

# **Gallia County Family and Children First Council**

## **Service Coordination Mechanism**



**November 6, 2009**

**Service Coordination Mechanism Cover Sheet**

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## **I. Overview and Purpose**

The Gallia County Family and Children First Council is committed to providing coordinated services to all families with children birth through age 21. We are committed to providing strengths-based, family-centered services that recognize the family as the child's first and most influential teacher. By partnering with parents to develop the most useful and efficient service coordination plan, it is the hope of the Council that the needs of families and children will be met. In Gallia County, the purpose of service coordination is to provide a means for families to adequately address their needs which may not have been met in traditional agency systems.

Gallia County's Service Coordination Mechanism (hereafter referred to as SCM) is a document that will serve as the foundation for planning, coordinating and implementing services to families seeking assistance and families with multiple needs. This mechanism is not intended to overrule or supersede individual systems, but to develop an accessible way for families and children to receive services across multiple systems.

It is the primary goal of this mechanism to ensure that services to Gallia County families and children include the following components:

- Services are delivered using a family-centered approach;
- Services are responsive to the cultural, racial and ethnic differences of the population being served;
- Service outcomes are evaluated;
- Available funding resources are fully utilized or integrated;
- Service Coordination services and community supports are utilized;
- Specialized treatment for difficult-to-serve populations and evidence-based treatment services are encouraged;
- Duplicative efforts among agencies are reduced or eliminated;
- Most importantly, families are fully involved in decision-making for the children and are provided with family advocacy options.

## **II. Commitment to Child Well-Being**

Gallia County Family and Children First Council fully endorses Ohio's Commitments to Child Well-Being:

- 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

The Council's endorsement of these commitments is demonstrated in continuing efforts to coordinate a continuum of care across age groups and service needs. These services are coordinated and funded for the least duplicative and most collaborative service plans possible.

The Council makes an effort to keep an accurate listing of current programs and services available. Current information may be obtained by contacting the Council Coordinator, through the Council website at [www.galliafcdc.weebly.com](http://www.galliafcdc.weebly.com) or through the Communities of Care website at [www.gjmboard.org](http://www.gjmboard.org).

### III. Identified Children

The purpose of service coordination is to provide a venue for families needing services where their needs may not have been adequately addressed in traditional agency systems, including any multi-need child. Typically, this child would be experiencing behavior problems, school-related problems, family instability, mental health or substance abuse issues, physical/emotional abuse, neglect, or health issues. In many instances, the severity of problems would threaten the family's ability to maintain the child in the home. The Service Coordination process serves multi-need children through age 21.

### IV. Designation of Service Responsibilities

- ***Intersystem Coordinator:*** The coordinator will facilitate initial meetings for the family, family team leader and family teams, followed by managing and tracking progress of subsequent meetings and the individual family service plans. The coordinator can also consider Council objectives for families and children. The Coordinator is responsible for reporting requirements assigned by law or otherwise assigned as a condition of service coordination. The Coordinator will also facilitate the dispute resolution process.
- ***Team Leader:*** The Family Team Leader will facilitate and coordinate services within a Family Team. The Family Team Leader will collect necessary information from service providers and be responsible for submitting reports to the Coordinator.
- ***Family Teams:*** The Family Teams includes service facilitators that will act in the best interests of the child and family to create a quality and comprehensive family service coordination plan. Family Teams will submit required reports to the Family Team Leader.
- ***Leadership and Review Teams:*** The Leadership and Review Team meets to problem-solve case planning issues, review child and family team plans, identify and work to resolve service gaps, as well as participate in the dispute resolution process when required.
- ***GCFCFC Executive Committee:*** The Executive Committee will participate in the dispute resolution process when required. The scope of their involvement is defined in the dispute resolution process section of this Service Coordination Mechanism.

### V. Procedure for Referring a Child/Family

Referrals can be initiated by an agency or any family voluntarily seeking services. All referrals will be directed to the Gallia County FCFC Coordinator.

