



Butler County FCFC Service Coordination Mechanism

(A) Overview and Purpose of Service Coordination

The Butler County Family & Children First Council exists under the Ohio Revised Code to improve the well-being of families and children. As a collaborative of public and private child and family-serving systems, entities, and families, the Council supports initiatives that increase the likelihood that children can grow up safe and healthy, surrounded by the support of their families and communities. Butler County's Service Coordination Mechanism outlines how families and children with complex needs can access service coordination or high-fidelity Wraparound in our local system of care.

This aligns with the values of the Ohio systems of care and the Ohio Department of Children and Youth's mission to promote positive, lifelong outcomes for Ohio youth through early intervention, quality education, and family support programs.

Framework for Service Coordination in Butler County: Wraparound

Butler County Family & Children First Council has available care coordination that follows the 10 principles of the High Fidelity Wraparound Model.

This approach coordinates tailored, timely services that leverage family, team, and community strengths. It empowers communities to support their families, acknowledges that needs often surpass conventional funding structures, and involves both formal and informal support. Success is linked to measurable outcomes and fiscal incentives. Family advocacy, youth involvement, and preference are vital for better results. Services, management, and decision-making are centered in the community and family. Additionally, Community Wraparound is culturally competent, ensuring agencies and programs are responsive to the population's diverse cultural, racial, and ethnic backgrounds. Services are family-driven, youth-guided, culturally competent, and community-based. In addition, they follow the guiding 10 Principles of the High Fidelity Wraparound process, with the ultimate goal of keeping Butler County's youth in their homes, schools, and community in the least restrictive setting. [Ten Principles.pdf](#)

1. Service Coordination Mechanism Review Team

The Family and Children First Council (FCFC) Director, Wraparound Coordinator & staff members, FCFC Family Representatives, and the FCFC Executive Committee were involved in the initial development, review, revision, and approval of the Butler County Service Coordination Mechanism.

Systems partners (as outlined in ORC 121.37) included: the Butler County Board of Developmental Disabilities, Butler County Educational Service Center (including Early Intervention/Help Me Grow), Butler County Department of Job and Family Services (including Children Services), Butler County Juvenile Court, Butler County Mental Health and Addiction Recovery Services Board.

This plan was presented to and approved at the FCFC Administrative Meeting on November 6, 2024 by the Butler County Family and Children First Council ([see agency membership roster here](#)).

Accessing Community Wraparound

Community Wraparound services are available to youth ages 0 to 24 with complex needs and systems involvement (Youth ages 0-21 are funded with state funds and youth ages 22-24 are funded with local funds). Services are free and provided regardless of income level. Families seeking services due to their needs not being met by traditional agency systems or who desire a coordinated, cross-system approach can access services as outlined below:

- a. Families with children from prenatal to age three who meet eligibility criteria receive service coordination primarily via Help Me Grow (HMG), which also develops the Individual Family Service Plan. Low-income families ineligible for HMG are referred to Early Head Start. Both programs adhere to relevant regulations. If a child in Community Wraparound qualifies for HMG, HMG will take the lead, with Community Wraparound providing extra support. Families not eligible for either program can still receive service coordination through Community Wraparound, which can continue for youth in HMG to ensure continuity of care.
- b. Families with children aged three or older with complex needs, regardless of system involvement, can receive service coordination through Community Wraparound.
- c. Target populations for Community Wraparound include, but are not limited to:
 - Youth living in their own homes involved with mental health and addiction recovery services, child welfare, developmental disabilities, juvenile justice, or experiencing child care or school failure due to serious behavioral, emotional, or developmental disorders
 - Youth with serious behavior and/or emotional disorders returning to their home communities from placement settings such as therapeutic foster homes, residential centers, psychiatric hospitals, Ohio Department of Youth Services correctional centers, or community correctional centers
 - Youth whose parents or guardians would otherwise have to relinquish custody to obtain the needed level of intensive services
 - Youth deemed to be unruly, allegedly unruly, or at risk of becoming unruly
 - Families voluntarily seeking services for their youth
 - Youth in Children Services Custody
 - Youth ages 18-21, transitioning into the adult system(s) from any of the child-serving systems
 - Youth who have been found eligible for OhioRISE Care Coordination, either through Aetna or the local CME, and request to receive care coordination through their local FCFC.

3. Outreach and Training on Community Wraparound

Families and system providers are informed about FCFC's service coordination through various channels (including but not limited to):

- a. Brochures detailing the process are distributed across the county, including juvenile courts, mental health agencies, health departments, hospitals, and schools. The service is also listed on the countywide resource card that the Council developed & distributes to over 20,000 individuals per year.
- b. Email list sent to current and past referral sources for targeted outreach about the program.
- c. Participation in community and school resource fairs to address families' questions.

- d. Presentations to agencies, community groups, FCFC Council & subcommittees, and schools. Additionally, it is highlighted in the Social Services Overview which is a training for new workers.
- e. The BCFCFC website contains the updated annual report, referrals, and the Family Guide to Wraparound.

In addition, the FCFC Director, the Program Coordinator, and other FCFC Team members regularly attend community meetings and local agency staff meetings to share new/changing information related to service coordination.

