children.

Although this mission was adopted in 1990, the Council periodically has reaffirmed commitment to this mission.

The membership of the Wayne County Family & Children First Council is diverse. The permanent membership is comprised of the following:

- 4 Parent Representatives
- 5 Non Profits Agencies (annually rotating)
- City of Wooster
- Community Action Wayne/Medina (Head Start)
- Department of Youth Services
- Mental Health & Recovery Board
- Tri-County Educational Services Center
- Wayne County Board of DD
- Wayne County Children Services Board
- Wayne County Health Department
- Wayne Co. Help Me Grow
- Wayne County Dept. of Job & Family Services
- Wayne County Commissioners
- Wooster City Schools
- Wayne County Juvenile Court (as an adviser)

Additional membership includes more than 35 schools and organizations in our community who have an interest in supporting the mission of the Council. These local government agencies, parents, none profit agencies, community organizations and school districts work together to improve the lives of child in our community. The Council agrees that measurement is needed to gauge our progress toward improvement and to determine our impact on child well being.

Ohio has identified 6 Commitments to Child Well Being by which local Council's can measure progress. Wayne County added a 7th in 2002 along with a set of outcome indicators.

The Ohio Commitments to Child Well Being include:

1. Expectant parents and newborns will thrive
2. Infants and toddlers will thrive
3. Children are ready for school
4. Children and Youth succeed in school
5. Youth Choose Healthy Behaviors
6. Youth successfully Transition into adulthood

Wayne County's additional Commitment to Child Well Being

7. Families and individuals live in safe and supportive neighborhoods.

To this end, Wayne County continues to collect data and produces an outcome directory; "...And How Are the Children" (formally "What's Up With Our Kids") which looks at the commitments over time to let Wayne County know how are children are doing.

Service Coordination in Wayne County reflects agreement of the Council members to streamline services to families, promote shared responsibility, reinforce common values, and encourage accountability in achieving goals within established guidelines. Furthermore, **Service Coordination in Wayne County** provides a formalized process with written procedures and establishes a format to resolve questions, conflicts or disputes.

Service Coordination in Wayne County is consistent with rules adopted by the Department of Health under section 3701.61 of the Ohio Revised Code impacting children who are younger than three years of age and enrolled in Help Me Grow. A Family Service Plan is the same as an Individual Family Service Plan (IFSP), developed by the Help Me Grow Program, each developed in accordance with procedures which have been agreed upon by an Inter-Agency Agreement.

Service Coordination in Wayne County has been developed, revised and approved by the Wayne County Family & Children First Council including the county entities representing child welfare; developmental disabilities; alcohol, drug addiction, and mental health services, health; juvenile judges; education; the county Family & Children First Council; and the county early intervention collaborative established pursuant to the federal early intervention program operated under the "Education of the Handicapped Act Amendments of 1986".

Guiding Principals of Service Coordination

Service Coordination in Wayne County has been built upon service system principles that have guided the work of the Council for the past 20 years. They include:

- 1. Services and supports shall meet the needs of children and their families in the least restrictive environment possible and as close to their own home environment as possible.**
- 2. The choices and desires of the family shall drive all decisions regarding services and supports, where safety is not a concern.**
- 3. Services shall be timely and responsive to the identified strengths and needs of the child and family.**
- 4. System development shall provide early intervention, should prevent unnecessary out-of-home placements, and shall keep children safe while supporting families whenever possible and appropriate to the strengths and needs of the child and family.**
- 5. Assessments and provision of services and supports shall identify and support the strengths of the child and family.**
- 6. All procedures and actions shall be responsive to the varied strengths and needs of diverse cultures, races, and/or ethnic groups in the community.**
- 7. The service system shall facilitate and promote local autonomy and decision-making.**
- 8. Financial resources to support services shall be maximized.**
- 9. Current and planned development should build upon current collaborative structures, improving processes already achieving success and clarifying roles among collaborating components.**

To facilitate this process the Diversion Team of the Wayne County Family and Children First Council shall:

- 10. Coordinate appropriate, effective and cost-efficient services for children and families.**
- 11. Increase family involvement throughout the levels of planning and services.**
- 12. Support early intervention.**
- 13. Encourage shared responsibility among systems.**

14. Assure that service development and coordination is locally driven.
SERVICE COORDINATION AMONG AGENCIES AND
SCHOOLS

The Wayne County Family & Children First Council established an Interagency Agreement in 1997 which charges six statutory Council members with the responsibility for ensuring that children who potentially need support from multiple agencies and systems and their families receive adequate and appropriate public services.

