



SERVICE COORDINATION MECHANISM

Erie County Family & Children First Council

Revised 2019

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Erie County Service Coordination Mechanism

INDEX	PAGE
Section 1: Overview of Service Coordination	2
Purpose.....	2
Values.....	2
Continuum of Care.....	3
Section 2: Mechanism Functions and Structures	3
Service Coordination/Wraparound.....	3
Intersystem Placements.....	4
Service Coordination Management Team.....	5
Section 3: Operations and Procedures	5
Referrals.....	5
Educating Families & Agencies.....	6
Confidentiality.....	6
Eligibility.....	6
High-Fidelity Wraparound.....	7
Families Right to Request Team Meeting.....	9
Out-of-Home Placement- Emergency and Non-Emergency.....	9
Alleged Unruly Child and Diversion from Juvenile Court.....	9
Section 4: Dispute Resolution Process	9
Disputes between Agencies.....	10
Family Disputes.....	10
Non-Emergent Disputes between Parent/Guardian and FCFC.....	11
Emergent Disputes between Parent/Guardian and FCFC.....	12
Section 5: Quality Assurance, Data Management, and Evaluation	13
Section 6: Funding	13
ADDENDUMS	PAGE
Addendum A: Wraparound Referral Form.....	14
Addendum B: Release of Information Form.....	19
Addendum C: Confidentiality Agreement for Family Team Meetings.....	21
Addendum D: Family Service Plan Guide.....	22
Addendum F: Safety Plan Guide.....	24
ATTACHMENTS	PAGE
Adopting A Diffuse Model of Wraparound in Erie County.....	26

Overview of Service Coordination

Purpose

The purpose of Service Coordination and High-Fidelity Wraparound through Erie County Family and Children First is to provide a neutral venue for families requiring services where their needs may not have been adequately addressed in traditional agency systems. 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 population. Based on the level of severity or need, Service Coordination in Erie County can be elevated to the more intense High-Fidelity Wraparound process for those children and families who are at very high risk of experiencing poor outcomes.

A System of Care is a coordinated network of community-based services and supports that are organized to meet the challenges of children and youth with multiple needs and their families. Service Coordination and High-Fidelity Wraparound are collaborative, coordinated, cross-system team-based planning processes implemented to address the needs of youth and families where those needs are multiple and complex. Service Coordination and High-Fidelity Wraparound build upon the strength of services in the community, and when needed, propose new services, supports, and/or strategies to be added in order to address unmet needs. A System of Care must account for:

- Broad array of services & supports available
- Individualized plan
- Least restrictive setting
- Coordinated at both system & service level
- Family-driven, youth-guided
- Emphasize early identification & early intervention

Erie County Family and Children First revised the Service Coordination Mechanism in 2018 through the work of the Wraparound Management Response Team. This team is comprised of representatives from Council member agencies who regularly serve children and youth with multiple and complex needs. These agencies include Erie County Board of Developmental Disabilities, Firelands Counseling and Recovery Services, Bayshore Counseling, Erie County Juvenile Court, Children Services, Erie County Department of Job and Family Services, Community Youth Mentors, North Point Educational Service Center, Townsend Community School, Erie County CASA Program, and Coordinator of the Family and Children First Council.

Values

The success of Service Coordination efforts depends on integrating key values into the process. The following list of values are integral to the effective delivery of Service Coordination and Wraparound:

- Services are delivered using a family-centered approach.
- Services are responsive to the cultural, racial, and ethnic characteristics of the families being served.
- Service outcomes are evaluated.
- Available funding resources are fully utilized or integrated.
- Home and community supports are utilized as needed.

- Specialized treatment for difficult-to-serve populations and evidence-based treatment services are encouraged.
- Duplicative or competing efforts among agencies are reduced or eliminated.
- Families deserve the shortest step from hello to help.
- Most importantly, families and youth are fully involved in decision-making and are provided with family advocacy and support options

Continuum of Care

A Continuum of Care is a method for tracking and guiding youth and families with multi-system needs over time through a comprehensive array of services spanning all levels and intensity of care. Erie County provides a Continuum of Care for ages 0 through 21 through the provision of various levels of coordination including: Information and Referral, Early Intervention Service Coordination, Service Coordination, and High-Fidelity Wraparound. The criteria for the appropriateness of each level of coordination is as follows:

- Information and Referral- Provided to any family with a child ages 0-21 whose only presented need is to be connected to another community resource or support.
- Early Intervention Service Coordination- Provided to any family with a child ages 0-3 who qualifies for Early Intervention services based on a developmental delay or diagnosis.
- Service Coordination- Provided to any family with a child ages 0-21 who needs services and supports from more than one agency and is not already receiving Service Coordination through Early Intervention.
- High-Fidelity Wraparound- Provided to any family with a child ages 0-21 who has multiple and complex needs that cannot be met by traditional agency services and supports.

Based on the needs of the youth and family, a higher level of assistance may be needed to adequately address the presenting needs. Through coordination, Erie County Family and Children First Council can access various levels of intervention including the following, in order of least intensive to most intensive:

- | | |
|----------------------------------|-------------------------|
| ○ Intensive Home-Based Treatment | ○ Residential Placement |
| ○ Mobile Crisis Response | ○ Treatment Foster Care |

When accessing the intervention services, the chosen coordination process shall continue throughout in order to ensure that the youth and family have the proper level of service and supports.

Mechanism Function and Structures

Service Coordination

Early Intervention Service Coordination is available for families with children ages 0 to 3 who have been diagnosed with a developmental disability or delay. An Early Intervention Service Coordinator meets with families to gather information and conducts nutrition, vision, and hearing screenings. They also coordinate

a developmental evaluation, and coordinate services, if needed. The Family and Children First Council will assist with a family's Early Intervention Plan where needed.

