

Noble County Family and Children First

# Service Coordination Plan

A Guide for Families and  
Community Partners



Noble County Family and Children First Council  
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# Noble County Service Coordination Plan

## A Guide for Families and Community Partners

Adopted 2010; revised 2018, 2024

Noble County Family and Children First provides services and supports to families experiencing needs which are complex and benefit from community partnership through the Service Coordination Mechanism, or Service Coordination Plan. The Service Coordination Plan serves to streamline and coordinate existing services, fill service gaps where possible, and invent new approaches to achieve better results for families and children ([Section 121.37 - Ohio Revised Code | Ohio Laws](#)).

The Noble County Service Coordination Plan has been developed and adopted by the Noble County Family and Children First Council and provides guidance for families and community partners in working with Family and Children First. Each revision includes all members of Council and parent representatives.

The Service Coordination Plan informs coordination of services for families and system collaboration for children and youth who have needs across multiple systems. Noble County Family and Children First provides services which are child-centered and family-focused. Strengths and needs of the child or youth and their family guide the service collaboration process in a way that honors the family's culture and unique needs.

# Noble County Family and Children First Council

Noble County Family and Children First Council includes community partners who are invested in the well-being of families and children, and who are involved in the development, implementation, and monitoring of the Noble County Service Coordination Plan. Some Council members are mandated by Ohio Law, and others are unique to each county. Noble County assures that all required members are invited to participate in Family and Children First Council activities, including family members who represent families served by Family and Children First, called Parent Representatives. Our current Family and Children First Council consists of the following:

3 Parent Representatives

Allwell Behavioral Health

Caldwell Exempted Village Schools

Department of Youth Services

GMN Tri-County CAC Inc.

GMN Tri-County CAC Inc. – Head Start

Mental Health Recovery Service Board

Noble County Board of Developmental  
Disabilities

Noble County Commissioners

Noble County Department of Job & Family  
Services  
Children Services

Noble County Health Department

Early Intervention

Noble County Juvenile Court

Noble County OSU Extension

Noble Learning Center

Noble Local Schools

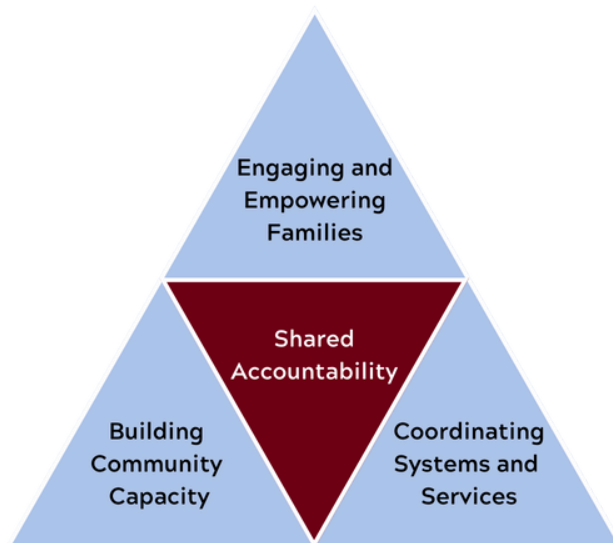
Village of Caldwell Mayor

# Guiding Principles

The Service Coordination Plan provides coordination of services and supports aimed at helping children and youth in Noble County with unique and complex needs remain in their community, and have accessible services.

Services are provided in a way that aligns with the Core Functions of Ohio Family and Children First., to assure shared accountability of community partners:

- coordinating systems and services
- building community capacity
- engaging and empowering families



## [Core Functions | Ohio Family & Children First](#)

The success of service coordination is supported by collaboration and driven by key values:

- Services are developed using a family-centered approach.
- Services are established in a way that honors and respects family culture.
- Service goals are evaluated often and adjusted to meet family needs.
- Funding resources are used responsibly.
- Families are linked with accessible and local community services when possible.
- Specialized, evidence-based treatment services are identified to support families with complex needs.
- Community partners are engaged in seeking creative solutions for families' complex needs.
- Families and youth are the lead in decision-making, and are linked with advocacy supports.

# Referrals to Noble County Family and Children First

## Making a Referral

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Referrals for Service Coordination come from many different agencies, including Children Services, Juvenile Court, schools, and mental health agencies. Community partners working with a family who they think may benefit from Service Coordination get a signed Release of Information from the family, and obtain information needed for the referral including contact information for the family, the child's age, a description of the family's needs, insurance or managed care information, a brief description of the problems being experienced, and what services have been involved with the family. Referral Forms can be submitted:

- In-person at 46049 Marietta Road, Caldwell, Ohio 43724
- By fax at 740-732-4108
- By contacting Noble County Family and Children First at 740-732-2392.

Families can request services directly without the need for a referral by calling Noble County Family and Children First at 740-732-2392.

Information collected from the referral will include the name of the person making the referral, their contact information, their relationship to the family, the timeline for the Service Coordination Process, the date the referral was received, and the outcome of the referral. All information will be recorded in the Ohio Automated Service Coordination Information System (OASCIS).

## Who Should be Referred?

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Children who may benefit from referral to Noble County Family and Children First are residents of Noble County, 0-21 years of age, who are experiencing any of the following:

- Have involvement with multiple community service agencies
- Have multiple, complex needs that have not been successfully met through established community services
- Are at risk for out of home placement
- Are placed out of home
- Are abused, neglected, dependent, unruly or delinquent
- Have parent(s)/guardian(s) who are requesting services
- Need linked with services for complex unmet needs



# The Service Coordination Process

## Working with Service Coordination

Contact with families referred for Service Coordination is made within 5 business days by phone to discuss the Service Coordination process and schedule a face to face meeting. The Service Coordinator will also contact the referral source, as applicable, to gather additional information that will help with the assessment process.

During the assessment process, families considering Service Coordination are provided with a copy of the Noble County Service Coordination Plan, and educated on resources available and how they can be used. Families will sign/review a Release of Information during the first meeting with the Service Coordinator, and select involved community partners, family members, and other supports unique to the family to participate in the Family Team. The Coordinator makes contact with all Team members selected by the family to schedule a Family Team Meeting. Contact with all Team members will be made within 14 business days of the referral.

## Service Coordination and Creative Options Team

Each child referred for Service Coordination will be assessed for strengths and needs. Services will be coordinated to address unmet needs of the family and provide a central point of communication for Family Team members. Families are linked with additional services as needed. Family Team Meetings are held as often as determined by the Team, and a Plan of Care is developed. The Plan of Care is reviewed at every Team Meeting, and when families feel they no longer need Service Coordination, aftercare planning is completed.

Each child referred for Service Coordination will also be linked with the Creative Options Team. Creative Options Team members are representatives of all Family and Children First Council organizations, and other providers as invited based on the current needs of families served. The Creative Options Team meets monthly to collaborate on cases being served through Service Coordination, to address identified gaps in services, and to identify creative solutions for complex family problems.

## Assessment - Level of Care

Services provided by Noble County Family and Children First are built on strengths of the family, and work to address unmet needs. Each level of care provides a neutral space for collaboration for youth needing more intensive support from various providers. An assessment of children and youth referred for Service Coordination is completed using the Child and Youth Needs and Strengths assessment, or CANS. The CANS is an evidence-based assessment recommended by Ohio Family and Children First, and is used, with input from the family along with other information, to determine what level of service is needed. CANS scores are used both to better understand the comprehensive needs of the child, and to measure changes over time. CANS assessments are completed every 90 days, and help Family Teams to make decisions about the services needed. The CANS, along with other factors, is used to determine the level of care need for the youth, including Service Coordination and Wraparound.

# The Service Coordination Process

## Service Coordination

Children and youth referred to Family and Children First whose assessment and needs are consistent with a low or moderate level of care (determined through an evaluation of CANS scores, presenting family needs, and existing family strengths) will work with the Coordinator through the Family Team process to achieve family-determined goals that are included in a Service Coordination Plan of Care. Service Coordination may be utilized when youth are struggling with success within existing services, when multiple agencies are serving the family, and when communication and engagement through the Team process could alleviate family stress. Family Team Meetings are held at least monthly to monitor progress, with frequent contact to facilitate Family Team activities. The Creative Options Team supports Service Coordination and identifies creative solutions to any barriers faced by the family.

