



Dispute Resolution Process

2010

DISPUTE RESOLUTION PROCESS FOR SERVICE COORDINATION

When consensus cannot be reached by the involved parties (i.e. service professionals, parents, etc.) regarding the treatment recommendations by the MD Team, the Screening Committee, or the Family Stability Diversionary Team or regarding the funding decisions of the Family First Council (FFC) the Case Services Coordinator contacts the FFC Coordinator, who oversees the dispute resolution process.

A) Treatment Decisions

If the child is already in the Council system and a decision is made to change the course of treatment, i.e., hospitalize, move to less restrictive, etc., and one party (LCM, another service professional, or parent) disputes that course of action, the following will apply:

- 1) The FFC Coordinator is contacted and arranges to have the Council Case Services Coordinator meet with the involved parties within three (3) business days to resolve the dispute. If the Council Coordinator is unreachable, the Case Services Coordinator should be contacted directly.
- 2) If consensus still cannot be reached by the next business day, the Case Services Coordinator calls the three Emergency Treatment Subcommittee members for a recommendation. The Treatment Subcommittee consists of the Chief Probation Officer, JFS's Social Service Director, and Ravenwood Mental Health Center's Associate Director.
- 3) This Subcommittee can authorize a change in treatment up until the next regularly scheduled Council meeting. The Case Services Coordinator then calls the involved parties to convey the emergency recommendation.
- 4) The Council reviews the decision at its next meeting, hears input from the involved parties and makes a final decision. This decision is conveyed to the involved parties within 48 hours by the FFC Coordinator over the phone and is followed up in writing.
- 5) In an emergency, Step #1 can be skipped.
- 6) This full dispute process is completed within 30 days at the latest since these disputes are handled at the monthly Council meetings.

B) Funding Decisions

1) Non-Emergency

Pertains to:

- Child whose case has already been reviewed by the MD Team, the Screening Committee or the Diversionary Team or
- Child already in the Council system who needs additional funding.

Occurs when:

- The MD Team's recommendation to the Council for funding was turned down at the Council meeting. Since this decision is being made by the full Council, it cannot be appealed.
- At the point that new or additional information becomes available, re: a child already receiving services, the family or LCM can request a review by the MD Team at their next monthly meeting. This request by the involved parties is made to the Case Services Coordinator.
- The MD Team can then request that the case be re-presented to the full Council for funding consideration.

2) **Emergency**

Pertains to:

- Child not yet accepted for Council services.
- Child in Council system who needs higher level of services, possibly residential.
- Council child for whom Council can no longer provide funding at the current level.

Procedure:

- Parents or Case Services Coordinator contacts Council Coordinator to request funding, or funding extension. Usually the Case Services Coordinator has been kept abreast of case developments by either the LCM or the family so has background re: possible emergencies.
- By the next business day, the Council Coordinator contacts the three Emergency Funding Subcommittee members (see page 7) to provide or extend funding until the next regularly scheduled Council meeting.
- If two out of the three members agree, Council Coordinator conveys decision over the phone to parents and LCM – and funding for a maximum of 30 days or until the monthly Council meeting is made available.
- At the next regularly scheduled Council meeting, the case is reviewed.
- Council reviews the emergency decision - parents, LCM, and other service providers deemed appropriate are invited to give input.
- The final decision is conveyed in writing and over the phone by Council Coordinator within 48 hours of the meeting. The final decision is binding upon all parties.

C) **During the Process**

- 1) Children and their families continue to receive disputed services, i.e. those occurring prior to the dispute, throughout the dispute resolution process.
- 2) A copy of the Dispute Resolution Procedure is again made available to the family and to the agencies involved. This Procedure is also provided to all families when they first are designated for Service Coordination.
- 3) All parties involved with FFC programs/services agree to the above terms and make copies of the dispute resolution information and procedures available to their staffs.
- 4) After the dispute resolution process has been followed, the decisions made by the Council regarding both treatment and funding are considered binding upon all parties.

Judicial Authority

If a conflict cannot be resolved through the designated dispute resolution process, the final arbiter of individual case resolution is the Juvenile Court Judge.

Non-Emergency

The final resolution can be appealed to the Court by any party within seven (7) days of the decision by the full Council. The Judge will hold a hearing within 30 days of the filing of the motion to review. The Case Services Coordinator is responsible for forwarding all pertinent treatment/assessment information to the Court prior to the hearing. The information forwarded will include minutes from the full Council meeting relating to treatment, the Common Intake Form, all treatment recommendation letters, and any other written correspondence pertaining to this dispute.

Emergency

The Judge will hold a hearing within 48 hours of the filing of the emergency motion to review. This procedure will not circumvent any agency or the parents taking appropriate action through the Court, i.e., JFS filing a motion for emergency custody. If a motion is filed with the Court prior to the hearing, the Council Coordinator will be responsible for forwarding to the Court the family's Council Common Intake Form, pertinent minutes from any Council meeting, all treatment recommendation letters, as well as the Council recommendations from the dispute resolution process.

HELP ME GROW COMPLAINT RESOLUTION PROCESS

When consensus cannot be reached by the involved parties (service professionals, parents, etc.) re: appropriate Help Me Grow services for a child, the Family First Council Coordinator shall be contacted (**Attachment III, Full HMG Complaint Resolution Process**). It is then the Council Coordinator's responsibility to initiate and oversee the complaint resolution process which involves the following steps:

- 1) The FFC Coordinator is contacted and meets with the involved parties within seven business days to discuss the complaint.
- 2) If consensus still cannot be reached, the Coordinator encourages the parent to make a formal, written complaint to the Council or to contact:

Bureau of Early Intervention Services
Ohio Department of Health
246 N. High Street, P.O. Box 118
Columbus, OH 43216
Ph: 614-644-8389
Email: beis@gw.odh.state.oh.us

- 1) When choosing to file a written complaint with Council, parents shall receive in writing from Council a response to their complaint within 30 days of its submission.
- 2) This process aligns with our County Service Mechanism.