These six statutory Council members established a Diversion Team, each with one representative, who work together to develop and oversee service coordination in Wayne County. Each CEO designates one representative: Wayne County Juvenile Court Judge, Executive Director Wayne County Children Services Board, Executive Director Mental Health & Recovery Board, Superintendent Wayne County DD Board, Superintendent Tri-County Educational Services Center and the Superintendent of the Wooster City Schools. These representatives also have strong links with their respective systems and may follow up on specific case situations when the need arises.

A written Memorandum of Understanding with the Wayne County Family & Children First Council outlines the responsibilities of the Diversion Team. The Diversion Team is directed to:

- Work cooperatively with other Council members to assure that services to children are delivered in a timely and coordinated manner and in the least restrictive environment,
- Bring to the Council the case of any multi-systemic need child or family who is a client of a local agency whose service needs have been assessed as not being able to be met by typical case management support services.
- Facilitate the development and implementation of *Family Service Plans*,
- Assure the assignment of case management services according to ORC 5123:2-1-10G,
- Maintain case records and database as confidential,
- Assist in the development of a plan which includes services that are safe, permanent and least restrictive (including unruly youth).
- Provide guidance in service coordination planning to include other disciplines in the planning for joint services to children with multiple needs,
- Schedule a regular meeting time which will enable children with multiple needs to have their funding needs assessed within seven days,
- Make funding recommendations to the public systems involved in the planning, development and implementation of the joint service plans,
- Foster development of *Family Teams* by the direct service staff,
- Manage flexible funds used to divert children from out of home placement and
- Make periodic program and fiscal reports to the Council.

Service Coordination in Wayne County is consistent with rules adopted by the Department of Health in relation to children who receive services under the Help Me Grow Program. The Department Administrators and Diversion Team meet on a regular basis to review written procedures, share results, improve alignment of programs and resources while improving access. Regular reports are presented to the Wayne County Family & Children First Council along with recommendations for service improvement, expansion and development.

Diversion Team shall meet weekly and their activity is characterized by:

Informal Consultation: The Council Coordinator and Diversion Team members will provide informal consultations with agency and/or community representatives regarding the appropriateness of a Service Coordination referral. This consultation is designed to assist in identifying additional resources and whether or not additional organizations need to be involved.

Service Coordination Request: Submission of a formal request and approval for service coordination is submitted to the Diversion Team by case workers, other professionals, and family. The Diversion Team will assist the person requesting service coordination to arrange an initial Family Team meeting at which time a Family Service Plan will be developed which will focus on the strengths and needs of the family. A copy of each plan is to be submitted to the Diversion Team.

Funding Request: If there are insufficient funds/resources in the community, a Funding Request may be submitted to the Diversion Team. Parents must sign the Funding Request Form that details the plan for services/supports and funding being requested. There is an expectation that parents will contribute toward the cost for the service/support for which funds are being requested.

The Diversion Team reviews all Funding Requests and as such Diversion Team members work together to maximize the use of flexible funds which the Council has made available to divert children from out of home placement. There is an expectation that parents will contribute toward the cost of the service being requested. Any request for funding to purchase services from private providers will only be considered if the request is accompanied by documentation that supports the service is not available in the public child serving system and/or that using the public child serving system would be significantly detrimental to the child. At least two thirds of Diversion members must agree to approve the Funding Request. The lead service coordinator who submitted the Request, on behalf of the Family Team will be notified by fax or mail within 48 hours of approval or denial. If additional information is needed prior to approval, the service coordinator will also be

notified by fax or mail. This notification will contain a list of the needed information.