Service Coordination is a broad-based, youth and family-driven planning process by which previously identified resources and supports are coordinated to determine the least restrictive plan of success for youth with complex needs. Service Coordination can include teams composed of representatives from various systems that may be involved with the child/family/youth as well as other significant persons in the lives of the families. The Service Coordination process functions to:

- Problem solve at system-level
- Plan and monitor for family and child/youth safety
- Monitor placements
- Manage risk and complex decisions concerning level of care
- Neutrally-positioned facilitation and planning process
- Coordinate previously identified and existing resources and supports

High-Fidelity Wraparound is a specific evidence-based planning and facilitation process that builds a team around a child/youth and their family, including representatives from various systems that may be involved with the child/youth/family, service providers, relatives, neighbors, or other significant persons in the lives of the family. This organizing process individualizes services and supports, both formal and informal, around the strengths and needs of the child/youth/family to achieve improved and more meaningful outcomes. The intensity of this level of care coordination best serves children and youth who are at high risk of experiencing poor outcomes. High-Fidelity Wraparound consists of distinct steps or phases that must be followed:

- Phase 1: Engagement and team preparation
- Phase 2: Initial plan development
- Phase 3: Implementation
- Phase 4: Transition

Intersystem Placements

Although it is a priority of the Service Coordination Mechanism to find the least restrictive intervention for children/youth, there may be times when out-of-home placement may be a necessary option. For those children/youth who are intersystem involved and require placement that will be paid for with pooled funds, there are two options that may occur while they are in placement:

- 1) Wraparound- while the child/youth is in placement they may also be in Wraparound. The Wraparound Team can continue to work with the family in preparing for the child/youth's exit from placement. If the youth or family is not considered ready for Wraparound, then the initiation of Wraparound can wait to begin until the child/youth exits placement.
- 2) Placement monitoring- The FCFC will receive weekly updates on the status of the placement and progress. If progress does not occur in an appropriate amount of time, then other placement options shall be considered in the effort to find a better intervention for the individual. The FCFC will stay in communication with the family as they work together to achieve the most appropriate intervention for the child/youth.

Service Coordination Management Team

The Service Coordination Management Team serves as a community team and is composed of Director of Bayshore Counseling, Director of Firelands Counseling and Recovery Services, Executive Director of CASA, Deputy Director of Adult and Child Protective Services, Supervisors of Children Services, Wraparound

Supervisor, Wraparound Facilitators, Wraparound Support Staff, Wraparound Mentors and Independent Counselors, In-Home Counselors, School Counselors, Community Liaisons of Townsend Community School, Community Support Manager of the Board of DD, Parent Advocate of Northpoint Educational Service Center, and the Manager of Ohio Means Jobs.

Each appointed member of the Service Coordination Management Team is expected to regularly attend and participate in meetings. The team will meet at least once each month, with meetings lasting up to three hours. If there are any assignments or information to review prior to the meeting, each team member is expected to come prepared. In addition, each team member is to regularly participate in trainings related to Service Coordination, Wraparound and Cross-System Planning. The responsibilities of the Service Coordination Management Team include:

- the review of requirements for entry to the Wraparound and Service Coordination programs
- accesses flexible funding in order to provide tailor-made and creative supports and services to individual families involved in Wraparound
- track outcomes across families to identify trends which can be used to inform funding decisions and program development
- make recommendations to the FCFC Executive Committee for program development, modification or expansion
- provide consultation as requested by Wraparound facilitators and Service Coordinators on issues related to system barriers
- monitor intersystem placements
- assure that there is “no wrong door” for families. When families contact an agency who cannot provide services, the agency facilitates a referral with the necessary follow-up to ensure that families receive a “warm hand-off” to an agency who can meet the family’s needs

Operations and Procedures

Referrals

Referrals to Service Coordination and Wraparound can be made by calling the Wraparound Supervisor at the Erie County Juvenile Court (419-627-6615) or by emailing or faxing a completed Wraparound Referral Form to the Juvenile Court (see Addendum A- Referral Form). An initial assessment of the family’s level of need will be made through an intake appointment with the family. A family will be contacted within five business days of referral and an intake appointment will occur within 30 calendar days of referral. Referrals for Early Intervention Service Coordination (for ages 0-3 with a developmental delay or diagnosis) can be made through the Erie County Board of Developmental Disabilities (419-621-3962) or by completing Ohio’s Central Intake process by calling 800-755-GROW or by visiting <https://refer.ohiocentralintake.org/>.

Education of Families & Agencies

Agency personnel and community members will become aware of the Service Coordination Mechanism of Erie County through the distribution of flyers by all mandated members of the Family and Children First Council as well as WIC, Head Start, and Help Me Grow. Trainings on the Service Coordination Mechanism will be held annually to service providers by the FCFC Coordinator and

Wraparound Supervisor. Social media will be utilized by the FCFC in an effort to strengthen outreach efforts about the Service Coordination Mechanism.

Confidentiality

All Family & Children First Council participants have entered into a confidentiality agreement which assures the timely access to appropriate information while respecting the right to privacy of children and parents. All families involved in Service Coordination/Wraparound, Family Team Meetings and Help Me Grow sign a Release of Information Form prior to formation of the Family Team or the sharing of family/agency information. The Family and Children First Authorization for Information Sharing will be signed by the parents for a period not to exceed 180 days. Parents are informed of their right to revoke the release in writing at any time. Parents within the Help Me Grow system are given the Parents Rights Brochure. The Release of Information for the HMO system shall follow the ODH guidelines as applicable. At each team meeting an agreement of confidentiality is also signed by all the team participants. (See Addendum B and C)

Eligibility

In order for a child or youth to be eligible for Service Coordination in Erie County, they must meet each of the four eligibility criteria:

- ☐ Erie County resident
- ☐ Multi-systemic issues (multiple needs)- While the child/youth may not yet be involved in multiple systems, they have multiple needs that threaten to destabilize the family.
- ☐ Child/youth is between the ages of 0 and 21
- ☐ Demonstrates significant needs in at least 2 of the life domains in the Child and Adolescent Needs and Strengths (CANS) Assessment, which will be administered by certified Wraparound staff.

