



What is this information worth to you?

OLRS staff write and update publications to provide self-advocacy skills and information to people with disabilities and their families.

Please consider making a contribution. Your gift, small or large, will help OLRs achieve its mission of advocating for the rights of individuals with disabilities.

Use your credit card to make a secure online donation. The donation form is hosted on a secure server at <https://vpos.skipjack.com/ps/OhioLegalRights/Donate.aspx>. The information you provide on the form is solely used for the processing of your credit card.

[Donate online](#)

Or mail your donation to OLRs. Make your check payable to Ohio Legal Rights Service and mail to:

Ohio Legal Rights Service
Donations
50 W. Broad Street, Suite 1400
Columbus, Ohio 43215-5923

For more information:

Contact Paula Jones, Ohio Legal Rights Service
Phone: 614-466-7264; 1-800-282-9181 (toll-free in Ohio)
TTY: 614-728-2553; 1-800-858-3542 (toll-free in Ohio)
E-mail: PJones@olrs.state.oh.us

[Proceed to publication →](#)

Service Coordination

a Guide for Families



Learn About

County Family and Children First Councils



Individual Family Service Coordination Plans



County Service Coordination Mechanism



and the Important Role of Families



This publication was produced by the Ohio Legal Rights Service through a contract with the National Alliance for the Mentally Ill of Ohio (NAMI Ohio) and with funding from the Ohio Department of Mental Health.

January 2006



Dear Families and Friends:

The National Alliance for the Mentally Ill of Ohio (NAMI Ohio) was founded over 25 years ago to provide support, education and advocacy to family members and individuals diagnosed and living with mental illness. Since its inception, NAMI Ohio has strengthened its voice and is now recognized as Ohio's Voice on Mental Illness. NAMI Ohio's roots were in serving families of adult children. During our history, there have been remarkable advances in the diagnosis and treatment of brain-based illnesses. As a result, we have seen earlier and earlier identification of mental illnesses in children and young people.

The early diagnosis and treatment of children with mental illness is essential to providing increased opportunities for these children as they become adults. Recovery is possible with treatment! However, treatment of children and adolescents requires a coordination of services across a number of child-serving systems. Without this system coordination, families are caught in a whirl of bureaucratic red-tape that inhibits successful intervention and early treatment. The children become victims of a bureaucracy.

As a partner in the Access to Better Care Initiative and the program administrator for the Parent Advocacy Connection (PAC), NAMI Ohio is committed to serving as a voice for children with mental illness and their families. With support from Ohio Legal Rights Service, this guide is now available to assist children and families throughout Ohio. We hope this Guide for Families helps you understand and benefit from Service Coordination. We wish you the best, and believe that together, we can work to improve the lives of children with mental health needs and their families.

Sincerely,

Terry Russell
Executive Director

January 2006

part 1

<u>Introduction</u>	6
● Who is this booklet is for?	6
● What is this booklet is about?	6

part 2

<u>County Family and Children First Council</u>	8
● What is the county Family and Children First Council (FCFC)?	8
● Who are members of the county FCFC?	8
● What does the county FCFC do?	8

part 3

<u>Individual Family Service Coordination Plan</u>	10
● What is an individual family service coordination plan?	10
● Is an individual family service coordination plan required?	10
● Who makes the individual family service coordination plan?	10
● How does service coordination work?	11
● What must the individual family service coordination plan say?	11
● What do these plans look like?	13

part 4

<u>County Service Coordination Mechanism</u>	15
● What is the county service coordination mechanism?	15
● What must the county service coordination mechanism include?	15
● Does the FCFC have to follow the county mechanism?	17
● Do families have a say in how the county mechanism works?	17

part 5

<u>The Important Role of Families</u>	20
● How can my family participate in service coordination?	20
● How can I help my child and family?	21
● How can I help other children and families in my county?	23
● How FCFCs are helping families to be part of service coordination	23

part 6

<u>FCFC Dispute Resolution Process</u>	24
● What is the dispute resolution process?	24
● Who can use the dispute resolution process?	24
● How do I find out about the dispute resolution process?	24
● How does the dispute resolution process work?	24

part 7

<u>Monitoring Progress</u>	26
● How does the state monitor service coordination?	26
● How do families monitor service coordination?	28
● How can I monitor my family's service coordination?	28

part 8

<u>Getting Help and Support</u>	30
● Who are some people and groups that can help my family?	30

summary page

<u>Top Ten Points to Know About Family and Children First Service Coordination</u>	32
--	----

- part 1 -

Introduction

Who is this booklet for?

