



TRUMBULL COUNTY SERVICE COORDINATION PLAN

November, 2005

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SERVICE COORDINATION MECHANISM

Introduction

The Trumbull County Service Coordination Mechanism builds on the successful local history of collaborative accomplishments and improves the access to and implementation of service coordination for families. Trumbull County believes in child-focused and family centered planning and is committed to making service coordination more widely understood and available to families. The Service Coordination Mechanism was developed with input from members of the Family Wraparound Oversight Committee whose members include Trumbull County CSB, Trumbull County Board of MRDD, Trumbull County Juvenile Court, Trumbull County Department of Job and Family Services, Trumbull LifeLines (ADAMHS board), Trumbull County Early Childhood Collaborative, Warren City Schools, Trumbull County Educational Service Center and multiple mental health agencies and treatment facilities.

In Trumbull County, service coordination will serve as the method for providing resources for family issues that are not being adequately addressed with more traditional approaches and require a more coordinated, cross-systems method. Whenever possible, it will be preventive, reducing the need for more extensive and expensive interventions that interrupt family stability. Referrals may come from any agency or organization that provides services to Trumbull County families. Families will also be eligible to self-refer, beginning the process with the assistance of the Wraparound Coordinator. Service Coordination is seen as a method of addressing family needs that may or may not require financial resources. Family situations accepted for service coordination may range from those that may be resolved easily, in a short period of time with few, if any, financial commitments to complicated, difficult cases requiring long-term plans and significant financial commitments. This wide range of possibilities is visually represented in the Trumbull County Service Pyramid. (Addendum A).

This Service Coordination Mechanism will also be the system for integrating multiple funding sources, creating a continuum of funding to meet a variety of family needs. Blending multiple sources of funding to support the mechanism provides maximum flexibility in the development of individual family plans.

Trumbull County Service Coordination will support Ohio's Commitments to Child Well-Being, including:

- Expectant parents and newborns thrive
- Infants and toddlers thrive
- Children are ready for school
- Children and youth succeed in school
- Youth choose healthy behaviors
- Youth successfully transition into adulthood

This support will derive from Trumbull County's commitment to the Vandenberg model of Wraparound Services that emphasizes family involvement in plan development and monitoring. The key elements of the Wraparound approach:

- Strength-based

- Responsive to individual needs – relies on child and family teams
- Strength/support approach, including incorporation of natural and informal resources
- Flexibly delivered with a single plan for multiple systems
- Typically normal for age, culture and environment
- Comprehensive
- System integrative
- Unconditional
- Service creation – creating something new for individual families

Wraparound provides a research-based, results-oriented, best practice method to serve as the organizing system for Trumbull County Service Coordination. The Wraparound Coordinator will provide on-going training and technical assistance to community organizations so that Wraparound becomes institutionalized. Over time, Wraparound will be used throughout the system of care.

Using this approach, service coordination will be available to a much wider audience than in the past, and a Wraparound Coordinator will be available to all families to provide support, information, community referrals and, when approved by the Family Wraparound Oversight Committee, service coordination.

The Wraparound Coordinator is responsible for informing and educating the public and the local system of care about service coordination. The Wraparound Coordinator will visit local agencies to inform them of the availability of service coordination and to provide training on how to access it. The Wraparound Coordinator will also conduct trainings on Wraparound facilitation for agency employees so that Wraparound is incorporated as best practice for providing services to families.

Brochures describing Wraparound and Service Coordination and how to access the services will be available in numerous locations throughout the county. Newspaper articles and/or advertising may also be used.