- a. **Parent/Guardian Referral:** A parent/guardian may access service coordination for their child through any Family & Children First member agency or by calling the Council Coordinator. Direct service staff in all participating agencies will have access to a Referral Packet. Agency staff will facilitate completion of these forms as well as initiate contact with the Coordinator at Gallia County Family and Children First to arrange an initial meeting with the family and child. At this point, every

parent is offered the services of a Parent Advocate. If the parent chooses to utilize the services of a Parent Advocate, staff will facilitate initial contact.

- Parent Advocates can be made available at any time during the service coordination process.
- b. Agency Referral: A formal referral for Service Coordination is made through the Gallia County FCFC Coordinator. The referring entity shall provide the following to the Coordinator:
- Signed Authorization of Release of Information
  - Completed Referral Packet. (At minimum, the form must include contact information for person being referred, brief description of issues the family is facing, and strengths of the family.)

Completed paperwork must be provided to the Coordinator *prior to* the initial meeting. Emergency Service Coordination meetings can be scheduled if a situation warrants immediate action. Such meetings will occur within three (3) days of request. The Family Teams will meet as needed or as deemed appropriate by the family, Team Leader, team members or Coordinator.

Parents, custodians or legal guardians are encouraged to be active participants in the preparation of a service plan. This would include attendance at team meetings as well as active participation in following the mutually established goals on the child's plan. This service plan is the result of a partnership between the family and agencies involved.

## **VI. Service Coordination Meetings**

The following agencies have participated in the development of this plan/process and regularly participate in the Gallia County Family and Children First executive meetings which occur bi-monthly. Notice of special meetings will be made to these entities, parents and others designated by the family involved. This notice shall be made in the timeliest manner; in writing if time allows or by telephone/email/personal contact.

1. Family and Children First Council Coordinator
2. Gallia County Juvenile Court
3. Gallia County Department of Job & Family Services
4. Gallia County Children's Services
5. Gallia County Health Department
6. Woodland Centers, Inc
7. Gallia County Board of DD
8. Gallipolis City Schools
9. Gallia County Local Schools
10. Gallia County Help Me Grow
11. Family Addiction Community Treatment Services (FACTS)
12. Treatment Alternatives to Street Crimes (TASC)
13. Gallia-Jackson-Meigs Board of ADAMHS
14. Gallia-Jackson-Vinton JVSD
15. Gallia-Vinton Educational Services Center
16. Heart of the Valley Head Start
17. Ohio Department of Youth Services

- 18. Family Advocate
- 19. Others as indicated by child's needs.

## **VII. Components**

Service Coordination is designed to respond to the needs of a family in the least intrusive manner. This includes using a strengths-based approach to service planning as well as utilizing natural, community-based supports and services. The Gallia County Service Coordination Plan incorporated the following underlying values of Ohio Family and Children First:

- *Children have the right to live with their own family.*
- *Children have the right to be nurtured and protected in a stable family environment.*
- *When children are at risk of harm, the community has the responsibility to intervene.*
- *Families are our community's most important resources and must be respected, valued and encouraged to build upon their strengths.*
- *The racial, cultural and ethnic heritage of children and the neighborhoods where they live are respected and supported as strengths. Ethnic and racial child-rearing practices are valued.*
- *Families have the right and responsibility to participate in identifying their concerns, priorities and needed resources.*
- *Families have a right to individualized service provision that addresses the multiple needs of their children.*

All children and families in Service Coordination receive services through the same procedures. The difference lies in the intensity of service requirements, frequency of case monitoring or services that require special funding arrangements. Once a case has been referred, the procedure is as follows:

- a.) The Coordinator, the referring agency or agency most familiar with the family, as well as the family will meet to discuss the Service Coordination process, family strengths, and possible goals. A Family Team consisting of appropriate agencies will be chosen, and discuss possible goals for the family.
  - If the family agrees, the referring agency will be designated as lead agency for the Family Service Coordination Plan. That agency's designated staff member will lead/facilitate the family's Service Coordination plan meetings, track progress of the plan and meetings to report to the Coordinator and schedule reviews as necessary. This designation may be changed at family request and agencies will work to facilitate a smooth transition. The Dispute Resolution Process is explained to parents at this time and will receive a copy of the Dispute Resolution brochure. Parents are also given a brochure of the Dispute Resolution Process, as well.
- b.) The Coordinator will contact the members of the Family Team to inform them of the meeting time. At this meeting, the Coordinator, Team Leader, Family Team Members as well as the family will evaluate family strengths, formulate a Family Service Coordination Plan, ensure that all agencies are aware of their responsibilities toward the family, identify any further assessments or referrals that are deemed necessary, and determine the frequency at which meetings should be held regarding

the child's services. The Coordinator, agency members and family will sign off on the plan and receive a copy. If deemed necessary by the family, a Crisis/Safety Plan will be developed during this meeting.

- The Team Leader will facilitate communication between the family, Family Team members and the Coordinator. Meeting times, progress, concerns and issues should be reported to the Coordinator for tracking and update purposes. This staff member is generally responsible for enacting the Crisis Plan if needed before a full plan can be developed.
- Goals set forth in the plan will have specific timelines to be monitored for appropriate progress. The progress on these goals will be reported by the Team Leader to the Coordinator, who will report to the Leadership and Review Team.
- Families may initiate a meeting to develop or review their plan by notifying the Team Leader or Coordinator if they desire to do so. *A family's service plan shall not be changed without the parents/legal guardians being present.*
- Between meetings, parents and service providers may contact the Coordinator for assistance in accessing funding, referrals, or specialized services.

c.) The Leadership and Review Team, consisting of agency directors or designated staff will meet to review, discuss, and collaborate on ideas, possible concerns or problems regarding Family Service Coordination Plans and obtain updates on progress. The Leadership and Review Team will meet following the regularly scheduled Gallia County Family and Children First Council meeting held on the first Friday of every month.

### **VIII. Family Service Coordination Plans**

The Council, in concert with each individual family, will develop and maintain a family service coordination plan (FSCP). The plan will identify and organize providers, services and responsibilities. Services may be provided by public and private agencies and informal supports such as neighborhood associations, neighbors, other families and churches. Families have an active role in writing the individual family service coordination plan and share a responsibility for carrying out the plan. Each individual family service coordination plan is different because each child and family is different.

a.) The Family Service Coordination Plan **must** include:

- Consent to Participate: A list of agencies responsible for giving the child and family the specified needed services.
  - The agencies can be state, county and local, public and private agencies and informal supports.
- Family approval of the person coordinating the services.
  - This person will make sure that the Family Service Coordination Plan gets started and the family continues to get the planned services.
  - By signing the Family Service Coordination Plan, families agree to the Team Leader and the plan (as is currently written).
- The assurance that every child will get the service that he or she needs.
  - The Family Service Coordination Plan must also make sure that all services support individual family strengths.

- A promise that families and children will be given the opportunity to share opinions, ideas and suggestions on making services respectful of the families culture, race, and ethnic group.
- A guarantee that services will be delivered in the least restrictive environment.
  - A least restrictive environment is when a child receives services in the most helpful setting while being with other children.
- A timeline for the goals outlined on the plan, as deemed appropriate for the needs of the child according to the Team.
  - The timeline is located on the Family Service Coordination Plan sheet.
- Crisis Plan: Detailed arrangements regarding the process for dealing with an emergency situation or a short term crisis situation.

#### **IX. Out of Home Placement/Unruly/Delinquent Children**

Youth who need intensive intervention to prevent out-of-home placement or court involvement are high priority cases for Service Coordination. Close monitoring and service coordination by the Coordinator and Family Teams are a primary focus.

- If out of home placement becomes necessary at any time during service coordination, a Service Coordination meeting will occur prior to such placement. In the event of an emergency, and an out of home placement becomes necessary, the Service Coordination meeting will take place within 10 days after placement is made.
- In this meeting members can assess whether all other alternatives have been exhausted as reasonable and appropriate responses to the situation. Decisions will be made regarding funding or placement and a plan initiated for the child's eventual return to the community. Special funding considerations will be referred to the Family & Children First Council's Executive Committee.
 