This booklet is for children and families who need or get services from local agencies and organizations. Some children and their families get services from many agencies, and local service providers, and from informal support networks, like community groups, friends, neighbors and relatives.

Organizing all these services and all these people can be frustrating and overwhelming. This booklet can help children and families learn about:

- ways their counties can help to organize services that families need or get;
- how families can be a part of planning and organizing services;
- families rights and responsibilities in planning and organizing services.

What is this booklet about?

This booklet is about organizing services. "Service coordination" is a way of organizing services for families and children. Service coordination helps bring services to children and families, in a way that is simple and organized for the family.

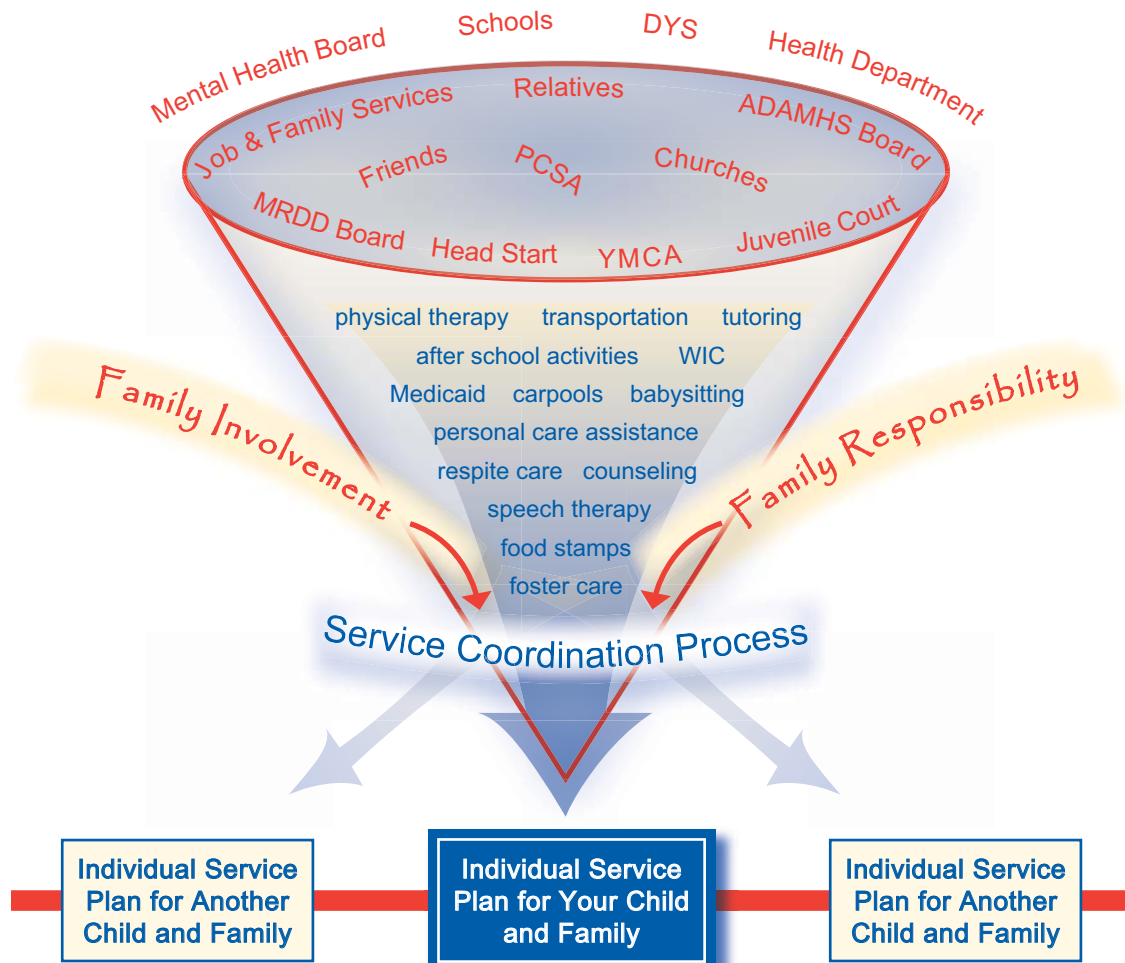
The picture at the top of the next page can give you an idea of how service coordination works: service coordination finds agencies, people and services that can help children and families, and then, with the family's involvement, organizes a plan to get the child and family what they need.

What is a service?

A "service" is an activity or support that helps children and their families. Families can get services from agencies, organizations, and informal supports, like neighbors or friends.

What Does Service Coordination Do?

Service Coordination helps bring services to children and families in a way that is simple and organized.