## Wraparound

Children and youth referred to Family and Children First whose assessment reveals a need for a more intensive approach to service coordination (a high/intensive level of care need identified using CANS, family strengths, and presenting needs) will be offered Wraparound Services. High-Fidelity Wraparound involves more frequent Family Team Meetings, weekly phone conferences, frequent home visits, and is used often when established services and previous efforts have been unsuccessful in making progress with the family's unmet needs. Wraparound may be utilized when youth are facing possible out of home placement, or other problems which are interfering with daily activities for the youth and family. The Creative Options Team plays a vital role in identifying creative solutions to help children served by Wraparound to remain in their homes and communities. A Plan of Care guides Wraparound services, and frequent review of the Plan measures progress.

## OhioRISE

Families of children and youth whose assessment, including a CANS score that indicates out of home placement, will be educated on services offered by OhioRISE (Resilience through Integrated Systems and Excellence), a specialized managed care program for youth with complex behavioral health and multisystem needs funded by the Ohio Department of Medicaid. Families who are eligible for OhioRISE may choose to have their services coordinated by OhioRISE. When a family enrolls with OhioRISE, Family and Children First can continue to participate as a Family Team member to support service planning facilitated by OhioRISE when requested by the family, or the case will close through Noble County Family and Children First. Families may also request to be referred to Family and Children First to coordinate their services at any time.

# The Service Coordination Process

## Early Intervention Service Coordination

Noble County children and families who receive services from Ohio's Early Intervention program, and who are also being served by Family and Children First through the Noble County Service Coordination Plan, receive supports that are consistent with the laws and rules of Early Intervention from federal regulations and the policies and procedures of the Department of Children and Youth. If a child is being served by Noble County Family and Children First and a referral is made to Early Intervention Service Coordination, the child will be assessed for their eligibility for Early Intervention. If a child is eligible, the Early Intervention Service Coordinator will facilitate the coordination of services for the child to assure compliance with section 5123.02 of the Ohio Revised Code. Family and Children First will serve as a Family Team member for the child to support and assist with the family's Early Intervention Plan as needed, including support with accessing services across multiple systems. Partnership between Noble County Family and Children First and Noble County Early Intervention assures that all children aged 0-21 have access to the individualized care they need without interruptions or gaps.

## Screened Out Referrals

When families have needs that can be met through service referrals, and assessment reveals no need for ongoing Service Coordination, referrals will be made, and aftercare planning will be completed prior to closing the case with agreement of the family.

Referrals received which do not meet the criteria for Service Coordination may be screened out if contact with the referral source and family indicate a lack of need for services, or a need for services outside of those offered by Family and Children First. Referrals to alternative sources will be made with the family.

The Service Coordinator will contact referred families by phone within 5 business days of receiving the referral. If no contact is made, and additional efforts to reach the family by phone are unsuccessful, a letter will be mailed to the family requesting they call to initiate services. The Service Coordinator will work with the referral source to contact the family when possible. If no contact is established with the family within 30 days, the referral will be closed. Families can be re-referred at any time, and can request services at any time.

If a family declines services, the referral will be closed.

If for any reason Noble County Family and Children First is unable to provide adequate services for a family, a referral will be made to Ohio Family and Children First Council in accordance with section 121.37 of the Revised Code.

# The Family Team

Family Teams are the most effective way for work through Service Coordination to be successful.

## The Family Team

Family Teams are chosen by the family, and include community partners from school, Children Services, mental health, probation, and service agencies such as the Board of Developmental Disabilities. Family Teams are stronger when natural supports are involved. Families are encouraged to invite family members, trusted friends, caregivers for the child, and any other supports requested by the family. Advocacy services are available to parents, and advocates are helpful partners for Team participation.

