



Hardin County Families and Children First Council

Service Coordination Mechanism

Revised 2026

Last Revised
5-1-2026

Purpose/Overview of Service Coordination

Ohio Revised Code, Section 121.37 C provides a description of the service coordination mechanism, its purpose, and required components. The law mandates each county to develop a county service coordination mechanism. Therefore, the Hardin County Service Coordination Plan shall serve as the guiding document for coordination of services in Hardin County when a child is referred to the Council for assistance. All persons or entities providing service coordination on behalf of Hardin County Family and Children First Council, whether Council employees or contracted providers, must follow the processes, policies, practices, and procedures as outlined in the Service Coordination Mechanism.

Purpose

The purpose of Service Coordination and High-Fidelity Wraparound through the county FCFC is to provide a neutral venue for families requiring services where their needs may not have been adequately addressed in traditional agency systems. These processes serve as a safety net for children needing a more intensive collaboration of multi-system providers. The SCM is not intended to override current agency systems, but to supplement and enhance the support that currently exist or identify additional supports that are needed but not currently utilized. (ORC 121.37(C))

Service Coordination:

- Services are delivered using a child and family-centered approach
- Services are responsive to the cultural, racial and ethnic differences of the population being served
- Service outcomes are evaluated
- Available funding resources are fully utilized or integrated
- Formal and informal community supports are utilized
- Specialized treatment for difficult-to-serve populations and evidence-based treatment services are encouraged
- Duplicative efforts among agencies are eliminated
- Most importantly, families are fully involved in decision-making for their children and are provided with family advocacy options

However, no family should be refused the opportunity to refer oneself for consideration for service coordination. The age group for youth being served through FCFC Service Coordination is 0 through 21 for those county FCFCs using Family-Centered Services and Supports (FCSS) funding.

Hardin County FCFC Vision

The Council will promote healthy families by identifying needs and effectively linking them with community resources.

The Mission of the Council

- Represent all aspects of the county's families, children, and individuals seeking community services
- Access the needs of the community
- Assure the availability of comprehensive family services
- Raise community awareness of available family services
 - Coordinate the services provided to families by community agencies
 - Promote diversity of perspectives
 - Promote family involvement

On an annual basis, the FCFC coordinator shall submit a report on the status of efforts by the Council to increase child well-being in the community to the County Board of Commissioners and the Cabinet Council. This report shall be made available to any other person on request.

Organization of the Council

Members of Hardin County Family and Children First Council include those individuals as established in Ohio Revised Code, section 121.37(B)(1). Since each board of county commissioners may invite any local 5 public or private group that funds, advocates, or provides services to youth and families to become a member of the local Council, a complete membership list is included in the Council By-Laws.

The Executive Board

- Director of the Mental Health Drug and Alcohol Services (MHDAS) Board of Hardin Co.
- Hardin County Health Commissioner or designee
- Director of the Hardin County Department of Job and Family Services or designee
- Director of the Hardin County Public Children Services Administration (PCSA)
- Superintendent of Hardin County Board of Developmental Disabilities (CCBDD) or designee
- Superintendent of school district with the largest number of pupils residing in the county or designee
- Superintendent of the Midwest Regional Educational Service Center
- Representative of the City of Kenton
- President of Board of Hardin County Commissioners or designee
- Representative of Regional Office of Department of Youth Services
- Representative of Hardin County's Head Start
- Representative of Hardin County's Early Intervention

Hardin County Service Coordination Mechanism-2026 Revision

- Representative of a local non-profit entity that funds, advocates, or provides services to Hardin Co. Children and families

At least three individuals, not employed by an agency represented on the council, whose families are receiving or have received services from an agency represented on a County Council.

- **Full FCFC Council** is a forum for any individual who works with youth and/or families in Hardin County to discuss issues that relate to service provision of Hardin Co. Families include:
 - Ways to collaborate efficiently for families and children in need of multiple services.
 - Building community capacity
 - Streamlining and coordinating services for families
- **Family Stability Team (FAST)**: The FAST committee will serve as an accountability system to monitor the Council's progress in achieving results for families and children through implementation of the three-year strategic plan to address the identified gaps, needs, and barriers to meeting children's well-being.

The committee is charged with the oversight of the Service Coordination Mechanism. The mechanism will be reviewed annually, and the committee will make recommendations to the Council regarding any amendments. The Committee will monitor needs/gaps/barriers that impeded on keeping youth safe in permanent homes in Hardin County and share these with Council. The Committee will ensure that service coordination occurs for children and youth who are being placed outside of their home.