In Ohio, county Family and Children First Councils (FCFC) use service coordination to help plan and organize services for families and children. This booklet tells about how the FCFCs do this. The booklet also describes:

- the individual family service coordination plan;
- the county service coordination mechanism;
- and, most importantly, how families can be a part of service coordination.

This booklet encourages your family to know about and be a part of service coordination. Throughout the booklet, we mark, with a picture of a red house, information that is especially important to planning your own services, and to being a part of your own county's service coordination. We list the top ten points to know about service coordination on the Summary Page at the end of this booklet.



- part 2 -

County Family and Children First Council

What is the county Family and Children First Council (FCFC)?

The county FCFC includes families and people from local agencies and community organizations in that county. This group of people works together as partners to improve the well-being of children and families. There is an FCFC in every county in Ohio.

County Family
and Children First
Council

*A way for families
and their children
to get services with
service coordination.*

Who are members of the county FCFC?



The law says that the county FCFC must include at least three family members. These three family members must either be getting services now or have gotten services in the past, and they must not work for any agency that is a member of the FCFC. If there are more than three family members on the FCFC, these additional family members may work for agencies on the FCFC. The rest of the people on the FCFC are from other county agencies or organizations that serve children.

What does the county FCFC do?

The purpose of the county FCFC is to coordinate services in the county in a way that is simple and organized for families. The FCFC does this with service coordination. The law says that the FCFC must make two kinds of service coordination plans, one for individual families and one for the whole county:

- Individual Family Service Coordination Plan
- County Service Coordination Mechanism

County-wide Mechanism

County Service Coordination Mechanism

The county service coordination mechanism is a plan to get agencies of the county government to deliver services to children and their families in a way that is simple and organized. The county service coordination mechanism serves as the guide for coordination of services in the county. It says what must be included in the individual family service coordination plan. ●

→ Individualized Plan


Individual Family Service Coordination Plan

Families and other members of the FCFC together write individual family service coordination plans. Families play a big part in making and carrying out their plans. The county service coordination mechanism says what must be included in individual family service coordination plans.

- part 3 -

Individual Family Service Coordination Plan

What is an individual family service coordination plan?

 The individual family service coordination plan identifies and organizes services for your child and family, and who will be responsible for each part of the plan. Services may be provided by public and private agencies and informal supports such as neighborhood associations, neighbors, other families and churches. Families have an active role in writing the individual family service coordination plan and share responsibility for carrying out the plan.

Individual Family Service Coordination Plan

Together, your family and the FCFC write an individual family service coordination plan to identify and organize providers, services and responsibilities.

Is an individual family service coordination plan required?


The FCFC must make sure there is an individual family service coordination plan for any child or family who is getting service coordination from the FCFC. Also it is likely that if your child has multiple needs or gets services from more than one agency, your child will need a service coordination plan.

Who makes the individual family service coordination plan?

Your child and your family are part of a group that makes the individual family service coordination plan. The other people in the group are from some of the agencies on the FCFC. These people either know about your child or your family, or they know about services that your child and family might need. The FCFC calls this group of people your *family service coordination planning team*.

Individual Family Service Coordination Planning Team

Your child and your family are part of the group of people who make your individual family service coordination plan.

 ***Your family is an important part of the team and an important part of every meeting about your child.*** The FCFC must tell you about your child’s meetings and invite you to be a part of them. You can bring an advocate or other support person to any meeting to help you with what you want to say, or just to be there for you.

Your Family is an Important Part of Making the Plan

Your family is an important part of the team and an important part of every meeting about your child.

How does service coordination work?

You and your child meet with the family service coordination plan team to share information and ideas, and decide what services your child should get. Together, you and your child and the team make an individual plan for how your child will get services and who will pay. The team must write the plan by following the county’s service coordination “mechanism” (see Part 4). Your family is a very important part of making the decisions.

What must the individual family service coordination plan say?

The individual family service coordination plan must include:

- which agencies are responsible for giving your child and family the services you need. The agencies can be state, county and local, public and private agencies and informal supports.
- who will coordinate services. Your family approves the person who will coordinate services. This person makes sure that the individual service coordination plan gets started and the family continues to get the planned services.
- assurance that your child gets the services that she or he needs. The individual family service coordination plan must also make sure that your family gets services that support your family’s strengths.

The Plan Says Which Agencies Will Provide Services

The individual family service coordination plan identifies state and county agencies that will provide services to your child and family.

