

How to Connect

Are you the parent or do you work with a youth that receives services from multiple agencies in your county?

Your local county FCFC is the place to start for assessing your needs, determining eligibility for Service Coordination, and coordinating which services can best support you.

To view your county's FCFC contact information, click on the county map at:

<https://www.fcf.ohio.gov/Contact-Us/Find-Your-County-FCFC>



About OFCF

Ohio Family & Children First (OFCF) is a partnership of:

- State Government
- Local Government
- Community Members
- Families
- Parents
- Youth
- You

OFCF Vision:

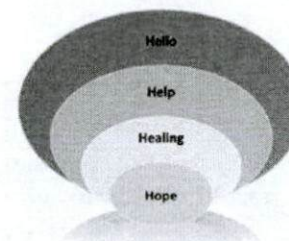
Every child and family thrive and succeed within healthy communities.

OFCF Functions:

- **Coordinating Systems & Services** by streamlining, organizing & improving services
- **Engaging & Empowering Families** by supporting parents to be active decision-makers & advocates for children, families, and communities
- **Building Community Capacity** by identifying & addressing the on-going needs of families in our community
- **Sharing Accountability** by monitoring, evaluating & celebrating progress in efforts to assure all families & children thrive



An Overview of the Service Coordination Process



Bringing communities together to . . .

- Meet families where they are at and create a sense of warm welcome *HELLO*
- Provide *HELP* to meet the needs of youth & families,
- Support families as they *HEAL* from life's challenges,
- Create conditions for families to move toward a life with *HOPE*

What is Service Coordination?

Service Coordination is a way to link, organize and arrange services, resources, and supports to assure that families have access to people, places and resources that make a difference for them.

How does Service Coordination work?

Service Coordination brings together all of those working with a youth & family to work together to assure that services are aligned, coordinated and streamlined. The steps in the process include:

Initial Contact: Once a referral is received you will be contacted about your needs and a decision will be made about which of our services might be helpful for you and your family.

Hello: A Service Coordinator will welcome you and your family into the program and explain the process, your rights and confidentiality. You'll be asked to complete intake forms.

Help: You and the Service Coordinator will identify a group of people to work with you to develop a plan to meet your family's needs.

Healing: You and your team will implement the agreements in your plan and meet regularly to review it and make changes if needed.

Hope: As your situation improves, you'll plan for the time when Service Coordination is no longer needed. You'll have the chance to celebrate your family's achievements and next steps.

What is the Purpose of Service Coordination?

Service Coordination works to make sure no child or family falls through the cracks of the service system.

Who & Why does Service Coordination Help?

Who: Families who have children receiving many services with little progress.

Why: Every family deserves a sense that things are getting better.

Who: Families that are experiencing behavior that is threatening or destabilizing.

Why: All families deserve to feel safe.

Who: Youth who access repeated hospitalizations and/or out-of-home care.

Why: Families should never have to sacrifice attachment for treatment

Who: Families whose needs outweigh the resources of one or more systems or are encountering barriers accessing services.

Why: No family should fall between the cracks of a system

Who: Families who have different wishes than what is offered.

Why: Each family deserves to be heard & understood

What Can You Expect in Service Coordination?

- **Strength-Based:** FCFC will seek out your strengths, aspirations, experience, talents, knowledge & resiliency. We always start with what's right with you, not what's wrong with you
- **Needs Based:** We will help you get to the root of the situation to work on the true cause
- **Collaborative:** We work to make decisions together so that you don't feel on the outside of a decision or that things are being done to you, not with you
- **Family-Determined:** We will ask for your opinion and perspective. You have a say in what is right for you. As helpers, we commit to provide information & make adjustments based on your perspective.

[Insert Local FCFC Logo]