Those appointed to FAST will meet at least monthly to discuss challenging inter-system cases

- **Early Childhood Coordination Committee (ECCC)**: ECCC is responsible for the design, coordination, and implementation of a comprehensive, coordinated, interdisciplinary, family centered Help Me Grow system of services expecting a child or with children ages birth to five at risk for and/or with developmental disabilities or delays. Families with children who are minority, low income, homeless, in foster care or live in rural communities will be included in the system of care.

The ECCC shall assist in:

- The development and implementation of a process that annually evaluates and prioritizes services, fills service gaps where possible, and invents new approaches to achieve better results for families with young children
- The maintenance of an accountability system to monitor the Council's progress in achieving results for families with young children
- The completion of goals put forth by the Ohio Department of Children and Youth

Eligibility

Youth who are residents of Hardin County, ages 0 through 21, with complex needs that are not being adequately met are eligible for services. Typically, these youth have reached a level of urgency

Hardin County Service Coordination Mechanism-2026 Revision

requiring additional support and are eligible for service coordination or wraparound. A CANS and intake meeting help guide which level of care (LOC) is appropriate.

Youth must be involved in two (2) or more of the following systems within the past 90 days:

- Enrolled in a Hardin County school system with a 504 plan or IEP
- Local behavioral health agency
- Juvenile Court or Probation
- Hardin County Board of Developmental Disabilities
- Department of Job and Family Services
- Child Protective Services or Adoption/Foster Care
- Early Intervention/Help Me Grow
- Any multi-need youth whose services and support needs are not being adequately met while working with the family outside of this plan may be eligible for services. Included in this category are families who need a higher-level coordinated cross-systems approach to care for families that may need access to more flexible funding and supports in order to provide identified service needs.
- Referred children may have a significant impairment of ability to perform in the family, in school, and in the community.
- Children who are abused, neglected dependent, unruly, alleged unruly, or delinquent under the jurisdiction of the Juvenile Court may also be referred for service coordination
- Youth referred may have a degree of disturbance that required services from multiple community service agencies.
- No youth or family will be refused the opportunity to refer themselves for consideration of service coordination.

All children who receive services under the Hardin County Early Intervention Program and who are also being served under the Service Coordination Mechanism are assured that the services received under this mechanism are consistent with the laws and rules of EI per federal regulations and Ohio Department of Developmental Disabilities policy and procedures. A child that is found eligible for EI will have the main provider of EI until they are aged out of the program to assure compliance with ORC 3701.61. As a child ages out of Early Intervention and still has multi-system needs, a seamless continuum of care will be provided for the child and family through the Service Coordination Mechanism if a need should arise. Historically the FCFC Coordinator would oversee the Early Intervention contract to ensure that all aspects were fulfilled. This was changed in 2020 when ORC changed to allow for a different contract manager. Currently the manager is set as the Early Intervention Director in Hardin County.

Youth typically not served in service coordination:

Not all families who are referred to service coordination will be appropriate for service coordination through FCFC/FAST. If it is determined that referral is not appropriate for accessing service coordination mechanism, appropriate action and follow-up will be taken. (e.g., referring to other programs or services). Facilitator will also notify referral source and/or family of this.

Typically, the following families that are not served through FCFC/FAST include:

- The program is voluntary, so parents refusing services should not be referred to the program. On limited occasions, Juvenile Court can mandate and order that a family participate.
- Families already receiving service coordination through another entity such as OhioRISE.

Referral Process

O.R.C. 121.37(C)(1): A procedure for an agency, including a juvenile court, or a family voluntarily seeking service coordination, to refer the child and family to the county council for service coordination in accordance with the county service coordination mechanism.

Referrals for Service Coordination will be accepted from any Hardin County agency, school district, or family, via the online referral form or calling the FCFC office. The referring agency should approach the parent or guardian with their intent to make a referral to the Hardin County Family Council.

All referrals will be responded to within 2 business days. Three contact attempts (text, email, phone call or letter) will be made within 10 business days. If after 10 days no successful contact has been made with the family, the Family Service Coordinator will send out a letter to the family informing them that they have tried to reach them but have been unsuccessful. The Family Service Coordinator will request a call back within 10 business days if interested and if there is no response from the family by the 10th day, the referral will be closed out, and a follow-up letter will be sent to the referral source.

If the parent is willing and interested in meeting with the Family Service Coordinator to discuss their family situation, including their family strengths and needs, the Family Service Coordinator will schedule an intake with the family at their location of preference (Teams, in FCFC office or other location of their choice)

Family or Youth Referral Families and youth in transition (ages 18-21) have the right to refer themselves to services. Families can submit an online referral, call Hardin County FCFC by phone, or request a face-to-face meeting, and even contact using messenger on Facebook.