- opportunities for your child and family to give your opinions, ideas and suggestions about how to make services respect your family's culture, race and ethnic group.
- services in the least restrictive environment. A least restrictive environment is when a child receives services in the most helpful setting while being with other children.
- when the individual plan starts and finishes. The team must follow this schedule. The plan must also say that the family and the agencies will meet regularly and talk about if the plan is working or needs to be changed.
- what the county will do if there is an emergency situation or a "short-term crisis situation" for your child or your family.
- if your child is alleged to be an unruly child, a process to try to keep your child out of the juvenile justice system. The process may identify these or other measures:
 - ▶ the person or agency that will assess your child's and family's strengths and needs, and which questions or tests will be used to do the assessment
 - ▶ emphasis on the responsibilities of your child and family, which may include responsibility to help pay for services
 - ▶ the involvement of local law enforcement agencies

Your Family Gets to Say How the Plan is Working

The individual family service coordination plan must list a time for the family to meet with the FCFC agencies to review the plan. Your family helps decide if the plan is working, or if it should change.

Your Plan Should be Individually Designed for Your Family

Talk with your team members about adding other optional items that you think your family needs in the individual family service coordination plan.

- ▶ holding a complaint ready to file with the juvenile court, as a way to encourage your child and family to comply with measures to keep the child out of juvenile court
- ▶ having a meeting with your child, family and other people to find other ways to keep your child out of juvenile court
- ▶ a short-term respite from a short-term crisis that involves confrontation between you and your child
- ▶ a mentor program for your child and family
- ▶ a parenting education program
- ▶ an alternative school program if your child is truant, disruptive, suspended or expelled.

No Two Plans
are Alike - at Least
They Should Not Be

With your family's participation and ideas, your team should write an individual family service coordination plan that is individual and specific to your family's needs.

What do these plans look like?

Each individual family service coordination plan is different because each child and family is different. Also, different counties may have different designs for their individual family service coordination plans. On the next page is a simplified example of a family service coordination plan.

Example of an Individual Family Service Coordination Plan*


Life Domain	Needs	Strengths	Actions	Person or Agency Who Will Do This?	When Will This Be Done?
Residence	help to organize move to new home, repairs	family and church support, works well with others	Community Action to assess and assist repairs, church to help with painting	MRDD staff will call church and Community Action to set up appointments	August 15, 2005
Social	opportunities to develop social skills	willingness and good follow-through	YMCA tumbling class, church social groups	Family call YMCA and church social groups	September 15, 2005
Emotional / Psychological	assessment and counseling, parenting skills training	teachable and motivated	assist referral to community counseling center, home-based parenting coach	Public Health nurse from Board of Health will call counseling center to arrange	August 15, 2005
Educational / Vocational	structured class room settings, establish goals	child likes to participate in group learning, parent has some college	referral for assessment and to Head Start	Help Me Grow coordinator will call Head Start to make referral & call family to confirm	August 1, 2005
Financial / Legal	very low family income	pro-bono attorney available in county for appeals if SSA application is denied	assistance with application, referrals to legal aid and pro-bono attorney	Family's Service Coordinator will help family fill out application, and get legal aid and attorney phone numbers	August 1, 2005

* This example represents no actual person and no actual individual family service plan.

- part 4 -

County Service Coordination Mechanism

What is the county service coordination mechanism?

 The county service coordination mechanism is your county's way to get services to children and families in a way that is simple and organized. Your county's FCFC must write a plan for its county service coordination mechanism. Family members who are on the county FCFC help to write this plan.

County Service Coordination Mechanism

A document that guides service coordination throughout the county.

What must the county service coordination mechanism include?

The county service coordination mechanism must specify:

- what a family must do, or what a county agency must do, to tell the FCFC when a child or family needs service coordination. When a family member or a county agency tells the FCFC that a child needs services, the county calls that a "referral." The county service coordination mechanism must also say how a judge can make a referral for a child who has been in juvenile court.
- what the FCFC must do to tell families and agency workers about individual family service coordination plan meetings and invite them to the meetings. The FCFC must make sure that school systems know and are involved in meetings.
- how the FCFC makes an individual family service coordination plan. The county service coordination mechanism also has to explain how the county decides which agency is responsible for giving the child and family the services they need.

The Mechanism Says How to Include Families

Your county's service coordination mechanism plan has to say what the FCFC must do to make families a part of service coordination.

- what a family has to do to ask for a meeting to make a new individual family service coordination plan, or to talk about a plan the family already has.
- that a family can invite an advocate or other support people to any meeting.
- a procedure requiring a family service coordination plan meeting for children who receive services through the FCFC service coordination mechanism and who have been placed out of their home, or are being considered for out-of-home placement. The meeting must take place: 1) before a non-emergency out-of-home placement or 2) within ten days after an emergency out-of-home placement.