## Confidentiality and Communication

Parents/custodians of children and youth referred to Family and Children First sign a Release of Information which includes all county serving systems, including schools, mental health agencies and any other services that will participate in the Team process. This Release is updated at any time a new resource becomes linked with the family. Family Team members sign a Confidentiality Agreement and are provided with an orientation to the Service Coordination process during the first Team Meeting. Family Team members are instructed on confidentiality expectations with regard to any information communicated during the Team process or as documented on Plans of Care or other sources. Team Meetings are scheduled with as much notice as possible and held at a location that is most convenient for the family. Notice of meetings is provided at the end of each Team Meeting verbally, and in writing 5 business days ahead of time by email to Team members, with an option for virtual participation. Families may request alternative means of written communication.

## Team Meetings

Team meetings are an opportunity for partners serving the family, the family, and their support system to collaborate toward successful completion of goals chosen by the family. Creative problem-solving, identification of needs for referral, celebrations of successes, progress, and continual evaluation of the strengths and needs of the family happen within Family Team Meetings. Team Meetings are scheduled frequently in a way that best meets the family's needs. A family or youth can request a Team Meeting at any time by contacting the Service Coordinator. The Service Coordinator will make efforts to schedule an emergency Family Team Meeting if there is a need for urgent collaboration and will follow up with all Team members as quickly as possible with information in writing by email. Family Team members will receive Team Meeting Minutes prior to the next scheduled Team Meeting.

## Family Voice

Noble County Family and Children First places the utmost importance on the presence of the family during Team Meetings, and honors the cultural values and beliefs, practices, needs, and wishes of the family. Team Meetings provide a safe, respectful, and effective way for the family and those supporting them to discuss celebrations, progress, and unmet needs.

# Plans of Care

## Creating the Plan of Care

During the first Family Team Meeting, Team members collaborate to assist the family in identifying unmet needs, goals, and services which will work to support those goals. Plans of Care are created to be responsive and respectful of culture, race, ethnic group, and gender. It is important that families, children, and youth provide input, information, and guidance to the Family Team about their Plan of Care. Families need to sign their Plan of Care as the most important participants in a Family Team collaboration. All Team members receive a copy of the Plan of Care, as well as any updates to the Plan which may be made over time as the family's needs or goals change. If there is disagreement about the Plan of Care, Noble County Family and Children First will seek additional support from the Noble County Family and Children First Council, as well as Ohio Family and Children First to support the development of agreed upon goals and services.

The Plan of Care is focused on maintaining children and youth in the least restrictive setting possible, and will describe what services will be provided and the service agencies or programs who will provide them, identify a Team member to track progress and review the Plan (usually the Family and Children First Service Coordinator), and outline timelines for completing action steps and projected goals identified in the Plan. If the family has needs which cannot be met with existing services, the Plan will identify steps the Family Team will make to address the service gap.

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## Reviewing the Plan of Care

Plans of Care are reviewed informally at each Family Team Meeting, and adjustments are made as needed to effectively meet the family's needs. Every 90 days a formal review of the Plan of Care will be completed by the Service Coordinator or selected facilitator with input from the family and Team, and results will be shared with the family and Team at the next scheduled Team Meeting. A family or Team member may also ask for a review of the Plan of Care at any time. Unless otherwise requested by the family, the Noble County Family and Children First Service Coordinator will work with the Family Team to develop a Plan of Care, track and monitor services, complete periodic reviews and updates to the Plan of Care, and facilitate Family Team Meetings.

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# Funding

## Family-Centered Services and Supports (FCSS)

FCSS funds are available to provide families with services and supports that cannot be accessed through traditional funding sources. All FCSS funds used are directly linked with goals on the family's Plan of Care. FCSS can be used for direct, non-clinical services to families, such as non-clinical coaching, parent support groups, parent education, mentoring, respite, transportation, social/recreational activities, adaptive equipment, structured family activities, parent advocacy, and Service Coordination.

## Operational Capacity Building Funds (OCBF)

OCBF funding is provided by the State of Ohio and allocated to Family and Children First Councils to support the provision of Service Coordination in each county.