Ways to make a referral:

Email: Michele@mhrsb.org

Mail: 775 E. Eliza St Kenton, Ohio 43326

Call: 419-222-5120x129

Online: wecarepeople.org/fcfc-hardincounty

Messenger: [Hardin County FCFC | Kenton OH | Facebook](#)

Intake Process

The steps of the service coordination process and the different levels of service coordination under this plan include the following:

1. After the Intake process the family will be assessed on whether they are eligible to get service coordination via Family and Children First Council. Sometimes the family may not have a need and so the coordinator will point them in the direction of relevant services.

2. LEVEL ONE OF THE PROCESS: Everyone who has a connection with the family, including the child (if appropriate), parents, and family advocates, will be invited to attend a family service coordination meeting. This stage of the process includes a multi-system assessment and treatment planning process that utilizes the wraparound approach.

3. When a family is accepted for service coordination the youth in need will undertake a Child and Adolescent Needs and Strengths Assessment (CANS). The Council utilizes the CANS as a person-centered multipurpose tool to support decision making and service planning. This assessment touches on the eight life domains; social, psychological, family, vocational/educational, residential, safety, legal, and medical. The CANS will also serve to decide the level of service coordination through the information that is gathered during the session. The Coordinated Service plan for each child and family shall include the following: identification of family/child strengths, services needed, responsible person and agency, description of services that will be provided, and funding sources and responsibility. All information will be entered into OASCIS, the Ohio Family and Children First data tracking system, by the coordinator in charge of the case.

4. LEVEL TWO OF THE PROCESS: The Family Service Coordination team will meet on a basis decided on by the tier level of a youth's CANS. The FAST team will be responsible for reviewing decisions made during the service coordination meets, monitoring treatment plans, and developing outcome indicators for services purchased and identifying services gaps.

Procedure for notification of all team meetings:

a. The facilitator contacts the family to schedule an intake meeting at a convenient time and location.

b. They then negotiate team membership based on current system involvement and the significant individuals in the youth's life, which may include agency representatives, school district members, and both formal and informal family supports like extended family, friends, and clergy.

The National Wraparound Initiative emphasizes "family voice and choice," affirming that families can include or exclude anyone they feel is essential for achieving their vision of success

c. The facilitator contacts identified team members (family, agency staff, school personnel, parent partners/mentors) via phone, email, or letter and explains the service coordination process, address any questions, and invite participation in family team meetings, providing at least five business days' notice of the date, time, and location (with directions if needed). In urgent situations, shorter notice may be given.

d. At the end of each team meeting, the team schedules the next meeting(s) as needed. Discussion of additional team members to add is facilitated to ensure the right people are available to aid in planning.

e. A parent/family can request an additional meeting at any time. Meetings are scheduled at the family's convenience, and the facilitator will plan with other community partners working on the team. Parent/Family has the final say on who is on their team.

Out-Of-Home Placement

Procedure for ensuring that a family service coordination plan meeting occurs before a non-emergency out of home placement for multi need children is made or within ten days after an emergency placement is made.

The purpose of the out-of-home placement meeting is to ensure that all alternatives to out-of-home placement have been exhausted as a reasonable and appropriate response to the child and family situation. The meeting provides the opportunity for the family team to begin planning for community support for the family during placement and to begin planning for the child's return to the community. Furthermore, a family service coordination plan will be developed to outline how Council members will jointly pay for services, where applicable, and provide services in the least restrictive environment.

Please note that this requirement applies to children who are involved in service coordination under the Council mechanism. The law provides that a family may refer itself to service coordination at any point in time, which includes any time prior to or immediately after an out-of-home placement. Nothing in this division shall be interpreted as overriding or affecting decisions of a juvenile court regarding out-of-home placement. Funding is not available for children in out-of-home placements.

Monitoring Progress and Tracking outcomes

The Council Coordinator in conjunction with FAST will be responsible for monitoring the progress and tracking the outcomes of each service coordination plan requested in Hardin County.

For children in out-of-home placements, the agency that placed the child will be responsible for collecting the following data for each child: progress with their out-of-home placement, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatments, and education. The child's family is included in the post discharge planning process when appropriate.

For children not in out-of-home placement, the lead case manager identified on the service coordination plan will be responsible for tracking outcomes. Data to be collected includes demographic information like age, gender, ethnicity, zip Code, etc., of the child and family, historic information on services provided, measures of the child's health and well-being, and overall satisfaction with services.

The Council Coordinator will track information on the number of referrals received and who made the referrals for service, the amount of funding spent on child/family services, and what services were purchased. All collected data will be entered into OASCIS by the Coordinator to generate reports on the service coordination process.