If referred for Wraparound, at least one of the following additional criteria must be met:

- ☐ Does not have an Existing Service Coordination process in place and is at high-risk of experiencing poor outcomes
- ☐ Service Coordination process is in place but is in need of an alternative process due to system barriers, lack of care alternatives, or team impasse.
- ☐ Service Coordination process is in place but family is not satisfied with existing process and seeks alternative coordination process

High-Fidelity Wraparound

Phase 1: Engagement and Team Preparation

During this phase, the groundwork for trust and shared vision among the family and Wraparound team members is established. In face-to-face conversations, the facilitator explains the Wraparound process and philosophy to the family members with the goal of helping the family and youth to make an informed choice regarding participation in the Wraparound process. The facilitator reviews all consent and release forms with the family and informs them of their rights. The facilitator will also ask the family about immediate crisis concerns and work with the family

and agency representatives to address these concerns immediately, when present. The facilitator will spend time getting to know the strengths, needs, culture, and vision of the child/youth and family. From these conversations, a narrative is developed and is later shared in the first Team Meeting so that all team members have a clear understanding of the family's perspective, culture, strengths and needs. The narrative will form the basis for the Individual Family Service Plan (IFSP).

Each family engaged in Wraparound will be given the opportunity to design their own family team. All families will sign a Release of Information prior to contacting potential team members (See Addendum B). To form a Team, families will be encouraged to invite informal (natural) supports such as family members, friends, church members, and neighbors. Formal supports that families could invite to their team could include: case workers, counselors, teachers and other school representatives, Job and Family Services staff, Juvenile Court staff, SSAs or other County Board of DD staff, and coaches. Families are also encouraged to invite advocates, mentors, and peer supporters to participate in family team meetings. To find such support people, families can contact Parent Advocacy Connection, Developmental Disabilities Council, North Point Educational Service Center, YouthMOVE, and Sandusky Artisans Recovery Community Center.

All service providers and those individuals serving as natural supports for families in the Service Coordination or Wraparound process will be notified of individual family service plan meetings through email unless a preference is stated otherwise. The family will have the opportunity to meet and engage with their assigned Facilitator during the intake process, and will have the opportunity to choose a different facilitator should they desire to do so.

The Child and Adolescent Needs and Strengths (CANS) assessment will be used to categorize a youth/family's level of need based on measurements in a variety of life domains. The CANS will also be used to identify priority areas of need that will be used in the development of the Individualized Family Service Plan (IFSP). The CANS will be administered at least every 90 days to each youth/family involved in Service Coordination or High Fidelity Wraparound to measure progress in the areas of youth/family needs and strengths.

The Wraparound Facilitator will record all team member contact information and compile a team roster for the family. The Wraparound Facilitator or Team Support Staff will contact all team members prior to a scheduled team meeting by email unless another method of communication is preferred by a team member. Team members will also be informed of the next-scheduled meeting date prior to leaving each Family Team meeting. Team meetings are scheduled at times and locations that are convenient to the family.

Phase 2: Initial Family Service Plan Development

The team's mission guides the process for the family. Team trust and mutual respect are built while the team creates an initial Wraparound plan of care reflective of the Wraparound principles. Family culture, strengths, and needs across the domains that the child/youth and parent/guardian(s) have identified in the CANS assessment are the foundation of this plan. In this stage, usually lasting one to two meetings, the following work is completed by the team:

- Needs are prioritized
- Measurable goals are developed

- Strategies to meet goals are identified
- Clearly defined tasks and timelines are developed to accomplish strategies
- Responsibilities are assigned to team members

The Wraparound approach is focused on implementing a family plan in the least restrictive setting and appropriate level of service intensity. If needed services or supports are not available, the Family Plan will outline efforts to address such gaps.

During the development of the Family Plan, the team shall acknowledge that family crisis and safety issues are a possibility, and shall develop a plan for navigating a short-term crisis or safety concern. A crisis response plan, detailing options for preventing a known crisis and responses by those supporting the youth and family through such an event, should be developed based on family need and preference. Any safety concerns or safety programming should be addressed as needed.

Phase 3: Plan implementation

During this phase, the initial Wraparound Plan is implemented. Progress, satisfaction, and successes are continually reviewed at families' Team Meetings. Changes are made to the plan as needed while continuously striving to build and/or maintain team cohesiveness and mutual respect. If multiple plans are required to operate simultaneously due to system mandates, these plans are coordinated to eliminate duplication and conflicting expectations. Team Members are assigned tasks that relate to the accomplishment of each established strategy. Progress is tracked by the Facilitator at each Team Meeting and new action steps and strategies are considered where necessary. The facilitator updates the plan and distributes minutes of each meeting. The activities of this phase are repeated until the team's mission is achieved and formal Wraparound is no longer needed. This phase typically lasts 6-18 months.

Throughout the implementation phase, outcomes will be measured at least every 90 days through the Child and Adolescent Needs and Strengths (CANS) Assessment. Wraparound fidelity and family satisfaction will be measured at least every three meetings through the Wraparound Fidelity Index Assessment. Outcome measures and other data will be stored on the Electronic Health Records (EHR) System.