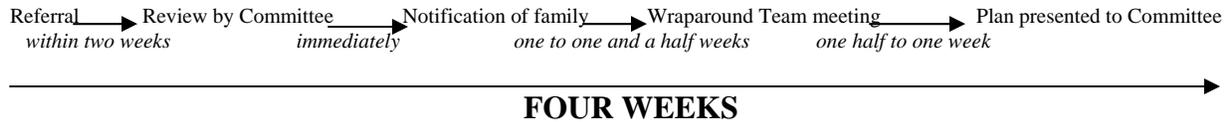
Procedure for Referring a Child and Family

Trumbull County provides two methods of referral to the Family Wraparound process. A representative from an agency working with a family, including juvenile court and the schools, may refer. Families voluntarily seeking services may also self-refer. In either case, the referral is made to the Wraparound Coordinator. The Coordinator records all requests for service coordination and screens them to determine appropriateness for consideration by the Family Wraparound Oversight Committee using local criteria. Whenever possible, the Coordinator provides support, information and community referrals to solve the issues being presented. The Coordinator completes a form for each of the referrals, and a monthly report is made to the Executive Committee of the Family and Children First Council. When the Coordinator feels a referral is eligible for presentation to the Family Wraparound Oversight Committee, a referral packet (Addendum B) must be completed. It is completed by the referring agency when it is an organizational referral and by the Coordinator, in consultation with the family, when it is a self-referral.

The Family Wraparound Oversight Committee meets twice a month on the first and third Wednesdays. The Coordinator presents new referrals at the next regularly scheduled meeting. The committee reviews all information in the referral packet, and votes on whether to provide

service coordination to the family. If approved, the short-term budget amount is used for services while a Family Wraparound Team is convened and an individualized family service plan is developed. This plan, (Addendum C) including a three-month budget, is presented at the following Family Wraparound Oversight Committee meeting (two weeks later).

The following timelines are adhered to:



Organizations may, if they wish, present both the referral and the family service plan at the same time for the committee to consider.

These levels of intervention are considered the basis of the county’s service pyramid (Addendum A), and enumerate the conditions for service coordination.

1. At this level are individual or group services that are primarily preventive in nature, usually provided by individual agencies. They are widely available to Trumbull County families. Services might include parenting classes, home visits, drug and alcohol prevention programs and recreational activities. When a team approach to a family situation is needed, Wraparound is encouraged as “best practice”. If someone using these programs is referred to the Wraparound Coordinator or self-refers, the Coordinator offers information, community referrals and other support as needed.

2. This level of intervention is for families involved with more than one public system and in need of individualized services. The approach should include development of a family service plan guided by a Wraparound Team that includes the family and natural supports. The family service plan must include measurable outcomes within realistic timelines. The Family Wraparound Oversight Committee provides oversight and access to funds for implementation of the plan. The Wraparound Coordinator monitors the plan and expenditures. When appropriate, the Wraparound Coordinator may serve as the Wraparound Facilitator.

3. At this level are families with complex problems involved with multiple systems needing highly specialized, intensive interventions or treatments. Services must be designed by a Wraparound Team that identifies and mobilizes a coordinated array of community services and supports including natural supports of the family’s choosing. The Wraparound Team develops goals and outcomes to monitor progress. The Family Wraparound Oversight Committee provides oversight and access to funds for implementation of the plan. The Wraparound Coordinator monitors the plan, attends team meetings and may serve as the Wraparound Facilitator.

4. Residential placement is considered the option of last resort and must be decided by a Wraparound Team prior to placement with oversight and access to funds provided by the Family Wraparound Oversight Committee. The Wraparound Coordinator monitors the plan, attends team meetings and may serve as the Wraparound Facilitator.

Notification Procedures

Family need and schedules are the first consideration when scheduling Wraparound Team meetings. The Wraparound Team facilitator is responsible for scheduling meetings in consultation with the family and for inviting all appropriate team members including natural supports, agencies involved with the family and the appropriate school personnel. The Wraparound Facilitator will be responsible for extending an invitation to the initial meeting to all team members, by phone and/or e-mail, at least one week prior to the meeting. After that, the next team meeting will be scheduled at the end of the current meeting. The Wraparound Facilitator notifies anyone not present, by phone and/or e-mail, at least one week prior to the next meeting, except in cases needing an emergency meeting.