## Multi-System Youth (MSY-PCSA)

Child Protection agencies contribute funding to County Family and Children First Councils to be used for specific needs of families and multi-system youth served, such as Service Coordination, clinical services not otherwise covered, co-pays and deductibles, non-clinical coaching, mentoring, parent advocacy, parent education, parent support groups, residential treatment, respite, adaptive equipment, social/recreational activities, structured family activities, transportation, and certified peer support.

## Meeting Unique Family Needs

Noble County Family and Children First is funded through various sources, including state and local agencies. Funding provides Noble County families with Service Coordination, as well as assistance in addressing needs that cannot be met through other service agencies or resources. Funding requests for FCSS funds, MSY-PCSA funds, and Pooled funds are approved by the Family Team for items or services directly linked with goals on the youth's Plan of Care, and requested by the Service Coordinator. The Family and Children First Council Executive Committee manages decision-making about the use of funds to support families. Families whose services are coordinated by another agency and are not enrolled in Service Coordination through Family and Children First may also request funds from Pooled Funding for items or services which cannot be provided for by another funding method. Such requests require a youth to be formally referred for services (see Referral Process, and Funding Requests for additional information). Council actively pursues various funding opportunities, partnerships, and blended funding agreements between agencies to increase supports available in Noble County.

## One-Time Allocations

Family and Children First Councils sometimes receive one-time allocations which can be used for specific services and supports. Guidelines developed for each program guide the way in which funds are utilized for families.

## Local Pooled Funds

Local agencies in Noble County, including Job and Family Services, Juvenile Court, Board of Developmental Disabilities, and others contribute funding to be used to meet unique family needs that cannot be met through other funding sources. The Council Executive Committee makes decisions about the utilization of Pooled Funds as requested by the Service Coordinator on behalf of Family Teams, or on behalf of families who are not receiving Service Coordination but have unmet needs which require unique solutions.

## Partnership and Collaboration

Noble County Family and Children First develops partnerships, blended funding agreements, seeks grant opportunities, and works to creatively and effectively utilize community resources to meet unique family needs.

# Funding

## Funding Requests

Allocated funds, including FCSS, can be accessed when existing resources are unable to meet a need, when the need is identified on the family's Plan of Care, and the Family Team agrees the funds should be requested. Families need to be enrolled in Service Coordination and need to have an active Family Team and a Plan of Care. The Service Coordinator manages submitting funding requests to the Council Executive Committee. When families present at the time of referral with urgent or emergency needs, every effort is made to expedite services.

Sometimes families are referred to Family and Children First for Service Coordination, but assessment reveals the family does not have a need for this service either because they are coordinating their own services, or because they receive coordination of services from another agency. Families who have funding needs but don't need Service Coordination may request that Family and Children First access local funds to address unmet needs. Families are not required to participate in Service Coordination to access local funding. The Creative Options Team evaluates the needs of the child or youth and their family to seek creative solutions to complex problems. Local funds, if identified as a need, are managed by the Executive Committee of the Noble County Family and Children First Council, and are reserved to support the preservation of families. Often local funds are used to help prevent the need for out of home placement, or to build supports to assist a child in returning to the community.

All funding managed by Noble County Family and Children First is utilized responsibly, and within required guidelines. Funding needs which cannot be met through allocated funds include referral only for the purpose of accessing FCSS funding, medical/clinical services, Federal match, rent, utilities, court expenses, food, clothing, shelter, or household expenses.

## Multi-System Youth Funds (MSY)

County Family and Children First Councils in Ohio have a grant agreement with the Ohio Department of Medicaid (ODM) to request MSY funding for children or youth whose custodian must relinquish (give up) temporary parental rights so that their child may receive care in an out of home setting. MSY funding can only be requested to support children and youth who are at risk for custody relinquishment or have already been relinquished and need services and supports to return to their homes and communities. Family and Children First may apply for technical assistance or funding. Applications are assessed by a multi-system team of child and youth serving state agencies, and funding will be approved or not approved by ODM. MSY Applications will be submitted by Family and Children First when a child or youth is at risk of custody relinquishment to obtain needed services, or has already experienced relinquishment. If approved, MSY funds are administered by Family and Children First, including tracking and updates to the MSY funding team as required.