All the information collected may be reported to FAST for monitoring. FAST will discuss all collected information and data at monthly meetings. A written report will be submitted to Executive Council for review at Bi-monthly meetings. The overall data will be used to evaluate and prioritize services, fill gaps, and allow Council to invent new approaches to achieving better results for families and children as mandated by ORC 121.7.

O.R.C. 121.376 (A) The Ohio family and children first cabinet council state office shall establish and maintain the Ohio Automated Service Coordination Information System (OASCIS). The information system shall contain county family and children first council records detailing funding sources and information regarding families seeking services from a county council including: (1) Demographics including: (a) number and relationship of family members; (b) genders of youth; (c) ages of youth; (d) races of youth; (e) education of youth; (2) Youth financial resource eligibility information; (3) History and desired outcomes; (4) Youth's physical and behavioral health histories, when available; (5) Names of youth's insurers and physicians, when available; (6) Individualized plans including: (a) referrals made to services; (b) services and supports received; (c) crisis plans; (d) safety plans; (7) All Relevant case file documents; (8) Any other information related to families served, services provided, or the financial resources used to provide the services.

O.R.C. 121.376 (B) Each county family and children first council shall enter and update all information in the Ohio Automated Service Coordination Information System as information becomes available or within five business days of acquiring new information. 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.

Confidentiality

It is a family's right to be assured that protecting their confidentiality is of the highest priority and the law. All information disclosed during the service coordination meetings or contained in the comprehensive service coordination plan is to be considered confidential.

- All families involved with service coordination are also guided by all HIPPA, state, and federal laws regarding client confidentiality.

- All families must sign a release of information so that members and involved agencies can exchange information.
- Cases are presented and accepted by a voting procedure of FAST team members. Once a case has been accepted full names will not be used only Initials.
- As a final measure to assure the protection of family's confidentiality, all team members will sign a document that explains confidentiality expectations of information disclosed during team meetings and throughout the entire planning process as well as information included on the family plan of care.

Needs and Strengths Assessment

Assessment of child/family strengths is an integral part of MSY service coordination and program planning.

Not all families who are referred to or who refer themselves to FCFC Service Coordination require the same level of assistance.

The FCFC utilizes the Child and Adolescent Needs and Strengths (CANS) assessment as a tool to help determine the level of need, along with information the family provides during service coordination meetings.

The CANS assessment is conducted prior to the initiation of a formal plan. Administering this initial assessment helps determine the least restrictive setting through which to launch services for the family. The CANS assessment is available in two versions: the Brief (which is most utilized by the FCFC), and the Comprehensive which is utilized for higher needs referrals and those participating in Intensive Home-Based Therapy and other higher-level interventions and services.

The CANS (<http://praedfoundation.org>) assesses strengths and needs in the following life domains:

- Life Functioning/Independent Living
- Child Strengths
- Behavioral/Emotional Needs
- School
- Child Risk Behaviors
- Developmental Needs
- Trauma
- Juvenile Justice Needs
- Substance Abuse Need

- Vocational/Employment Need

Additionally, the tool is used to identify priority planning for the development of the Plan of Care (POC). Beginning in SFY 2018 and continuing forward, it is required that each youth/family referred to FCFC MSY Service Coordination be assessed prior to the start of the development of a POC to determine the level of need/care.

To review progress, the Brief CANS assessment is conducted at the opening of a youth/family referral and at the close of the referral. Subsequently, if a family is participating in Intensive Home-Based Therapy or youth is placed in an Out of Home Placement the provider of those services will also conduct CANS assessments at the applicable required.

Procedure for developing a family service coordination plan.

Every family identified as appropriate for Service Coordination and Wraparound will be a partner in the development of a Plan of Care. As a part of the process, the Service Coordinator works with the family to identify formal and informal supports who can be part of the family Team. The focus of the plan will be goals and objectives specific to the strengths and needs of the child and family.

To develop a Plan of Care, the following process is followed:

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

Each Family Plan will include:

- a. During the initial meeting with families the Service Coordinator (SC) will gather information regarding what agencies the family is involved with and what underlying needs the family still has. Using family strengths and unmet needs the SC will arrange a team meeting with appropriate formal and non-formal supports to design a Plan of Care which will build long lasting supports. The SC will ensure that families are being referred to services and have an active voice in the types of services and supports they receive.
- b. When a referral is received, the FCFC Coordinator will conduct family team meetings. The Coordinator will be responsible for scheduling team meetings with the family and agencies and also to track progress when appropriate and report it back to the team at following team meetings. It is important to encourage family voice and choice in the Plan of Care process.