SERVICE COORDINATION FOR CHILDREN AND FAMILIES

Eligibility for Service Coordination

An eligible child includes a child with multiple systemic needs, who is a resident of Wayne County and is between the ages of birth to the age of 22. A multi-systemic needs child is one that is having difficulties maintaining in one or more community domains and as such is identified as having, but not limited to, the following concerns: behavior, mental health impairment, academic/school related problems, family preservation and/or placement issues, legal, health problems, substance abuse, violence, neglect and abuse.

A child younger than three years old who has been determined through a multidisciplinary evaluation to have a developmental delay or disability is eligible for service coordination through the Help Me Grow program. Help Me Grow is regulated by a similar set of policies and procedures consistent with Service Coordination and in Wayne County is to align with Service Coordination for serve the entire family.

Service Coordination Procedures/Processes

STEP 1 - Referral Process - Request for Service Coordination¹ Family and/or Agency Request

A child's family and or a government organization, non-profit agency, school or the juvenile court may request service coordination for an eligible child. All government organizations, including the Juvenile Court, working with an eligible child/youth, will offer service coordination to the family by providing them with a Request for Service Coordination Form, an Intra-county Release of Information and a Wayne County Service Coordination Guide for Families brochure.

A Request for Service Coordination form can be obtained from the Wayne County Family & Children First Council - Addendum A.

Confidentiality – Any parent or guardian requesting Service Coordination must complete an Interagency Release of Information - Addendum B - at the time of the Request for Service Coordination Form is submitted. A Family Team meeting will only be scheduled when such a release is

¹ For children younger than age three years of age - see Attachment 1a,b,c
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completed which compels county government agencies and community organizations to hold in confidence personal family and health care information disclosed during Family Team meetings and in the Family Service Plan – Addendum C.

The Request for Service Coordination Form and a Release of Information shall be sent to the Wayne County Family & Children First Council (WCFCFC) Diversion Team. The Diversion Team will provide a written approval or denial of the Service Coordination request (email, fax or mail) within 7 business days of receipt. An ineligible child will result in denial of the request and notification of this will also be sent with in 7 business days.

Step 2 - Family Team Meeting(s)

Purpose:

- Develop a Service Coordination (SC) Plan
- Review/Update/Revise a Service Coordination Plan
- Develop/Review/Revise a Family SC Plan for a Potential Non Emergency Out of Home Placement
- Develop/Review/Revise a Family SC Plan for an Emergency Out of Home Placement (initiated within 10 days)

Initiation: Any Family Team member, including the parent may initiate a Family Service Coordination Team meeting or a Service Coordination Plan review meeting. If the parent initiates the process, the Diversion Team will assist the family in scheduling the initial Family Team Meeting if requested to do so. A meeting will be scheduled within 10 days of a request. The Diversion Team in cooperation with the referring organization will be responsible for scheduling the initial Family Team meeting during which Service Coordination Plan will be developed.

Notice of Meetings: Notice of meetings will be in writing and should be scheduled to provide maximum participation. Family needs and requests shall be considered when scheduling such meetings

Who to Involve: Parents, current service providers, potential service providers and school personnel will be invited to the service planning meeting. The family may invite a family advocate, mentor or support person of the family's choice to participate in any such meeting.

Invitation: The Invitation to Service Coordination Meeting Form will be completed and mailed/emailed to

- Parents
- Current service providers

Potential service providers
School personnel

Time Frame: If a government organization/school or juvenile court has requested service coordination, a Family Team Meeting will be initiated within 10 business days of approval of the Service Coordination Request.

If an out of home placement or other crisis intervention is eminent a Service Coordination telephone procedure may be implemented. Diversion Team would require a formal request for action at the next Diversion Team Meeting.