Phase 4: Transition

During this final phase, plans are made for a purposeful transition out of formal Wraparound to a mix of formal and natural supports in the community, or, if appropriate, to services and supports in the adult system. The focus on transition is continual in the Wraparound process and the preparation for transition is apparent even in the initial engagement activities. A post-transition crisis- management plan is developed that capitalizes on the youth and family's now strengthened skills and knowledge. A commencement ceremony is created, which is culturally appropriate and meaningful to the family and youth. Once transition is complete, Wraparound staff continue to check in with the family to ensure that the family is continuing to experience success.

Families Right to Request Team Meeting

All families will be provided with a Team Communication List prior to the first team meeting. Families are invited to schedule team meetings through their own initiative or allow the Facilitator to schedule

meetings according to the family's directive. It is expected that notice of future meetings will be given in written form at least two weeks (14 days) in advance, except in cases of emergency. When deciding the time and location of meetings, the family's needs and limitations should be carefully considered.

Out-of-Home Placements

While Wraparound is focused on serving children/youth in the community and promoting least restrictive settings, there may be times when a child/youth in Wraparound becomes at-risk of out-of-home placement. This may be the result of an ongoing development or an acute crisis situation.

- Non-emergency: The Wraparound Facilitator will convene the Wraparound team to ensure that other options to placement are fully explored and/or exhausted prior to placement.
- Emergency: The Wraparound Facilitator will convene the team within 10 days of an emergency out-of-home placement to plan for the return of the child/youth to the community or determine if the case will be referred back to Erie County Family and Children First Council for monitoring status if it has been determined by the family and other team members that no benefit would be gained from continuing Wraparound at the current time.

Alleged Unruly or Delinquent Child and Diversion from Juvenile Court

With the formation of a Family Team and the formulation of an Individualized Family Service Plan, a youth, if identified prior to unruly or delinquent charges being filed, should successfully be diverted from Juvenile Court involvement. If the preparation of a complaint under section 2151.022- (Unruly Child) of the Ohio Revised Code has been filed, the youth and parents of the youth will be encouraged to become involved in the Wraparound process to divert the youth from Juvenile Court.

Dispute Resolution Process

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. Each agency system has areas of responsibility, and the collaborative approach is not intended to replace or usurp the primary role of any one of these systems. Dispute resolution is an important component of any services delivery system. Although agencies and professionals are committed to meeting the needs of the child and/or family, there are times when one or more members of the team may question decisions or the process. In all instances, families are encouraged to ask questions and become informed as to what is available, what their child might need, and what rights and responsibilities they have as parents. Conflicts may arise in three distinct types of situations:

- One agency is in disagreement with other agencies about a Family Service Plan;
- The family is in disagreement with one agency; or
- The family is in disagreement with the service plan.

If the dispute does not pertain to service coordination, parents or custodians shall use existing local agency grievance procedures to address disputes. This process is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the Ohio Revised Code. Each

agency represented on a county Family and Children First Council (FCFC) that is providing services or funding for services that are the subject of the dispute initiated by a parent shall continue to provide those services and the funding for those services during the dispute process. These rights shall not be interpreted as overriding or affecting decisions of a juvenile court regarding an out-of-home placement, long-term placement, or emergency out-of-home placement.

The Family and Children First Council shall inform parents and/or custodians of their rights to use the dispute resolution process. Parents or custodians shall use existing local agency grievance procedures to address disputes not involving Service Coordination.

Disputes between Agencies

When agreement cannot be reached by the systems involved in a Wraparound Team regarding family assessment, service plan development, the assignment of responsibilities to implement the service plan, or difficulties in the implementation of the plan, either the parent(s) or the service provider(s) may:

- 1) Petition the Executive Committee of the Erie County Family and Children First Council to review their concerns. The Executive Committee will, in a timely manner, arrive at an agreed upon solution by all parties involved. Under the provisions of this plan, at no time during the dispute resolution process shall services to the youth/child, parent(s) and family be disrupted. Families, upon accessing services, will be advised of their legal rights beyond the dispute resolution process.
- 2) If the dispute cannot be resolved at the level of the Executive Committee, an outside mediator shall be secured to help resolve the conflict.
- 3) If the conflict cannot be resolved within 7 days with the help of the mediator, then the Juvenile Court Judge will render the final decision as to how the conflict will be resolved.

Family Team Disputes

The process for handling each of the above situations is dependent on the premise that individuals and agencies will, in all instances, seek clarification and resolution at the Family Team level prior to initiating the formal conflict resolution process. The Family Team serves to utilize the recommendation of all parties, including that of the parent or guardian, that promotes the well-being of the children/youth in regards to services for the children/youth. If there is significant and unresolved conflict regarding any aspect of the Family Service Plan by any participant (including parents) in the Wraparound process, every attempt is made to resolve that conflict with the participating members of the Family Team. If the Family Team cannot resolve the dispute, the dispute resolution process can be initiated. Each family will be notified of their right to utilize the dispute resolution process and provided information regarding the process at the first Family Team meeting. Parents who choose to utilize an advocate or mentor are encouraged to include those representatives in the process. If difficulties in resolution at this level occur, the Council Coordinator can be asked to sit on the team as a mediator for conflict resolution. At no time during the dispute resolution process will services to the family be disrupted. This keeps the conflict mediation and dispute resolution as close to the direct level of care as possible.

