



Hancock County  
Family and Children First  
Council

# HANCOCK COUNTY SERVICE COORDINATION MECHANISM

Revised 2024

Approved December 2, 2024

**A. Overview of Service Coordination Mechanism**

As an integral component of a local system of care, service coordination is a process of service planning and system collaboration that provides individualized services and supports to families who have needs across multiple systems. It is child-centered and family-focused, with the strengths and needs of the child and family guiding the types and mix of services to be provided. It is critical that services and supports are responsive to the cultural, racial, and ethnic characteristics of the community's population.

The Hancock County Family and Children First Council (FCFC), as outlined in Ohio Revised Code (ORC) 121.37(C) has developed this Service Coordination Mechanism that will serve as the guiding document for services in our County. For children who also receive services under Ohio's Early Intervention program, this document includes rules adopted by the Department of Children and Youth under Section 5123.02 of the Revised Code. All family service coordination plans will be developed in accordance with this Service Coordination Mechanism.

- a. The FCFC Service Coordination Mechanism was developed and approved with the participation of County professionals representing mental/behavioral health, including alcohol, drug addiction, and mental health services; child welfare; developmental disabilities; health; juvenile judge; education; the FCFC; and the Hancock County Early Intervention Collaborative established pursuant to the federal early intervention program operated under the "Individuals with Disabilities Education Act of 2004," 20 U.S.C.A. 1400.

This Mechanism will be reviewed by the Family Stability Committee annually to ensure that it is effective and that it reflects the process that is practiced within the County. Any changes made to the Mechanism are submitted to the full Council for approval prior to implementation.

**Family Council Structure**

The Hancock County FCFC consists of administrative staff or their designee from the following agencies, as well as three Parent/Family Representatives who are receiving/have received in the past, services from a member agency:

- Findlay City Schools\*
- Hancock County Educational Service Center\*
- Hancock Board of Developmental Disabilities\*
- Hancock County Alcohol, Drug Addiction and Mental Health Services Board\*
- Family Resource Center of Northwest Ohio\*
- Hancock County Child Protective Services/Hancock County Department of Job and Family Services\*
- Ohio's Early Intervention System\*
- Hancock Public Health (City and County combined)
- Hancock County Commissioner's Office

- City of Findlay Mayor
- Community Action Commission/Head Start
- Ohio Department of Youth Services
- United Way of Hancock County
- Ohio State University Extension Office
- Spiritual Community Representative
- Business Community Representative
- Hancock County Probate and Juvenile Court Judge

The full FCFC meets on a bi-monthly basis and has committees that deal with various issues on a more in-depth basis: Executive Committee, Financial Committee, and Family Stability Committee. The FCFC Coordinator is an employee of the FCFC who attends meetings of the full FCFC and the various committees to help ensure accurate and timely communication among the groups.

**b. The Structural Components and Levels of Intensity of Service Coordination in Hancock County**

The organizational structure of the Service Coordination Mechanism includes the Hancock County Family and Children First Council and its FCFC Coordinator, the FCFC Family Stability Committee, the contracted Wraparound Coordinator, and Child and Family Teams.

The Administrative Level consists of executives of all the systems who participate in the Council and Parent Representatives. They serve as the policy level branch of the Mechanism. They provide integration and planning to improve community-based, family centered services. The Council provides program management by determining and clarifying policies, procedures, expectations, and the lines of authority and communication. In addition, the Council will have a role in any policy disputes that cannot be resolved at the Family Stability Committee level. The FCFC Coordinator provides support to the Council and Family Stability Committee, as well as oversight of the Wraparound Facilitator, provided through a contract with Family Resource Center.

The Stability Committee consists of the middle level managers and staff of the participating systems that provide services to youth and families that represent the target population. The FCFC has designated the Family Stability Committee to implement the transformation of local service delivery from child-centered systems to family-centered systems in order to advocate for multi-needs families. This change represents the commitment to supporting children and preserving families through inter-agency, home, and community interventions wherever possible. The voting membership of this committee is one decision-making representative, or their designee, from each of the agencies marked (\*) above as Council members.

Hancock County Juvenile Court is not a mandated member of Council, but does have a voting membership on the Family Stability Committee.

The Wraparound Facilitator provides direct services for children and families in need of service coordination. The Wraparound Facilitator is a contracted employee from Family Resource Center and serves as the neutral point of contact for families and agencies. The Wraparound Facilitator assists the family in forming child and family teams for Service Coordination. The child and family team includes parents and children and others who are relevant to their life such as relatives, members of the family's social support network, service providers, and agency representatives.

The FCFC Coordinator serves as the Wraparound Coordinator and provides supervision and support for the Wraparound Facilitator, including that he or she provides services as indicated in this Service Coordination Mechanism.

In addition, the OhioRISE/Aetna Care Management Entity (Harbor) also provides care coordination services to Hancock County youth and families in need.

**c. Levels of Intensity**

Hancock County has maintained three levels of involvement to families including: Level 1. Information and Referral; Level 2. Service Coordination; and Level 3. High-Fidelity Wraparound, depending on the needs of the youth and family. Currently, the program is adjusting focus to more upstream and early intervention efforts as it relates to youth who are involved with multiple systems or who have multiple needs. Descriptions of these service levels are meant to serve as broad definitions, as families may cross between levels throughout their service coordination experience. The Cross-System Risk Screen Tool has historically been used in our county to identify the level of service a youth may need.