Family Initiated Team Meetings

A central tenet of the Wraparound process is the primary role of the family in developing an individualized plan that reflects the strengths and culture of the family. As an equal and valued member of the team, the family may request a meeting to review or modify the family service plan at any time. This request is made to the Wraparound Coordinator who schedules the meeting. Each Wraparound Team includes as many natural supports as the family desires and all of them will be included in the meeting notification.

Out-of-Home Placements

The stated goal of the Trumbull County Family Wraparound Oversight Committee is to avoid placement whenever possible and to provide services in the least restrictive environment. The Wraparound process, through its strength-based and highly individualized approach to service delivery, supports the notion that placement is the option of last resort. Wraparound Teams meet regularly, are able to anticipate and plan for the possibility of placement and when necessary, make placement decisions. Final authority for approving and paying for the placement rests with the Family Wraparound Oversight Committee. In the rare event of an emergency placement, the Wraparound Team must meet within one week of the placement to develop a new plan that anticipates the return of the child to the community.

In the case of a juvenile court placement, the final authority resides with the court and Wraparound Teams do not have the right to override or affect these decisions. However, the Wraparound Team should meet to plan for the eventual return of the child to the community.

When CSB holds custody of a child, as is often the case, the final authority for placement rests with CSB. Wraparound Teams do not have the right to override a placement decision made by CSB. However, the Wraparound Team should continue to meet to plan for the eventual return of the child to the community.

Monitoring Progress

There are several methods for monitoring progress, both as a program and for individual families. The Wraparound Coordinator tracks referrals, both agency referrals and self-referrals and reports to the Family and Children First Council Executive Committee on a monthly basis. This information is used to evaluate and prioritize services. The Wraparound Coordinator also monitors out-of-home placements, assuring that Wraparound Teams continue to meet during these placements to plan for appropriate aftercare. The Family and Children First Council Coordinator monitors the cost of all Family Service Plans, and makes a fiscal report every month to the Family and Children First Council Executive Committee.

The local individualized family service plan requires the articulation of family and team goals and requires regular monitoring of progress toward the goals. Every family receiving service coordination must have a family service plan and the family's Wraparound Facilitator reports to the Family Wraparound Oversight Committee once a month to describe the family's progress. Other methods of tracking progress include monitoring the number of team meetings, who the team members are, and how many of the family's natural supports are team members.

Protecting Confidentiality

The Wraparound Oversight Committee abides by all HIPAA regulations and guards personal family and health care information. Protecting family confidentiality is accomplished in several ways. The Family Wraparound Oversight Committee sign-in sheet, used at all meetings of the committee, contains a confidentiality statement. The Wraparound Coordinator keeps these sheets on file. A statement of confidentiality is also included on the Wraparound Team sign-in sheets used at all team meetings. The Wraparound Coordinator maintains all family records and other materials and shreds duplicate materials and any other materials that do not need to be kept as part of client records.

Assessing Needs and Strengths

As part of the referral process, family strengths and needs are examined. Wraparound, the central organizing structure of Trumbull County Service Coordination, requires that a Family Strength and Culture Discovery be conducted. This process is conducted through a conversational interview and is designed to learn as much as possible about the strengths and culture of individual families, assuring cultural sensitivity and competency. This is a highly individualized, ongoing method for obtaining information that assures family involvement in service planning. The Wraparound Facilitator conducts the Family Strength and Culture Discovery.

Another feature of this process is the "life domain approach model". This information is included with the initial referral to the Family Wraparound Oversight Committee and is provided by the referring agency or in the case of a self-referral, is gathered by the Wraparound Coordinator. It includes an assessment in each of the following areas:

- Educational/Vocational
- Mental Retardation/Developmental Disabilities
- Psychological/Emotional
- Physical/Mental/Dental
- Substance Abuse
- Legal/Judicial

Each of these life domains is examined using a strengths-based approach, reviewing the child's and family's abilities and strengths, including extended family, informal community network, and natural supports. The information will be gathered from the family and from others, both professionals and natural family supports, involved with the family.