(B) Procedure for referring a child and family:

1. Community Wraparound supports children and youth aged 0-24 with complex needs. Agencies, Schools, Juvenile Court, or families seeking services can access service coordination. There are three levels of service coordination, determined based on family needs and preferences after referral and discussion with FCFC staff.
2. The Community Wraparound process starts when a family, individual, or agency representative identifies a need for a coordinated, strength-based planning approach for a struggling youth. To initiate this process, a referral packet must be completed and submitted to the Family and Children First Council, Attention: Community Wraparound Program Assistant or Coordinator.
3. Families and professionals can access our referral packet at the FCFC website (www.butlerfcfc.org). It can be printed, filled out by hand, or downloaded as a fillable form on an electronic device. For a referral packet, contact the Community Wraparound Program Coordinator via email (leah.draut@bcsc.org), phone (513-785-5183), or mail (400 Erie Blvd., Suite A, Hamilton, Ohio 45011). Parents can make direct referrals at any time. The referral packet is linked below.
 - a. [Wrap Referral 2024 Printable.pdf](#)
 - b. [Wrap Referral 2024 Fillable.pdf](#)
4. Upon receipt of the referral, the following occurs:
 - a. The Program Assistant logs the referral receipt date and packet data into the Wraparound database, creates a case record, and confirms receipt with the referral source via email or call within one day. They also document process activities in the case notes. If information is missing from the referral form, the Program Assistant reaches out to the referral source to gather the missing information. If they are unable to reach the referral source, they may also reach out to the family.
 - b. The Program Coordinator will contact the family by phone within two days of receiving the referral to discuss and clarify the Wraparound service coordination process. The Program Coordinator explains the process and assesses the family's initial needs. This discussion helps the family determine whether to progress to levels two and three of Community Wraparound or pursue other programs and services, which can be provided at this time.
 - c. **Resource Referral and Linkage:** When families prefer less intensive options or seek support from other community resources instead of Community Wraparound, the Program Coordinator assists by providing resource options, facilitating referrals, and following up to ensure families access the resources they need. This represents a basic level of involvement with Community Wraparound, focusing on assessment, referral, information, and follow-up.
 - d. If the family chooses not to pursue the other levels of Community Wraparound, the referral source is notified. The referral's outcome is documented in a database.
 - e. If a family chooses to proceed with the referral, an in-person triage meeting is arranged at a convenient location, typically by the Program Coordinator or experienced Wraparound Staff. This could take place in the family's home, the FCFC office, or a confidential community space. During the

meeting, the Program Coordinator clarifies service coordination options and gathers information about the family's needs, strengths, culture, and perspective. The family is also asked about their connection with OhioRISE and provided an information sheet (I.) developed by the Butler County Family and Children First Council explaining this supplemental insurance option and informing them of their choices for service coordination. The family receives the Family Guide to Wraparound (II.) which includes, Family Rights in Wraparound, MRSS contact information, and various local resources for respite, mental health supports, and basic needs resources. The Program Coordinator helps the family decide on the next steps, completes initial surveys (IV.), and gathers consent through a release of information (III.), confirming their receipt of the Family Rights in Wraparound. The second and third levels of team-based service coordination occur if the family decides to proceed further with Community Wraparound as noted in bullets g and h.

- I. [Wrap OhioRISE Explained.pdf](#)
- II. [Wraparound Team Guide \(4\).pdf](#)
- III. [Wraparound Team Release PDF ROI.pdf](#)
- IV. [Ohio Scales Youth 2022 ORIGINAL \(1\).pdf](#)
[Ohio Scales Parent 2022 ORIGINAL.pdf](#)
[Youth Progress Survey 2022 ORIGINAL.pdf](#)
[Wraparound Parent Empowerment and Needs Scale.pdf](#)

f. OhioRISE Collaboration:

- I. If a youth has not been assessed for eligibility for OhioRISE and is interested in obtaining the additional insurance coverage, the Program Coordinator or Facilitator can refer the family for a CANS assessment through an OhioRISE partner or help the family take this step themselves if they prefer. For next steps, refer to steps b and/or c.
- II. If a youth has previously been found eligible for OhioRISE at Tier 2 or Tier 3 and wishes to stay with their local FCFC for service coordination, the family is provided the contact information at the assigned CME (care management entity) and encouraged to put in writing their request to be moved to Tier 1 for care coordination through the managed care entity. Families will continue to be served during this process and will see no delay due to waiting for the CME to follow through.
- III. If a youth has been found eligible for OhioRISE at Tier 2 or 3 and wishes to stay with their local CME for care coordination, the Program Coordinator will make sure they have the appropriate contact information for their care coordinator and will close out the referral as noted above.
- IV. The above steps may happen at any point in the process depending on when the youth has been found eligible for OhioRISE.

g. Service Coordination: The second level of response involves the facilitator guiding a youth and family team to develop a strength-based plan that addresses the family's needs, aligns support within the system of care, and fosters coordinated efforts between those working with the family. This coordination is exemplified by families needing improved service integration or youth newly entering the juvenile justice system with minimal support and who are being diverted.

h. High-Fidelity Wraparound: The third level of Community Wraparound involves creating a youth and family team that adheres to the National Wraparound Initiative principles while enhancing service coordination. This includes more than just services, such as building natural supports and addressing unique family needs. This level is typically engaged when a youth faces a risk for out-of-home placements, serious court involvement, or when families struggle with inadequate system responses to their needs. Regardless of the chosen level, the service coordination process will inform families of available County interventions and ensure they receive appropriate support.

Any Butler County resident who meets age, residency, and complex/systems needs criteria is eligible to participate in Community Wraparound.

- i. Youth aged 18 and older participating in Community Wraparound must sign an acknowledgment of Families' Rights and all relevant releases. This applies if they are 18 at referral or turn 18 while involved. Additionally, the youth must attend all meetings for the planning process to proceed.
- j. The Community Wraparound Program Coordinator assigns a trained facilitator to lead the youth and family team within two days of the triage meeting with the family. The facilitator acts as the primary service coordinator, marking the start of the second and third levels of intervention. Parents may approve the assigned facilitator and request a change at any time.
- k. The facilitator contacts the family by phone within two days of being assigned. After two unsuccessful attempts, the Community Wraparound Program Coordinator makes another attempt. The referral source is informed of these efforts and asked to assist. After three unsuccessful attempts, a letter is mailed outlining the timeline for accessing Community Wraparound. If the family does not respond by the deadline in the letter, the case is closed.
- l. After contacting the family, an initial engagement meeting is scheduled within five days, depending on the parent's availability. This meeting occurs at a time and location chosen by the family. The facilitator reviews the Wraparound process, assesses coordination and immediate service needs, addresses crisis stabilization, and conducts a Family Discovery to identify the family's strengths, needs, and culture. If new team members are introduced, the parent must consent to share information through a new release. The facilitator also assists the family in completing any necessary initial assessments and conducts the Child and Adolescent Needs and Strengths assessment (CANS) to identify youth needs and support wraparound planning.
- m. As lead service coordinator, the facilitator is responsible for maintaining a family-driven team for each assigned family, working with them to identify team members and support the team throughout the process. When a youth is in Children Services custody, both the agency and parents share the responsibility of identifying team members if the parent is available.
- n. Each family receiving High-Fidelity Wraparound is offered support from a parent partner with experience in raising children with complex needs. Parent partners provide emotional support through calls and attend various meetings (Wraparound meetings, School Planning meetings, etc.) with families, as well as educate and equip parents to work in partnership with child-serving systems. Families can request a parent partner at any stage of the Community Wraparound process, and the Family Advocacy Coordinator will assign one to establish a relationship. Referrals for Peer support are made internally. Assignment is based on availability and caseload.
- o. Youth may also receive support from a Youth Peer Partner, who has firsthand experience in child-serving systems like mental health, addiction recovery, child welfare, juvenile court, developmental disabilities, or special education. These partners assist in service coordination and provide emotional support to encourage youth engagement. Families can request a peer partner at any time, and the Facilitator/Peer Partner Coordinator assigns one to the youth. Referrals for Peer support are made internally. Assignment is based on availability and caseload. Youth's age may be a factor in determining assignment.
- p. Before the first Wraparound meeting, families are asked to review and approve the Family Discovery narrative or strengths inventory. Family Discovery is described under Procedures for Assessing the Strengths, Needs, and Culture of Families. The initial meeting is scheduled within a week of completion of the Family Discovery narrative or strengths inventory.

(C) Procedure for notification of all family service coordination plan meetings:

1. The facilitator contacts the family to schedule an initial meeting at a convenient time and location. Meetings are encouraged to be in person. However, Zoom continues to be an option for meetings where getting everyone together is not realistic (out-of-town family, youth placed out of the home, telehealth professionals, etc.). 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.
2. The facilitator contacts identified team members (family, agency staff, school personnel, parent partners/mentors) via phone, email, or letter and provides a copy of the Wraparound Team Guide. They explain the Community Wraparound 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. They are also provided a copy of the Family Discovery if the family has already approved the disbursement.
 - a. [Wraparound Team Guide \(4\).pdf](#)
3. 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. The Community Wraparound facilitator is responsible for inviting any absent or newly identified team members to the next meeting.

(D) Procedure for a family to initiate a meeting and invite support persons:

1. A parent/family can request a meeting at any time by contacting their Wraparound facilitator. Meetings are scheduled at the family's convenience, and the facilitator will notify all team members of the details. Team members to invite are reviewed, and any additional team members are notified. New members are on-boarded as noted above.

(E) Procedure for ensuring an individual family service coordination plan meeting occurs before an out-of-home placement is made, or within ten days after placement in the case of an emergency:

1. For families involved in the Community Wraparound process, non-emergency placement decisions are only made as a result of a facilitated team meeting, ideally with input from the Wraparound Program Coordinator who can help the team explore alternatives and clinically appropriate support to ensure safety in the least restrictive environment. If all options are exhausted, and the family team recommends out-of-home placement, the proposal is presented to the Clinical Committee for further review and funding decisions. This committee includes representatives from child welfare, mental health, addiction recovery, developmental disabilities, juvenile court, and an FCFC family representative, along with a school representative. They identify suitable treatment options and the least restrictive setting, keeping youth in their homes and community. Treatment placements do not require custody relinquishment. Clinical Committee members can enter into shared funding agreements for intensive home/community-based treatment or out-of-home placement. Families receive the linked documents before meeting with the Clinical Committee which outlines their rights through the process and expectations for participation.

a. [Clinical Committee Packet with Rights and Budget.pdf](#)