*\*Decisions of the Service Coordination team or Council shall not be interpreted as overriding or affecting decisions of a juvenile court regarding an out-of-home placement.*
- In the event that out-of-home placement or another costly service is necessary, the Coordinator will facilitate necessary financial arrangements. Gallia County has no pooled funding nor do any of the participating agencies have local tax levy dollars. This severely limits our ability to gain financial participation in paying per diems. Negotiating appropriate financial arrangement is usually conducted in a meeting between administrators of the major funding entities (Juvenile Court, DD, Children's Services, and the ADAMHS Board).
- In the case of a child alleged to be unruly, the designated Probation Officer of Gallia County Juvenile Court will make necessary arrangements for service coordination through referral to the Coordinator. The SC plan will be specifically designed to prevent any further court involvement with this child.

#### **X. Outcome Monitoring/Tracking**

Individual plans are monitored for progress toward goals by family team members using the Gallia County Service Coordination Goal Setting Worksheet. Goals for the family are recorded on the sheet, which include a time period for reviewing the goal(s). The Gallia County Service Coordination Goal Attainment Tracking Guide is then used to rate to which

degree the goal was met. At the end of the fiscal year, Goal Attainment sheets for each family will be reviewed by the Council Coordinator and success rates for Service Coordination provided by the Gallia County Family and Children First Council will be reported on the House Bill 289 report.

For the purpose of system/service monitoring, progress is reported at Leadership & Review Team Meetings. Aggregate information is presented to the Gallia County Family & Children First Council. Data such as number of cases, common problems, trends, and treatment needs are considered in Council strategic planning. The Council uses the Partnerships for Success process for analyzing service needs and gaps. This and any other requested data will be provided to the Ohio Family & Children First Cabinet Council upon request.

## **XI. Procedure for Protecting Confidentiality of Families**

Information contained in a Family Service Coordination Plan, as well as any personal family information disclosed during service coordination meetings shall be respected with the highest confidentiality. Each agency's staff will follow, first and foremost, the confidentiality standards set forth by their employing agency.

Family information pertaining to Service Coordination will be kept by the Coordinator at the Gallia, Jackson, Meigs Board of Alcohol, Drug Addiction and Mental Health Services office.

Families participating in service coordination will sign the Authorization of Release of Information form on which they will indicate their wishes regarding the sharing of information. That document will set the parameters for any information, written or verbal, that may be shared between agencies.

All forms, paperwork and/or identifying information shall be kept in a secure location according to the policy of the lead agency. Service Coordination files managed by the Coordinator shall be secured in the Gallia-Jackson-Meigs Board of Alcohol, Drug Addiction and Mental Health Services.

## **XII. Funding/Fiscal Issues**

Due to lack of local flexible funds, Gallia County has no pooled funding for service coordination. When a portion of a child's plan requires special monetary consideration, the specific need will be referred to the Coordinator. The Coordinator will convene a meeting of appropriate agency administrators. The administrator of each agency will have final say as to what their agency can contribute. As referenced in Section V of this document, families may be included in this meeting. As a matter of course, financial participation from the family will be expected according to a case-by-case review.

The Gallia County Family and Children First Council and its member agencies strive to be as creative and flexible as possible to maximize the use of all funds available and to provide the best possible service without duplicating efforts or spending resources needlessly.

In response to the Access to Better Care (ABC) Initiative, Council member agencies considered all possible avenues to maximize available funding and develop needed community-based services. Currently, FCSS dollars are used to provide funds for individualized wraparound services and Service Coordination. The total amount of 404 Base

and 404 Treatment dollars are used for home-based mental health services for children in FCFC Service Coordination.

### **XIII. Public Awareness/Targeted Marketing**

Upon approval of this Revised Service Coordination Mechanism, Council member agencies will be trained on the meaning, purpose and use of this document. This training will be provided by the Coordinator.