Since the life domains are also highly individualized, the process encompasses relevant discussion of the child's and family's cultural and spiritual strengths and needs and identify resources as needed.

Development of Individualized Family Service Plan

The Family Wraparound Oversight Committee reviews every complete referral packet. The referring agency makes the referral presentation to the committee, or in the case of self-referrals, the Wraparound Coordinator presents. The referral must include a short-term plan and a short-term budget. Following review, the committee determines whether the referral is appropriate for service coordination. If the committee accepts the referral, the short-term budget is approved to provide interim services until a Family Service Plan can be developed. A Wraparound Team, including the family and any natural supports identified by the family, is assembled (if not already in existence), meets and develops an individualized service plan within two weeks. The agency employee referring the family usually serves as the Wraparound facilitator, but families always have a voice in who will fill this important role. The Wraparound Coordinator may serve as the team facilitator in the case of self-referrals or provide technical assistance to the team as needed.

The plan is presented to the Family Wraparound Oversight Committee at its next regularly scheduled meeting. (The committee meets on the first and third Wednesday of each month). The plan must include a three-month budget. This sequence of events is visually represented in the attached flowchart (Addendum D).

Dispute Resolution

All agencies participating in the development and execution of services overseen by the Family Wraparound Oversight Committee and the Family and Children First Council must have an agency Dispute Resolution policy. If the nature of the dispute involves concerns that are specific to a particular agency or system, then a grievance should be filed in accordance with the already established grievance/clients' right policies and procedures in effect within the specific agency affiliate or public system.

At no time during the process shall services be withdrawn or withheld from a child or family. Agreed portions of service plans will be implemented whenever possible.

Parties to the dispute may engage an advocate on their behalf to participate in the process. The Trumbull County Family and Children First Council can provide the names of Parent Advocates who are available to the family for assistance.

For emergency situations where there is life-threatening occurrence to self or others during the dispute resolution process, the Council will provide a same day response to the emergency. Initially, the response will be made by those agencies whose mandates closely match the needs of the client.

Families enrolled in the Help Me Grow program may also access the conflict resolution process contained herein. Help Me Grow Part C eligible families are also guaranteed Procedural Safeguards by the Ohio Department of Health in compliance with the Individuals with Disabilities Education Act (IDEA). Help Me Grow families not eligible for Part C services may also file a complaint with the Ohio Department of Health but are not entitled to Procedural Safeguards. Dispute resolution procedures and procedural safeguards for Part C eligible families are contained in Appendix A.

Dispute Resolution at the Committee Level

Disputes may occur when agencies involved in providing services disagree or when parents/guardians have a concern about the services a child is receiving. In the event that a

referral is rejected or there is a dispute concerning services, the disputing party, whether an agency or parent/guardian, shall reduce the issue to writing in the form of an appeal to the Family and Children First Council and deliver it to the Council Coordinator. The Family and Children First Council Coordinator will appoint at least three individuals to serve as a Dispute Resolution Committee. One member shall be from the appropriate Council committee, either Family Wraparound Oversight Committee or Early Childhood Collaborative, one shall be from the Executive Committee and one shall be from the Council membership. None of these committee members may be employees of an agency(ies) directly involved in the dispute. The Council Coordinator shall convene a meeting of this Dispute Resolution Committee within ~~ten~~ **twenty** (10-20) days of receipt of the appeal to review the dispute and attempt to reach an agreement. If the child and family are currently receiving services, the original Service Plan will be followed until the dispute is resolved.