2. **MSY Funding:** The Clinical Committee may also recommend the team apply for state MSY (Multi-System Youth) funding and PASSS (Post Adoptive Special Services Subsidy) funding where appropriate. MSY funding applications will NOT be considered unless the team has consulted with the Clinical Committee and they support the plan. Local dollars are exhausted first, before the use of MSY dollars. The Wraparound Facilitator completes the MSY application with team input and submits it to the state for review. If funding is approved, updates are sent to the state at the required interval depending on whether the youth is in placement or home. Teams continue to meet regularly regardless of funding source.
3. For families involved in the Community Wraparound process whose youth is placed outside the home on an emergency basis, the team convenes *within 10 days* of the placement. The team at this point addresses immediate needs and begins aftercare & transition planning for the youth's return to the community. Teams are encouraged to meet weekly or biweekly to continue intensive planning, focused on supporting the entire family's needs to reunify safely in the least restrictive setting.
4. For multi-system youth who are not involved in Community Wraparound, but for whom out-of-home placement may be needed, agencies and/or families can refer at any time to Community Wraparound for service coordination or to OhioRISE for care coordination (if eligible).
5. If the Clinical Committee does not support out-of-home placement, recommendations will be made for other treatment options that address the family's needs and concerns. If families do not agree with the recommendations, they may follow the dispute resolution process outlined in section K (page 14).

(F) Procedure for monitoring progress and tracking outcomes:

1. The youth and family team continues to meet until the family team and youth address the needs in their service coordination plan or the family feels that they are sufficiently addressed. Processes and outcomes identified in the plan are recorded in the Wraparound database by each Community Wraparound facilitator and tracked both individually for each team.
2. A cloud-based, HIPPA-compliant, case management database called Apricot has been modified for Community Wraparound. It assists in the collection of the data and reports data relative to the families involved in the Wraparound process.
3. Monthly, data is monitored for accuracy by the facilitators, Program Assistant, and Program Coordinator. Data is reported to both state and local partners at their request. Specific data elements collected include, but are not limited to:
 - a. Basic Demographics of population served (age, gender, race, household composition, school district, primary diagnosis, etc.)
 - b. Process Outputs (numbers served, cases closed, length of involvement, parent partner involvement, etc)
 - c. System Involvement
 - d. Numbers of youth at risk for out-of-home placements
 - e. Numbers of youth placed out of the home accessing Clinical Committee resources
 - f. Parent Empowerment and Needs survey data to assess family functioning and the usefulness of the Community Wraparound process is reported annually
4. A Community Wraparound evaluation plan has been developed to monitor outcomes, and progress is reported in an annual report. Information is collected and reported at intake, every 6 months, and case closing utilizing the Family Empowerment and Needs Survey and the Ohio Scales for the guardian. Ohio Scales and the Youth Progress Survey are collected for youth 12 or over. The Ohio Scales and the parent and youth surveys are also completed at six-month intervals throughout the process. Information on

youth in placement and those at risk for out-of-home placement is collected monthly and reported annually.

- a. [Ohio Scales Youth 2022 ORIGINAL \(1\).pdf](#)
[Ohio Scales Parent 2022 ORIGINAL.pdf](#)
[Youth Progress Survey 2022 ORIGINAL.pdf](#)
[Wraparound Parent Empowerment and Needs Scale.pdf](#)
5. FCFC Service coordination data that address the State's data-sharing requirements is collected and will be submitted to the State for evaluation at the currently required interval.
6. Community Wraparound facilitators are responsible for collecting information from family teams to assess progress toward meeting the needs they are planning around as well as the values of the Community Wraparound process. Teams regularly track indicators that are meaningful to the family for each need/goal they are planning around and the data is included in graph format in their service coordination, Wraparound plan. In addition, they rate their overall progress in meeting the need/goal as well as meeting the team's mission which also are shown in the Wraparound plan. This data can be aggregated and reported to the community and funders in the annual report and used to meet the State's data requirements for service coordination and FCSS funding. In addition, teams complete a satisfaction survey at least once annually to measure satisfaction with the process and perceptions of implementing the process with fidelity to the NWI practice model.
 - a. [Copy of Wraparound Team Satisfaction and Fidelity Survey PDF.pdf](#)
7. Information collected and analyzed regarding the Wraparound process provides data for decision-makers, informing them of needed systemic reforms and service capacity issues.

(G) Procedure for protecting family confidentiality:

A release of information is used to ensure confidentiality practices are aligned with the values of Community Wraparound. By limiting the number of people/agencies involved until after each step of the Community Wraparound process occurs, parents are empowered with more voice and choice regarding information shared as well as team membership.

1. All referrals for Community Wraparound include a release of information signed by the parent/guardian or young adult to initiate the process and allow contact between the Community Wraparound program and the referral source
 - a. [Wrap Referral 2024 Printable.pdf](#)
2. During the initial triage meeting, the engagement phase with the family, and upon completion of the Family Discovery narrative or strengths inventory, an additional team release is signed by the guardian allowing contact between the facilitator and those selected by the family to participate in the team. This release is in effect until the closing of service coordination or the family revokes the release. As new members are added to the team during the service coordination process, an updated team release is completed
 - a. [Wraparound Team Release PDF ROI.pdf](#)
3. Family teams requesting funding for in-home services/supports or out-of-home placement sign a third release which allows the Community Wraparound program to present information to the Community Resource Team or Clinical Committee for funding determination. Following the meeting, all copies of the confidential materials shared with committee members are shredded and the original is returned to the file.
 - a. [Copy of ROI Clinical Committee 2022.docx](#)
 - b. [Copy of CRT ROI 2024.docx](#)

4. Parties not listed on the releases are not privileged to any personal family and health care information developed through the Community Wraparound process. Written consent from the parents/guardians is required before any personal family and health care information is shared with any individual, organization, provider, etc. Collateral information may never be released.
5. Guardians are told about the limits of confidentiality, if there is a known or suspected risk of harm to self or others or abuse or neglect of a minor child, per mandated reporting laws.
6. During in-person team meetings, the Community Wraparound facilitator assists the team in establishing ground rules and ensures that all team members are aware of the requirement for confidentiality. At the beginning of each Wraparound meeting, all team members initial the agreement for confidentiality.
 - a. [Copy of Confidentiality Agreement Sign In 2021.docx](#)
7. All Zoom meetings, including one-on-ones and Wraparound team meetings, must be conducted in private locations using secure work computers. Screens must be hidden from view, and headphones are required to prevent personal information from being overheard. During team meetings, the Wraparound facilitator will review confidentiality and require team members to acknowledge it by initialing in the chat box.
8. All files and original documents are kept in a fire-proof, locked file cabinet at the Family & Children First Council. Only staff members of the FCFC have access to the code.
9. When families close with Community Wraparound, all collateral personal family and health care information is shredded. Documents generated by the Community Wraparound program that contain personal family and health care information are saved in a locked filing cabinet for two years and then scanned and transferred to digital format. Youth information is stored in the organization's specified database indefinitely.
10. Wraparound emails are protected through an encrypted and HIPAA-compliant email service.

(H) Procedure for assessing the strengths, needs, and culture of any child and family accepted into the service coordination process:

The Wraparound process requires and trains facilitators to identify family strengths and needs through the Family Discovery process. This involves a planned meeting with the youth, family, and supportive individuals, as well as an ongoing exploration of family and team strengths and cultural aspects until service coordination ends. The family discovery interview has three key goals:

1. Identify strengths, assets, and resources that may be mobilized to meet family needs for support.
 2. Learn about and understand the culture of the family so the eventual Wraparound plan “looks like” and “feels like” the family, i.e., is culturally competent and more likely to be a plan the youth and family will support and participate in.
 3. Record youth and family needs. Needs are the immediate area of focus that are identified by the youth and family.
 4. Ask about and establish a family's long-range vision.
1. The Family Discovery (Strengths, Needs and Culture Assessment) Process is as follows:
 - a. The facilitator arranges an initial meeting with the youth and family at a convenient time and place. Additional participants, such as family, caregivers, service providers, or friends, may join at the family's discretion.
 - b. A conversation is held with the youth, family, and other family-included participants gathering their perspective on their individual and collective strengths, needs, elements of culture, and long-term goals or vision. The facilitator also seeks to identify and understand the natural,

informal, and formal supports available to the family. The facilitator captures where the youth has found success in the past or what has worked for the family in addressing needs.

- c. Community Wraparound facilitators utilize tailored tools to gather information on families' emotional and social connections, strengths, and needs while respecting their unique culture. A concise narrative is then crafted to summarize these aspects along with the strengths of the community and team members for wraparound planning, incorporating the following life domains; social, friends, fun, residence, neighborhood, financial, education, vocational, legal, medical, spiritual, behavioral, emotional, psychological, safety, and crisis intervention.
 - d. Additional information may also be obtained from team members and other supports by phone as those individuals are identified by the family and the appropriate releases are obtained.
 - e. This information is used to create a Family Discovery Document, which is presented to the family for approval before being shared with the team. This document initiates planning and can be updated as new information arises. A thorough Family Discovery allows for strength-based options that address the needs of the youth and family while reflecting their culture.
 - f. The facilitator finalizes the Family Discovery Document and secures family approval within 3 weeks of initial engagement, then shares the report with the team before or at the first Wraparound meeting. At this meeting, the family is also offered the opportunity to select the specific needs they would like to prioritize in planning.
2. After the Family Discovery meeting, the facilitator will complete the Child and Adolescent Needs and Strengths assessment (CANS) to identify youth needs and aid in wraparound planning. This assessment highlights areas for action and strengths to support youth and family success.

(I) Procedure for developing a family service coordination plan:

1. Wraparound plans offer family teams a structured approach to identify, monitor, and track prioritized needs with clear outcomes and objectives. Community Wraparound facilitators ensure adherence to timelines, National Wraparound Initiative values, and the family's strengths and needs, alongside system mandates. Utilizing the National Wraparound model and specific documentation ensures accountability and structure in the process.
2. The facilitator is the lead service coordinator and contacts team members to schedule an initial meeting to develop a Wraparound plan. The initial Wraparound meeting occurs within 5 days of completion of the Family Discovery unless the family is not available.
3. The agenda to create an initial Wraparound Plan includes the steps outlined in the attached agenda.
 - a. [Copy of Initial Meeting Agenda Tool.docx](#)
4. In the initial team planning phase, the Community Wraparound facilitator works with the family and team to set membership, meeting frequency, and progress monitoring. The facilitator guides the team in the Wraparound process and facilitation techniques. As the team becomes comfortable, members may assume facilitator roles, including leading meetings and tracking progress. A key sign of readiness to transition from Community Wraparound is the family and team's ability to independently coordinate and monitor their service plan.
5. Facilitators are trained to help teams create plans in the **least restrictive environment by planning around needs, not services**. Addressing safety, supervision, and clinical issues using a mixture of formal, informal, and natural supports allows teams to be more creative in their planning. Utilizing technological resources, as well as arranging for supervision, supports, and services, can allow youth to receive treatment in their community rather than having to be placed out-of-home.

6. A condensed bullet list of the family's strengths and needs is provided at each family team meeting. The facilitator helps the team to utilize the existing strengths and family culture (preference, attitudes, values, etc) when creating their Wraparound plan.
7. In subsequent meetings, teams review successes and progress on outcome measures, addressing barriers to support. They brainstorm solutions, revise plans, and can consult with the Community Resource Team CRT for assistance. The team continuously updates action steps and assignments based on evolving needs, while adjusting or discontinuing ineffective actions.
8. **Coordinated Assignment of Responsibilities:** As teams outline actions to meet identified needs, commitments are secured. The facilitator helps assign responsibilities in clear detail, and outlines this in the Wraparound Plan. This document specifies task assignments and deadlines to ensure accountability. It is distributed to team members and updated within five days of each meeting. Updated Strengths and Needs are documented and reflected in the Wraparound Plan and on Strengths and Needs posters.
 - a. [Wraparound Plan RR Redacted.pdf](#)
9. Before the end of each meeting, the facilitator schedules the next meeting and checks in with the team as to how the facilitator helped the team address and monitor the elements of the service coordination plan.
10. **Safety:** A safety plan is crucial when health and safety are at risk. At Butler County Community Wraparound, the youth and family team must prioritize safety. In the initial two meetings, the facilitator addresses concerns such as supervision, fire setting, inappropriate contact, substance use, self-harm, animal cruelty, running away, and media exposure. If any issues threaten safety, a safety plan will be created. The facilitator helps identify patterns, clarify acceptable behaviors, and educate siblings or community members. The safety program includes preventive measures and steps to maintain calm during incidents, with contacts for the mobile crisis team (MRSS) and local police. The plan aims to restore trust and prevent future incidents. An individualized one-page safety summary is provided for reference, and the safety assessment can be updated as needed.
11. **Crisis Planning:** The facilitator will guide the creation of individualized Family Crisis Prevention Plans for families with wraparound plans. Unlike safety plans, crisis prevention plans address stress-inducing situations that do not pose immediate safety risks, such as explosive behaviors, temper tantrums, sneaking out, or skipping school. The facilitator will assess whether a crisis plan is needed alongside the Wraparound plan. These plans can be crafted at any stage, focusing on preventing triggering events and providing guidelines for families during crises. They leverage the strengths of the family and their support networks to empower them. Crisis plans are tailored, regularly reviewed, and utilize a crisis planning worksheet to identify triggers and necessary interventions. An addendum summarizes strategies to mitigate crises and manage escalation effectively.
12. **Timeliness of Response:** The Community Wraparound facilitator must finalize the initial Wraparound plan within 30 days of meeting the family. Community Wraparound teams should meet at least biweekly during this phase to assess the need for a Crisis and/or Safety Plan, prioritizing safety for certain families. After completing both plans, teams will meet monthly until transitioning, at which point a Transition Plan is developed. Families will complete closing paperwork, including post-surveys and standardized assessments. Facilitators must submit the closing paperwork, case file, and checklist to the Community Wraparound Program Coordinator for review before closing.

(J) How alleged unruly children will be supported using service coordination including a method for diverting them from the juvenile court system:

1. The courts receive a filed unruly complaint by police and if the youth has no prior juvenile contact the case is assigned to a Diversion Hearing Officer. At the hearing, parents and youth are informed of their rights and the diversion process, which does not create an official court record. If the youth admits to the offense, the case moves forward with diversion. The Hearing Officer assesses the incident and interviews the youth to decide on the appropriate diversion method. Both the parent and youth sign a diversion contract outlining the orders and consequences, with compliance encouraged. Non-compliance (from the court's perspective) leads to an official court case.
2. Butler County FCFC service coordination is available for youth identified as unruly or delinquent. The Butler County Juvenile Court offers diversion and has partnered with local agencies that provide Status Offender Mediation, community mentoring, and mental health/drug screening and treatment.
3. Diversion personnel and probation officers trained in the Community Wraparound process refer families at any stage to develop plans that prevent further court involvement. Meetings frequently occur on-site at the Juvenile Court, enabling participation from personnel or youth unable to leave.
4. Wraparound plans for youth involved with the court are tailored to the individual needs of the family and may include, but are not limited to, the following types of support: advocacy support to work with the schools around academic accommodations, alternative school and/or special education (504s/IEPs), behavior strategies, case management, in-home support for skill building and supervision, drug and alcohol treatment, mentoring, parent & youth peer mentors, therapeutic supports to address the mental health needs of the youth and family, safety items, and social recreational activities.

(K) A dispute resolution process, including judicial review process:

The dispute resolution process has been created to resolve disputes between agencies or between agencies and guardians when there is a disagreement about the service coordination plan. Any dispute regarding Early Intervention should follow the Early Intervention dispute resolution process. The Family and Children First Council dispute resolution process is outlined below.

Families are informed in writing of the availability of dispute resolution at the initial triage meeting with the Program Coordinator. Families may also be informed of the process as appropriate at ongoing meetings of the child and family team. Families are provided with the contact information for resolving conflicts or making a complaint and weblink to the *Dispute Resolution Process* (hard-copy is available upon request). At the point of disagreement, all parties (agencies and families) are strongly encouraged to attempt to resolve the issues directly with members of the Wraparound team or the agencies in question.