Non-Emergent Disputes between Parent/Guardian and FCFC

A non-emergent dispute will be defined as a dispute that does not require an immediate response due to the safety or well-being of the children/youth. If a non-emergent dispute is initiated by a parent or guardian, the following timeline will be utilized:

- 1) Within seven calendar days of the disagreement/dispute the family will submit a Dispute Resolution Request form to the Family and Children First Director/Coordinator communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with this request. This request should be submitted to:

ATTN: FCFC Coordinator
Erie County Family and Children First
2900 Columbus Ave
Sandusky, Ohio 44870

- 2) Upon receipt of the family request to utilize dispute resolution, a meeting with the Dispute Resolution Team will be convened **within 15 calendar days**. This meeting will be scheduled at a mutually convenient time for the majority members of the family and the Dispute Resolution Team. The family will prepare a presentation for the Dispute Resolution Team regarding the nature of the dispute and the specific issues that are requested to be resolved. This presentation can be made by the family, an advocate, or the child and family team lead case manager.
- 3) At the meeting with the Dispute Resolution Team, the family will present information regarding the nature of the dispute and identify specific issues that are requested to be resolved. All pertinent Wraparound Case information will be completed by the Family Team and the family to provide historical and current information relevant to the dispute and to specifically identify the issues sought to be resolved. The Dispute Resolution Team will meet in closed session after the family's presentation to draft written responses to the Family Team regarding the issues identified in the dispute.
- 4) A letter will be immediately issued to the family by mail and email detailing the response of the Dispute Resolution Team. The Family and Children First Coordinator will be used as a neutral facilitator in this process and will be responsible for the written responses to the family.
- 5) The youth's parents or custodians may file with the Chair of the Family and Children First Council a written objection to the decision of the Dispute Team within seven (7) days of the Team's decision. Within three (3) days of receipt of the parent/custodian's written objection, The Erie County Family and Children First Council will make a referral to the Wood County Family and Children First Executive Committee for non-binding arbitration with the disputing party, and provide to the disputing party all necessary Wood County contact information.

Emergent Disputes between Parent/Guardian and FCFC

An emergent dispute is defined as a dispute that requires an immediate response due to the safety or well-being of the children/youth. In these instances, the immediate decision is made collaboratively with the parents or guardians and any immediate accessible staff available. Family and Children First will work to address the emergency in as timely and effective means possible. If an emergent dispute is initiated by a parent or guardian, the following timeline will be utilized:

- 1) Within three calendar days of the disagreement/dispute, the family will submit a Dispute Resolution Request form to the Family and Children First Director communicating the desire to utilize the dispute resolution process. Supporting evidence or documentation concerning the dispute should be submitted with this request. This request should be submitted to:

ATTN: FCFC Coordinator
Erie County Family and Children First
2900 Columbus Ave
Sandusky, Ohio 44870

- 2) Upon receipt of the family request to utilize dispute resolution, a meeting with the Dispute Resolution Team will be convened **within 5 calendar days**. This meeting will be scheduled at a mutually convenient time for the majority members of the family and the Dispute Resolution Team. The family will prepare a presentation for the Dispute Resolution Team regarding the nature of the dispute and the specific issues that are requested to be resolved. This presentation can be made by the family, an advocate, or the Family Team lead case manager.
- 3) At the meeting with the Dispute Resolution Team, the family will present information regarding the nature of the dispute and identify specific issues that are requested to be resolved. All Wraparound case information will be completed by the Family Team and the family to provide historical and current information relevant to the dispute and to specifically identify the issues sought to be resolved. The Dispute Resolution Team will meet in closed session after the family's presentation to draft written responses to the Family Team regarding the issues identified in the dispute.
- 4) A letter will be immediately issued to the family by mail and email detailing the response of the Dispute Resolution Team. The Family and Children First Coordinator will be used as a neutral facilitator in this process and will be responsible for the written responses to the family.
- 5) The youth's parents or custodians may file with the Chair of the Family and Children First Council a written objection to the decision of the Dispute Team within seven (7) days of the Team's decision. Within three (3) days of receipt of the parent/custodian's written objection, The Erie County Family and Children First Council will make a referral to the Wood County Family and Children First Executive Committee for non-binding arbitration with the disputing party, and provide to the disputing party all necessary Wood County contact information.

Quality Assurance, Data Management, and Evaluation

As part of the overall monitoring and evaluation of all aspects of the Service Coordination Mechanism, there are three primary areas of focus:

- 1) **Quality (Fidelity) and Satisfaction**-The Wraparound Fidelity Index will be administered with each Wraparound Team. It is a self-administered survey that measures adherence to the Wraparound principles. Respondents (caregivers, youth, facilitators, and team members) answer questions in three categories: Experiences in Wraparound, Satisfaction, and Outcomes.
- 2) **Outcomes**- In addition to the Wraparound Fidelity Index, the Child and Adolescent Needs and Strengths (CANS) Assessment will be used to measure outcomes. The CANS measures needs and strengths across life domains and will be administered at intake and at least once every 90 days to measure progress.
- 3) **Costs**- In order to monitor the overall cost-effectiveness of the Service Coordination Mechanism, costs will be tracked against quality, satisfaction, and outcomes for each Wraparound team.

On a quarterly basis, the Service Coordination Management Team (SCMT) will receive data from the Family and Children First Coordinator on the above stated measures. The SCMT will also collect data from other community sources in an effort to identify gaps in community services. The data will inform the SCMT in recommendations to stop funding ineffective services and supports, seek alternative services and supports, or seek more information to inform their decision-making.

The Service Coordination Mechanism will be reviewed by the Service Coordination Management Team annually to ensure that it is being kept up to date, is effective and reflects the process that is being practiced by the county.

Funding

In order to fund the core functions of Intersystem Care Coordination, Erie County will utilize Family Centered Services and Supports (OMHAS) funding, Strong Families, Safe Communities (DoDD & OMHAS) funding, ENGAGE (OMHAS) funding, as well as RECLAIM (ODYS) funding. In addition, local pooled or braided funding will be utilized for intersystem placements as well as supports for intersystem children/youth designed to help avoid out-of-home placements.

In an effort to adequately and appropriately manage flexible fund spending, the Service Coordination Management Team will use the following criteria in its oversight:

Does the intervention, planned interaction, or expenditure:

- ...Build on family strengths?
- ...Add value to the stated family mission?
- ...Meet identified child and family needs?
- ...Represent a culturally competent direction?
- ...Build on community capacities?