Prior to the meeting of the Dispute Resolution Committee, the Council Coordinator shall provide copies of the written complaint and any other pertinent documentation to the committee members. Both parties to the dispute will be invited to offer additional information or clarification to the committee when it meets. If a committee, e.g. Wraparound Oversight, reached the disputed decision, the appropriate committee shall select a representative to provide information to the Dispute Resolution Committee. The two parties will meet individually with the Dispute Resolution Committee.

If agreement cannot be reached or if the disputing party does not agree to the resolution, the appeal will be referred to the Executive Board of Council.

Dispute Resolution at the Council Level

If the Dispute Resolution Committee does not reach agreement or if the resolution is not agreeable to the disputing party, the appeal is referred to the Executive Board of the Trumbull County Family and Children First Council, excluding any committee members who may be party to the dispute. *Within ten days of receiving the Dispute Resolution Committee's decision, the disputing party must provide the Council Coordinator a written explanation for submitting an appeal to the Executive Board.* The Council Coordinator will prepare and provide information for the Executive Board including the original written appeal, notes from meetings held by the Dispute Resolution Committee in its effort to resolve the dispute, *the disputing party's written response to the Dispute Resolution Committee's decision* and any other materials deemed relevant. The Executive Board, excluding parties involved in the dispute, shall meet and decide the Appeal within thirty (30) days of ~~referral~~ *the Coordinator's receipt of the request for review by the Executive Board.* *During this meeting, all parties to the dispute will be invited to provide additional information or clarification. The two parties will meet individually with the Executive Board.*

The Executive Board shall reach unanimous agreement on the Appeal, or there will be an automatic referral of the Appeal to the presiding Judge of the Juvenile Court. The Appeal will be filed within seven (7) days. In the event that the Executive Board reaches a unanimous decision but the appealing party is not satisfied, the party may also file an appeal with the presiding Judge of the Juvenile Court within seven (7) days.

Dispute Resolution at the Juvenile Court Level

The Appeal from the Council or the family may be heard by the presiding Judge, or assigned to a Magistrate or Judge. In the event the Juvenile Court has a conflict, the Appeal may be referred to a Juvenile Judge in a neighboring county for resolution.

The Juvenile Court will set a hearing time for the Appeal and notice shall be sent to the disputing party and the Executive Board members of the Family and Children First Council. The notice shall be given not less than ten (10) days before the scheduled hearing.

Within three (3) days of the hearing, each party to the dispute shall file a brief summary of the dispute with a set of options for the Court to consider. The court will also receive any assessment or treatment information relevant to the dispute. At the hearing the disputing parties will have an opportunity to orally present their case to the Court in a reasonable manner. Parents or guardians of the children represented in the dispute may be accompanied and assisted by a Parent Advocate.

In ruling on the dispute, the Court will consider each set of options presented. If there are funding issues being disputed, the Court must consider and fairly balance the needs of the child together with the fiscal resources and services mandates of agencies involved in the dispute resolution.

The Court will decide the Appeal by filing an Opinion of its decision and Judgment Entry. The decision of the court will be the final, binding and enforceable.

State Appeals Process

In the event that a majority of Family Council local members determine that one or more of the participants are not adhering to shared intersystem responsibilities, an Appeal to the State Family and Children First Cabinet Council can be filed. This appeal can only be filed by a majority vote of the Family Council. Both the majority voters and the member(s) against which an Appeal has been sought will present their respective perspectives to the State Cabinet Council.

It is understood by all Council Members that a decision by the State Cabinet Council may result in a redirection of the State resources supporting a particular system(s) to the Family Council.

FAMILY SERVICE COORDINATION PLAN

Process and Individual Components

When the Family Wraparound Oversight Committee accepts a family for service coordination following review of the referral, a Wraparound Team must be chosen if there isn't one already and a Family Service Plan must be developed within two weeks. The Family Strength and Culture Discovery and Life Domains examination are used as the framework for the development of the plan, and the family and natural supports have a dynamic and important voice. The Service Plan contains the following information:

- Child and family information
- Wraparound Facilitator
- Areas of need
- Summary of plan
- Team goals
- Responsible party(ies)
- Time frame to accomplish goals
- Progress on goals
- Safety/crisis plan
- Budget request

- Genogram and ecomap

Responsible parties are those individuals or agencies that will participate in the achievement of the goals of the plan. Agencies, programs, family members or natural supports may assume these responsibilities. The genogram and ecomap help identify natural supports and describe family structure and relationships that may be useful in the development and execution of the plan. The Wraparound Facilitator, identified on the plan, is responsible for tracking progress, scheduling reviews and facilitating meetings, with assistance from the Wraparound Coordinator. Families are encouraged to voice their preference regarding who will serve as the Facilitator. The Wraparound Facilitator reports to the Family Wraparound Oversight Committee once a month on the progress of the family in achieving the goals.

Funding for family plans comes from multiple sources available to the Wraparound Oversight Committee and includes funds provided by the state for such services and by local pooled funds. The Family Wraparound Oversight Committee is authorized to approve budgets that utilize one or more of these funding sources.

A primary goal of the Trumbull County Family Wraparound Oversight Committee is to keep children in their own homes whenever possible, in the least restrictive environment, and to consider out-of-home placement as a last resort. Wraparound is the ideal way to accomplish this goal with its focus on child-centered, family-driven responses to problems.

Trumbull County employs several methods to deal with children who are alleged to be unruly. These include referrals to a “house arrest” program, to a weekend diversion program for parents and children, the provision of respite for families to allow for a “cooling off” period and referrals to alternative education programs. All of these strategies may be included in the Family Service Plan.

Each family service plan includes a safety/crisis plan. Doing this as part of the plan allows for the calm consideration of the possibility of a crisis and helps reduce the impact of a crisis should one occur. It gives the family a chance to mentally rehearse and prepare for such a possibility, and helps elevate the chance of family stability.

Fiscal Strategies

Trumbull County employs several sources of funding to provide the services identified in Family Service Coordination Plans. (Addendum E). The funding streams are blended to allow for the most efficient use, allowing flexibility in the development and execution of the plans. In addition to FAST, ABC, and non-behavioral health funds from the state, several child-serving agencies in the county contribute to a pooled fund. The sum of these multiple allocations is the source of funds for Family Service Coordination Plans. In rare cases, shared funding agreements are developed for children with very long-term needs.

When referrals are presented to the Family Wraparound Oversight Committee, they include a short-term budget. The Wraparound Oversight Committee reviews this budget when it considers the referral. If service coordination is approved, the short-term budget provides services until the Family Service Coordination Plan is developed. When this plan is presented to the Wraparound Oversight Committee, it includes a longer-term budget, usually for three months. The Oversight Committee reviews the plan and the budget, asks questions, makes suggestions and may ask for budget adjustments or modifications. When the committee approves the budget, the most sensible and efficient blend of funds is used. A plan may be funded by only one funding source,

or may use funds from two or more sources, depending on the requirements of the plan, eligibility factors, and whether or not the child falls in the “non-behavioral” need category.

Once a month, these decisions are shared with the Trumbull County Family and Children First Council’s Executive Committee.

Quality Assurance

There are several methods in place to monitor the quality of the Service Coordination Mechanism. The Wraparound Coordinator and Family Wraparound Oversight Committee continuously review the mechanism, its efficacy and practicality and whether it needs to be amended. This review includes the forms being used, timelines for referral and plan development, service utilization, fiscal utilization and regular reports to the Council’s Executive Committee. This all happens on an on-going basis through discussion and feedback at the committee level, presentations by the Wraparound Coordinator and suggestions and feedback by the Executive Committee.

Amending the Plan

The Family Wraparound Oversight Committee is responsible for monitoring the effectiveness of the Service Coordination Plan and fidelity to the plan. If the committee recommends amendments, revisions or additions, the Family and Children First Council Coordinator will present these to the Council Executive Committee for discussion and approval.