STEP 3- Family Service Plan

- Meeting Facilitation will be done by the Service Coordination Facilitator or a Service Coordinator
- Assessment of Family Strengths & Needs – To be completed with family/parents and the Service Coordinator during intake and to be returned to as part of ongoing Family Service Plan development. Cultural, race, ethnic, and faith based needs are reported as part of this self assessment for inclusion in the Family Service Plan.
Addendum D
- Service Coordination Intake Checklist (Attachment 2) - Completed by parent as part of referral and intake with Service Coordinator. The Intake Checklist allows Wayne FCFC the ability to capture Service Coordination profile data, and respond to service gaps and concerns that are likewise identified. All data will be submitted, upon request, to the state for the purpose of evaluation.
- Service Coordination Components – Addendum E & F
 - Eight life domain areas: Family, Residence; Education/Vocational; Legal; Health; Mental Health/Substance Use/Crisis/Safety; Recreational/Social
 - Goals, time frames for goal achievement
 - Services to be provided and the provider of the services
 - Service Coordinator (approved by the family).
 - Communicate with service/support providers
 - Complete and submit appropriate paperwork, i.e. Release of Information, Outcome Indicator Checklist, Family Service Plan, Family Service Plan Reviews, etc.
 - Scheduling Family Service Plan review meetings
 - Facilitate Family Team meetings
 - Track progress toward goals
 - Complete Family Centered Services and Support Reports

- Administer Family Satisfaction Survey – Attachment C
To be administered at the third Service Coordination or termination.

The Family Team will identify the Team member responsible for parent notification in situations where the parent does not attend the Team meeting.

The Family Team will have periodic (weekly, monthly, etc.) meetings to track progress toward goals, identify barriers and revise the plan based upon additional identified needs.

Every effort should be made to maintain a child in their home and or community. In the event that an out of home placement is recommended, the Diversion Team is required to make recommendations to their respective chief executive officer (CEO) based upon: youth need, proximity to the youth's home, restrictiveness of the placement, investment of the parent and cost of the services. In-county resources will always be considered first.

Likewise, all efforts should be made to prevent the "taint of crimilization" (ORC 2151.11; Juvenile rule 9 (A) and to divert unruly children from the Juvenile Court system. To this end, the Wayne County Juvenile Court Diversion Program should be included in Service Coordination meetings, to both educate the participants on Juvenile Court procedure and offer informal options to formal court involvement. These alternatives shall be included in the Family Service Plan.

Service Coordinator

The Team will identify a lead service coordinator, approved by the family who will be responsible for:

1. Communicating with service/support providers
2. Completing and submitting appropriate paperwork, i.e. Release of Information, Outcome Indicator Checklist, Family Service Plan, Family Service Plan Reviews, etc.
3. Scheduling Family Service Plan review meetings
4. Facilitating Family Team meetings
5. Tracking progress toward goals

In the event that the Team recommends service/supports for which there are insufficient resources (usually financial) the Service coordinator will facilitate completion and submission of the Funding Request Form, Family Service Plan and a Release of Information Form containing the parents' signature. The parent signature also indicates agreement with the plan and their contribution toward the cost of the service/support. These documents will then be forwarded to the Diversion Team.

Diversion Team

Diversion Team shall meet weekly and their activity includes:

Informal Consultation: The Council Coordinator and Diversion Team members will provide informal consultations with agency and/or community representatives regarding the appropriateness of a referral. This consultation is designed to assist in identifying additional resources and whether or not systems need to be involved.

Service Coordination Request: Submission of a formal request and approval for service coordination to the Council Coordinator. The Diversion Team will assist the person requesting service coordination to arrange an initial Family Team meeting at which time a Service Coordination Plan will be developed which focuses on the needs and wants of the family. A copy of each plan is to be submitted to the Family & Children First Council.

Funding Request: If there are insufficient funds/resources in the community, a Funding Request may be submitted to the Diversion Team. Parents must sign the Funding Request Form that details the plan for services/supports and funding being requested. There is an expectation that parents will contribute toward the cost for the service/support for which funds are being requested.

The Diversion Team reviews all Funding Requests. The Diversion Team members work together to maximize the use of flexible funds which the Council has made available to divert children from out of home placement. There is an expectation that parents will contribute toward the cost of the service being requested. Request for funding to purchase services from private providers will only be considered if the request is accompanied by documentation that supports that the service is not available in the public child serving system and/or that using the public child serving system would be significantly detrimental to the child. At least two thirds of the Diversion members must agree to approve the Funding Request. The lead service coordinator who submitted the Request, on behalf of the Family Team will be notified by fax or mail within 48 hours of approval or denial. If additional information is needed prior to approval, the service coordinator will also be notified by fax or mail. This notification will contain a list of the needed information.