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

unmet needs. The team will be prepared to respond appropriately and immediately in the event there is a crisis or safety concern. It allows the team to plan its response during a time when everyone is positive and calm, helping to assure that members will not overreact if the need arises to implement the crisis or safety plan. Efforts should target strategies that provide support to the child and family during these times, keeping everyone safe, while keeping the child and the family together when possible. Crisis and safety plans will be represented throughout the Plan of Care.

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

Process for dealing with a child who is alleged to be unruly child:

Alleged or adjudicated unruly and delinquent youth may be referred to Service Coordination and are included in the target population. Service Coordination is a valuable tool to assist youth involved in the juvenile justice system and to help prevent further involvement.

When involved in Service Coordination, the following items may be included in the family's Plan of Care:

- Coordinator to conduct the CANS assessment of the child and family
- Emphasis on the parent's role and voice in the plan
- Referrals for respite, mentoring, parent mentor or coach, or alternative education contingent on need of the child and family and service availability.

In addition to the above, referrals are made to other programs when available such as: mental health counseling, Workforce Development, Community Service and parenting classes as available.

Dispute Resolution Process

The State requires (O.R.C. 121.37(C)(9)) FAMILY & CHILDREN FIRST COUNCILS to provide a process to resolve disputes among families and the agencies represented on the county council. The process addresses the provision of services to children, including children who are abused, neglected, dependent, unruly, alleged unruly, or delinquent children and under the jurisdiction of the juvenile court and children whose parents or custodians are voluntarily seeking services. Families will receive a copy of the Dispute Resolution process as part of FCFC service coordination intake.

Parents or custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. The dispute resolution process is in addition to and does not replace other rights or procedures that parents or custodians may have under other sections of the Revised Code.

A grievance or dispute resolution is a method to resolve conflicts between parties. The Council recognizes that three types of conflict are likely to occur. The three anticipated scenarios for potential conflict are:

1. The child/family is in disagreement with one agency
2. The child/family is in disagreement with the service coordination plan
3. One agency is in disagreement with another agency or in disagreement with the family service coordination plan

Hardin County Service Coordination Mechanism-2026 Revision

The process for handling each of the above situations is dependent on the premise that individuals will seek resolution through the individual agencies and/or team meetings prior to initiating the formal dispute resolution process. Individual agency grievance procedures should be utilized prior to initiating the formal dispute resolution process. If a family needs assistance in presenting their concerns within the team setting, they may request a parent advocate to assist them in voicing their concerns.

Emergency situations where a child is in imminent danger of abuse or neglect will be reported immediately to Children's Services and/or a local law enforcement agency. Other non-emergency situations will follow the dispute resolution process described below.

Please note that this process includes the assurance that services listed on a family plan at the time a dispute is initiated will continue until the dispute is resolved. If the family is filing the dispute, any services that are the subject of the dispute shall continue until the dispute is resolved.

Steps to resolve the conflict at the family team level are:

1. The disputing parties will inform the Council Coordinator of the facts of the conflict in writing.
2. The coordinator will call a special meeting of the family team within five working days of receipt of notification and will facilitate the dispute resolution process.
3. When a resolution is reached, the parents and the agency representatives will sign the revised family service coordination plan to acknowledge their commitment to the plan.
4. The coordinator is responsible for the implementation of the plan

If the process does not resolve the dispute, the following steps will be taken:

1. The family or agency which disagrees with the family service coordination plan shall file a written objection to the plan with the Council Coordinator. The grievance must state the facts of the case and specify the issue that is in dispute. Grievances can be emailed or sent by mail and addressed to the attention of: The Hardin County Family and Children First Council, Michele Frump, 775 E. Eliza St. Kenton, Ohio 43326.
2. Upon receipt of the objection or within five working days the Council Coordinator shall initiate discussions with each party to determine the facts of the case, along with the Administrative Agent.
3. After determination of the facts and sharing among agencies and families involved, the Council Coordinator shall schedule a meeting of the parties to the disagreement for the purpose of discussing the resolution of the dispute between the two parties.
4. If such efforts prove to be unsuccessful, the Council Coordinator shall make aware, the dispute, to the Family Stability Team to discuss relevant information at the regularly scheduled monthly meeting.

5. The Family Stability team will issue their recommendations within 5 working days of the meeting.

6. Any policy violation dispute not resolved will be referred to the Executive Council to invite suggestions for reaching resolution of the dispute.

7. The Council shall issue a written decision to all parties within thirty calendar days from the receipt of the grievance. The statement shall address each grievance specified in the original filing and shall include findings of fact, conclusions, and the reason for the given decisions.