The family service coordination plan must outline how the county FCFC members will jointly pay for services, where applicable, and provide services in the least restrictive environment.

- what the FCFC has to do to keep track of what happens to children who get help from the FCFC, and to make sure that these children keep getting what they need.
- what the FCFC has to do to keep information about the child and the child's family private and confidential.

County Service Coordination Mechanisms Must:


- *welcome families to meetings*
- *allow families to ask for meetings*
- *allow families to bring people to meetings*
- *assure meetings with families before some placements*
- *keep family information private*
- *require the FCFC to find out family strengths and needs*
- *say how FCFC makes an individual family service coordination plan*
- *say how to work things out when families don't agree*

- what the county must do to find out a child’s and family’s strengths and needs. The county service coordination mechanism has to explain which agency is responsible for doing the assessment. The county service coordination mechanism also has to make sure that families have a chance to be a part of the assessment.
- a schedule for when the county service coordination mechanism must start to work for families and children, and when the county has to do the different activities in the mechanism.
- that the FCFC has to follow the rules of the Help Me Grow program for infants and toddlers (birth through age two) for any children who are eligible for that program.
- what the FCFC has to do when families or agencies don’t agree with the FCFC on how to do something. This is called the “dispute resolution process.” The FCFC has to tell families about the dispute resolution process. See Part 6 for more information on the dispute resolution process.


The FCFC Must Follow the County Plan

- *to find out a child’s and family’s strengths and needs*
- *to find out what your child and family need*
- *to decide which agency is responsible for which services*
- *to do its job on time*
- *to try to work things out when people disagree*

Does the FCFC have to follow the county mechanism?

 Your FCFC has to do what the county service coordination mechanism says. The FCFC must develop the individual family service coordination plans according to the standards of the county service coordination mechanism.

Do families have a say in how the county mechanism works?

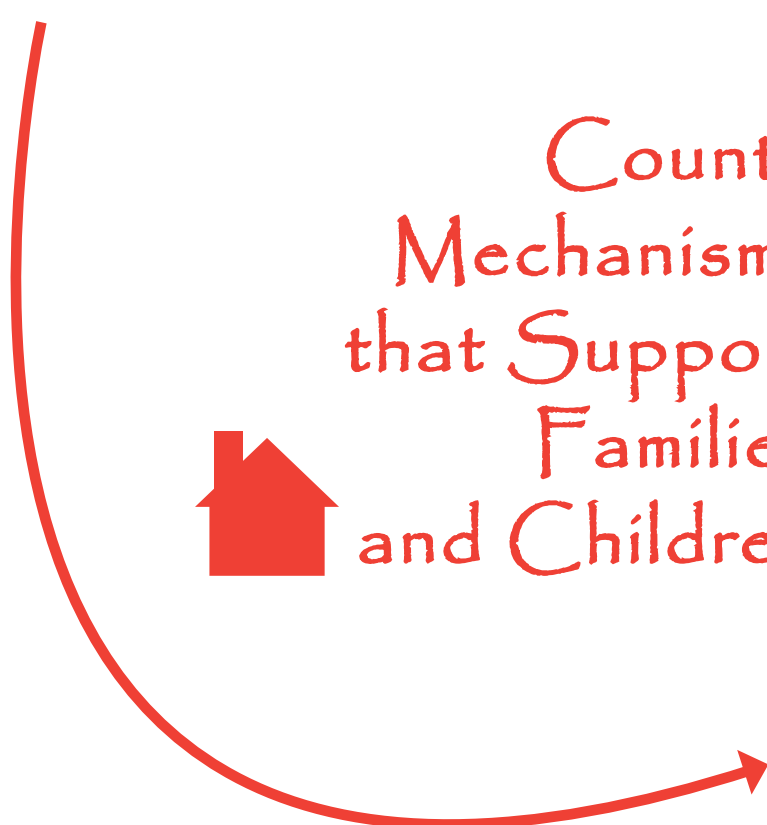
The county FCFC includes three family members.  These family members help to write the county service coordination mechanism and have a voice in how service coordination works in each county.

You can talk with the members of the FCFC and tell them your ideas about how to get county agencies to work together as a team to get services for children. If you are a family member who is on the FCFC, you should talk with other families to learn their ideas and then give those ideas to the other FCFC members.

On the next page are selected parts of county service coordination mechanisms that work to support families and children.

Your Family is an Important Part of Making the Plan

Tell members of the FCFC your family's ideas and opinions about making the county service coordination mechanism.



County Mechanisms that Support Families and Children



Reaching All Family Groups

“The service coordination plan [mechanism] embraces a multi-cultural approach ... and recognizes that strengths and needs must be assessed from a culture sensitive perspective.”