Confidentiality

All Family Team members will be required to hold confidential any and all information pertaining to service coordination. A family will be required to complete and maintain an up to date Release of Information form which permits the Family Team to organize, develop a Family Service Plan, implement the plan and monitor the plan in conjunction with the Wayne county Family & Children First Council (Diversion Team). A family may withdraw from Service Coordination by submitting a signed Release of Information which rescinds the prior authorization.

Monitoring Progress

All Family Service Plans are a tool that is expected to track and monitor progress towards goals. At a minimum, the (Family Service Plan will be reviewed and updated every 6 months or at termination.

OUT OF HOME PLACEMENT

Non emergency out of home placements: A Family Service Plan meeting must occur before a non emergency out of home placement for all multi need children.

Emergency Placements: A Family Service Plan meeting must occur within 10 calendar days of placement for emergency placements of multi need children.

The Family Service Plan shall outline how the Wayne County Family & Children First Council members will jointly pay for services, where applicable and provide services in the least restrictive environment.

This process is intended to give community members a chance to assure that all reasonable and appropriate alternatives to out of home placement have been exhausted. It also gives the Family Team an opportunity to determine appropriate community supports for the family during placement and begin planning for the child's return to the community.

This requirement applies to children who are involved in service coordination under the Council mechanism. A family may refer itself to service coordination mechanism at any point in time, which includes any time prior to or immediately

after an out of home placement. Nothing in this section overrides a decision of a judge.

The Diversion Team will make a cost sharing recommendation to the executives of agencies and systems that would be affected by the funding agreement. The Council Coordinator contacts the agency/system CEOs with the proposed recommendation. Upon approval of the recommendation by each agency/system CEO, the Council Coordinator completes the Meeting Response form, a written cost sharing agreement is executed.

The Diversion Team Meeting Response form will include Family Team guidance (including but not limited to additional program and financial resources for the child and family and additional information needed to process the request), Diversion Team recommended action, lead service coordinator if not identified, and a date for review by the Diversion Team.

If the funding is for out of home placement, it is expected that a parent contribution be clearly identified in the plan submitted to the Diversion Team. Continued funding will take into consideration the extent to which a parent has honored their financial obligations previously agreed upon. In situations where the child remains in the custody of the parent, an Ohio child support computation worksheet similar to that used by the Child Support Enforcement Agency must be completed and submitted with the original Funding Request Form. In situations where the child's removal from the home occurred through the Juvenile Court, a child support order will suffice. The Child Support Enforcement Agency will be asked by the Diversion Team for child support/contribution guidance in accordance with state child support guidelines.

The Service Coordinator / Lead Case Manager who submitted the application, on behalf of the Family Team, will be notified by fax or mail within 48 hours of approval or denial. If additional information is needed prior to approval, the Service Coordinator will also be notified by fax or mail. This notification will contain a list of the needed information.

Out of Home Placement – Emergency (within 10 days of placement)

A Family Team meeting must occur within 10 calendar days of any emergency out of home placement during which a Service Coordination Plan will be developed. This requirement applies to children who are involved in service coordination under the Council mechanism. A family may refer itself to service coordination mechanism at any point in time, which includes any time prior to or immediately after an out of home placement. Nothing in this section overrides or affects decisions of a judge.

Dispute Resolution

Disputes Between Parent and Agencies

If the dispute is with an individual agency, then the dispute resolution (grievance) process of that agency must be followed. This complaint and review procedure can only be used to review agency decisions. This complaint and review procedures cannot be used to appeal decisions rendered by a court or services in a court ordered case plan.