8. If a satisfactory resolution is not yet achieved via the process outlined above, the Council Coordinator may refer the case to the Ohio Family and Children First Service Coordination Committee for administrative review and dispute resolution recommendations. Ohio Family and Children First will submit a written response with a list of recommendations to the Council Coordinator within thirty days of receipt of request for review. A copy of the administrative review will be provided to all parties involved. Service coordination plans will be amended accordingly.

9. If a dispute remains unsolved beyond this point, the final arbitrator in the dispute resolution process is the Hardin County Family Court Judge. Following an unsuccessful dispute resolution process, a disputant may, within seven calendar days of receiving a response from Ohio Family and Children First, request a Family Court hearing. The matter will be processed in accordance with the Ohio Revised Code, 121.38.

10. Written notification of the request for a juvenile court hearing must be provided to the Council Coordinator by the disputant. The Coordinator shall keep a record of the results of each step of the resolution process and shall prepare an interagency assessment and a treatment packet for the Juvenile Court.

11. The Juvenile Court will schedule this hearing as expeditiously as possible, but no later than ninety calendar days following the filing with the Court. A written decision will be issued by the Judge to all parties within two days of the hearing.

12. Emergency Dispute Resolution: An emergency situation is described as a disruption to an essential service provision which jeopardizes the safety and well-being of the child or family.

In the event that a family or provider brings the emergency situation to the attention of the Council Coordinator, the Coordinator will request an emergency meeting of the FAST team to review the referral. The time frame for convening this meeting will vary according to the situational needs. A meeting will be scheduled no later than five working days. Once the immediate emergency is handled, resolution of the conflict will follow the outlined process.

The Council in collaboration with the Coordinator will inform the parents or custodians of their right to use and access the dispute resolution process and to be included in all aspects of the process, if they

choose. Parents and custodians are provided with a copy of the Hardin County Service Coordination mechanism (which includes the dispute resolution process) when the family is referred to the Council for assistance.

If an OhioRISE member is unhappy with OhioRISE or their providers, or do not agree with the decision that has been made, call Member Services at 1-833-711-0773 (TTY: 771), or visit the website www.AetnaBetterHealth.com/OhioRISE. OhioRISE will respond in writing if it is decided to deny a request to cover a service; reduce, suspend, or stop services before receiving all the services that were approved; or deny payment for a service received that is not covered by OhioRISE. Member will also receive written notification if OhioRISE did not decide on whether to cover a service requested, or give an answer to something the member was unhappy about. A member has the right to file a complaint at any time with the Ohio Department of Medicaid (Bureau of Managed Care Compliance and Oversight) or Ohio Department of Insurance, as listed in the OhioRISE Member Handbook.

- If the member does not agree with the decision or action in the response letter, they can appeal within 60 calendar days (from date of mailing date of letter). If the decision is to reduce, suspend or stop services before all the approved services are received, the letter will outline how to keep receiving the services and when the member would be responsible for payment of said services. If the member or provider believes that waiting 15 calendar days to decide the appeal could seriously risk life or health, member or provider should include that in the appeal; if in agreement, OhioRISE will offer an expedited appeal. Unless given a different date, OhioRISE will answer the appeal in writing within 15 calendar days from the date of contact.

- If there is no change to the decision or action because of the appeal, the member has the right to request a state hearing. You may only request a state hearing after going through the OhioRISE appeal process. • If a member is unhappy with OhioRISE or a provider, this is called a grievance. OhioRISE will answer a grievance by phone or mail (if unable to reach by phone). Response timelines include TWO working days about not getting medical care; THIRTY calendar days for all other grievances except grievances about getting a bill for care; SIXTY calendar days for grievances about getting a bill for care.

19 Allen County Family & Children First – 2024 SCM Revision

- If OhioRISE needs more time to respond to an appeal or grievance, a letter will be sent to the member notifying that up to 14 additional calendar days are needed; the letter will explain the reason for more time.

- State Hearing is a meeting with the member or designee, representative from the Allen County Department of Job and Family Services, and the hearing officer from the Bureau of State Hearings with the Ohio Department of Job and Family Services. The member may only request a state hearing after completing the OhioRISE appeal process. The OhioRISE Member Handbook includes more information about this process.

- Just Cause is a request to end enrollment with OhioRISE. Before asking for Just Cause, contact OhioRISE to allow the issue to be resolved. If the issue is not resolved, request for Just

Cause is made by calling the Medicaid Hotline at 1-800-324-8680 (TTY:711). The OhioRISE Member Handbook lists reasons for Just Cause.

Fiscal Strategies

The Hardin County Family and Children First Council and its member agencies strive to be creative and flexible as possible to maximize the use of all funds available and to provide the best possible service without duplicating efforts or spending resources needlessly. All funding requests will be assessed on as needed basis. The Coordinator and Administrative Agent of Council will determine which source of funding is appropriate for funding the identified services in the plan.

