

**PARENT/CUSTODIAN/GUARDIAN
SERVICE COORDINATION/WRAPAROUND DISAGREEMENT RESOLUTION
PROCESS**

If there is major and unresolved disagreement regarding the service coordination or wraparound planning process or plan by parents/custodians/guardians, every attempt is made to resolve the disagreement with the participating service coordination/wraparound team members.

If this is not possible, parent/custodian/guardian disagreements related to service coordination/wraparound will follow the steps outlined below. Complete instructions and forms may be obtained by contacting the Family and Children First Council (FCFC) Coordinator at 419-424-7073 or online at <http://fcfchancock.org>.

Parents/custodians/guardians and agencies will use existing local agency procedures to address any disagreements NOT involving service coordination or wraparound.

- **Step I**
 - A parent/custodian/guardian calls the FCFC Coordinator 419-424-7073 to file Step I of the Dispute Resolution Form
 - The FCFC Coordinator responds with a proposed solution within 3 days.
 - If not satisfied with the response, the parent/custodian/guardian has 5 days to complete Step II of the Dispute Resolution Form and give it to the FCFC Coordinator.
- **Step II**
 - The FCFC Coordinator presents the disagreement to the FCFC Family Stability Committee.
 - The Committee reviews the disagreement within 7 days and responds with a proposed solution within 5 days.
 - If not satisfied with the response, the parent/custodian/guardian has 5 days to complete Step III of the Dispute Resolution Form and give it to the FCFC Coordinator.
- **Step III**
 - The FCFC Coordinator presents the disagreement to the FCFC Executive Committee.
 - The Committee reviews the disagreement within 7 days and responds with a proposed solution within 3 days.
 - If not satisfied with the response, the parent/custodian/guardian has 7 days to contact the FCFC Coordinator to move to Step IV.
 - Steps I through III can take no longer than 60 days. All service coordination/wraparound services to youth and family continue during this time.
- **Step IV**
 - The FCFC Coordinator can make a referral to the State Service Coordination Committee.

**Hancock County Family and Children First Council
Service Coordination/Wraparound Dispute Resolution Form**

Step I

Youth Family Name:	Address:
Home Phone: Work Phone: Cell Phone:	E-mail Address:
Service/Wraparound Coordinator Name:	Address:
Work Phone:	E-mail Address:

Disagreement Information (Response within 3 days)

Issue: State what is in dispute; be specific.	
Action requested: What do you want to see happen? What solution do you want?	
Signature of parent or guardian	Date:

Outcome:

<p>_____ Resolved at the service coordination/wraparound team Level</p>	<p>_____ Unresolved. Referral to Family Stability Committee Level. Parent/Custodian/Guardian has 5 working days to complete and submit a request to move forward to the next step.</p>
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Comments:

**Hancock County Family and Children First Council
Service Coordination/Wraparound Dispute Resolution Form**

Step II

Family Stability Committee

Youth Family Name:	Address:
Home Phone: Work Phone: Cell Phone:	E-mail Address:
Service/Wraparound Coordinator Name:	Address:
Work Phone:	E-mail Address:

Attach original disagreement information and results:

Review results from service coordination/wraparound team level as presented:

Outcome:

<input type="checkbox"/> Resolved at the Family Stability Committee Level	<input type="checkbox"/> Unresolved. Referral to Executive Committee Level. Parent/Custodian/Guardian has 5 working days to complete and submit a request to move forward to the next step.
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Comments:	
Signature:	Date:

**Hancock County Family and Children First Council
Service Coordination/Wraparound Dispute Resolution Form**

Step III

Executive Committee

Youth Family Name:	Address:
Home Phone: Work Phone: Cell Phone:	E-mail Address:
Service/Wraparound Coordinator Name:	Address:
Work Phone:	E-mail Address:

Attach original disagreement information and results:

Review results from service coordination/wraparound team level as presented as well as the results from the Family Stability Committee review:

Outcome:

<input type="checkbox"/> Resolved at the Family Stability Committee Level	<input type="checkbox"/> Unresolved. Referral to State Service Coordination Committee.
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Comments:	
Signature:	Date: