



**BOARD OF
COMMISSIONERS**

**Family & Children First
Department**

158 E. Main Street
Xenia, Ohio 45385

Phone: (937) 562-5600
Dayton: (937) 427-2883, ext. 5600
Fax: (937) 562-5601

**Greene County Family and Children First
Service Coordination Program**

'Service Coordination' is a way of organizing services for families and children who are involved in several different agencies and programs. It can sometimes be overwhelming for families to juggle the scheduling of the various appointments and tasks they are being requested to do, especially when there are several agencies involved.

Greene County Family and Children First offers assistance with service coordination to families who have at least one child involved in more than one service system (for example: special education, Juvenile Court, Children's Services, mental health services, and/or the Board of Developmental Disabilities). Service Coordination is a voluntary program with the long term goal of teaching families how to plan for, coordinate and advocate for their needs. Due to limited resources, only a small number of families can receive individual service coordination at any given time. Consequently families are asked to sign a Service Coordination Agreement which defines the tasks and roles of the service coordinator and of the family.

Service coordination begins with the family and the service coordinator getting to know one another and completing a Family Strengths and Stressors Inquiry. This is used to identify the family's strengths and needs and to help identify a good wrap-around team for the family. We then schedule an initial team meeting with the identified members. The strengths and needs are discussed and an initial service coordination plan developed. Follow up meetings will be scheduled as determined by the team.

The service coordinator will initiate on-going contact with the family to determine what progress is being made on the identified needs and to discuss more ways to access services as needed. As the needs identified in the service coordination plan are addressed, service coordinator initiated contact will be phased out and the family will graduate to a *Consultation/Linkage* role with the service coordinator. In this status service coordination contact is initiated by the family when specific assistance is needed. After four consecutive months of no service needs, the family will graduate from the program.

Currently, the service coordinator maintains a caseload of approximately 12 active families. If there is no immediate availability for service coordination via Family and Children First a family may be placed on a waiting list or another individual may be selected as a service coordinator. Families will be accepted off of the waiting list in order of need as determined by the service coordinator and team members already engaged with the family. Priority will be awarded for such things as problem severity and risk of out-of-home placement.

For more information please contact Greene County Family and Children First at 562-5600.