-Represent a good deal for the investment?

When a service or support is deemed appropriate, specifications (fund restrictions/allowances) will be carefully considered before choosing the fund source. All efforts will be made to spend from the most flexible funding sources only when funding is needed for services and supports that could not be funded other means.



Erie County Wraparound Referral

Date:_____

Referral by:_____Agency:_____

Phone:_____

Youth's Name	Date of Birth	Race	Gender

___Adopted ___Biological ___Legal Custody of Family ___ECCS ___Temporary Custody of Family

Parent/Guardian Name:	Parent/Guardian Name:
Relationship Martial Status Date of Birth	Relationship Martial Status Date of Birth
Address:	Address:
City: State:	City: State:
Zip: Home Phone:	Zip: Home Phone:
Employer:	Employer:
Work phone: Cell phone:	Work phone: Cell phone:
Email:	Email:

Is the youth/child out of the home currently (hospital, detention, treatment or residential facility)? Yes___ or No___ If yes, please enter date placed:_____

If yes complete the following:

Placement:	Contact:
Address:	Phone:
City: Zip: State:	Email:

Other household members:	DOB:	Relationship:



Erie County Wraparound Referral

Professional Supports	Role	Phone (Ext)	Email Address
Name of Contact			
Children Services			
Juvenile Court			
Mental Health Provider			
Substance Abuse Treatment Provider			
Developmental Disabilities			
School			
Natural Supports			
Name of Contact			

Additional Information

☐ Yes ☐ No Is the Youth/Child currently enrolled in school? School Name _____ Grade _____
☐ Yes ☐ No Does the Youth/Child have an IEP
☐ Yes ☐ No Does the Youth/Child have a Mental Health Diagnosis.

Date of Diagnosis _____ Diagnosis provided by whom: _____

☐ Yes ☐ No Is an assessment scheduled? When/Where _____
☐ Yes ☐ No Does the Youth/Child have pending charges in Juvenile Court?
☐ Yes ☐ No Are there current safety concerns? If so, please describe _____
☐ Yes ☐ No Family was explained Wraparound and wants to participate.
☐ Yes ☐ No Have there been other interventions/providers involved? If yes, explain _____

Guardian/Parent Signature: _____ Date: _____



Erie County Wraparound Referral

Presenting Risks Exhibited within the last 30-Days.

In order to help better evaluate the potential benefit of Wraparound and how to be helpful to this child/youth and their family please take a few moments to go through the following checklist and check all that apply.

BEHAVIOR:

___ **Suicidal Ideation:** Child/youth states, talks or thinks about hurting or killing self.

___ **Suicidal Gestures:** Child/Youth engage in non-life threatening behavior, concurrent with thoughts and/or talk about suicide.

___ **Suicide Attempt:** Serious life threatening attempt with clear intent and desire to commit suicide (attempted hanging; potential lethal overdose; involvement of a gun).

___ **Self-Injurious Behaviors:** Self harming behaviors that are not life threatening and may be of chronic nature e.g. cutting, head banging, indigestion or insertion of objects.

___ **Violent Behaviors:** Child/Youth demonstrate behaviors that are potentially dangerous or harmful to people or animals, without serious damage, e.g. bullying, pushing.

___ **Aggressive Behaviors** (towards other people or animals): Child/Youth demonstrates behaviors that are potentially dangerous or harmful to people or animals, without serious damage, e.g., bullying, pushing.

___ **Chargeable Sex Offenses:** Child/Youth has admitted to or has been charged with a sexual offense, is part of a current sexual offense investigation.

___ **Verbal or Written Threats to Others:** Child/Youth states or writes threats of harm toward people, places or things.

___ **Availability of Weapons:** Youth has access to obtaining weapons through self, family, friends or neighbors.

___ **Impulsive Behaviors:** Child/Youth exhibits behaviors without thought or planning that are potentially dangerous or harmful to self or others.

___ **Limited Ability to Control Anger:** Child/Youth demonstrate difficulty in managing emotions with limited abilities in controlling or managing his/her anger.

___ **Runaway:** History or recent episodes of child/youth being absent from home without the permission or the parent/caregiver's knowledge of the child/youth's whereabouts.

___ **Negative Peer Involvement or Gang Activity:** Peer or gang involvement that results in negative behaviors by the child/youth.

___**Prejudicial Thinking:** Child/Youth identifies or espouses hate group thinking or philosophy. Evidence of prejudicial thinking or views pose a potential risk to property or others.

___**Known/Suspected Criminal Activity:** Child/Youth is suspected of being involved in activities that are chargeable offences; has current pending court charges for criminal behavior(s); or has been found “guilty” of criminal charges.

___**High Risk Sexual Behavior:** Child/Youth has a recent or current history of sexually active behaviors without regard for personal safety or negative outcomes.

___**Use of Drugs or Alcohol:** Child/Youth admits to use of alcohol or drugs, or drug screen test positive.

___**Anorexia or Bulimia:** Child/Youth exhibits or is known to have clear patterns of binge/purging or abnormal amounts of limiting food intake with significant weight loss which concerns the parent or caregiver.

___**Anxiety:** Youth has intense anxiety, avoidance, obsessions, compulsions, fearless or persistent and excessive worry.

___**Fire Setting Behaviors:** Fascination with fire, play with matches or objects that have the potential to set fire and harm self or others. Previous reports of fire setting or a pattern of concerns related to fire.

FAMILY/CAREGIVER/ENVIRONMENTAL

___**Caregiver with Chronic/acute Mental Illness or Developmental Delay:** Caregiver has significant mental illness or developmental disability. where the disability compromises or limits his or her ability to care for the needs of the child/youth and family. Caregiver’s disability may limit their ability to monitor and supervise the child/youth.

