

Stark County
Family 
Council

SERVICE
COORDINATION
MECHANISM

Revision 18.3

Stark County Service Coordination Mechanism June 2019, Revision 18.3

INTENT OF THIS DOCUMENT

This county Service Coordination Mechanism shall serve as the guiding document for coordination of services in Stark County when a child/youth with complex, multi-system needs is referred to the Stark County Family Council for assistance as required in Ohio Revised Code 121.37 and 121.38. It has been developed and approved with the participation of the Stark County Family Council Board of Trustees (Addendum A) and the county's Early Intervention program, which has the required membership to meet the specifications within Ohio Revised Code 121.37.

For those children who also receive services under the *Early Intervention* program, the service coordination mechanism shall be consistent with rules adopted by the Ohio Department of Health under section 3701.61 of the Revised Code.

INTRODUCTION

The Stark County Service Coordination Mechanism is rooted in the historical context of a system of care, which has been evolving for over 20 years. This plan is based upon the accomplishments of the youth serving systems in Stark County and relies significantly on procedures and patterns developed collaboratively over time. It builds upon the foundational structures established in the county and strives for continuous improvement in those areas that remain challenging.

The purpose of the Service Coordination Mechanism is to provide an alternative approach for families who have not been adequately successful in traditional services and/or systems. It is not intended to override current systems, but to supplement and enhance what currently exists.

The models used to serve children and families in the context of this Service Coordination Mechanism include:

- 1) An evidence-based model of service coordination known as High Fidelity WrapAround
- 2) An evidence-based family support services model that supports families, helping them to understand and link to appropriate formal and informal services and supports

TARGET POPULATIONS –The target population for each service listed below varies based upon the intensity and type of service needed by an individual child and family.

The services listed below are provided by the Stark County Family Council who implement their efforts in full coordination with the committees and work groups. The Stark County Family Council will bill FCSS funds for the services as appropriate and dollars are pooled at the Stark County Family Council for non- face to face elements of the service.

1. **High Fidelity WrapAround services:** Children/youth who are residents of Stark County, ages 0 through 21, with complex needs who have been involved in two or more of the following systems within the last 90 days, whose needs are not being adequately met and who have reached a level of urgency requiring additional service coordination:
 - Behavioral Health
 - Juvenile Court
 - Developmental Disabilities
 - Specialized Educational Services (IEP)
 - Child Protective Services

High Fidelity WrapAround services may also be considered for single system youth who are at imminent risk of placement in a more restrictive setting as determined by an initial risk screen and ongoing assessment.

2. **Family Support services:** Parents/Caregivers of Stark County children/youth, ages 0-21, and seeking assistance in meeting the needs of their children, but do not have the intensity of need for High Fidelity WrapAround services, have access to Family Support services from the provider of their choice. Family Support may also be accessed by families currently involved in WrapAround.
3. **Clinical Review services:** When a family, system and/or WrapAround Team makes a decision to place a child (age 0-21) in residential treatment, the WrapAround Clinical Reviewer is available to ensure that an appropriate placement is located; appropriate, effective treatment is provided; and transition planning is conducted and implemented in order to ensure a successful transition back to the community.
4. **Early Intervention services** – Children birth to age three who meet the eligibility criteria established for the *Early Intervention program*. All children enrolled in the *Early Intervention program* receive service coordination services in compliance with state and local *Early Intervention policies*. The Stark County Family Council is responsible for managing the *Early Intervention program* in Stark County. Access to Early Intervention services is coordinated through a central intake and referral site – (800) 755-GROW (4769) or <https://refer.ohiocentralintake.org>.

Families enrolled in *Early Intervention* may also be referred for Family Support or WrapAround services as appropriate. The services accessed will be incorporated into the Individual Family Service Plan (IFSP). The *Early Intervention* service coordinator will continue as lead service coordinator with consultation and/or technical assistance provided by WrapAround staff to assure compliance with O.R.C. 5123.02. The IFSP planning and implementation process shall be managed within *Early Intervention* policies and procedures.

In an effort to properly align the Early Intervention service coordination process with the Family Council service coordination process, please see the section of the SCM labeled Service Coordination – System Management.