# Crisis Planning and Out of Home Placement

## Crisis Plans

Noble County Family and Children First is committed to helping children and youth who are facing complex problems to remain in their homes and communities. Each family enrolled in Service Coordination will have a Crisis Plan which directs what steps will be taken to assure the safety and well-being of the family. The Crisis Plan is documented within the Plan of Care, provided to all Family Team members and others working with the child or youth, and is reviewed for effectiveness, safety, and as needs change. Crisis Planning is completed before a crisis emerges, when all Family Team members can be present and can strategize ways to prevent and respond to emergency situations. Crisis Plans are created to help Family Team members know what to do when a crisis happens, while keeping the child and the family together when possible.

## Out of Home Placement

While efforts are made to comprehensively and creatively meet the needs of families to prevent children and youth from being placed outside their homes, families who do become separated are provided with support during the placement and transition planning to assure continuity of services when the child or youth returns to the community. Services will be directed at eliminating barriers to the reunification process and strengthening the Family Team to build capacity to maintain the youth in the community.

### Non-Emergency Out of Home Placement

- If a child or youth is at risk of non-emergency out of home placement, the Service Coordinator will organize an immediate Family Team Meeting to review all alternatives to an out of home placement, update or establish a Plan of Care, and will seek guidance from the Creative Options Team. All efforts will be made to use local resources to preserve the child or youth in their home.

### Emergency Out of Home Placement

- If a child or youth is in need of an emergency out of home placement, the Service Coordinator will schedule a Family Team Meeting and consult with the Creative Options Team within 10 days following the placement. The Meeting will focus on action steps for the Family Team to address barriers and identify additional supports which need to be incorporated into the Plan of Care for the family to begin preparing for the child's return to the home. While in placement, the youth, and the placement resource will be included in Family Team Meetings to measure progress, the need for continued placement, assess if the placement is the least restrictive available, and to plan for continuity of care after the child or youth returns home. The Family Team will assure the child or youth who is experiencing out of home placement has access to appropriate arrangements for housing, therapeutic services, healthcare, and education.

### Funding

- When a child or youth experiences an out of home placement Family and Children First Council member agencies will collaborate with the Executive Committee to determine how member agencies will jointly provide funding for the placement. and to assure that the placement setting is the least restrictive available.



## Out of Home Care

Children and youth who have been placed in out of home care by Children Services are eligible to be served through Service Coordination through Noble County Family and Children First. The referral process will include a CANS assessment and updates as needed depending upon the type of care the child or youth is receiving, the creation of a Family Team, support from the Creative Options Team, and assistance with developing goals for inclusion in a Plan of Care. Teams for families involved with Children Services will include their caseworker, Guardian ad-Litem, and CASA as applicable, foster parents or others who care for the child in out of home care, the child or youth, their family, and other providers working with the family including school. While some resources are unable to be accessed for children and youth in the custody of an agency (such as Family Centered Services and Support funding, or FCSS as described in the Funding section), collaboration between Children Services, the Family Team and the Creative Options Team works to address unmet needs and identify resources to meet them. Targeted needs are those which are causing safety concerns, and those that will support the family when the child or youth returns to their home and community.

## In Home Services

The Noble County Department of Job and Family Services may also refer a family involved with their agency to Family and Children First for Service Coordination at any time it is discovered a family may benefit from services. It is not required that families are involved with Job and Family Services, and families may always refer themselves to Family and Children First.

# Working with Children Services

# Working with Juvenile Court

## Unruly or Delinquent Youth

The Noble County Juvenile Court may refer a family who is involved in an open case with Juvenile Court to Family and Children First for Service Coordination at any time it is discovered a family may benefit from services. Family and Children First can coordinate services aimed at keeping delinquent or unruly youth in their community, or to build community support for the family and youth to prepare for their return home if they have been placed in out of home care by the Court. The family will be guided through the Service Coordination process, including completion of a CANS assessment, the development of Family Team, the completion of a Plan of Care, and guidance from the Creative Options Team to identify creative solutions to meet the family's needs.