___**Caregiver with Drug or Alcohol Problem:** Caregiver has a substance abuse problem which compromises or limits his or her ability to care for the needs of the child/youth and family. Such use may limit their ability to supervise and monitor the child/youth.

___**Caregiver with Severe/Chronic Illness:** Caregiver has a significant chronic illness that is debilitating

and limits his or her ability to care for the needs of the child/youth and family. Caregiver’s illness may limit their ability to monitor and supervise the child/youth.

___**Resides in High Crime Neighborhood:** Child/Youth and or caretaker report that neighborhood crime/violence is at a level that is a potential safety issue for the child/youth and family. Normal daily activity and functioning is limited because of these concerns.

___**Unrestricted Internet Access:** Evidence of access and/or exposure to internet sites that pose a risk or danger to youth: online interactions without sufficient monitoring or computer safeguards; and or unlimited access to internet usage.

___**Lack of Caregiver Supervision or Behaviors that Overwhelm Caregiver Resources:** Insufficient adult monitoring and supervision, given the youths age and or disability, and without regard for safety or negative outcomes or such severe behavior caregiver cannot adequately address safety of youth.

___**Suspected Child Abuse:** Abuse is suspected or alleged to be committed by parent or current caregiver, which places the child at imminent danger.

___**Acute Family Crisis:** Family is experiencing a crisis, family defined, that restricts or limits their resources or abilities to care for or supervise the child/youth’s safety or behaviors.

___**Family Conflict:** Verbal or physical disagreements that pose a real or potential risk or safety concern to the child/youth and/or family.

___**Poverty, Child/Youth’s Lack of Stable Residence/Homelessness:** Youth does not have a consistent ongoing housing, which may lead to additional instability and safety concerns or caregiver lacks resources to meet basic needs of child/youth.

EMOTIONAL DISTURBANCES

___**Limit Developmental Capacity to Maintain Personal Safety:** Child/Youth’s personal safety is at risk due to his or her inability to maintain personal safety and care for self independently.

__Severe Social Impairment: Youth has significant social interaction problems or misperceives social situations and child/youth's behavior causes safety concerns for self or others, and/or child/youth has strong reaction to their environment or sensory input that interferes with normal function.

__Mood Difficulties: Child/Youth or parents state that the child/youth appears depressed, withdrawn, and/or shows marked diminished interest or pleasure in activities and/or period of abnormally and persistently elevated or irritable mood.

__Hears Voices or Sees Things: Child/Youth States hearing voices or seeing things that are not based in reality.

__Suspended, expelled, or Dropped out of School: Child/Youth has multiple suspensions from school that places him or her at risk of expulsion, is expelled from school, or has dropped out of school.

__Held Back/Behind in Grade: Child/Youth has been retained one or more years in school.

__Truancy: Admitted or reported failure to attend school on a regular basis, which may result in legal action.

SCHOOL

Strengths

List positive attributes of the youth and family. Indentify times when they were able to avoid situations that brought them to the system.

Characteristics: _____

Functional: _____

Send all Wraparound referrals/questions to Michelle Cook Wraparound Supervisor.
mcook@eriecounty.oh.gov or call 419-627-6616
Fax: 419-627-6600



FAMILY & CHILDREN FIRST COUNCIL OF ERIE COUNTY
CLIENT AUTHORIZATION FOR INFORMATION SHARING

I hereby authorize the member agencies of the Family & Children First Council of Erie County, named on the reverse side of this authorization, to exchange, give, receive, share or redisclose information in their records, from whatever source derived, related to my participation and that of my minor child.

Name of Child: _____ Date of Birth: _____

I understand the following:

1. The purpose of this information sharing is to improve the communication about services to me and my family.
2. Each of the member agencies have agreed:
 - A. To share this information only with other member agencies.
 - B. Not to share information with non-member agencies without consent otherwise required or authorized by law.
 - C. Information exchange due to this authorization will not be used against me or my children for purpose of criminal investigation, prosecution, or sentencing, unless otherwise required by law or judicial order.
3. Any and all right to confidentiality, which I may have under state or federal law will continue, except for information covered by this form.
4. I may revoke this Authorization at any time except for information that has been previously exchanged.
5. This authorization shall automatically expire 180 days from the date below unless I revoke it sooner.
6. This Authorization shall not restrict information sharing otherwise authorized by law.

I authorize sharing of the following information: (circle if yes and sign below)

Yes ___ Case information: Identify information, plus medical and social history, treatment/service history. Psychological evaluations, IEP's, IFSP's, transition plans, vocational assessments, grades and attendance, financial information and other personal information held by any on the member agencies regarding me or my minor children.

Yes ___ Substances abuse diagnosis and treatment

Yes ___ Child Adolescent Needs and Strengths (CANS) and Electronic Health Record (EHR)

If yes; this authorization for information sharing has been explained to me. I have read the disclosures below. I have been given reasonable amount of time to ask questions and consider whether to permit sharing of this information. I hereby willingly agree to the sharing of information as described above.