The Coordinator will also provide this training to agency staff who serve on the Service Coordination team. Copies of the SCM will be made available to agencies and staff by the Council Coordinator or through the Council website at [www.galliafcfc.weebly.com](http://www.galliafcfc.weebly.com).

All direct service agencies will have access to the SCM available for distribution to families who may be in need of service coordination. It is not recommended however, that this document be handed out without explanation of its content. A thorough explanation of the purpose and scope of this document, as well as the Dispute Resolution process should be given by appropriately trained agency staff.

### **XIV. Quality Assurance**

The quality and effectiveness of this SCM shall be reviewed annually by the Gallia County Family & Children First Council. Once yearly, participating agencies will be given the Service Coordination Survey for Providers regarding the Service Coordination process. This survey allows the Coordinator and Council the incite as to how agencies feel the Service Coordination process is working and where improvements can be made or changes can be implemented.

### **XV. Dispute Resolution**

Dispute resolution is an important component of any service delivery system. Although agencies and professionals are committed to meeting the needs of the child or family, there are times when decisions or processes may be questioned by one or more members of the team. In all instance(s), families are encouraged to ask questions and become more informed regarding available services, needs of their child and their rights and responsibilities as parents. Conflicts may arise in three types of situations:

**Category A:** The family is in disagreement with an agency or the Council

**Category B:** A family in Help Me Grow, Part C services is in disagreement over provision of services.

**Category C:** One agency is in disagreement with another agency regarding a plan.

*The process for handling each of these situations is based on the assumption and belief that individuals will seek understanding and resolution informally before initiating the formal conflict resolution process.* In many instances, a Parent Advocate is helpful in resolving issues informally. Parent Advocates can be made available at any time during the service coordination process, including during times of dispute.

#### **Category A: Disputes between Child's Parents/Custodians and the County Council**

**Purpose:** The local dispute resolution process shall be used to resolve disputes between a child's parents or custodians and the county council regarding service coordination. A

parent or custodian who disagrees with a decision rendered by a county council regarding services for a child may initiate the dispute resolution process established in the county's SCM. In addition, children and families eligible for Help Me Grow, but not eligible for Part C Early Intervention service, may file a complaint through the county council's dispute resolution process.

*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 right(s) or procedure that parents or custodians may have under other sections of the Ohio Revised Code.*

The following steps outline this component of the dispute resolution process:

- 1) The Coordinator is designated as the liaison for the receipt of complaints regarding service coordination:
  - Gallia County Family and Children First Council
  - Intersystem Coordinator
  - 53 Shawnee Lane
  - Gallipolis, OH 45631
  - 740-446-3022
- 2) Parents or custodians shall be informed of their right to use the dispute resolution process.
  - a) Those parents or custodians who are denied access to the service coordination process at the point of referral will be informed of their right to use the dispute resolution process and will be provided a written copy of the Council's dispute resolution process.
  - b) During intake, parents or custodians will be informed of their right to use the dispute resolution process and will be provided a written copy of the council's dispute resolution process.
  - c) Any member of the service coordination team or any member of council who receives a complaint from a parent or custodian regarding service coordination will inform the complainant of their right to use the council's dispute resolution process and provide the complainant with the contact information for filing a complaint.
  - d) The Coordinator will provide a copy of the dispute resolution process to the parent or custodian filing a complaint.
- 3) The Coordinator will notify the council chair and administrative agent of the complaint within seven (7) calendar days.
- 4) Each agency represented on a county council that ~~is provided~~s services or funding for services that are the subject of the dispute resolution process initiated by a parent or custodian must continue to provide those services and the funding for those services during the dispute resolution process.