Hardin County has no pooled funding for service coordination. When a portion of a child's plan requires special monetary consideration, the FAST team will refer the specific need to council agencies to decide the best course of action.

The Council's funding sources are used to keep children in the home with their families, service coordination fees, and where possible respite. Training for Agency Personnel In order to help familiarize agency personnel and families with the service coordination process, individuals will be trained about the usefulness of the service coordination mechanism through various avenues. This training/awareness will include:

1. Distribution of the written service coordination plan to all council members for use within their own agencies.
2. A user friendly brochure to be distributed throughout the County that will briefly explain the plan and how to make a referral.
3. A PowerPoint presentation will be developed that outlines the major components of the service coordination process.
4. Members of the FAST team will be able to use this tool to provide training as needed to agency personnel and their families.
5. The Council Coordinator will provide outreach at several community events throughout the year on the service coordination guidelines. The Coordinator will also make presentations to various government and civic organizations in Hardin County.

Funding Options Implementation of any plan or part thereof is subject to the availability of and the rules governing the use of funds. Partnerships between agencies and funding streams are encouraged.

FCFC Family-Centered Support Services Funds (FCSS) –

Each County FCFC receives an annual allocation available to youth active in FCFC service coordination. There are specific federal restrictions on the use of Title IV-B funds, the primary source of Ohio's FCSS funding. Federal regulations require these dollars to be used for community based services which promote the stability and well-being of youth and families. These dollars cannot be

Hardin County Service Coordination Mechanism-2026 Revision

used for clinical services or as match for other federally funded programs, including Medicaid. Examples of allowable family support expenditures when identified on the Plan of Care:

- Non-clinical in-home parent/child coaching;
- Non-clinical parent support groups;
- Parent education;
- Mentoring;
- Respite care (including summer camp);
- Transportation (e.g., Cab/taxi fares, gas vouchers);
- Social/recreational activities;
- Safety and adaptive equipment;
- Structured activities to improve family functioning;
- Parent advocacy; and,
- Service coordination (FCFC service coordination unit rate).

The Funding Request must be submitted to the FCFC Coordinator no less than 3 days prior to an FAST meeting. Each Fund Request must be tied to a goal of the youth's Plan of Care. In case of an emergent need, a fund request can be made electronically. Once approved by FAST Committee vote, the FCFC Coordinator will finalize arrangements for services, process invoices and track the expenditures for the approved time period. Payment for services started before FAST team approval are not eligible for FCSS funding. Additional fund needed beyond the initial time-period will require additional FAST team approval.

FCFC MSY PCSA Other Funds - As outlined in Ohio Administrative Code 5101:2-54-01 portions of Multi System Youth (MSY) allocations distributed by local Public Children Service Agencies (PCSA) must be designated to county Family and Children First Councils' (FCFC) restricted pooled fund. Use of these funds is restricted to providing services and supports needed to prevent the relinquishment of custody of children, 0-18, and to facilitate family reunification following a custodial episode. Hardin County FCFC uses these funds to supplement FCSS funding, or when needed services/supports do not qualify for FCSS funding. An InterSystems Fund request is required to seek approval of MSY PCSA Other funds, and the request must apply toward one of the youth's Plan of Care goals. These funds may be used in any of the following manners.

Service Coordination/Wraparound to prevent custody relinquishment or for a relinquished child/youth; In-home and/or community supports to prevent custody relinquishment;

In-home and/or community supports needed to support family stability for a child returning from agency custody; or Funding requests must only be made for expenses not otherwise covered by

Hardin County Service Coordination Mechanism-2026 Revision

another payer source. All expenses should directly relate to services or supports for children at risk for custody relinquishment or those who are returning home following a custodial episode.

Residential treatment and/or room and board for treatment to prevent custody relinquishment

Allowable Expenses may Include, but are not limited to:

- Clinical services not covered by another payer/insurer
- Co-insurances and insurance deductibles for related services
- High-Fidelity Wraparound
- In-home parent/child coaching
- Mentoring
- Parent advocacy
- Parent education
- Parent support groups
- Residential Treatment and/or Room & Board for Treatment
- Respite Care (including camp)
- Safety and adaptive equipment
- Service Coordination
- Social/Recreational Supports
- Structured Activities to Improve Family Functioning
- Transportation to and from allowable services (e.g., Cab/taxi fares, gas vouchers)
- Youth/Young Adult Certified Peer Support

Non-Allowable Expenses Include:

- Services billable to other payer sources, including health insurance
- General program costs (i.e., non-individualized services)
- Classroom instruction or any required public education cost or responsibility (to include tutoring, school-based credit recovery, and/or summer school programming).