5. **Juvenile Court** – Children/youth both alleged and adjudicated unruly by the Stark County Family Court are screened and/or assessed by the Court and referrals to community-based services are made as appropriate. If the assessment indicates a need for service coordination, a referral is made to WrapAround services. The Stark County Family Court funds a full-time position to work as a member of the WrapAround Department at the Stark County Family Council. This staff person serves as a Service Coordinator and liaison between the Court and community WrapAround services.

HIGH FIDELITY WRAPAROUND – Service Coordination

In 2006, the Stark County Family Council adopted the National WrapAround Initiative’s High-Fidelity WrapAround model, an evidenced-based intensive service coordination model, as its model for service coordination. Youth involved in the WrapAround process are typically involved in multiple systems. Any professional in the community or any parent/guardian/custodian may request WrapAround services at no cost to the family.

High Fidelity WrapAround is a voluntary, strengths-based, needs driven process. The WrapAround Service Coordinator does this by first engaging the family and completing a Strength, Needs & Culture Discovery. The WrapAround Service Coordinator then assists the family in putting an individualized team together that consists of the family’s natural supports as well as the professionals who are working with them. The team’s job is to assist the family in identifying and prioritizing their needs, developing measurable goals, brainstorming creative options and creating a workable plan. Teams meet regularly to review their progress and continue to meet until the team’s mission is achieved. This plan may include traditional, supportive or flexible services.

GUIDING PRINCIPLES

- Family voice and choice
- Collaborative
- Strengths-based
- Team based
- Community-based
- Persistent
- Natural supports
- Culturally Competent
- Outcome-based
- Individualized

High Fidelity WrapAround service delivery is structured around well-defined activities and skill sets. The fidelity of the model is monitored through the use of standardized continuous quality improvement tools.

WrapAround Service Coordinators document all of their daily activities utilizing a locally approved data system. This system can be accessed by the Family Council Director and the WrapAround Supervisor to be used for the purpose of supervising, monitoring, data collection and reporting and evaluation.

The Stark County Family Council will bill FCSS funds for the services as appropriate and dollars are pooled at the Stark County Family Council for non- face to face elements of the service. This provides a strategy to provide the cost of WrapAround Services at no cost to the family.

REFERRAL PROCESS AND TIMELINES

1. Any agency, parent/guardian or system such as Family Court, Child Welfare, Developmental Disabilities, Education or Behavioral Health may make a referral for WrapAround and/or Family Support Services in the following ways:
 - An agency representative or guardian may securely send a completed Referral Packet (Addendum B) (Release of Information Form, signed by the child's guardian, Demographics Form and Risk Screen) to the Family Council office via fax at (330) 491-9731, secure email at dan.gichevski@email.sparcc.org or in-person to the Family Council Office located at 6057 Strip Avenue NW North Canton, Ohio 44720.
 - An agency representative or guardian may contact the Family Council office via phone at **(330) 492-8136 ext. 1481**. Once a Release of Information Form is signed by the child's guardian and securely sent to Family Council or a guardian gives verbal consent, a Family Council representative may take the referral information via phone call.

Any person making a referral who is not able to make immediate contact with a staff person at the Family Council office will receive a return phone call within two (2) working days.

Once the Referral Packet is completed, Family Council staff will notify (same day) the WrapAround Supervisor that a referral has been made. Upon notification that a referral has been completed, the WrapAround Supervisor will contact the referent and/or family within two (2) business days and work with them to complete any additional screening criteria.

Based on Risk Screen information, the WrapAround Supervisor will assign the family to a WrapAround Service Coordinator and/or Family Support Specialist within two (2) business days. A waiting list may be created at times when maximum caseloads have been reached.

The assigned WrapAround Service Coordinator and/or Family Support Specialist will make contact with the family within two (2) days of assignment. The family may, at any time during the WrapAround process, request a change of Service Coordinator and/or Family Support Specialist to better meet their needs.

PHASES OF THE HIGH FIDELITY WRAPAROUND PROCESS

Phase 1: Engagement and Team Preparation

Prior to service beginning, the WrapAround staff will require the family to sign a specific Release of Information/Consent for Service document (Addendum C). Crisis and safety planning is an important component of High Fidelity WrapAround and is completed in Phase I. The WrapAround Service Coordinator assists the family and team members to develop an Immediate Crisis Stabilization Plan (Addendum D) if there are concerns that need to be addressed before any additional WrapAround work would begin with the youth and family. The team works to develop a plan that identifies individualized strategies and provides immediate support to the child and family, keeps everyone safe, while still keeping the child and the family together when possible. The developed crisis and stabilization plans will be included as a part of the family service coordination plan. If/when crisis occurs, it is not considered a failure.