- 5) The Council's Executive Committee will investigate the complaint. The assigned individuals will not have a direct interest in the matter. In the event that a member of the Council's Executive Committee has a direct interest in the matter, the Council Chairperson will appoint another member of the Council to serve in that person's stead.
- 6) The investigation of the complaint will include at least the following:
  - a) Conducting an on-site investigation as determined necessary;
  - b) Interviewing the parent or custodian and giving the parent or custodian the opportunity to submit additional information, in writing;
  - c) Interviewing relevant providers and giving providers an opportunity to submit additional information, in writing and;
  - d) Reviewing all relevant information and making a decision.
- 7) The Council's Executive Committee will issue a written decision to the parent or custodian within sixty (60) calendar days from receipt of the complaint. Situations determined to be an emergency by the Council's Executive Committee will be addressed within thirty (30) calendar days. The written decision will address each allegation and include finding of facts and conclusions and the reasons for the council's decisions.
- 8) When the provision of service or funding cannot be resolved through the designated dispute resolution process, the final arbitrator will be the presiding juvenile court judge. The Coordinator will assist the parent or custodian in filing the case with the juvenile court within seven (7) days of the failed dispute resolution process. The Coordinator will assist the family in providing assessment and treatment information for the court.

### **Category B: Dispute Resolution Related to Part C Early Intervention Services**

**Purpose:** Ohio Department of Health (ODH), as the lead agency, shall establish procedural safeguards that are consistent with Part C regulations. ODH, 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. Each county shall develop and maintain a resolution process for complaints, which shall be consistent with Part C.

The following steps outline this component of the dispute resolution process:

- 1) An individual or an organization may file a complaint with the Gallia County Family & Children Council regarding the provision of early intervention services within the county. The Coordinator is designated as the liaison for the receipt of complaints. Contact information:  
 Gallia County Family and Children First Council  
 Intersystem Coordinator

53 Shawnee Lane  
 Gallipolis, OH 45631  
 740-446-3022

- 2) The Coordinator will notify ODH (Bureau of Early Intervention Services) of the complaint in writing (via email or U.S. mail or fax) within seven (7) calendar days of receipt of the complaint.
- 3) The Coordinator will provide a copy of the procedural safeguards to the individual registering the complaint.
- 4) The Coordinator will explain the options available for dispute resolution, which include:
  - Filing a complaint with the county council;
  - Filing a complaint with ODH;
  - Requesting mediation;
  - Requesting an administrative hearing with ODH;
  - Filing a complaint with the provider of Part C service, if the provider has a resolution process for complaints. \*
- 5) 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.
- 6) The Council's Executive Committee will investigate the complaint. The assigned individuals will not have a direct interest in the matter. In the event that a member of the Council's Executive Committee has a direct interest in the matter, the Council Chairperson will appoint another member of the Council to serve in that person's stead.
- 7) The investigation of the complaint will include at least the following:
  - Conducting an on-site investigation as determined necessary;
  - Interviewing the complainant and giving the complainant the opportunity to submit additional information, either orally or in writing;
  - Interviewing relevant providers and giving providers an opportunity to submit additional information, either orally or in writing;
  - Reviewing all relevant information and making a decision.
- 8) The Council's Executive Committee will issue a written decision to the complainant within thirty (30) calendar days from receipt of the complaint. The written decision must address each allegation and include finding of facts and conclusions and the reasons for the Council's decision. A copy of the decision will also be provided to ODH. \*\*

9) The Coordinator will ensure that corrective actions are implemented within 45 days or sooner of the written final decision if there was a violation.

\* If the provider has a resolution process for complaints, the provider of Part C service must notify ODH and the county council of the complaint in writing (via email or U.S. mail or fax) within seven (7) calendar days of the receipt of the complaint. The provider of Part C services must issue a written decision to the complainant, the county council, and ODH within thirty (30) calendar days from receipt of the complaint.

\*\* If ODH receives notice that a complaint regarding Part C services was filed with the county council or a provider, ODH will monitor the resolution process to assure that the complaint is resolved by the county council or provider within thirty (30) calendar days. If the complaint is not resolved within thirty (30) calendar days, ODH will notify the complainant, the county council and the provider, if applicable, that complainant may select one of the following:

- 1) To have ODH investigate the complaint in accordance with Rule 3701-8-08(c) (4). If this option is selected, ODH shall assure the complaint is investigated and resolved within sixty (60) calendar days from the date the county council or provider received the complain; and
- 2) To mediate and/or go to an administrative hearing in accordance with Rule 3701-8-08 (c)(3). ODH shall assure that if the complainant selects mediation and/or administrative hearing, the hearing is completed within thirty (30) days from receipt of the request for mediation and/or administrative hearing.