Finding Out About the Family From the Family

“[The] intake process will focus on the child or youth in the context of the family unit and environment the family will be encouraged to express and define strengths and needs and to identify positive outcomes.”

Family-Friendly Service Plans

“The Family Service Plan format will be user friendly, both for the family and the service providers.”

Families as Partners


“Members share a common philosophy of respect for ... and importance of the family, and ... importance of the family and service provider partnership.”

Solving Disputes

“Member organizations [of the FCFC] will ensure that any formal dispute process is supportive of the family no matter how serious the matters in dispute.”

- part 5 -

The Important Role of Families

The reason for service coordination is to bring children and families and the services they need together.  The FCFC needs to hear families' ideas about how to do this. Your family's thoughts and ideas can help your county make service coordination better for children and families.

How can my family participate in service coordination?

Your family can be a part of service coordination in many ways. Remember that there are two kinds of service coordination:

- Individual Family Service Coordination Plan
- County Service Coordination Mechanism

The county service coordination mechanism helps all children because it gets county agencies to work as a team. The individual family service coordination plan helps your child and family because it organizes services just for your child and family. Your family can participate and have a say in both of these kinds of service coordination.

Your Ideas Can
Help Make Service
Coordination Better

By being a part of service coordination, either through your Individual Family Service Plan or your County Service Coordination Mechanism, your ideas can help make service coordination better for families and children.

How can I help my child and family?


- Tell the FCFC about your child and family. Once the FCFC knows about your child, the FCFC might make it easier for your child and family to get services you need. When you tell the FCFC about your child, you are doing something called “self-referral.”
- Go to meetings about your individual family service coordination plan. You can tell the team your ideas about what should be part of your plan. Tell your service coordination planning team important things about your family’s culture so together, you can plan services that respect your family’s culture, race and ethnic group.
- Tell the FCFC if you approve of the person they choose to coordinate the services in your individual family service coordination plan.
- Ask for meetings to talk about your individual family service coordination plan. You can ask for a meeting to talk about how the plan is working, and if it needs to be changed.
- Bring an advocate to your individual family service coordination plan meeting if you need someone to help you or give you support. Sometimes it is easier to say what you think if another person who is on your side is helping you, or is just there to support you. Meetings can be hard to deal with on your own, and an advocate or support person can help you be a part of the meeting.

Be a Part of Your Child’s and Family’s Plan

You are an important part of planning for your child. You know your child and family best, and can guide the Family Service Coordination Planning Team with your thoughts and ideas.

Stay Involved With Your Family’s Service Coordination

Watch and talk about how your family’s service coordination plan is working, and ask for changes if your child or family need them.


-  Speak up if you don't agree with your individual family service coordination plan. If you do not agree with what the plan says or how it is working for your child or family, speak up and tell the FCFC, and ask for changes.

One way to do this is by using the county's dispute resolution process. This is the county's step-by-step way to work things out when families or agencies do not agree with the FCFC. Each county service coordination mechanism must have a dispute resolution process, and the FCFC must tell families about it. Read more about the dispute resolution process in Part 6 of this booklet.

SPEAK OUT

- *tell the FCFC about your child*
- *go to FCFC meetings*
- *choose the right person to coordinate services*
- *educate the FCFC about your culture*
- *ask for team meetings*
- *bring an advocate*
- *speak out if you disagree*

How can I help other children and families in my county?

-  Become a member of your county FCFC. By being a part of the FCFC, you can help decide how to plan the county service coordination mechanism for children in your county. Each county must have at least three family members on the FCFC. In counties where it is possible, family members should make up one-fifth of the number of people on the FCFC. If your FCFC has an executive committee that is set up by your county's Board of County Commissioners, that executive committee must have at least one family member on it.
- Tell the FCFC your ideas about service coordination and what children and families need. You don't have to be a part of the FCFC to do this. Each FCFC must ask people who live in the community for ideas about how the county service coordination mechanism should work.

Get Involved -
Join Your FCFC
and Share Your Ideas

The law requires FCFCs to include family members on the Council and to ask families for their input.

How FCFCs are helping families be a part of service coordination

These are ways FCFCs are helping families be a part of service coordination.

- Making sure that family advocates are at family team meetings;
- Having family team meetings at times and places that are good for families (for example, after the work day in the family's home, in the library, or in a conference room outside of the juvenile court hearing room);
- Linking families to advocacy groups whose members have first-hand experience with the systems that serve families and children, like parent advocacy groups and community advocacy groups.

- part 6 -

FCFC Dispute Resolution Process

What is the dispute resolution process?