During this phase, the tone is set for teamwork and team interactions that are consistent with the WrapAround principles. The WrapAround Service Coordinator meets with the family to lay the groundwork for trust and engagement and to identify family team members, such as representatives from the agencies, schools and systems working with the family as well as advocates, mentors and/or other family supports. The WrapAround Service Coordinator explains confidentiality to the family and obtains a release of information from the guardian to allow communication with the family's natural supports, as well as, any professional that may be included on the team. Families are offered a Family Support Specialist (if available) at this time and are given a copy of the Dispute Resolution Process (*Addendum E*). A process that is respectful of the family culture known as *Strengths, Needs & Culture Discovery (Addendum F)* is completed with the family. This process also includes input from other identified team members, natural supports and professionals. It is a requirement that each youth/family referred to FCFC Service Coordination is to be assessed prior to the start of the development of the formal plan to determine level of care/need. This guidance does not call for the use of a specific assessment tool. Any formal researched assessment tool may be utilized to meet this requirement. Two of the most commonly used examples of such an assessment include the Child and Adolescent Needs and Strengths assessment (CANS) and the Child and Adolescent Service Intensity Instrument (CASII). The assessment should be conducted every 90 days or more often as needed.

The activities of this phase should be completed quickly (typically within 1-2 weeks), so the team can begin meeting and become personally invested in the WrapAround process as quickly as possible.

Phase 2: Initial plan development

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

This phase begins with an orientation to the WrapAround process. 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 are the foundation for this individualized plan (*Addendum G-Initial Individualized Plan of Care; Addendum G1-Individualized Plan of Care Review*). Aspects of the plan:

- Team mission is developed
- Ground rules are developed
- Strengths are highlighted
- Needs are prioritized
- Measurable goals are developed

- Selected strategies to meet those goals are identified
- Clearly defined tasks and timelines are identified
- Responsibilities are assigned to team members, which may include securing funding.
- Parent/guardian and team members sign the plan as acceptance/agreement of the plan.

Planning is facilitated by the WrapAround Service Coordinator and it is always focused on implementing a child/youth's plan in the least restrictive setting and appropriate level of service intensity. Further system penetration is avoided whenever possible. If, for any reason, needed services or supports are not available, the WrapAround plan will outline efforts to address such gaps.

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

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

Phase 3: Plan Implementation

During this phase, the initial WrapAround plan is implemented and the WrapAround team meets regularly. Progress, satisfaction and successes are continually reviewed at WrapAround review meetings. The WrapAround Service Coordinator in conjunction with the family establish how timelines will be established for completing family team goals. The WrapAround Service Coordinator in partnership with the family will also work to identify a team member who will track progress, schedule meetings and facilitate meetings. Often times, these responsibilities are assumed by the Service Coordinator.

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

Phase 4: Transition

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

SERVICE COORDINATION – SYSTEM MANAGEMENT

The implementation of Stark County's Service Coordination Mechanism is managed through work groups established by the Stark County Family Council.

1. The **Service Coordination Committee (SCC)** is made up of executives of the public, child serving systems in Stark County: Mental Health and Recovery Services Board of Stark County, Stark County Family Court, Stark County Department of Job & Family Services – Children's Services, Stark County Board of Developmental Disabilities, Stark County Educational Service Center and a representative of the Family Engagement Committee. The purpose of this committee is to develop an efficient, effective continuum of

care that operates seamlessly across systems to ensure that the needs of children with complex, multiple needs are met as described in Ohio Revised Code 121.37. Early Intervention executives will have a standing invitation to attend any SCC meeting necessary to discuss service coordination topics.