1. Information and Referral - A family or a community provider will complete a referral form, Authorization for Release/Exchange of Information, and Cross-System Risk Screen Tool. A score from 1 to 11 on the Tool indicates that the youth is eligible for Level 1 - Information and Referral.
2. Service Coordination - A family or a community provider will complete a referral form, Authorization for Release/Exchange of Information, and Cross-System Risk Screen Tool. A score of 12-17 on the Tool indicates that the youth is eligible for Level 2 - Service Coordination.
3. High-Fidelity Wraparound -- A family or a community provider will complete a referral form, Authorization for Release/Exchange of Information, and Cross-System Risk Screen Tool. A score of 18 and above on the Risk Screen Tool indicates that the youth is eligible for Level 3 - High Fidelity Wraparound.

### **Information and Referral**

After the intake packet has been reviewed and it is determined that the family qualifies (on the Cross System Risk Screen Tool) for Information and Referral, The Wraparound Facilitator and the lead agency involved with the youth will make the appropriate referrals to the family and make sure they feel comfortable, and the information they have been given is clear. The process is complete at this level.

### **Service Coordination**

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. This will be for multi-system youth. Service Coordination and collaboration will build upon the strengths of services currently existing in the community, as well as the strengths of each family's system.

The Wraparound Facilitator serves as the Service Coordinator and will track the progress of the family's Individualized Family Service Coordination Plan (IFSCP), schedule reviews as necessary, and facilitate the meeting process. A meeting will be scheduled, including the person/agency making the referral for a "warm hand-off, and the family will be given an explanation of the level of service to be provided and how to access the dispute resolution process. In subsequent meetings, the Parent Caregiver and Child Strengths Assessment forms will be completed to assess the strengths of the family in a manner that is respectful to the family's culture. This assessment tool will focus on the strengths of the child(ren) and/or parent/family and will identify the family needs. This form will be completed by the parent/custodian with assistance from the Service Coordinator. A meeting will also be scheduled to implement the Child and Adolescent Needs and Strengths (CANS). A team, with input from the family, will be assembled, and information from the CANS and the needs and strengths will be written into the IFSCP, and goals will be identified with the child/family. These goals will be given specific timeframes to be completed and will specifically list who will be responsible for each. There will be a crisis plan completed and if needed, a safety plan.

The family will continue to meet with the Team on a regular basis until the goals are met and the plan will be reviewed at each family meeting. The family shall always be provided the opportunity to offer information and suggestions throughout the Service Coordination process and the services will be provided in the least restrictive environment possible. Goals will be reviewed and a CANS will be administrated and an updated IFSCP will be prepared quarterly with input by the family and members of the team. How often the family meetings take place will be determined by the family and the team.

The family will continue in service coordination and will not be considered complete until their level of risk is lowered. The family must be in agreement with transitioning from service coordination. A transition plan will be established at least 30 days prior to the family being released from service coordination.

All statutory components required under ORC121.37(C) regarding holding the Family Team Meetings, developing the Plan and associated timelines, identifying possible diversion programs, and safeguarding the family's confidentiality will be followed.

The guiding principles of Service Coordination are: family voice and choice, collaborative, strengths based, team based, community based, persistent natural supports, culturally competent, outcome based, individualized

#### Phases for Service Coordination

- Completion of strengths assessments/CANS
- Creating an IFSCP by establishing measurable goals and specific timeframes
- Assigning tasks to specific individuals to complete goals
- Assisting the family with getting connected to appropriate services
- Assisting with approved supports if needed
- Transitioning the family from the IFSCP reassessing strengths and risks

The Wraparound Facilitator enters data from the referral packet into the Ohio Automated Service Coordination Information System (OASCIS) which includes the date referral is received and placement at time of referral. The Facilitator creates a case record and documents process activities in OASCIS and on the case notes in CareLogic.

At any point during the intake process or the ongoing family case, if the youth meets OhioRISE eligibility, the family has the option to change care coordinators and lead agencies.

#### **High-Fidelity Wraparound**

The purpose of High-Fidelity Wraparound is to provide a venue for families whose children or young adults have greater/more intense needs in multiple systems and/or traditional service coordination has not been effective. Service Coordination and collaboration will build upon the strengths of services currently existing in the community, strengths of the family's system, and an innovative approach. The Cross System Risk Screen Tool that is included in the intake packet will be reviewed and will determine if the family is eligible for High-Fidelity Wraparound.

High-Fidelity Wraparound is a voluntary, strengths-based, needs driven process. The Wraparound Facilitator will track the progress of the IFSCP, schedule reviews as necessary, and facilitate the meeting process. A meeting will be scheduled, including the person/agency making the referral for a "warm hand-off" and the family will be given an explanation of the level of service to be provided and how to access the dispute resolution process. In subsequent meetings, the Parent Caregiver and Child Strengths Assessment forms will be completed to assess the strengths of the family in a manner that is respectful to the family's culture. This assessment tool will focus on the strengths of the child(ren) and/or parent/family and will identify the

family needs. This form will be completed by the parent/custodian with assistance from the Wraparound Facilitator. A meeting will also be scheduled to implement the CANS. A team, including the family's choice of natural supports such as a family advocate, mentor, or other support person and professionals working with them will be identified to participate in any such meeting to identify child/family goals. Information from the CANS and the needs and strengths will be written into the IFSCP, and goals will be identified with the child/family. These goals, incorporating flexible options, as well as traditional and creative options, will be given specific timeframes to be completed and will specifically list who will be responsible for each task. There will be a crisis plan completed and if needed, a safety plan.

All statutory components required under ORC121.37(C) regarding holding the Family Team Meetings, developing the Plan and associated timelines, identifying possible diversion programs, and safeguarding the family's confidentiality, which are all similar to the requirements of Service Coordination, will be followed.

The Wraparound Facilitator enters data from the referral packet into OASCIS, which includes the date referral is received and placement at time of referral. The Wraparound Facilitator creates a case and documents activities in OASCIS and on the case notes in CareLogic.

#### Guiding Principles of High-Fidelity Wraparound

Family Voice and Choice, Collaborative, Strengths based, Team based, Community based, Persistent Natural Supports, Culturally Competent, Outcome-based, Individualized

### **Phases of the High Fidelity Wraparound Process**

#### **Phase I: Engagement and Team Preparation**

During this phase, the Wraparound Facilitator meets with the family to lay the groundwork for trust and engagement and to identify family team members, such as representatives from agencies, schools, and systems working with the family as well as advocates, mentors and or family supports. It is suggested that the referral source arrange and attend the initial meeting with the family to discuss the referral and explain or confirm with the family their understanding of the Wraparound/Service Coordination process.

The Wraparound Facilitator explains confidentiality and confirms the release of information allows for communication with all service providers and family's natural supports on the team. Families are given an explanation regarding the level of service and how to access the dispute resolution process. The Parent Strength Assessment and Child Strength Assessment are completed with the family in a manner respectful to the family's culture.

During this phase, the tone is set for teamwork and team interactions that are consistent with the Wraparound principles. The Wraparound Facilitator helps the family complete a crisis plan, and if needed, a safety plan. The activities of this phase should be completed quickly, typically within 1-2 weeks, so that the Team can begin meeting and become personally invested in the Wraparound process as quickly as possible.

### **Phase 2: Initial Plan Development**

An initial wraparound team meeting will occur within 30 days unless the family cannot meet within the timeframe due to work schedules, vacations, illness, etc. The Wraparound Facilitator is responsible for inviting and or notifying team members (both formal and informal) to this meeting as well as subsequent meetings via telephone, email, face-to-face meeting, or text messaging. However, the family is at all times encouraged to invite or notify team members if they so desire.

This phase begins with an orientation to the High-Fidelity Wraparound process. Team trust and mutual respect are built while the team creates an initial IFSCP reflective of High-Fidelity Wraparound principles. Family strengths assessment is the foundation for this individualized plan.

### **Aspects of the plan**

- Team mission is developed
- Ground rules are developed
- Strengths are highlighted
- Needs are prioritized
- Measurable goals are developed
- Selected strategies to meet those goals are identified
- Responsibilities are assigned to team members

Planning is facilitated by the Wraparound Facilitator and it is always focused on implementing a child/youth plan in the least restrictive setting and appropriate to the level of service intensity. Further system penetration is avoided whenever possible. If, for any reason, needed services or supports are not available, the Plan will outline efforts to address the gaps. This may include addressing these at the Family Stability meeting in an effort to close the gaps in service.

The team schedules the next review meeting. This phase should be completed within 1-2 weeks of Phase 1. A rapid time frame will be implemented in order to promote team cohesion and share responsibility in moving together toward achieving the team's mission. In addition:

- Team meeting times are scheduled at families' convenient times/locations.

- Families may request a team meeting at any time by contacting the facilitator, who will assist them in scheduling the meeting.
- Families are encouraged to invite involved agencies/team members, including schools, to team meetings.
- Families may invite a family advocate, mentor or support person to participate in any team meeting.

Crisis and safety planning is an important component of High Fidelity Wraparound and is completed in Phase 1. The team works to develop a plan that identifies individualized strategies and provides immediate support to the child and family, keeps everyone safe, while still keeping the child and the family together when possible. If/when crisis occurs it is not considered as a failure.

### **Phase 3: Plan Implementation**

During this phase, the initial Wraparound plan is implemented and the Wraparound team meets regularly. Progress, satisfaction, and successes are continually reviewed at Wraparound review meetings. Changes are made to the plan as needed while continually striving to build and/or maintain team cohesiveness and mutual respect while working toward the team mission. If multiple plans are required to operate simultaneously because of system mandates, these plans are coordinated to eliminate duplication and conflicting expectations, with minimal overlap and duplication. The activities of this phase are repeated until the team's mission is achieved, goals have been attained and High Fidelity Wraparound is no longer needed.

### **Phase 4: Transition**

During this phase, plans are made for a purposeful transition out of formal Wraparound to a mix of formal and natural support in the community, or, if appropriate, to services and supports to the adult system. The focus on transition is continual during the Wraparound process and the preparation for transition is apparent even during the initial engagement activities. Formal transition plans are created for each family.

At any point during the intake process or the ongoing family case, if the youth meet OhioRISE eligibility, the family has the option to change care coordinators and lead agencies.

#### **d. Target Population**

The priority population of the Hancock County FCFC is children with needs in multiple systems, birth through 17 and transition age young adults ages 18 through 21 years of age and their families for whom traditional service provisions have not successfully met the child's and family's needs. Specific needs populations would include children who are: adjudicated unruly/delinquent or at risk of becoming unruly/delinquent; abused, neglected, dependent (substance abuse); involved with Ohio's Early Intervention System; at risk of out-of-home placement; and/or youth with

behavioral health issues and/or developmental delays. Service coordination will not be denied on the basis of race, color, ethnic origin, religion, sex, age, or sexual orientation.

Children/families involved with Ohio Rise Tier 2 or Tier 3, are not eligible to be assigned an FCFC Service Coordinator. For families whose children are in an out-of-home situation, service coordination will resume prior to the youth return to the community so that proper supports can be established and implemented for the family.

**e. Alignment with Children and Families**

As a mandated component of the County Service Coordination Mechanism, there is a concerted effort to harmonize the functions of FCFC Service Coordination/Wraparound and their partnerships with Early Intervention (EI) Service Coordination, Board of Developmental Disabilities, mental/behavioral health, Children's Services programming, Juvenile Court involvement, Education, and OhioRISE Care Coordination. This alignment aims to establish a seamless continuum of care tailored for individuals aged 0-21. Each of these agencies actively participates in the Family Stability Committee to ensure ongoing alignment, referrals, data collection, thus maintaining a pivotal role within the Service Coordination Mechanism.

Child Protective Services - Youth and families involved in the children's service system are eligible for FCFC Service Coordination. FCFC Wraparound will collaborate with child protective services to provide comprehensive support to these at-risk youth and families.

Youth in Juvenile Justice System: FCFC Wraparound will work alongside Hancock County Juvenile Court to provide service coordination for youth alleged unruly or adjudicated delinquent, as well as youth and families who are experiencing excessive tardiness, chronic absenteeism and truancy. Referrals will be made to Wraparound and the Coordinator and Facilitator will work with the family to build a team and create a unified plan to divert the youth from the juvenile court system.

Early Intervention Service Coordination: All children who receive services under Ohio's Early Intervention program, and who are also being served under the County Service Coordination Mechanism, must be assured that the services received under Early Intervention (EI) Service Coordination are consistent with the laws and rules of Early Intervention requirements per federal regulations and Department of Children and Youth policy and procedures. If a child is being served by FCFC Service Coordination and a referral is made to EI Service Coordination, upon the determination of eligibility, the lead provider of service coordination will be the EI Service Coordination provider to assure compliance with O.R.C. 5123.02. The identified FCFC Wraparound Coordinator and Team will support and assist with the family's IFSP/Early Intervention Plan, as needed. If a child/family enrolled in EI

Service Coordination needs support across multiple systems, the FCFC Wraparound Coordinator and/or FCFC Wraparound Coordination team will be available to support and assist as needed, to provide a seamless continuum of care developed for our County's age 0 through 21 youth.

OhioRISE Care Coordination: FCFC Service Coordination is available for youth enrolled in OhioRISE. This includes those with complex behavioral health and multisystem needs. While funding restrictions prohibit the utilization of FCSS funding for service coordination activities for youth enrolled in OhioRISE receiving Care Coordination, Hancock County FCFC will work to ensure the youth/family are referred and connected to care coordination as well as necessary services and supports.

No family or young adult age 18 or over will be denied the opportunity to refer themselves for consideration for service coordination. Hancock County FCFC will work to identify groups or types of children and families not being served or whose needs are inadequately addressed to improve the local system of care.

**f. Description of how Families and Agency Personnel and Community Members will become Aware of and Trained in the Service Coordination System in Hancock County**

Families and agency personnel will be made aware of and trained in the Service Coordination Mechanism through community presentations to local child and family serving organizations, including education, community child-serving agencies, community events, and our accessible website. The Family Stability Committee members are responsible to educate and train personnel within their own agencies.

Any updates to the Service Coordination Mechanism will be presented to the Family Stability Committee and the FCFC to ensure understanding and approval. This Mechanism will be reviewed by the Family Stability Committee annually to ensure that it is effective and that it reflects the process that is practiced within the County. Any changes made to the Mechanism are submitted to the full Council for approval prior to implementation.

The Wraparound Facilitator participates in Service Coordination and High-Fidelity Wraparound training, skill-based training, and regional wraparound facilitator learning communities. These opportunities not only enhance the skills of service providers, but also foster a deeper understanding of the Service Coordination Mechanism.

**B. Procedure for Referring Child and Family**

FCFC Coordinator: 419-424-7073

308 Dorney Plaza; Findlay, OH 45840

In order to make a referral to the FCFC, the referring party (which may be agency or education staff, Juvenile Court representative, or the family themselves) must submit

a completed intake packet (Referral Form, Authorization for Release/Exchange of Information, and Cross System Risk Screen Tool). These forms may be obtained from the FCFC website. The packet will be submitted to the FCFC Coordinator to review for completeness and appropriateness to start the service coordination process and the level of service intervention required. Upon receipt of the referral, within one business day of receipt, if possible, the FCFC Coordinator contacts the referral source to confirm the receipt.

The level of service is primarily based on the information on the referral form and results of the completed Cross System Risk Screen Tool, along with input from other identified team members, natural supports, and professionals.

Once the packet has been received and approved, the Wraparound Facilitator or referring agency will contact the family within 7 business days to inform them of the status of their referral. The level of service that they may be approved for will be based on the referral form, a completed Cross System Risk Screen Tool, and if necessary, any additional information being requested by the referral source.

If the family is interested in moving forward with the referral, the FCFC Coordinator will enter each child or young adult into OASCIS and the Wraparound Facilitator will contact the family and referral source to set up the initial “hand off” meeting, including the person making the referral to be conducted at the time and location of the family’s choice.

Within 7 business days of the initial contact with the family on the status of their referral, attempts will be made to schedule a face to face meeting. If the referral is deemed an emergency situation, a meeting with family and service providers will take place within three business days, unless an approved exception is agreed upon by all parties.

After three unsuccessful attempts to contact the family, the person making the referral will be contacted to assist in contacting the family to set up the initial meeting.

Hancock County coordinates with Ohio Medicaid’s OhioRISE, a specialized managed care program for youth with complex behavioral health and multisystem needs. Hancock County FCFC and Harbor, our local OhioRISE/Aetna Care Management Entity, work collaboratively to ensure that service coordination is available to all eligible families who are in need.

**C. A Notification Procedure for all Individual Family Service Coordination Plan Meetings**

Family needs and schedules are the first consideration when scheduling Team meetings. When meetings or team meetings are scheduled, they are scheduled around and when it is convenient for the family. A Family Centered approach is used with Service Coordination and High Fidelity Wraparound. The family picks the location of the meetings, be that at their home, agency, or neutral location.

The Wraparound Facilitator is responsible for scheduling meetings in consultation with the family and for inviting all appropriate team members including natural supports, agencies involved with the family, and the appropriate school personnel. The Wraparound Facilitator will be responsible for extending an invitation to the initial meeting to all team members, by phone and/or e-mail, at least one week prior to the meeting. After that, the next team meeting will be scheduled at the end of the current meeting.

The Wraparound Facilitator notifies anyone not present, by phone and/or email, at least one week prior to the next meeting, except in cases needing an emergency meeting. If an emergency meeting is needed, team members will be notified as soon as possible, and a meeting will be scheduled within three days.

**D. A Procedure for a Family to Initiate a Meeting and Invite Support Persons**

Meetings will be regularly scheduled by the Team. If the family determines they would like to invite a support person(s) (parent advocate, church member, friend, mentor or another family member) that is involved with the care of child, the parent may invite the support person(s) and inform the support person(s) of the date/time/location of their Child and Family Team meeting. The family may request help from the facilitator in initiating the invitation to the support person(s), and the support person will be added to the confidentiality list and team roster for future team meetings. If the family would like help with initiating an additional meeting(s) to continue the development or review of their individual family service coordination plan, they may do so by contacting the Wraparound Facilitator. Families can request a copy for their family plan from the Facilitator at any time.

**E. A Procedure Ensuring an Individual Family Service Coordination Plan Meeting Occurs before an Out of Home Placement is Made, or Within Ten Days after Placement in the Case of an Emergency**

Hancock County strives to maintain children in their own home whenever it is safely possible to do so. When a child must be placed outside of their own home, the goal of any placement is that it is the least restrictive. The services provided will address the child's needs. The goal will always be to return the child to his/her home/community in the shortest length of time, while still maintaining the safety of all involved.

The Hancock County MSY Team is engaged when a youth, who is Family Stability eligible, and is at imminent risk of out of home placement, in which a Multi-System Youth (MSY) or similar grant will be requested for payment of the placement into congregate care. The MSY team's primary goals are family preservation, safety of children and communities, and stabilization of youth and families. The team will brainstorm various ways to meet the emotional needs of families, with the desired outcome so that out of home placement for the youth is not required. If the decision for out of home placement is decided by the team, necessary recommendations will be made in order for reunification to occur in the shortest time possible. The family's Team members are members of the MSY team.

Nothing in this section shall be interpreted as overriding or affecting decisions of children services and/or juvenile court regarding an out-of-home placement or confidentiality.

Requests for shared funding may also be initiated by the lead agency involved with a family who has a youth placed out of the home. However, the Agreement for Shared Funding and Services must be signed by all parties prior to implementation. If placement has already occurred, the requesting agency remains fiscally responsible until a signed Agreement is in place. All Agreements will have a set time frame as determined by the involved agencies and should have reunification as the ultimate goal. The intent is if a child must be placed outside of his/her home, the placement and services will be the least restrictive available to meet the child's needs with a goal of returning the child to his/her home in the shortest length of time that can be expected while maintaining the child's safety. The committee will ensure that there is a plan for reintegration for this youth/family.

**F. Monitoring Progress and Tracking Outcomes**

Hancock County has a monitoring procedure in place designed to track progress and outcomes for families. This includes the utilization of the IFSCP, incorporating goals, action steps, responsibilities, and timelines tailored to each family's needs. In order to document this information, the Wraparound Facilitator undergoes training to utilize the State's database system, OASCIS. Each family receives an IFSCP, directly addressing their needs assessment and outlining outcomes tied to their goals. The Wraparound Facilitator is responsible for entering information into OASCIS as it becomes available, or within five business days of acquiring new information. The FCFC Coordinator will monitor to make sure that timelines are met.

The FCFC Coordinator is responsible to monitor the progress and track outcomes for referrals on a regular schedule. Data collected is reported by referring agencies or the Wraparound Facilitator to the Family Stability Committee on a quarterly basis and provided to the FCFC Coordinator for review and reporting purposes to the FCFC and State. The FCFC Coordinator also assists with coordinating information

regarding those youth placed out of the home, at risk to be placed out of their home, involved with OhioRISE, and/or those engaged in Service Coordination or High-Fidelity Wraparound to the Family Stability Committee at each regular meeting. Formal tracking of County out-of-home placements by appropriate personnel will be updated at each Family Stability Committee meeting.

Prior to transition out of placement, youth will be discussed at the Family Stability Committee so that proper support systems can be implemented upon return to the community. A re-entry plan to establish continuity of care after discharge will be developed that will include planning for housing, ongoing treatment, and education.

**G. A Procedure for Protecting Family Confidentiality**

The FCFC will ensure that the confidentiality of children/youth and their families involved in services through FCFC is protected and that all information shared among team members and providers is done so only with an Authorization of Release/Exchange of Information that has been signed by the responsible family member(s) that includes all potential community partners. For Family Stability Committee meetings, minutes taken involving families will be initialized for confidentiality purposes. The Wraparound Facilitator will ensure that all members of the Service Coordination or Wraparound Team sign a confidentiality statement which explains the confidentiality expectations of information disclosed during team meetings and the planning process.

**H. A Procedure for Assessing the Strengths, Needs, and Cultural Discovery of the Family**

An initial face-to-face meeting with the Wraparound Facilitator marks the beginning of the assessment process, aimed at understanding the child and/or family's strengths, needs, cultural background, and past trauma. This meeting fosters active participation from the family, allowing them to express their perceptions of challenges, strengths, cultural considerations, desired changes, and required services. Team members are encouraged to engage in the needs, strengths, and cultural discovery process, which remains ongoing to ensure comprehensive assessment and support.

Hancock County utilizes the CANs assessment tool which includes essential elements for evaluation, such as strengths, life functioning, behavioral/emotional needs, risk behaviors, cultural factors, potentially traumatic/adverse childhood experiences, early childhood, transition age, and caregiver resources and needs. These aid in determining the appropriate level of coordination, providing insights into the family's presenting level of need. The CANS assessment identifies priority planning areas of need that inform the development of the IFSCP. The CANS is conducted on a quarterly basis or more often, as needed.