1. [Copy of Family Rights One Page.pdf](#)

Parent-peer mentors are available to assist them throughout the dispute resolution process. Any funding or services that are subject to the dispute initiated by a guardian shall continue to be provided during the dispute process. If the dispute is about services desired by the parent/caregiver but not yet received, delivery of those services will be dependent on the dispute resolution process.

Dispute resolution does not replace other rights or procedures that guardians or custodians may have under other sections of the Ohio Revised Code. It must not be interpreted as overriding or affecting decisions of a juvenile court regarding out-of-home placements, home placements, long-term placements, or emergency out-of-home placements. It also does not apply to individual system

decisions, services, or policies as those systems have unique dispute resolution policies which must be utilized. Families whose child is served by Community Wraparound and who disagree with an assessment, service, or service plan of a member agency/system must first exhaust that system's dispute resolution process before making a written request for dispute resolution through the Family & Children First Council.

The Butler County Family & Children First Council may also consult with the Ohio Family & Children First at the Department of Children & Youth if it is a unique case where there are specific funding issues, locating an appropriate service, and/or if the administrative rules prohibit a solution. If the dispute cannot be remedied by following the council's local dispute process, the FCFC will consult with Ohio Family and Children First to determine the next steps before it is filed with the local juvenile courts.

Below outlines the steps for addressing Non-emergency, Emergency, and Inter-agency Disputes:

1. Non-emergency Disputes

A non-emergency dispute is defined as a dispute that does not require an immediate response due to the safety or well-being of the youth (which could include risk to family members or others). When a non-emergency dispute is initiated by a parent or guardian, the following occurs:

- a. The guardian must submit a written document to the FCFC Director summarizing the dispute and detailing the issues not resolved in the service plan or at the team level (including Family & Child Team Planning, Community Resource Team, and/or Clinical Committee).
- b. The FCFC Director will share the correspondence with the directors of the child-serving systems (BCESC, Job & Family Services, Mental Health and Addiction Recovery Services Board, Juvenile Court, and the Board of Developmental Disabilities) and convene a meeting *within 7 days* of receipt. A written decision will be rendered *within 8 additional calendar days*.
- c. Issues unresolved by the directors of the child-serving systems will go to mediation and parties will share the cost of mediation. Mediators will be selected from a pool of FCFC-approved contractors (volunteer or professional) not involved with agency constituencies. The FCFC Executive Director will convene a mediation meeting *within 15 calendar days of the written decision of the system directors*. If agreement is reached among the parties, a written mediation agreement should be rendered *within an additional 15 calendar days*. A written determination of dispute findings will be made *within 60 days* unless all parties agree to an extended timeframe.
- d. For any dispute that fails to be resolved by the above processes:
 - I. Dispute will be referred to the Ohio Family and Children First at the Ohio Department of Youth and Families for consultation.
 - II. Dispute will also be filed by the FCFC with the Juvenile Court *within 7 days* for final resolution as outlined in [Butler County local rule JR 3.13](#) and [ORC 121.38](#). The Administrative Juvenile Court Judge has final authority in the dispute process. The Court will hold a hearing as soon as possible, but not later than 90 days after the motion or complaint is filed where a decision will be rendered.

2. Emergency Disputes

Emergency disputes are defined as disputes that require an immediate response due to the safety and well-being of the youth (which could include risk to family members or others). In the case of an emergency dispute the Director of the Family & Children First Council will decide the least restrictive option available pending resolution of the dispute. The Community Wraparound facilitator will work

with the team to ensure the safety and well-being of the youth is addressed until the dispute is resolved. The same process and time frames apply to dispute resolution in both non-emergency and emergency situations.

3. Inter-Agency Disputes

If one FCFC member or Wraparound team member agency disagrees with the proposed service plan, the following steps will be followed:

- a. The agency will submit, in writing, the basis for their disagreement to the FCFC Director.
- b. The affected members will engage in a good-faith effort to resolve the dispute.
- c. Any applicable agency-specific dispute resolution process will be followed.
- d. If the dispute is not yet to the satisfaction of all parties, the affected agencies will participate in mediation, with the cost to be split between the parties.
- e. If the dispute is not resolved as a result of mediation, one or more involved parties may file a complaint with the Butler County Juvenile Court.

Annual Review of Disputes for Continuous Quality Improvement Purposes

Any disputes filed by agencies or families will be used as part of the annual evaluation of quality assurance and for continuous quality improvement efforts.

(L) Fiscal Strategies for supporting FCFC service coordination:

1. Support for teams

Two multi-system funding teams, the Community Resource Team, and the Clinical Committee, have been created to assess funding needs for both in-home and out-of-home services for families. Family teams seeking funding can present to either team. Both are available weekly.

a. Community Resource Team (CRT)

If funding is needed for a service in the wraparound or crisis plan and other options are unavailable, the Community Resource Team (CRT) can be approached for support. The Community Resource Team includes representatives from local child-serving agencies including Job and Family Services, Children Services, Juvenile Court, NewPath Child, and Family Solutions, Butler County Board of Developmental Disabilities, and a family representative. The family, with the facilitator and team members, can present their request at the next CRT meeting. The CRT can access funding, collaborate with partners, or explore additional resources. CRT monitors and allocates various funding sources, including single-system and shared funding, as well as Flexible Funds for Mental Health and Addiction Recovery Services. For urgent funding needs before the next meeting, the Community Wraparound Program Coordinator can email the CRT for a short-term commitment. Email can also be used to modify prior requests. If the amount is below a predetermined limit, the Wraparound Program Coordinator can approve it directly. Annually, the CRT reviews summer camp expenses and may grant the Coordinator the discretion to approve one week of overnight camp per youth per year, depending on their Wraparound Plan and the family's financial situation.