I am also authorizing the exchange of information with the following specific persons/agencies:

_____	_____
_____	_____
_____	_____

Please check the agencies that information can be released to:

- ☐ Erie/Huron/Ottawa County Board of Education
- ☐ Sandusky City Schools
- ☐ Erie County Board Of Developmental Disabilities
- ☐ Mental Health & Recovery Board of Erie/Ottawa Counties
- ☐ Bayshore Counseling
- ☐ Firelands Counseling and Recovery Services
- ☐ Ohio Guidestone
- ☐ Erie County Department of Job and Family Services
- ☐ Erie County Family/Juvenile Court
- ☐ Ohio Department of Youth Services
- ☐ Erie County Help Me Grow
- ☐ Erie County Health Department
- ☐ Erie/Huron Counties Community Action Commission, Inc.
- ☐ Family and Children First Director/Council
- ☐ Regional/Local Family Advocates
- ☐ Erie County CASA
- ☐ Sandusky Artisans Recovery Community Center

Definition of “Case Information”:

If this release authorizes the disclosure of Case Information, consent to such disclosure may include the following types of information, if it is in files of the agency disclosing this information:

- a. Identifying information: names, birth dates, sex, race, address, telephone number, type of services being received and name of agency providing services to me or my minor children. Medical records, including but not limited to results of physical and mental examinations, diagnosis of physical and mental disorders, medication history, physical and mental health status and history, summary of treatment services received, summary of treatment plans and treatment needs.
- b. Psychological and medical testing, including IQ test or other tests of cognitive or emotional or mental status, and any reports of physical test such as x-rays, CT Scan, diagnostic blood testing, and other test results.
- c. All records of services provided by the Erie County Job and Family Services.
- d. Juvenile court and detention records.
- e. School records. This information is subject to the Family educational Rights and Privacy Act of 1974, 20 USC 1232g, and the Ohio Student Records Privacy Act RC 3319.321.

To all the agencies receiving information disclosed pursuant to this consent:

If the records released pursuant to this consent include records of any diagnosis or treatment of drug or alcohol abuse, the following statement applies:

This information has been disclosed to you from records protected by Federal confidentiality rules (42CFR part 2). The Federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly pertained by the written consent of the person whom it pertains or as otherwise permitted by 42 CFR part 2. A general authorization for the release of medical or other

information is NOT sufficient for this purpose. The Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.



Family Team Meeting

AGREEMENT ON CONFIDENTIALITY AND PARTICIPANT LIST

Family/ Parent Name:	Facilitator(s):
Date:	Location:

We the undersigned, agree to keep confidential all personal and identifying information and records regarding the above named child and family except as otherwise provided for via separate and properly executed Releases of Information and in pending Juvenile Court or other Court action.

A written summary of this meeting will be distributed to all participants.

Signature of Attendance/ Agreement on Confidentiality	Print Name/Address and Phone Number (E-mail address)	Relationship to Family	Date

Family Service Plan Guide

<u>Name:</u>	<u>Facilitator:</u>	<u>Date:</u> <u>Location:</u>
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<u>Present:</u>		<u>Absent:</u>
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Family

Family Vision:

Team Mission:

Strengths:

Assess Needs:

Accomplishments:

Need #1:

Goal #1

Action/Tasks:

Need #2:

Goal #1

Action/Tasks:

Next Meeting: **Time:** **Location:**

Actions taken, including punishments?

Rewards, what did the person get out of the crisis (unmet need)

Emotions or responses by others?

What have you tried in the past to avoid the crisis? How well did it work?

Why do you think the crisis continues to happen? What is this individual getting from the crisis:

When triggers **start** what can you take to **prevent** the crisis from happening?

What can the youth do instead of the crisis behavior?

If the **crisis occurs** what do I do: (detailed, sequential action steps to be followed by the team). Include who (natural & formal supports) will do what, when and how often:



ADOPTING A DIFFUSE MODEL OF WRAPAROUND IN ERIE COUNTY

By Pat Miles

Erie County has continuously maintained and supported Wraparound capacity since 2004. This capacity has been housed at the Juvenile Court but has been available to families who may have self-referred or

been referred by partner agencies. Erie County is very clear that Wraparound is not a proprietary thing held by one system but a set of ideas and practices bundled together to create better options for families. We have a deep understanding of what it takes to use the Wraparound process in our community in a way that can be sustained and creates powerful outcomes for and with families. Our Wraparound Fidelity Index scores are higher than the national average reflecting our sincere commitment to a high quality Wraparound process.

Our belief is that the more Wraparound available in Erie County, the better. On the other hand, we want to make sure that the Wraparound is high quality and well-resourced enough to offer families and other community/system partners access to a high-quality process. In our community, we want to make sure that we leave the door open for broad implementation of Wraparound that is informed and reflective of our 20-year commitment to the process. This means that we will use the FCFC as a place to help local systems identify the four capacities listed below as agencies outside of the Juvenile Court begin to build their ability to implement Wraparound. Those efforts will be supplemented by our local Wraparound expertise.

In reviewing our history, we recognize that in order for Wraparound to be sustained in Erie County, several capacities must be in place, including:

- a) **Designated staff to deliver Wraparound:** While these staff don't have to be full-time they must be dedicated to the process. During the past twenty years we have made several attempts to train and provide support to staff with existing jobs on the Wraparound process. What we have learned is that existing staff can be informed by the Wraparound values. In order for Wraparound to truly be practiced, staff must have the time and direction to actually follow the practices of Wraparound.
- b) **Dedicated Supervision of designated Wraparound staff:** Over the years, we have found that staff engaged in practicing Wraparound need to have access to supervision that is dedicated to the Wraparound process. Wraparound reflects a set of complex practices that are bundled in a purposeful way to create a truly individualized plan that addresses unique needs by building on strengths. Managing teams that reflect full participation from family, systems, communities and extended support is complex and challenging. Staff need to be well supported and directed to make sure the practice happens.
- c) **Presence of nontraditional service providers:** One of the unique characteristics about Erie County's Wraparound capacity is a set of nontraditional and flexible service providers who can be accessed for individual plans. These include mentors, transportation supports, community-based therapists, school problem solvers and in-home support staff. This group of individuals are available but only deployed when the individual Plan of Care calls for that intervention. These supports make Wraparound more than a series of meetings but also allow our project to access unique responses when necessary.
- d) **Committed Leadership:** Assuring your system has Wraparound is more than sending a staff member to training. It involves assuring that the policy level also reflects the commitment to support Wraparound implementation efforts. Executive leadership must be prepared to actively advocate for and support Wraparound implementation.