This standardized approach ensures that assessments are conducted systematically, considering the diverse needs and cultural backgrounds of the children and families served by the FCFC Service Coordination.

**I. A Procedure for Developing a Family Service Coordination Plan to include:**

Every family identified as appropriate for Service Coordination or High-Fidelity Wraparound will be a partner in the development of an IFSCP. As a part of the process, the Facilitator works with the family to identify formal and informal supports who can be utilized for the Family Team composition. The focus of the Plan will be goals and objectives specific to the strengths and needs of the child and family.

To develop a Family Plan, the following process is followed:

1. Review and add to the child/family strengths, needs, and culture discovery.
2. Assess the level of engagement of families.
3. Create a team mission statement that describes what the team hopes to accomplish through the process.
4. Identify and record needs statements for child or individual family members.
5. Prioritize needs that will help the child and/or family team realize their mission statement.
6. Brainstorm for strategies to meet the chosen needs.
7. Develop action steps/solutions to meet the strategies.
8. Select team members to follow-up on action steps.
9. Identify an outcome/result for each strategy.

The Family Plan includes:

**a. Description of the method for designating service/support responsibilities.**

During the initial meeting with families the Wraparound Facilitator will gather information regarding what agencies the family is involved with and what underlying needs the family still has. Using family strengths and unmet needs the facilitator will arrange a team meeting with appropriate formal and non-formal supports to design a family team plan which will build long lasting supports. The Facilitator will ensure that families are being suitably referred to services and have an active voice in the types of services and supports they receive.

**b. Description of the method for selecting the family team member who will track progress, schedule meetings, and facilitate meetings.**

If approved by the family the Wraparound Facilitator will be responsible for scheduling team meetings with the family and agencies, to track progress, and report it back to the team at the following team meeting. It is important to encourage family confidence and genuine participation in the service coordination

plan process so that the family has a voice in choosing and approving the individual designated for this responsibility. The family has the option to appoint another Team member for these duties, if desired.

**c. Description of how plans will ensure services are responsive to the strengths, needs, family culture, race, and ethnic group, and are provided in the least restrictive environment.**

Family involvement in choosing appropriate services and providers and in the planning, implementation, and evaluation of services on behalf of the family must be respected. It is critical to the outcome of service coordination that special attention is given to the issues related to strengths, needs, racial/ethnic/cultural identity, and to gender. System development should also promote early intervention, preventing unnecessary out-of-home placement, and keeping children and communities safe while supporting families whenever possible. Services and supports should meet the needs of children and their families in the least restrictive environment possible and as close to their own home environment as possible.

**d. Description of how timelines will be established for completing family team goals.**

Hancock County recognizes that all families operate differently therefore, family timelines will be established on a case-by-case basis. Timelines will hold families and agencies accountable. Timelines will also ensure that families and agencies have adequate time to successfully complete a task. Timelines can vary and can be adjusted when needed. During family team meetings team members will have a voice in suggesting an appropriate timeline to achieve a goal. The family will have the ultimate decision creating the timeline to ensure accountability and to ensure the timeline given is achievable for the family. Expectations of the team in scheduling review meetings should be established at each meeting.

**e. Description of how crisis and safety plans will be included in the family service coordination plan.**

Hancock County seeks the health and safety of all residents and family members and sees it as important to include measures to promote the overall health and safety of individuals. Planning for short-term crises and safety concerns establishes the understanding among team members that family crises are a possibility and will not be considered a plan/child/family/team failure if they should occur. The Wraparound Facilitator will ensure that crisis and safety plans are addressed at team meetings using family strengths and unmet needs.

Hancock County recognizes that crisis plans and safety plans are two separate entities and shall be addressed as such. Families can identify their own crisis and safety is non-negotiable. The Team will be prepared to respond appropriately and

immediately in the event there is a crisis or safety concern. It allows the Team to plan its response during a time when everyone is positive and calm, helping to assure that members will not overreact if the need arises to implement the crisis or safety plan. Efforts should target strategies that provide support to the child and the family together when possible. Crisis and safety plans will be represented throughout family plans.

If, for any reason, needed services or supports are not available, the plan should show how priorities are chosen and what efforts will be undertaken to address such gaps.

**J. Description of how alleged unruly children will be dealt with using service coordination, including a method for diverting them from the juvenile court system.**

Early identification and intervention is a critical factor in preventing a child from becoming further involved in the juvenile court system. Each plan shall include a process to identify and intervene with these children as soon as a problem is identified.

Any child serving agency including, but not limited to the schools, children's services, and mental health providers that suspect a child may be identified as alleged/unruly, but not yet involved with the Juvenile Court system should take action to divert the child from the juvenile court system. Hancock County employs the following options

1. Conduct a meeting with child, parents, and other interested parties to determine appropriate methods for diversion, emphasizing the personal responsibilities of the child and the parental responsibilities of the parents, guardian, or custodian of the child. Meeting may include local law enforcement agencies and officials. Services that may be considered are:
  - a. Diversion: The purpose of the Diversion program is to have a single, EPICS trained, probation officer, referred to by the youth and families being served as their Diversion Officer, assigned to cases in which youth, age 10 to 17, are diverted from formal adjudications for first time offenses, with the goal of changing their trajectory into the Juvenile Justice System.

Once determined to initially qualify for diversion services, the assigned officer will meet with the youth only, and will administer the OYAS Diversion Tool to establish their level of risk. In most cases, youth in the Low/Moderate risk levels will be accepted, however, an occasional High risk youth may be considered appropriate as well. Once formally accepted into diversion, the assigned officer will meet with the youth and parent(s), and a diversion contract/agreement will be created by

the officer and the youth/family, outlining the expectations of diversion. Some examples of a typical diversion contract might include: obeying all laws and ordinances, school attendance, no contact with co-defendants, random urinalyses, diagnostic assessment, or curfew. The officer will check in with the youth and family approximately one time per month, until the established goals are met. This process will take no less than 30 days, and most cases will be closed within 90 days, with all cases closed in no more than 180 days.