The SCC will develop and implement protocols and procedures that:

- monitor the progress and track the outcomes of service coordination plans
 - monitor and track children in out-of-home placements to assure continued progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment and education.
 - ensure that a family service coordination plan meeting is conducted before a non-emergency out-of-home placement for all multi-need children, or within ten days of a placement for emergency placements of multi-need children.
 - ensure that services are in the least restrictive setting possible.
 - guide the allocation of community resources.
- The **Service Review Collaborative (SRC)** consists of administrators and clinicians who are appointed by and report to their respective representative on the SCC. The activities of the SRC are focused upon: 1) the review of service requests for individual children with complex, multi-system needs and 2) authorizing the purchase of such services whereby each SRC representative is responsible for their organization's funding decisions and subsequent billing and payment processes. 3) the review of individual cases that are in need of more restrictive placement settings such as residential treatment after which, the SRC issues a recommendation either supporting the placement decision or offering alternatives. 4) offer consultation on complex cases. 5) identify and report system barriers and service gaps to SCC. 6) support and align with the Stark County Youth HOME Choice program. Early Intervention staff will have a standing invitation to attend any SRC meeting necessary to discuss the service coordination topics listed above or to facilitate continued service coordination for any youth aging out or ineligible for Early Intervention programs. The SRC is facilitated by the Stark County Family Council Director.

FUNDING

For families involved in service coordination and/or family support, funding may be available for services/supports identified in their service coordination plan. Such funding is based upon the availability of family and community resources. Service Review Collaborative (SRC) Funding Packets (Release of Information, Protocol, Funding Request, Narratives) (Addendum I) are submitted by the lead service coordinator and/or parent. Completed forms are securely sent to the Family Council office via fax at (330) 491-9731, emailed to dan.gichevski@email.sparcc.org or in-person at the Family Council office located at 6057 Strip Avenue NW North Canton, Ohio 44720. All requests for funding are reviewed by the SRC who will, if deemed appropriate, allocate funds based upon availability, eligibility and other established criteria.

QUALITY ASSURANCE

The Family Council Director works with the WrapAround Supervisor to monitor fidelity to the High Fidelity WrapAround model. The WrapAround Supervisor utilizes standardized Continuous Quality Improvement tools in order to promote consistency in implementation and to measure outcomes of the process. The Family Council Director and designated staff report these findings and other data reports to the Service Coordination Committee on a monthly basis.

In addition, the Family Council Director and designated staff are responsible for tracking and reporting of aggregate data indicators related to:

1. Individual child and family outcomes
2. Demographics
3. Cost analysis
4. System involvement
5. Level of care
6. Service needs

This data is shared on an annual basis with both the Service Coordination Committee and Service Review Collaborative and is used to guide the on-going management of Stark County's System of Care. The Family Council Board of Trustees annually reviews this information and uses it to make improvements to the Service Coordination Mechanism. In addition, the Stark County Family Council makes assurance to the state, ensuring that service coordination data will be submitted to them as requested.

CONFIDENTIALITY

The Stark County Family Council will adhere to the guidelines for HIPAA. Each team member is required to sign a Meeting Sign In sheet which includes a confidentiality clause (*Addendum J*) at each team meeting. All WrapAround training includes an overview of the confidentiality requirements related to the process.

DISPUTE RESOLUTION

The Stark County Family Council has established a formal process to ensure the rights of families being served under the Service Coordination Mechanism. The steps to this process and accompanying forms can be found in (*Addendum E*). All families accessing the Stark County Service Coordination Mechanism are informed of the Dispute Resolution Process.

Families receiving services through the Early Intervention program are entitled to access the Dispute Resolution process described above to resolve conflicts that may arise in the delivery of their services. At any time, families have the right to file a complaint. The quickest way to resolve a concern is to talk with your EI Service Coordinator or their supervisor. If that does not work, you can contact EI staff at the Ohio Department of Developmental Disabilities at (614) 466-6879 or ei@dodd.ohio.gov. You can file a signed written complaint. Complaints should be mailed to:

Early Intervention
Ohio Department of Developmental Disabilities
30 East Broad Street, 12th Floor
Columbus, Ohio 43215

The complaint will be investigated and you will get a response within 60 calendar days. While the complaint is being investigated, your child can continue to receive EI services. In addition, families can receive support for this process through a Parent Partner supplied through the Early Intervention program or other advocate of the family's choice.

DISTRIBUTION OF THE COUNTY SERVICE COORDINATION MECHANISM

Families and agency personnel will become aware of and trained in the Service Coordination Mechanism process in Stark County through the following venues:

1. Local Stark County System of Care Trainings
2. Family Council Website
3. Family Council Board members are requested to distribute it within their own agency/organization.
4. iCARE initiative – This is a school-based program that refers families for service coordination as needed.