MSY Grant Funds- This State of Ohio program to prevent custody relinquishment for youth with multi-system needs, created in SFY20 pursuant to Section 333.95 of AM Sub H.B. No. 166, with the goal of preventing transfer of custody to the child protection system solely for obtaining funding to access treatment. The MSY Program is intended to assist caregivers when local resources and other payment sources have been exhausted. The State MSY Program is the funder of last resort and can only be accessed when local funds, health insurance, post-adoption assistance funds, and other

sources of funding are used first. MSY Program funding cannot be used to supplant other funds. To access Ohio MSY funding, OhioRISE care coordinator or FCFC service coordinator will complete the MSY Grant application, assist with identifying placement facility, coordinate payments, monitor services, and plan for discharge.

- Children and youth served by the MSY program must either be at risk for custody relinquishment or have been recently relinquished for a short period of time (ex: 30 days) solely to access care. Funding will only be authorized for care provided on or after the date of application and for dates of service after custody return.

- Children and youth served by the MSY program must have multi-system needs and be using creative multi-system supports. All applicants must have a local/regional team working to coordinate and follow their care. The team must be actively working to use creative solutions to serve the unique needs of the child/youth and their caregiver(s). Monthly updates on each MSY funded youth will be presented to the FAST Committee.

- Care funded by the MSY Program must be clinically appropriate and provided in the least restrictive setting possible to support the child or youth's needs. Applicants seeking funding for out-of-home care must document recent use of intensive levels of community-based care. In many cases, even when specific evidence-based and evidence-informed practices are not available, a mix of other outpatient services and supports – including natural supports – should be exhausted before using out-of-home care. All applications for out-of-home care require a recent (within 30 days) CANS assessment recommending out-of-home care or other clinical documentation indicating the need for out-of-home care. Applications for out-of-home substance use disorder care require a recent (within 30 days) ASAM assessment recommending a residential level of care. The FAST Committee will review and approve each MSY grant fund request prior to submission.

- Each child or youth served by the MSY program must be supported by one or more legal guardians who are willing to actively participate in the young person's care planning and treatment. Guardians of children and youth who receive MSY Program funding for out-of-home care must be willing to have the young person return to the home as quickly as clinically appropriate.

- The MSY Program is intended to address acute needs and prevent immediate custody relinquishment. The Program is not intended to provide long-term funding to support long-term needs. Instead, the MSY Program can help fill in gaps while longer-term funding and services are put into place by the child/youth's care team.

- Program funding is only available when appropriated by the Ohio General Assembly. Funding is provided through grants and is limited. The receipt of funding is not guaranteed. There is no right to funding beyond 30 days of initial authorization. Funding can be rescinded at any time.

- If funding is authorized to support out-of-home treatment, the requestor commits to immediately facilitate detailed discharge planning upon admission to an out-of-home treatment setting; if the child/youth is already receiving out-of-home treatment at the time of application,

Hardin County Service Coordination Mechanism-2026 Revision

discharge planning must have started prior to application and the requestor commits to continue this work for the duration of funding. Allowable Expenditures may Include, but are not limited to:

- Clinical services not covered by another payer/insurer
- Residential Treatment and/or room & board for treatment
- Service Coordination or High-Fidelity Wraparound • In-home/community (non-medical, non-clinical) supports; in-home parent/child coaching
- Home Modifications
- Respite Care (including camp)
- Safety and adaptive equipment
- Transportation to and from allowable services (e.g., Cab/taxi fares, gas vouchers)
- Mentoring • Parent advocacy & education • Structured interventions to improve family functioning

OhioRISE Primary Flex Funds- These funds are used for services, equipment, or supplies that are not covered by Medicaid, but recommended by the team as something to benefit the OhioRISE member. The OhioRISE care coordinator will explain how to ask for funds, up to \$1500 per calendar year. To be approved for primary flex funds, the family cannot have the ability to buy the service or item with other funds or resources.

Public Awareness

Ohio FCF requires that the Hardin County Service Coordination Mechanism be available to the public through the Hardin County website This website wecarepeople.org/fcfc-hardincounty will also provide access to Service Coordination related materials.

Service coordination training will be presented to Council annually, in addition to approval of updates. This will include training on the dispute resolution process, Ohio Revised Code requirements, and service coordination values.

Quality Assurance

Members of the FCFC Committee will monitor and review the mechanism based on this schedule.

- Review Service Coordination Mechanism: Annually
- Review and Update Service Coordination Forms: Annually

The Hardin County Family and Children First Council review and formally approve the service coordination mechanism and any modifications at the FCFC meetings.