### **Category C: Agency Dispute with County Council Decisions**

**Purpose:** An agency represented on the county council that disagrees with the council's decision concerning the services or funding for services a child is to receive from agencies represented on the council may initiate the local dispute resolution process established in the county SCM applicable to the council.

The following steps outline this component of the dispute resolution process:

- 1) The Coordinator is designated as the liaison for the receipt of complaints:  
 Gallia County Family and Children First Council  
 Intersystem Coordinator  
 53 Shawnee Lane  
 Gallipolis, OH 45631  
 740-446-3022
- 2) The Coordinator will notify the council chair and administrative agent of the complaint within seven (7) calendar days.

- 3) The Council's Executive Committee will investigate the complaint. The assigned individuals will not have a direct interest in the matter. In the event that a member of the Council's Executive Committee has a direct interest in the matter, the Council Chairperson will appoint another member of the Council to serve in that person's stead.
- 4) The investigation of the complaint will include at least the following:
  - Conducting an on-site investigation as determined necessary;
  - Interviewing relevant providers and giving providers an opportunity to submit additional information in writing, and;
  - Reviewing all relevant information and making a decision.
- 5) The Council's Executive Committee will issue a written decision to the complainant within sixty (60) calendar days from receipt of the complaint. Situations determined to be an emergency by the Council's Executive Committee will be addressed within thirty (30) calendar days. The written decision will address each allegation and include findings of facts and conclusions and the reasons for the council's decision.
- 6) On completion of the process, the Executive Committee shall issue a written determination that directs one or more agencies represented on the council to provide services for funding for services to the child.
- 7) The determination shall include a plan of care governing the manner in which the services or funding are to be provided. The decision maker shall base the plan of care on the Family Service Coordination Plan developed as part of the county's SCM and on evidence presented during the local dispute resolution process. *The Executive Committee 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.*
- 8) An agency subject to a determination pursuant to a local dispute resolution process shall immediately comply with the determination, unless the agency objects to the determination by doing one of the following, not later than seven (7) days after the date the written determination is issued:
  - a) If the child has been alleged or adjudicated to be an abused, neglected, dependent, unruly, or delinquent child or a juvenile traffic offender, filing in the juvenile court of the county having jurisdiction over the child's case a motion requesting that the court hold a hearing to determine which agencies are to provide services or funding for services to the child.
  - b) If the child is not a child described above, filing in the juvenile court of the county served by the county council a complaint objecting to the determination.

- 9) The court shall hold a hearing as soon as possible, but not later than ninety (90) days after the motion or complaint is filed. At least five (5) days before the date on which the court hearing is to be held, the court shall send each agency subject to the determination written notice by first class mail of the date, time, place, and purpose of the court hearing. In the case of a motion filed under division (B) (1) of this section (4a noted above) the court may conduct the hearing as part of the adjudicatory or dispositional hearing concerning the child, if appropriate, and shall provide notice as required for those hearings.
- 10) Except in cases in which the hearing is conducted as part of the adjudicatory or dispositional hearing, a hearing held pursuant to this division shall be limited to a determination of which agencies are to provide services or funding for services to the child. At the conclusion of the hearing, the court shall issue an order directing one or more agencies represented on the county council to provide services or funding for services to the child. The order shall include a plan of care governing the manner in which the services or funding are to be provided. The court shall base the plan of care on the family service coordination plan developed as part of the county's SCM and on evidence presented during the hearing. An agency required by the order to provide services or funding shall be a party to any juvenile court proceeding concerning the child. The court may require an agency to provide services or funding for a child only if the child's condition or needs qualify the child for services under the laws governing the agency.
- 11) While the local dispute resolution process or court proceedings pursuant to this section are pending, each agency shall provide services and funding as required by the decision made by the county council before dispute resolution was initiated. 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.