The FCFC dispute resolution process is your county's step-by-step way to work things out when families or agencies who are members of the FCFC do not agree with the individual service coordination plan for your family. This is a way to bring attention to your concerns and complaints.

Dispute Resolution
Process -
it's Your Right

*A step-by-step
way to resolve
disagreements, and
have your voice
heard.*

Who can use the dispute resolution process?

All families with an individual family service coordination plan can use the dispute resolution process. Agencies who are members of the FCFC can also use the dispute resolution process.

How do I find out about the dispute resolution process?

Your county FCFC must tell you about its dispute resolution process and that you have a right to use it. You can also ask the person who coordinates services about the FCFC dispute resolution process.

How does the dispute resolution process work?

- The dispute resolution process explains how you can address unresolved issues when you do not agree with the FCFC or the agencies who are members of the FCFC on how they are doing service coordination for your child or family.

The dispute resolution process explains:


- a) who to complain to.
 - b) what happens after you make your complaint.
 - c) who will give you an answer to your complaint. That answer will say what services the FCFC or its agencies have to give your child, and who has to pay.
 - d) that you have to get an answer in 60 days or less from the time you make your complaint.
 - e) that if a parent or an agency which is a member of the FCFC does not like the answer they get, the parent or the agency can go to the juvenile court with their complaint. The judge in juvenile court then decides what services the FCFC or the agencies who are members of the FCFC must give your child and family, and who has to pay.
- The dispute resolution process explains that agencies providing services to your child and family must continue providing services until the dispute resolution process is completed.
 - Most agencies which are members of the FCFC also have their own dispute resolution process. The FCFC dispute resolution process is only for service coordination complaints about the FCFC and agencies which are members of the FCFC. ***But, if you have a disagreement with an agency that is not a member of the FCFC, you must complain to that agency. The agency will have it's own dispute resolution process that you must use.***

Services Continue
While Your Complaint
is in Process

Agencies must continue services for your child and your family until the dispute resolution process is completed.

- part 7 -

Monitoring Progress

The law says that Ohio's counties must have FCFC service coordination to help families get services in a way that is simple and organized.  The law also says that the Family and Children First service coordination system must be evaluated and monitored to make sure that the system works and helps. The law says the state and each county, with the help of families, must monitor Family and Children First service coordination.

How does the state monitor service coordination?

The *Ohio Family and Children First Cabinet Council* (the Cabinet Council) is a group of leaders of state agencies who monitor service coordination in Ohio. The Cabinet Council must do these things to monitor service coordination:

- Review individual family service coordination plans for children when a county FCFC asks.
- Help when a county FCFC refers a child to the Cabinet Council, if the Cabinet Council decides that the county needs the Cabinet Council's help.
- Monitor and be in charge of a system of services for infants and toddlers who have developmental disabilities or delays.
- Establish a state appeals process to resolve disputes among the local FCFC members about who is responsible for services.

The State
Must Monitor
Service Coordination

The Cabinet Council does several things to make sure that service coordination works for and helps your child and family.

The law also suggests other, voluntary ways the Cabinet Council may monitor service coordination:

- Give advice and recommendations to the governor and the Ohio legislature about getting services to children.
- Give counties advice about service coordination.
- Make contracts with or give grant money to county FCFCs to plan and organize services.
- Collect information from counties about programs that help get services to unruly children and help keep them out of juvenile court.
- Distribute information about programs that help unruly children.

Your County
Must Monitor
Service Coordination

*Your county must
make sure that
service coordination
works for and helps
your child
and family.*

How do families monitor service coordination?

Families can monitor service coordination in their county in different ways. Here are two examples:

- Be a part of the local FCFC.
- Tell the FCFC what families need, and give the FCFC ideas of how to make it easier for families to get services.

You Can Monitor Service Coordination

You can make sure service coordination works for and helps children and families by telling the FCFC how to make it easier for families to get services.

How can I monitor my family's service coordination?

Your family can monitor your individual family service coordination plan by participating in the following ways:

- Be a part of making the decisions of your individual family service coordination plan by saying what your child and family need.
- Go to meetings about your individual family service coordination plan.
- Ask for a review meeting to talk about how the individual family service coordination plan is working and if it needs to be changed.
- Meet with the person who coordinates your services to make sure your individual family service coordination plan gets started. That person will also make sure people and agencies do what the plan says and will keep track of how the plan is working.