Appendix A

Help Me Grow

Part C Eligible Families

Dispute Resolution at the State Level

If families are dissatisfied with the identification, evaluation or provision of early intervention services to a child or his/her family, the following remedies are available:

- filing a complaint with either the Ohio Department of Health
- and/or the Trumbull County Family and Children First Council
- and/or requesting mediation
- and/or an administrative hearing with the Ohio Department of Health.

If the ODH or the Family and Children First Council receives a complaint, the party receiving the complaint must provide the complainant with a copy of the Procedural Safeguards and explain the options available for dispute resolution.

Information about filing a complaint with the Ohio Department of Health is provided in the *Parent's Rights in Help Me Grow* brochure. Families receive this brochure on the first home visit, and in the event of a complaint, will receive an additional copy. Information about contacting the Family and Children First Council Coordinator is also provided in the *Parent's Rights in Help Me Grow* brochure.

Alleged violations must have occurred not more than one year before the date the complaint is received *UNLESS* a longer period is reasonable because the alleged violation continues for that child or other children, or the complainant is requesting reimbursement or corrective action for a violation that occurred not more than three years before the date on which the complaint was received.

Dispute Resolution at the Council Level

In order to file a complaint with the Trumbull County Family and Children First Council, a parent, guardian or surrogate parent must submit the complaint in writing to the Family and Children First Coordinator. Following receipt of the written complaint, the Council Coordinator will:

- Provide written notification of the complaint to the Ohio Department of Health via fax or e-mail within seven calendar days of receipt of the complaint and
- Implement an investigation of the complaint following procedures defined in this policy.

Investigation Procedures

1. The Council Coordinator shall appoint a Dispute Resolution Committee to investigate the complaint. The committee shall consist of not less than three persons, one from the Early Childhood Collaborative Committee, one from the Executive Committee and one from the Council membership. The Committee shall investigate by doing at least the following activities within 20 calendar days of receipt of the complaint:
 - A. Conduct an on-site investigation,

- B. Interview complainant and give an opportunity to provide additional information either orally or in writing about the allegation,
 - C. Interview relevant providers and give providers the opportunity to submit additional information either orally or in writing about the allegation,
 - D. Review all relevant information and make an independent determination as to whether there has been a violation, and
 - E. Report findings, in writing, to the Council Coordinator.
2. The Council Coordinator shall present the written findings to the Council Executive Committee. The Executive Committee will review the findings and issue a written decision to the complainant within thirty (30) calendar days of the receipt of the complaint. The decision must address each of the allegations in the complaint and shall include findings of fact and conclusions and the reasons for the decision. A copy of the decision must be provided to the Ohio Department of Health.

Complaint Resolution

1. If the Executive Committee finds there has been a violation, it must ensure that corrective actions are implemented within forty-five (45) days of the written final decision. The corrective action plan may include the following:
 - A. Require the participation of the provider in specific technical assistance activities,
 - B. A monetary reimbursement appropriate to the needs of the child and family and/or
 - C. Develop and provide trainings at the county level to achieve compliance in the appropriate future provision of services for all members of the Help Me Grow target population.A copy of the corrective action plan must be provided to the complainant and to the Ohio Department of Health.
2. If a written complaint is submitted to the Family and Children First Council that is also the subject of an administrative hearing (provided by the Ohio Department of Health) or contains multiple issues, one of which is the subject of an Administrative Hearing, the complaint investigation of any part of the investigation that is being addressed in the administrative hearing must be set aside until the conclusion of the hearing. Any part of the complaint not being addressed in the administrative hearing must be resolved during the timelines described above.
3. Any issue raised in a written complaint to the Family and Children Council that was previously decided in an administrative hearing process involving the same parties shall not be investigated locally, the hearing decision being binding. The Ohio Department of Health shall notify the complainant of such.