Disputes Between Agencies

In the event that government agencies and schools, who are current and/or potential providers of services to a child with multiple needs and family, have a disagreement with service coordination in Wayne County (organization to organization or individual service coordination) the following process may be used by an organization:

- (1) A formal written dispute shall be submitted by writing a letter, addressed to the Council Coordinator within 30 calendar days from the event or decision that was the reason for the dispute.
- (2) The Request for Formal Dispute Resolution shall be date stamped upon receipt.
- (3) The Council Coordinator shall contact the Chairperson of the Family & Children First Council within 24 hours of receipt of the dispute.
- (4) The Chairperson of the Family & Children First Council will call a meeting of the Dispute Resolution Committee (which includes the executives of Wayne County CSB, Mental Health & Recovery, and Wayne County Board of MR/DD, Wooster City Schools and Tri-Co. Educational Service Center) of the Wayne County Family & Children First Council within six (6) workdays. This will be a single meeting format with the purpose of resolving the dispute.
- (5) Upon completion of the process, the Dispute Resolution Committee shall issue a written recommendation.
- (6) The organization who filed the original Dispute shall have five (5) days to sign a letter of acceptance of the recommendations and return to the Wayne County Family & Children First Council.

- (7) If the recommendations are not accepted the dispute shall be immediately referred to the Wayne County Juvenile Court Judge, as the final arbitrator for resolution (within 7 days). All assessment or treatment information shall be submitted to the Juvenile Court should a case be referred to this level of intervention.
- (8) During the resolution of a dispute, the youth and family shall continue to receive all necessary services as have been determined by the current Family Service Plan. If the dispute involves entrance into one service, the youth and the family must receive those services that are not in dispute.

Disputes Between Parent and Agencies about Service Coordination

The child's parent or custodian may access the dispute resolution process if there are disputes between the child's parents or custodians and the Council regarding service coordination.* Parents or legal custodians will be provided with their right to use the dispute resolution process at the time that the Family Service Plan is developed. *Mediation will be attempted before the parents or custodians initiate a formal Dispute Resolution request.* Parents or custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. The dispute resolution process is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the Revised Code.

* Refer to Appendix J if the child is determined to be eligible for Part C Services according to Federal Part C regulations (Section 635 Public Law 105-17 Section 615, Title 34 Code of Federal Regulations, Sections 303-12, 303.360 and 303.361).

Each agency represented on the Wayne County Family & Children First Council that is providing services or funding for services shall continue to provide those services and the funding for those services during the dispute process.

The following process will be utilized in the event that disputes are unable to be resolved by other methods:

- (1) An informal step shall include a written statement to the Diversion Team including the details of the dispute and what the Family Team has done to resolve the problem(s).
- (2) The Diversion Team shall then meet in an effort to resolve the problem(s). This may include meeting with the Family Team.

- (3) A parent or guardian can initiate the official dispute process if there is disagreement with Family Service Coordination
- (4) A formal written dispute must be submitted in writing to the Council Coordinator within 30 calendar days from the event or decision that was the reason for the dispute.
- (5) The Request for Formal Dispute Resolution shall be date stamped upon receipt.
- (6) The Council Coordinator shall contact the Chairperson of the Family & Children First Council within 24 hours of receipt of the dispute.
- (7) The Chairperson of the Family & Children First Council will call a meeting of the Dispute Resolution Committee (which includes the executives of Wayne County CSB, Mental Health & Recovery, and Wayne County Board of MR/DD, Wooster City Schools and Tri-Co. Educational Service Center) of the Wayne County Family & Children First Council within six (6) workdays. This will be a single meeting format with the purpose of resolving the dispute.
- (8) Upon completion of the process, the Dispute Resolution Committee shall issue a written recommendation.
- (9) The parent or guardian who filed the original Dispute shall have five (5) days to sign a letter of acceptance of the recommendations and return to the Wayne County Family & Children First Council.
- (10) If the recommendations are not accepted the dispute shall be immediately referred to the Wayne County Juvenile Court Judge, as the final arbitrator, for resolution (within 7 days). All assessment or treatment information shall be submitted to the Juvenile Court should a case be referred to this level of intervention.
- (11) During the resolution of disputes, the youth and family shall continue to receive all necessary services as have been determined by the current Family Service Plan. If the dispute involves entrance into one service, the youth and the family must receive those services that are not in dispute