- b. Systemic Approach for Engaging Targeted Youth (SAFETY):  
The target population is dually involved youth, ages 10-17, displaced from their home due to an act of violence, where the youth is identified as the perpetrator. Outcomes are decreased recidivism, increase in school attendance and completed school work, increase in placement stability, decrease in mental health and substance abuse occurrences, decrease in or elimination of detention time, and decrease in child welfare custody due to delinquency issues.

A multi-disciplinary team meets with the family the next day and the youth and family approximately one week later. Primary goals are family preservation, safety of children and communities, and stabilization of families in crisis. The committee brainstorms various ways to meet the physical and emotional needs of families to avoid further penetration into the juvenile justice and/or child welfare system. The team makes the necessary recommendations for utilization of community resources, cross system coordination, and intervention practices that are youth and family focused. A 90-day review meeting will take place to discuss family progress on the multi-disciplinary team's recommendations.

- c. Systemic Approach for Engaging Targeted Youth (SAFETY): Phase Two  
Target Population Parents/Guardians that have been charged with a misdemeanor of Contributing to the Delinquency of a Minor due to their child(ren)'s school attendance. The program is designed to prevent both formal charges and an accelerated trajectory in both the juvenile justice and child welfare systems. This goal is accomplished in part by incorporating a dynamic and cooperative community partner collaboration (multi-disciplinary team) to develop an effective, early intervention methodology that considers the most relevant information when developing a plan for the ongoing safety of the youth and their family. The plan includes effective cross-system coordination and

intervention practices that are youth and family focused, evidence informed, and strengths based, while creating an alternative juvenile justice/child welfare response to reduce formalized Court involvement. Driven outcomes include decreased recidivism, increase in school attendance and completed school work, increased placement stability, decrease in mental health and substance abuse occurrences, decrease in or elimination of detention time, and decrease in child welfare custody.

To participate in the program during the arraignment hearing the parent/guardian agrees to the terms of the program as a diversion to the charge. The multi-disciplinary team brainstorms various ways to meet the physical and emotional needs of families to avoid further penetration into the juvenile justice and/or child welfare system. The team makes the necessary recommendations for utilization of community resources, cross system coordination, and intervention practices that are youth and family focused.

- d. Pre-court truancy conferences: required prior to truancy charges being filed.
- e. Early Warning Behavior Pre-Court Conference  
The target population for the Early Warning Pre-court conference includes students exhibiting escalating behaviors within the classroom and school environment. The ultimate goal is to support students and parents in addressing their behavioral challenges, promote a positive and safe school environment, and provide necessary interventions and services to address underlying issues contributing to the behavior.

The referral process for the target population involves teachers and school personnel identifying students displaying such behaviors and who provide support and interventions to the student and family, and make referrals for additional services as needed.

- f. Alternative Education Programs: The Hancock County and City school districts both offer a variety of alternative education programs designed to assist each student in academic success.

In the event the above alternatives do not successfully eliminate the youth's at-risk behaviors, the child should then be referred on to the FCFC Coordinator to activate the IFSCP process. Any child at-risk for becoming

involved with the juvenile justice system is at-risk of removal from his/her natural home environment upon further violation of court mandates.

**K. A Dispute Resolution Process, Including the Judicial Review Process**

Parents/custodians/guardians and agencies shall use existing local agency grievance procedures to address disputes NOT involving Service Coordination or Wraparound. These dispute resolution processes are in addition to and do not replace other rights or procedures that parents/custodians/guardians and agencies may have under other sections of the Ohio Revised Code. Those involved with Ohio's Early Intervention System may also file a dispute through this process.

Parent/custodian/guardians and agency disputes related to High-Fidelity Wraparound/Service Coordination shall follow the procedure detailed in this document, which access is provided to all families engaging in High Fidelity Wraparound/Service Coordination as part of the intake process. Dispute Resolution instructions and forms may be obtained by contacting the FCFC Coordinator at 419-424-7073 or online at <https://www.co.hancock.oh.us/315/Family-Children-First-Council>.

Steps in the Dispute Resolution Process:

1. If there is significant and unresolved conflict regarding any aspect of the service coordination or wraparound planning process or plan by any participant, including, parents and agencies, every attempt is made to resolve that conflict with the participating members of the wraparound process. This keeps conflict mediation and resolution as close to the direct level as possible.
  - a. Timeline: The grievant shall file Part I of the dispute resolution form with the FCFC Coordinator. The Coordinator will respond within three days. A grievant who is not satisfied with the recommendations offered has five days to complete and submit the dispute resolution form requesting advancement to the next level of dispute resolution.
2. If resolution cannot be found at the Council Coordinator level, the process will then proceed to the second level of the dispute resolution procedure and referral will be made to the Family Stability Committee by completing part II of the dispute resolution form and return it to the acting chair of the FSC through the Council Coordinator.
  - a. Timeline: FSC shall review the grievance within seven days and present their recommendations with five days of their review to the party filing the dispute. A grievant who is not satisfied with the recommendations offered has five days to complete and submit the dispute resolution form requesting advancement to the next level of dispute resolution.

3. If resolution cannot be found at the FSC level, the dispute will go before the Executive Committee by completing part III of the dispute resolution form and returning it to the chair of the Executive Committee. The committee may require additional information or ask participants for further details regarding the dispute. The committee develops recommendations, which are then voted upon.
  - a. Timeline: The committee shall review the grievance within seven days and will issue its results in writing within three days of the meeting. A grievant who is not satisfied with the recommendations offered has seven days to complete and submit the dispute resolution form requesting advancement to the next level of dispute resolution.