## Diverting Unruly Youth

The Noble County Juvenile Court may also refer families to Service Coordination with Family and Children First when a youth is at risk of being identified as unruly to prevent the need for court intervention. The goal for youth referred is to divert, or prevent, the youth from entering the juvenile court system. Family Teams for youth referred by Juvenile Court will include the Juvenile Court Probation Officer and local law enforcement as needed, in addition to typically involved Team members. The Family Team will discuss the Juvenile Court Complaint which prompted the referral and develop a Plan of Care that includes an emphasis on the responsibilities of both the youth and their family and review progress monthly. In addition to the Family Team process including completion of a CANS assessment, the development of Family Team, the completion of a Plan of Care, and guidance from the Creative Options Team, interventions which may be utilized to divert a youth from Juvenile Court include (but are not limited to) parent education, parent mentoring, youth mentoring, and respite.

# Dispute Resolution

A copy of the Service Coordination Plan, including the Dispute Resolution process, will be provided to each family enrolled in Service Coordination, as well as all service agencies who will participate in the Family Team process. Unresolved disputes, including disagreements about the Plan of Care, will be served through the following steps:

- **Step 1:** If there is a significant conflict regarding any aspect of a Plan of Care, every attempt will be made to resolve that conflict by those responsible for the Plan. The Family and Children First Coordinator will facilitate a meeting at which efforts will be made to resolve the conflict. If a resolution does not occur at this meeting, any party to the Plan, including parents or their representatives, may file a written letter of request describing the dispute and desired outcome with the Family and Children First Coordinator within 10 days of this meeting, to initiate the next steps for dispute resolution.
- **Step 2:** The Chair of the Family and Children First Council will convene a Dispute Resolution Committee Meeting within 10 days of receipt of the written request to initiate the Dispute Resolution process. The Dispute Resolution Committee will be comprised of Executive Committee members, the family, and the disputing party. The disputing party shall receive notice of the committee meeting no later than 3 days before the meeting date.
- **Step 3:** The Dispute Resolution Committee will provide written notification to the disputing party, the Chair of the Family and Children First Council, and to the Noble County Family and Children First Coordinator of its decision and recommendations within 10 days after the Committee meeting. Recommendations shall include a Plan of Care governing the manner in which services or funding will be provided.
- **Step 4:** Committee recommendations, other than court referral, will be provided to the Family and Children First Coordinator by the Committee. The Coordinator will immediately notify the Family and Children First Council Chairperson and all Family Team members of a meeting to review and adopt the recommendations.
- **Step 5:** The disputing party may disagree with the above recommendations and decisions and may wish to continue the Dispute Resolution Process. In such an instance, the disputing party will provide written rationale for the disagreement no later than seven days of receipt of the decision of the Dispute Resolution Committee to the Juvenile Court Judge, with a copy to Noble County Family and Children First. The Service Coordinator will prepare a report with information from the Family Team, assessments, Plan of Care, and any other information related to the dispute and provide this to the Juvenile Court Judge within 7 days of receiving written notice from the disputing party.

# Dispute Resolution

- Step 6: If referral to the Juvenile Court was recommended by the Committee in Step 4, the Family and Children First Coordinator will, within 7 days of the recommendation or request, refer the matter to the Juvenile Court Judge for consideration. The Judicial referral will include all pertinent information about the case including a chronological brief outlining the nature of the dispute and all significant events of process to date. The Judicial referral may contain a request for an informal pretrial meeting.
- Once a dispute has been forwarded to the Juvenile Court Judge for resolution, the decision by the Juvenile Judge shall be final.
- The Council's Dispute Resolution process shall be completed within 60 days and all findings presented to the family in writing within this time frame.

## Early Intervention Disputes

In cases that involve Early Intervention disputes, the Procedural Safeguards for Early Intervention dispute resolution will be followed. [Rule 5123-10-01 - Ohio Administrative Code | Ohio Laws](#)

## Interim Care Planning

Throughout the Dispute Resolution Process, it is the responsibility of the Creative Options Team to create and maintain an Interim Plan for services for the child and family. The Family and Children First Coordinator will monitor events to assure that services to the youth and family are not disrupted, always making sure the safety and well-being of the youth and family continues. In emergency situations, every effort will be made to shorten the above process in every way possible.