[I. Copy of Funding Guidelines.2023-24 CRT Rules and FCSS Funding Grid 23-24](#)

The Community Resource Team evaluates service coordination plans and funding requests for compliance with the Community Wraparound process, identifies funding options or barriers, and assesses the use of shared funding, Mental Health Flexible Dollars, and FCSS funds. Funding

decisions are based on the Wraparound plan, needs, safety concerns, family financial resources, and community resources. Plans are reviewed at the initial request and at least every ninety days.

b. Clinical Committee

The Community Wraparound Program Coordinator facilitates and supports the Clinical Committee (CC) which is a multi-system funding team for out-of-home support. The Clinical Committee is available to meet weekly to assess and review out-of-home placement requests relative to the appropriate level of care and appropriate funding sources. The committee reviews out-of-home placements approximately 45 days after initial placement, and approximately every 90 days until the youth is returned to their home. More details are outlined previously in section E. The Clinical Committee will also approve Multi-System Youth (MSY) local funding requests for clinical services to ensure that the youth meet outlined criteria and that funds are the payer of last resort. Add link to 8 page guidance.

2. Programmatic Support

Current funding for the implementation of Community Wraparound is provided through multiple funding sources. Butler County Department of Job and Family Services, Butler County Mental Health and Addiction Recovery Services Board, and Butler County Board of Developmental Disabilities share funds to provide staffing, training, equipment, etc. Family Centered Services and Supports Funds support parent partners as part of Wraparound. When service coordination plans require funding for the implementation of recommended services/supports, the CRT and Clinical Committee access the following (as appropriate to the needs of the family and the requirements and/or restrictions of the funds):

- a. Mental Health and Addiction Recovery Services Flexible Dollars
- b. Family-Centered Services and Supports Funds (FCSS)
- c. Single system funding
- d. Shared system funding agreements, including a parent portion based on the Mental Health and Addiction Recovery Services Board's sliding fee scale
- e. MSY State funding

The Family & Children First Council, along with leaders of public child and family systems, collaborates to plan, make decisions, and finance the system of care in Butler County. This committee identifies systemic needs, addresses service gaps, sets goals, determines data requirements for decision-making, regularly reviews data, incorporates it into annual planning, and analyzes evaluation processes for effectiveness.

(M) Quality Assurance of Service Coordination Mechanism

Butler County's Service Coordination Mechanism is reviewed and updated annually, shared with Family & Children First Council members, made available upon request, and posted on the Council's website. Quality assurance for Community Wraparound is continuous, with the FCFC analyzing referral sources and demographic data to identify education and training needs, and informing agencies about service gaps. Trends are addressed in Community Resource Team and Clinical Committee meetings when family teams seek funding.

In addition, program outcome and process data are presented to the public child-serving system directors at least annually for review, discussion, and as appropriate, decision regarding changes in design, sustainability, etc. The effectiveness of Community Wraparound is tracked using the following procedures:

1. All levels of the service coordination process are evaluated. Each Family Discovery, Wraparound Plan, Safety and Crisis Plan, Transition Plan is reviewed by the Community Wraparound Program Coordinator to ensure fidelity to the Wraparound model as well as accountability to families and teams. Families are also provided the opportunity to review and modify documents before distribution to their teams.
2. Tools from the Ohio Quality Management Manual written by Vroon VanDenBerg have been modified for use by the Community Wraparound Program Coordinator and Community Wraparound Facilitator/Coach for coaching and quality assurance. Additional data is collected relative to family empowerment, satisfaction, and youth functioning through standardized assessments. Data are quantified and reported to monitor needs and trends.
3. The public child-serving system directors provide oversight for projects that have multi-system impact and/or require multi-system funding. Compliance with program-specific standards is monitored programmatically by service providers and systemically by the directors.
4. As noted above, disputes are filed with the Butler County Family & Children First Council Director and are used as part of the annual evaluation of quality assurance.
5. Improving quality service coordination procedures and expanding excellence within the Community Wraparound program are ongoing goals. Professional development, monthly staff meetings, individual supervision, and group and individual coaching sessions ensure a high-quality model, subscribing to the National Wraparound Standards, is being performed.
6. Employees are also provided with a Butler County Community Wraparound training binder, which outlines the different steps and expectations in the Community Wraparound process. The Service Coordination Mechanism is included in the handbook and is reviewed annually and updated as needed.



FCFC Service Coordination Mechanism Cover Sheet-Attachment A

County :	Butler
FCFC Director/Coordinator Name:	Beth Race
Phone #:	513-887-5534
Address:	400 N. Erie Blvd., Suite A, Hamilton, OH 45011
Email:	beth.race@bcesc.org
Web Link to Service Coordination Mechanism:	www.butlerfcfc.org
Date of Submission:	11/8/2024

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Acronyms Guide

BCDD	Butler County Developmental Disabilities
CANS	Child & Adolescent Needs & Strengths Assessment
CRT	Community Resource Team
FCFC	Family and Children First Council
FCSS	Family-Centered Services and Supports
MRSS	Mobile Response and Stabilization Services
MSY	Multi-System Youth
OFCF	Ohio Family and Children First
PASSS	Post Adoption Special Services Subsidy
SCM	Service Coordination Mechanism