Steps 1-3 shall take no longer than sixty days unless delayed for any reason by the grievant. A wraparound facilitator will be made available to the grievant to assist with the dispute resolution process. The process will recognize and make use of entities and relationships within the community's unique culture and characteristics. While this process continues, all services in place for the children and family will continue.

4. When failure to reach an agreement/resolution through the dispute resolution process at the Executive Committee that originates from an agency providing an identified support to the case, the dispute will be filed with the presiding Hancock County Juvenile Court Judge. **This will be filed with the juvenile judge within 7 working days from the date of the failed dispute resolution process and there will be preparation of inter-agency assessment and treatment information for the court.**

When a dispute that originates with the youth's parents or custodians cannot be resolved through the designated dispute resolution process, the Hancock County FCFC can make a referral to the State service coordination committee.

Emergencies- Though infrequent, there may be an occasional situation which is considered an emergency that requires the dispute resolution procedure be modified. An emergency may be considered for any situation that requires immediate response due to the safety and well-being of the child. In these instances, an immediate decision is made collaboratively with the parents/guardians/custodians and their service coordinator. The final decisions rest with the child's legal parents or guardian. Once the immediate emergency is handled, any continuing conflict will follow the outlined dispute resolution process.

Throughout the dispute process, it will be incumbent upon the wraparound facilitator to work with parents/guardians/custodians to develop an interim plan that prevents serious disruption to needed services and supports for the child and family.

Completed forms should be sent to:  
Family and Children First Council Coordinator  
308 Dorney Plaza  
Findlay, Ohio 45840  
419-424-7073  
Fax: 419-424-7898

**L. A Description of the Fiscal Strategies for Supporting FCFC Service Coordination, including:**

**How funding decisions are made for services identified in the Individual Family Service Coordination Plan.**

The FCFC has access to flexible funding, which are distributed via the FCFC Coordinator. A funding request can be submitted to the FCFC Coordinator for any youth with an active Service Coordination/Wraparound Plan, which documents the strengths and goals of the family and team and clearly shows how the funding request ties into the family goals. All funds utilized are based on need, resources, and availability. No case should be funded using FCFC funds until all other avenues of payment have been exhausted or ruled out.

**How flexible resources are maximized.**

Funding requests must only be made for expenses not otherwise covered by another payer source.

**How funds are blended or coordinated to support service coordination.**

Local funds as well as flexible grant funds that support service coordination are generally used to support formal service coordination/wraparound team facilitation. Each child and family team helps to locate community resources to fund strategies and fill gaps.

**How resources are reallocated from institutional services to community-based, preventative, and family-centered services.**

Local FCFC member organizations contribute to the Hancock County Family and Children First Council's General Fund. These funds are utilized to pay for the FCFC salary and benefits of the FCFC Coordinator and Community Liaison, as well as pay for additional administrative costs to provide a stable organization to support services to Hancock County youth and families.

**How decisions will be made regarding the use of MSY/PCSA funds for children and their families in service coordination.**

The Family Stability Committee is responsible to approve all funding requests utilizing MSY/PCSA funds. Use of these funds is restricted to providing services and supports needed to prevent the relinquishment of custody of children, 0-18, and to facilitate family reunification following a custodial episode. All voting decisions must be appropriately documented in the Committee minutes. The FCFC Coordinator is responsible to process invoices, track expenditures in OASCIS, and submit reports to the State. These funds may be used as follows:

1. Care Coordination/Wraparound to prevent custody relinquishment or for a relinquished youth.
2. In-home and/or community supports to prevent custody relinquishment.
3. Residential treatment and/or room and board for treatment to prevent custody relinquishment.
4. In-home and/or community supports needed to support family stability for a child returning from agency custody.

**How decisions will be made regarding the use of the Family Centered Services and Supports funds for children and their families in service coordination.**

The FCFC Coordinator is entrusted to make funding decisions in an amount up to and including \$1000 and all expenditures must be properly documented. The Family Stability Committee shall be responsible to approve all funding requests over \$1000. All voting decisions must be appropriately documented in the Committee minutes. The FCFC Coordinator is responsible to process invoices, track expenditures in OASCIS, and submit reports to the State.

**How decisions will be made to access Multi-System Youth funds, monitor and report progress to the MSY State Review Team.**

Technical assistance and funding through Ohio Department of Medicaid (MSY) is available to help prevent custody relinquishment of children (ages 0-21) solely for the purpose of obtaining needed treatment. The State's MSY Team can assist local entities with obtaining services that support children and youth who have been relinquished and are transitioning back to community and/or non- custody settings. Wraparound Teams can apply for this money by utilizing the application posted on the following link <https://fcf.ohio.gov/msy-ta-and-funding-applications>.

**M. Quality Assurance of Service Coordination Mechanism**

**Description of how the service coordination mechanism process will be monitored and reviewed. Please include who will monitor and review the mechanism and how often this will happen.**

The Family Stability Committee shall be responsible to ensure that the processes within the Service Coordination Mechanism are consistently implemented countywide. In addition, members of the Committee will monitor and review the mechanism on an annual basis. The FCFC Coordinator is responsible for making sure that the review schedule is maintained, as well as ensuring that any changes to procedures are made and reviewed in a timely manner.

The Hancock County Family and Children First Council member organizations review any modifications and formally approve the service coordination mechanism, as required and timely at full Council meetings.

**The most current version of the Hancock County FCFC Service Coordination Mechanism can be found on the FCFC accessible website:**

**[https://www.co.hancock.oh.us/ 315/Family-Children-First-Council](https://www.co.hancock.oh.us/315/Family-Children-First-Council) .**