# Quality Assurance and Data Management

## Data and Tracking

To monitor the quality and effectiveness of the service coordination process, the Family and Children First Service Coordinator will report monthly to the Family and Children First Council at regularly scheduled public meetings. Data on families being served will be tracked by the Service Coordinator using the Ohio Automated Service Coordination Information System (OASCIS) including the number of families and level of care being provided, successes and progress of youth, barriers to services or service gaps, and information regarding children and youth in out of home placement to review progress, appropriateness of placement, and continuity of care including transition/return to the community with appropriate housing, education, and treatment. The Service Coordinator will also request monthly, at Council Meetings, information the number of Noble County youth being served by OhioRISE, and of those, the number of youths placed out of home, and outside Noble County.

## Accessibility of Resources

The Noble County Family and Children First Council evaluates and supports the quality and accessibility of services available in Noble County by using data gathered from OASCIS as reported during monthly Council meetings to identify gaps in services and make concerted efforts to obtain or create access to additional supports identified as needs for families. This provides an opportunity to assess existing programs and services and their effectiveness in supporting Noble County families, to evaluate how collaboration between community partners is working well, and in which ways it can be adjusted to assure an accessible, effective system of care within Noble County. This continual self-evaluation allows the data to drive initiatives described in the Noble County Family and Children First Council's Shared Plan, which is reviewed monthly and updated at least bi-annually per state requirements.

The Council will review the Service Coordination Plan annually using collected data to determine if changes are needed, including identifying and addressing gaps in services. Each member agency will be informed of the Service Coordination process and how to utilize the Service Coordination Plan annually

during the Council Meeting following the review, and at any time the Plan is revised. Council member agencies are included in decision-making about all Plan revisions.

## OASCIS

All activities associated with the Service Coordination process are collected using the Ohio Automated Service Coordination Information System (OASCIS). Required data maintained in OASCIS is entered into the system as it is received, or within 5 business days of acquiring information, and includes funding sources and information regarding families seeking services including:

- Demographics including:
  - Number and relationship of family members
  - Genders of youth
  - Ages of youth
  - Races of youth
  - Education of youth
  - Youth financial resource eligibility information
- History and desired outcomes
- Youth's physical and behavioral health histories, when available
- Names of youth's insurers and physicians, when available
- Individualized Plans of Care including:
  - Referrals made to services
  - Services and supports received
  - Crisis plans
  - Safety plans
- All Relevant case file documents
- Any other information related to families served, services provided, or the financial resources used to provide the services

Access to OASCIS, in an effort to protect confidential information, is limited to the Noble County Family and Children First Service Coordinator, staff assigned to perform Service Coordination duties, and the Council Administrative Agent. Access to and use of data in the Ohio Automated Service Coordination Information System shall be limited to the extent necessary to carry out the duties of the family and children first cabinet council and the county family and children first councils established in section 121.37 of the Revised Code.

# Community Education

## For Families

Noble County Family and Children First begins every interaction with families referred for Service Coordination with education about the Noble County Service Coordination Plan, how to use services, and choices available for their family. They also get a copy of the Plan. Family and Children First strives to make services and their experience with Service Coordination transparent, accessible, and helpful for families.

## For Partners

Community Partners who are members of the Noble County Family and Children First Council participate in a review of the Service Coordination Plan each year, and are provided with guidance and copies of any updates to the Plan. Updates are shared during public Family and Children First Council Meetings following approval of the update to assure prompt training for partner agencies about services provided through Service Coordination. The Service Coordination Plan is also provided to Creative Options Team members along with training each year, and representatives from partner agencies participating in Creative Options are requested to provide Transfer of Learning for staff and persons served by their agency or program.

## For Community Members

Noble County Family and Children First embraces the impact a strong and knowledgeable community can have on the safety and well-being of children, and makes efforts to provide education to community members through presence at community events, collaboration with partner agencies to offer program information to their persons served, attending speaking engagements, and providing training on the Service Coordination Plan during cross system meetings. A link to the Noble County Service Coordination Plan is available to all community members on the Noble County Department of Job and Family Services website.

# Noble County Family and Children First

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