You Can Monitor Your Family's Service Coordination Plan

You can make sure your service coordination works for and helps your child and family by

- *being part of meetings,*
- *saying what you think,*
- *helping make decisions and*
- *asking for changes to keep the plan up-to-date.*

- Make sure your child is getting services in the least restrictive environment.
- Make sure that the FCFC and the agencies giving your child and family services follow the schedule of your individual family service coordination plan.
- Give your opinions, ideas and suggestions about how to make services respect your family's culture, race and ethnic group.
- Speak up and ask for changes if you do not agree with your individual family service coordination plan. Remember that one way to do this is by using the dispute resolution process of the county FCFC. You can also speak up if you do not agree with what a specific agency is doing by complaining to that agency and asking for changes.

- part 8 -

Getting Help and Support

Who are some people and groups that can help my family?

- **County Family and Children First Councils** and **Regional Family and Children First Coordinators**. You can find addresses and phone numbers for all counties and all regions on the Ohio Family and Children First web site at:
WEB <http://www.ohiofcf.org/people.asp?contact=1&ct=1&pg=1>
- **Ohio Legal Rights Service**
8 East Long Street, Suite 500, Columbus, Ohio 43215-2999
TEL 614-466-7264 or 800-282-9181
TTY 614-728-2553 or 800-858-3542
WEB <http://olrs.ohio.gov>
- **National Alliance for the Mentally Ill - Ohio**
747 East Broad Street, Columbus, Ohio 43205
TEL 614-224-2700 or 800-686-2646
TTY call Ohio Relay Service 800-750-0750
WEB www.namiohio.org
- **Ohio Department of MRDD**
1810 Sullivant Avenue, Columbus, Ohio 43223-1239
TEL 614-466-0129 or 866-313-6733
TTY 614-752-4688
WEB <http://odmrdd.state.oh.us/>
- **Ohio Department of Mental Health**
30 East Broad Street, 8th Floor, Columbus, Ohio 43215
TEL 614-466-7228 or 877-275-6364 (ASK-ODMH)
TTY 888-636-4889 (ODMH-TTY)
WEB www.mh.state.oh.us
- **Ohio Department of Education, Office of Exceptional Children**
25 South Front Street, 7th Floor, Columbus, Ohio 43215-4183
TEL 877-644-6338 or 614-466-2650
TTY call Ohio Relay Service 800-750-0750
WEB http://www.ode.state.oh.us/exceptional_children/

- **Ohio Coalition for the Education of Children with Disabilities**
165 West Center Street, Suite 302, Marion, Ohio 43302-3741
TEL 740-382-5452 or 800-374-2806 (in Ohio)
WEB <http://www.ocecd.org/ContactFrameset.html>
- **Ohio Federation for Children's Mental Health**
1101 Summit Road, Cincinnati, Ohio 45237
TEL 513-948-3077
TTY call Ohio Relay Service 800-750-0750
WEB <http://www.ohfederation.org/contact.html>
- **Ohio Department of Youth Services, Office of the Chief Inspector**
51 North High Street, Columbus, Ohio 43215
TEL 614-728-2118
TTY call Ohio Relay Service 800-750-0750
WEB www.dys.ohio.gov/
- **Ohio Department of Job and Family Services**
30 East Broad Street, 32nd Floor, Columbus, Ohio 43215-3414
TEL 614-466-6282
TTY 614-752-3951
WEB <http://jfs.ohio.gov/>
- **Alcohol, Drug Addiction and Mental Health Boards, contacts from:**
Ohio Association of County Behavioral Health Authorities
33 North High Street, Suite 500, Columbus, Ohio 43215
TEL 614-224-1111
TTY call Ohio Relay Service 800-750-0750
WEB <http://www.oacbha.org/Directory/Index2.htm>
- **Ohio Department of Health**
246 North High Street, Columbus, Ohio 43215
TEL 800-342-0553
TTY call Ohio Relay Service 800-750-0750
WEB <http://www.odh.ohio.gov/>

Summary Page



Top Ten Points to Know About

Family and Children First Service Coordination



The purpose of service coordination is to bring children and families together with the services they need.



Your individual family service coordination plan identifies services, agencies, and how agencies and your family will share responsibilities.



Your family is an important part of the family service coordination planning team of your county Family and Children and First Council (FCFC).



The law says that each county FCFC must have at least three family members who have received services from an FCFC member agency.



The law says that the county FCFC must be evaluated and monitored by the state, by counties and by families.



If you disagree with your individual family service coordination plan, you have the right to file a complaint through the dispute resolution process.



Your county's service coordination mechanism is your county's plan to get agencies to work together as a team to provide services.



Your FCFC must follow the county service coordination mechanism to develop individual family service coordination plans.



The family members on the FCFC have a say in their county's service coordination mechanism and how service coordination works.



Become a member of your county FCFC to have a voice in how service coordination works for children and families in your county.

