POLICY AND PROCEDURE

Policy Name:	**Policy and Procedure Manual**
Policy Number:	**1.01**
Effective Date:	**6/11/04**
Revised:	**8/8/08, 10/14/11, 12/1/16, 5/4/23. 5/1/2025**

Matt Earley
Co-Chairperson _____ Date 5/7/25

Dan Ottke
Co-Chairperson _____ Date 6/5/25

Cross Reference

N/A

Policy Statement

The Clermont County Family and Children First (FCF) Council (Council) shall publish a policy and procedure manual that documents the rules and regulations by which the organization operates. Adherence to these policies and procedures shall be mandatory for all Council members and staff associated with the Council.

The FCF Program Administrator shall be responsible for periodic review and development and/or recommendations to the Council for the modification of policies and procedures as appropriate.

Purpose

The policy and procedure manual is intended to provide guidelines for the orderly and effective operation of the Clermont County Family and Children First Council.

Key Terms

N/A

Procedure

I. Identifying Policies. All policies shall be numbered to indicate location in the manual. Policies shall be reviewed and approved by the Council and shall be signed by the Council Chairperson/s.

II. Responsibility for Policy Review/Development. The Council Chairperson/s shall call for the Policies and Procedures to be reviewed yearly or as needed by the FCF Program Administrator. The FCF Program Administrator, with assistance of the Administrative Agent as necessary, shall review all policy and procedures to insure coordination and understanding of the various program elements. As needed, the FCF Program Administrator shall make policy recommendations to the full Council for revisions and the development of new policies.

III. Approval of Policies. The Council shall be responsible for approving each policy by a simple majority.

IV. Maintenance of the Official Manual. The FCF Program Administrator shall be the custodian of the official Policy and Procedure Manual (Manual). The Manual shall be distributed to all Council members when they join Council. The manual will be provided to all FCF employees upon employment.

V. Policy Archives. Policies which are replaced by updated and modified documents approved by the Council and placed in the Manual shall be kept permanently in a file in the office of the FCF Program Administrator.

VI. Policy Deletions. Policies which are no longer necessary will be considered "deleted" and will be maintained in the permanent file in the office of the FCF Program Administrator. "Deleted" shall be noted in the Manual's Table of Contents.

VII. Policy Inactivation. Dependent upon the policies and procedures under which the FCF Administrative Agent operates, certain FCF policies may be made "inactive". Policies will be made inactive if a specific FCF policy is not necessarily due to the policy being covered under the Administrative Agent's policies and procedures. "Inactive" shall be noted in the Manual's Table of Contents.

VIII. Policy and Manual Updates. The FCF Program Administrator shall distribute new and revised policies that have been reviewed and approved by the Council. All copies of the Manual shall be updated with additional and revised policies. Policies that have been rescinded or revised shall be removed from the Manual and destroyed by the Manual holder.

IX. Manual Contents. The following base numbers have been established for the selections of the Manual.

1. Administration
2. Finance
3. Records and Reports
4. Clinical/Wraparound
5. FAST TRAC - deleted

X. Exceptions to Policies. Specific case exceptions to the provisions of any of the policies and procedures contained in the Manual may be made if determined to be in the best interest of the organization as recommended by the Chairperson/s and approved by the Council. No policy or procedure shall be interpreted and/or applied in a manner that is in violation of State, Federal, or County Law/Regulation.

Associated Forms & Attachments

N/A

# # #

POLICY AND PROCEDURE

Policy Name:	**Council Mission, Vision, Values and Requirements**
Policy Number:	**1.02**
Effective Date:	**6/11/04**
Revised:	**8/8/08, 10/14/11, 12/1/16, 5/4/23**

Matt Earley
Co-Chairperson

6/1/23
Date

Dan Ottke
Co-Chairperson

6/1/23
Date

Cross Reference

N/A

Policy Statement

It is the policy of the Clermont County Family and Children First Council (Council) to conduct and carry out all operations in a manner consistent with its mission, vision and value statements and requirements as set forth by the Ohio Revised Code.

Purpose

To establish the Council's mission, vision, and value statements and the requirements of the Council pursuant to the Ohio Revised Code.

Key Terms

N/A

Procedure

I. Mission

The mission of the Clermont County Family and Children First Council is to promote and facilitate communication and collaboration among Clermont County child and family serving agencies to ensure that Clermont County infants, children, adolescents and their families receive the most appropriate services to enable youth to develop adequate skills in preparation for a successful adulthood.

II. Vision

The vision of the Clermont County Family and Children First Council is to ensure intersystem collaboration to improve the well being of the children and families of Clermont County.

III. Value Statement

The Council espouses the four (4) Core Practice Models of Ohio Family & Children First, which are:

A. Engaging and Empowering Families
B. Shared Accountability
C. Building Community Capacity
D. Coordinated Systems and Services

IV. Council Requirements

As specified in the Ohio Revised Code, Section 121.37 (B) (2), the Council is required to:

A. Develop and implement a process that annually evaluates and prioritizes services, fills service gaps where possible, and invents new approaches to achieve better results for families and children;

B. Participate in the development of a countywide, comprehensive, coordinated, multi-disciplinary, interagency system for infants and toddlers with developmental disability or delays and their families, as established pursuant to federal grants received and administered by the department of health for early intervention services under the "Individual with Disabilities Education Act of 2004";

C. Maintain an accountability system to monitor the county council's progress in achieving results for families and children;

D. Establish a mechanism to ensure ongoing input from a broad representation of families who are receiving service within the county system;

E. Develop and implement an interagency process to establish local indicators and monitor the county's progress toward increasing child well-being in the county;

F. Develop and implement an interagency process to identify local priorities to increase child well-being;

G. Develop and implement an annual plan that identifies the county's interagency efforts to increase child well-being in the county.

The Council shall also have the additional functions of:

A. The planning and provision of services for multi-need and/or multi-need, multi-system children and their families.

B. The furtherance of interagency collaboration to increase effectiveness, accessibility, and reduce fragmentation in service delivery.

C. The establishment of a coordinated delivery of services.

D. The receipt and administration of grants as needed to carry out the Council's functions.

E. The review and approval of Council policies and procedures.

F. The performance of duties described in the Ohio Revised Code, Section 121.37.

G. To assure compliance with state policies and procedures in the provision of Help Me Grow Central Coordination and Early Intervention Services.

H. To approve the annual FCF budget.

I. To conduct and engage in any other lawful business or activities.

Associated Forms & Attachments

N/A

# # #

POLICY AND PROCEDURE

Policy Name:	**Dispute Resolution Process**
Policy Number:	**1.03.01**
Effective Date:	**6/11/04**
Revised:	**8/8/08, 9/11/09, 10/14/11, 2/13/15, 4/6/17, 11/1/18, 5/4/23**

Matt Earley
Co-Chairperson

6/1/23
Date

Dan Ottke
Co-Chairperson

6/1/23
Date

Cross Reference

N/A

Policy Statement

It is the policy of the Clermont County Family and Children First Council (Council) to resolve any dispute within and regarding the Council, a Family and Children First (FCF) representative or a FCF funded program in a timely manner.

Purpose

To define the process of dispute resolution to be followed by the Council when agreement cannot be reached or concerns arise.

Key Terms

Complainant – the person(s) who is in disagreement with a decision or has a concern regarding the Council, an FCF representative or an FCF funded program and follows the dispute resolution process.

Dispute Resolution Committee (DRC): The DRC reviews all complaints received by FCF and works to develop a plan consistent with the child's needs and meeting the concerns of each system responsible for providing services and/or funding. DRC members are the FCF Program Administrator, a Chair or Co-Chairs of FCF Council, and at least three other FCF Council members as voted on by FCF Council. DRC membership continues until a member requests to be removed from the DRC.

Procedure

I. The complainant will state his/her disagreement or concern either verbally or in writing to the FCF Program Administrator.

   A. Parents and children (when age appropriate) must have access to the dispute resolution process.

   B. All agencies involved with FCF or the family must have access to the dispute resolution process.

   C. All Council members and FCF staff must have access to the dispute resolution process.

   D. Families involved with Clermont County Early Intervention Service Coordination may utilize Policy 1.03.02 – Dispute Resolution Process (Early Intervention Service Coordination)

II. For routine (non-emergent) situations:

A. The FCF Program Administrator will gather all relevant information from the complainant and other involved individuals/agencies. This includes recommendations proposed and alternatives developed or considered by the Wraparound team and/or providers and agencies.

B. The FCF Program Administrator will schedule a meeting or conference call with the Council's Dispute Resolution Committee (DRC) within ten (10) business days of receipt of the information regarding the disagreement or concern.

C. The DRC shall make a good faith effort to develop a plan consistent with the child's needs and meeting the concerns of each system responsible for providing services and/or funding.

D. The DRC shall attempt to develop a consensus, but shall proceed by majority vote as may be necessary to formulate a recommended resolution.

E. The FCF Program Administrator will communicate the recommended resolution of the DRC to the complainant in writing within five (5) business days of the decision.

III. For emergent situations:

A. The FCF Program Administrator will gather all relevant information from the complainant and other involved individuals/agencies. This includes recommendations proposed and alternatives developed or considered by the Wraparound team and/or providers and agencies.

B. The FCF Program Administrator will schedule a meeting or conference call with the Council's DRC within one (1) business day of receipt of the information regarding the disagreement or concern.

C. The DRC shall make a good faith effort to develop a plan consistent with the child's needs and meeting the concerns of each system responsible for providing services and/or funding.

D. The DRC shall attempt to develop a consensus, but shall proceed by majority vote as may be necessary to formulate a recommended resolution.

E. The FCF Program Administrator will communicate the recommended resolution of the DRC to the complainant verbally within two (2) hours of the decision. The recommended resolution will also be sent to the

Complainant in writing within two (2) business days of the decision of the DRC.

IV. The child and/or family will receive necessary services while the dispute is being resolved.

V. All parties shall make a good faith effort to work with the recommended resolution to the extent that it is not contradictory to legal responsibilities and fiscal capabilities.

VI. All DRC decisions are final with the exception being those disputes specified in ORC 121.38 – Resolving agency disputes concerning services or funding. In this situation, the steps outlines in ORC 121.38 shall be followed.

VII. The FCF Program Administrator shall record all disputes/concerns on a Dispute Resolution Form (see attached).

VIII. The completed Dispute Resolution Form and the written recommended resolution of the dispute/concern will be maintained in the FCF Program Administrator's office.

IX. The FCF Council's DRC will review all disputes/concerns, if any, at least annually to determine trends and/or service areas for improvement.

X. If a complaint or concern is regarding the FCF Program Administrator or an agency sitting on the committee, a substitute member will be asked to sit on the committee in that person's place.

XI. All FCF agencies shall have their own complaint/concern policy or procedure. The FCF Dispute Resolution Committee will be used secondary to that agency's policy or procedure and concerning FCF functions and decisions.

Associated Forms & Attachments

Clermont County FCF Dispute Resolution Form

# # #

DISPUTE RESOLUTION FORM

Name of Complainant:_____ Date:_____ Time:_____

Complainant is a:

- ❑ Parent
- ❑ Child
- ❑ Guardian
- ❑ Agency representative
- ❑ FCF Council member
- ❑ FCF staff

Dispute/Concern is:

- ❑ Routine
- ❑ Emergent

Nature of dispute/concern:

Received by _____ Date_____ Time _____
FCF Program Administrator

Meeting/conference call with Dispute Resolution Committee:

_____ _____
Date Time

Dispute Resolution Committee members participating:

_____ _____

_____ _____

_____ _____

Decision of Dispute Resolution Committee

Communicated to Complainant:

- ☐ Verbally (if emergent only) _____ Date _____ Time
- ☐ In writing _____ Date _____ Time

Attach written response to dispute/concern to this form. Form to be maintained in dispute/concern file in FCF Program Administrator's office.

POLICY AND PROCEDURE

Policy Name:	**Dispute Resolution Process (Early Intervention Service Coordination)**
Policy Number:	**1.03.02**
Effective Date:	**6/11/04**
Revised:	**2/10/06, 8/8/08, 9/16/10, 10/14/11, 5/4/17, 9/7/17, 11/1/18, 5/4/23**

Matt Earley
Co-Chairperson

6/1/23
Date

Dan Ottke
Co-Chairperson

6/1/23
Date

Policy Statement

The Clermont Early Intervention Service Coordination (EISC) program has a dispute resolution process specific to the program. Filing a complaint with Clermont County Family & Children First (FCF) is part of the Clermont EI dispute resolution process.

Purpose

To define the process of dispute resolution to be followed by Clermont EISC and FCF when Clermont EI concerns arise.

Procedure

See attached forms

Associated Forms & Attachments

Clermont Help Me Grow Dispute Resolution Process
Clermont Help Me Grow Grievance Process

OHIO
Early Intervention

CLERMONT EI Service Coordination DISPUTE RESOLUTION PROCESS

Parent/guardian has a concern regarding EI services

↓

It is always recommended that the parent/guardian have a discussion with their Service Coordinator and/or Service Coordinator's Supervisor to determine if the concern can be quickly resolved prior to beginning the formal grievance process.

↓

Parent/guardian is unable to resolve the concern with their Service Coordinator and/or Supervisor. Decision is made to begin the formal grievance process.

↓

Although a parent/guardian is able to begin the formal grievance process at any level (Option I, II or, III), it is recommended that the parent/guardian follow the hierarchy. A formal grievance must be filed in writing.

↓

OPTION I - file with Clermont County BDD EI Services See attached.

OPTION II - file with Clermont County Family & Children First Council. See attached.

OPTION III- file with the Ohio Department of Developmental Disabilities. See attached.

OHIO Early Intervention

Clermont County Early Intervention Grievance Process

Your Help Me Grow Service Coordinator is_____
He/she can be reached at_____
He/she is employed by_____

His/her supervisor is_____ who can be reached at _____.

Please feel free to contact your service coordinator listed above and/or his/her supervisor should you have any questions or concerns about your EI services. In the event that your question or concern cannot be answered or resolved with your service coordinator, or his/her supervisor, you have the following options for pursuing further resolution on behalf of you and your child: Filing a complaint with Clermont County Family & Children First Council, filing a complaint with Ohio Department of Developmental Disabilities, requesting a mediation, requesting an administrative hearing with DODD, or filing a complaint with the specific service provider.

****Please note that you may request a change in Service Coordinators at any time.**

OPTION I

Grievance to Provider Agency:

1. Parents/guardians who have a grievance regarding any of the services received through the Clermont Co. EI program, may submit their grievance in writing to Clermont Co. EI Services. Clermont Co. EI Services will provide a copy of the grievance to the Clermont Co. EI Contract Manager, who will share the grievance with Family & Children First Council, and the Ohio Department of Developmental Disabilities within 7 calendar days upon receipt.
2. Clermont Co. EI is required to have an internal process for responding to grievances. All EI parents/guardians should be advised of the agency's policy upon enrollment into the EI program. All parents/guardians must also receive a copy of the dispute resolution policy for the Clermont Co. EI program and a copy of the Parents' Rights Brochure for EI.
3. Clermont Co. EI is responsible for addressing the grievance and making efforts to resolve the dispute presented by the parents/guardians.
4. Clermont Co. EI shall issue a written decision to the complainant and DODD within 30 calendar days from receipt of the complaint.

Mail an Option I grievance to:
Clermont County Board of Developmental Disabilities
Early Intervention
2040 US 50
Batavia, Ohio 45103

OPTION II

Grievance to Clermont County Family & Children First (FCF):

1. If the parents/guardians are not satisfied with the decision of the Option I grievance, or the parents/guardians make the decision to forego Option, a grievance may be filed with FCF. The grievance should be accompanied by the written decision of Clermont Co. EI, when applicable, and include a statement from the parents/guardians as to why the decision is not acceptable. **Clermont FCF provides oversight of the EI Program. FCF will notify the Ohio Department of Developmental Disabilities (DODD) of the grievance within 7 calendar days upon receipt.**
2. The parents/guardians submitting the grievance will be notified in writing by FCF of the date the Option II grievance was received.
3. The FCF will review the Option II grievance and issue a written decision to the parents/guardians within 30 calendar days from receipt of the complaint.

Mail an Option II grievance to:

Clermont County Family & Children First
2400 Clermont Center Drive
Batavia, Ohio 45103

OPTION III

Grievance to the Ohio Department of Developmental Disabilities (DODD/EI):

1. If the parents/guardians are not satisfied with the decision of the Option II grievance, or the parents/guardians make the decision to forego Option I and/or Option II, a grievance may be filed with the DODD/EI. The grievance should be accompanied by the written decision from FCF, when applicable, and include a statement from the parents/guardians as to why the decision is not acceptable.
2. ***Note: parents/guardians may file a grievance with DODD/EI at any time.***

Mail an Option III grievance to:
Early Intervention
Ohio Department of Developmental Disabilities
30 East Broad Street
12th Floor
Columbus, Ohio 43215
Or e-mail: ei@dodd.ohio.gov
Or phone: (614) 466-6879

Bold Beginning! Clermont
Central Intake and Referral Site
2040 US 50
Batavia, Ohio 45103
(513) 732-5030
(513) 732-5031 (fax)
www.clermonthelpmegrow.com

I acknowledge that I received a copy of the brochure titled "Parents' Rights In EI" and that my Service Coordinator explained the Clermont County EI Dispute Resolution Process and Formal Grievance Process to me to my satisfaction.

Signature: _____

Date: _____

POLICY AND PROCEDURE

Policy Name:	**Membership Policy**
Policy Number:	**1.04**
Effective Date:	**7/9/04**
Revised:	**9/9/05, 9/12/08, 10/14/11, 4/6/17, 5/4/23**

Matt Earley _____ 6/1/23
Co-Chairperson Date

Dan Ottke _____ 6/1/23
Co-Chairperson Date

Policy Statement

The Clermont County Family and Children First Council (Council) shall consist of mandated members and other members as approved via the membership process.

Purpose

To ensure compliance with the Ohio Revised Code, Section 121.37(B)(1) in regard to mandated members of the Council and to detail a process by which interested agencies can become a member of the Council.

Key Terms

Mandated Member – A member of the Clermont County Family and Children First Council as required by the Ohio Revised Code, Section 121.37(B)(1).

Procedure

I. Mandated Council Membership. Pursuant to Ohio Revised Code, Section 121.37(B)(1), the Council must include the following individuals:

A. At least three individuals who are not employed by an agency represented on the council and whose families are or have received services from an agency represented on the Council or another county's Council. Where possible, the number of members representing families shall be equal to twenty percent of the Council's membership;

B. The Executive Director of Clermont County Mental Health and Recovery Board;

C. The Health Commissioner, or the Commissioner's designee, of Clermont County Public Health;

D. The Director of the Clermont County Department of Job and Family Services;

E. The Superintendent of the Clermont County Board of Developmental Disabilities;

F. The superintendent of the city, exempted village, or local school district with the largest number or pupils residing in the county, as determined by the Department of Education, which shall notify each Board of County Commissioners of its determination at least biennially;

G. A school superintendent representing all other school districts with territory in the county, as designated at a biennial meeting of the superintendents of those districts;

H. A representative of the municipal corporation with the largest population in the county;

I. The President of the Board of County Commissioners, or an individual designated by the Board;

J. A representative of the regional office of the Department of Youth Services;

K. A representative of Clermont County's Head Start agency, as defined in the Ohio Revised Code, Section 3301.31;

L. A representative of the county's early intervention collaborative established pursuant to the federal early intervention program operated under the "Individuals with Disabilities Education Act of 2004";

M. A representative of a local nonprofit entity that funds, advocates, or provides services to children and families.

II. New Membership. Any local public or private agency or group that funds, advocates, or provides services to Clermont County infants, children, adolescents and families may request to have a representative become a member of the Council. The process for requesting new membership is as follows:

A. The individual shall submit in writing his/her interest in serving on the Council and his/her commitment to the Mission of the Council to the FCF Program Administrator. This requirement may be waived by either the Council Chairperson/s or the FCF Program Administrator.

B. Upon receipt of the agency's letter of intent, the FCF Program Administrator shall place the matter on the next month's agenda of the Council.

C. The individual shall be present at any Council meeting concerned with acceptance or denial of an individual's request and be given an opportunity to state his/her intent to join the Council and answer any and all questions posed by the Council.

D. After the individual's statement and Council questions, a vote shall be taken of all members as to the acceptance or denial of the individual's participation on the Council.

E. In order to be accepted, the motion must receive two thirds (2/3) of Council members' votes.

III. Replacement of a Council Member

A. If a non-mandated Council member is no longer able to serve on Council due to retirement, extended absence, or a change of jobs, the person who replaces the

Council member's position must request to become a non-mandated member of Council through the New Membership process.

IV. Designating a Representative

A. Any non-mandated member or a mandated member as allowed per the Ohio Revised Code may designate a representative to attend meetings in the event that a member cannot attend.

B. The said designee shall be deemed to be empowered to commit the resources of the agency they are representing.

C. A member shall provide the designee with a proxy to give to the FCF Program Administrator indicating that the person is representing the member or a member may ask that the FCF Program Administrator keep a standing proxy on file for when the member must be absent from meetings.

D. The Council Chairperson/s, if a non-mandated member or a mandated member as allowed per the Ohio Revised Code, may designate a representative to attend a meeting in their absence. The said designee shall be empowered to vote for the Chairperson/s, but the said designee shall not chair the meeting.

V. Membership Terms

All Council members are on-going member of the Council unless the member requests to no longer serve on the Council. If the request is made by a mandated member to no longer serve on the Council, their designee, as allowed per the Ohio Revised Code, must replace that member.

VI. Member Voting

A. Each Council member shall cast one vote.

B. Council members shall abstain from voting on any matter that is a potential conflict of interest for the agency they represent.

Associated Forms & Attachments

Clermont County Family and Children First Council Proxy

# # #

CLERMONT COUNTY FAMILY AND CHILDREN FIRST

PROXY

To: Clermont County Family and Children First Chairperson/s

Re: Proxy

I HEREBY AUTHORIZE _____ TO VOTE IN MY STEAD
Name

____ AT THE _____ (Date) CLERMONT COUNTY FAMILY AND CHILDREN FIRST COUNCIL MEETING, or

____ AT ALL CLERMONT COUNTY FAMILY AND CHILDREN FIRST MEETINGS THAT I AM ABSENT FROM.

THIS AUTHORIZATION EXTENDS TO ALL AGENDA ITEMS UNLESS SPECIFICALLY IDENTIFIED BELOW:

_____

_____

_____

_____

_____

Council Member Date

POLICY AND PROCEDURE

Policy Name:	**Family Representative Policy**
Policy Number:	**1.05**
Effective Date:	**6/11/04**
Revised:	**2/13/09, 10/14/11, 9/7/17, ~~5/4/23~~**

Matt Earley
Co-Chairperson

5/5/2023
Date

Dan Ottke
Co-Chairperson

5/8/23
Date

Cross Reference

N/A

Policy Statement

The Clermont County Family and Children First Council (Council) is required to have a minimum of three (3) family representatives on the Council and/or subcommittees of Council. The family representatives will serve as the voice of children and families.

Purpose

To detail the process for becoming a Council family representative and the responsibilities of the family representatives.

Key Terms

N/A

Procedure

I. Qualifications: Pursuant to the Ohio Revised Code 121.37, a family representative should be receiving, or have received, services from an agency represented on Council. Family representatives may not be employed by an agency represented on Council.

II. Role: The role of family representatives is to encourage parents/guardians to become effective advocates for all children and families by working in partnership with public and private agencies. This role may be fulfilled through a number of activities, including but not limited to the following:

A. Assist in planning and/or providing community seminars/trainings for parents;

B. Participate in Council meetings and subcommittees by voicing opinion about the impact of proposed policies, activities, etc., on families;

C. Assist in educating the public about Council goals and activities and promoting family involvement in designing better services for families;

D. Serve as a two way information conduit between the community and the Council;

E. Review action plans, policies and resource allocations to enhance a family centered and effective approach;

F. Educate families and the community about current issues that impact families such as school levies, child abuse and neglect, quality child care, etc.;

G. Share information with county commissioners and other elected officials about current issues which impact families;

H. Serve on subcommittees;

I. Give updates to the Council on family involvement, consumer concerns, etc.;

J. Educate professionals about how to work more effectively with families and how to create effective partnerships with families;

K. Promote parent/guardian involvement in schools and with their children's education;

L. Educate parents and the community about the importance of nurturing young children;

M. Promote parent/guardian involvement in solving community concerns by participating in community association meetings, voting in local and state elections, raising concerns and potential solutions at neighborhood meetings.

III. Family members interested in becoming a family representative with Council will be given information on the role of the family representative and be invited to attend a Council meeting.

IV. If, after discussion with the FCF Program Administrator and attending a Council meeting the family member is still interested in becoming a family representative with Council, then Council will vote on the issue at the next Council meeting.

V. In order to be accepted, the motion for the family member to become a family representative must receive a majority vote of Council members.

VI. Resignation of a family representative:

A. It is requested that a family representative put their decision to resign from Council in writing to the FCF Program Administrator.

B. Council will be informed of the family representative's decision at the next Council meeting.

C. Chairperson/s will solicit input from Council members on how to fill the family representative's spot on Council if interested family members have not already been identified.

VII. Reimbursement/stipends for family representatives:

A. Family representatives will receive a stipend in the form of a check, or gift card when requested, mailed to his/her address for each Council meeting attended. The check or gift card shall cover the expense of mileage to and from the meeting and

the family member's time and participation. The amount of the stipend may be increased with the approval of Council.

B. Stipends for attendance at additional meetings may be approved by the FCF Program Administrator. Stipends for additional meetings must be pre-approved.
C. Expenses for trainings/conferences may be approved by the FCF Program Administrator. Expenses for trainings/conferences must be pre-approved.
D. In order to receive a check or expense reimbursement, a family representative must submit a W-9 and paperwork required by the Auditor's Office.

Associated Forms & Attachments

N/A

# # #

POLICY AND PROCEDURE

Policy Name:	**Functions of Administrative Agent**
Policy Number:	**1.06**
Effective Date:	**6/11/04**
Revised:	**2/13/09, 10/14/11, 12/1/16, 5/4/23**

Matt Earley
Co-Chairperson

6/1/23
Date

Dan Ottke
Co-Chairperson

6/1/23
Date

Cross Reference

Policy Statement

Per the Ohio Revised Code, the Clermont County Family and Children First Council (Council) shall designate an administrative agent for the council.

Purpose

This policy is to outline the functions and responsibilities of the designated administrative agent.

Key Terms

N/A

Procedure

I. The Council shall name the administrative agent annually.

II. The Clermont County Auditor's Office is the fiscal agent for Council.

III. The administrative agent shall have the following functions:

A. To hire, supervise and evaluate FCF staff with the input of the Council

B. To enter into agreements or administer contracts with entities to fulfill specific Council business

C. To provide financial stipends, reimbursements, or both, to family representatives for expenses related to Council activity

D. To submit an annual budget to the Council for approval

E. To approve spending in accordance with the approved budget

F. To carry out audits with oversight by the Auditor's Office

G. To have the power to carry out Council duties

Associated Forms & Attachments

# # #

POLICY AND PROCEDURE

Policy Name:	**Role of Council with Reports, Contracts and Memorandums of Understanding**
Policy Number:	**1.07**
Effective Date:	**11/12/04**
Revised:	**10/10/08, 10/14/11, 8/3/17**

Karen Scherra
Co-Chairperson

Karen Scherra — 5/14/17
Date

Judy Eschmann
Co-Chairperson

Judy Eschmann — 8.4.2017
Date

Cross Reference

N/A

Policy Statement

Clermont County Family and Children First Council (Council) shall follow procedures when submitting a report, contract or Memorandum of Understanding (MOU).

Purpose

This policy is to outline the functions and responsibilities of the Council in reports, contracts and MOUs that are written.

Key Terms

N/A

Procedure

I. The Family and Children First (FCF) Program Administrator shall track the due dates of all FCF reports.

II. The Administrative Agent's Contract Manager shall track the due dates of all contracts and MOUs.

III. The following procedures shall be followed:

A. Contracts – The Administrative Agent's Contract Manager shall complete Contracts with assistance from the FCF Program Administrator. The contracts will be sent to the Assistant Prosecuting Attorney for approval prior to the contracts being sent to the agency/provider for signature. Contracts signed by the provider shall go before the Clermont County Board of County Commissioners for approval.

B. MOUs – MOUs shall be completed by the Administrative Agent's Contract Manager and sent to the agency/provider for signature.

C. Early Intervention (EI) applications and program reports – EI applications and program reports shall be completed by the EI Contract Manager and sent to the FCF Program Administrator for review, approval and submission. All EI reports, with the exception of reports which contain Protected Health Information (PHI), and applications shall be submitted by the FCF Program Administrator. The contracted provider shall submit any report containing PHI.

D. EI fiscal reports – EI fiscal reports shall be completed by the EI Contract Manager and sent to the FCF Program Administrator for review, approval and submission. The Program Administrator shall consult with the Administrative Agent's fiscal staff as necessary.

E. FCF fiscal reports - The Administrative Agent shall complete FCF monthly fiscal reports. The reports shall then be distributed at the next FCF Council meeting and the Council shall vote on the acceptance of the reports.

Associated Forms & Attachments

N/A

# # #

POLICY AND PROCEDURE

Policy Name:	**Executive Committee**
Policy Number:	**1.08**
Effective Date:	**1/14/05**
Revised:	**10/10/08, 10/14/11, 12/1/16, 5/4/23**

Matt Earley
Co-Chairperson _____ 2/24/25
Date

Dan Ottke
Co-Chairperson _____ 2/24/25
Date

Cross Reference

N/A

Policy Statement

Clermont County Family and Children First Council (Council) shall have an Executive Committee to serve as the voice and decision making body of Council between Council meetings and for emergent, time-sensitive situations.

Purpose

This policy is to outline the functions and responsibilities of the Council's Executive Committee.

Key Terms

N/A

Procedure

I. The Family and Children First (FCF) Council's Executive Committee will be in communication in person, by telephone, or by e-mail when a time-sensitive situation arises between Council meetings that needs resolution prior to the next scheduled Council meeting.

II. A majority of the Executive Committee must be present for a decision to be made.

III. If an Executive Committee member is not available to participate in the Executive Committee meeting, that member is not allowed to have another representative participate in his/her absence.

IV. The FCF Council gives the Executive Committee the power to make decisions in the best interest of the Council.

V. The Executive Committee shall meet only when the Council Chairperson or Co-Chairperson calls a meeting.

VI. The Executive Committee shall maintain minutes of the meeting.

VII. All Executive Committee decisions shall be communicated to the Council at the next scheduled FCF Council meeting.

VIII. The Executive Committee shall be made up of the following Council members and FCF employees:

- Council Chairperson or Co-Chairpersons
- Vice Chairperson, when applicable
- One (1) parent representative as elected by Council
- FCF Program Administrator
- Two (2) additional FCF Council members as elected by Council

IX. Executive Committee members shall be nominated and elected at the December Council meeting.

X. Executive Committee members shall serve a one (1) year term starting January 1, with no limit on the number of terms that may be served.

Associated Forms & Attachments

N/A

# # #

POLICY AND PROCEDURE

Policy Name:	**Mandated Member Attendance**
Policy Number:	**1.11**
Effective Date:	10/6/16
Revised:	5/4/23

Matt Earley
Co-Chairperson

6/1/23
Date

Dan Ottke
Co-Chairperson

6/1/23
Date

Policy Statement

Clermont County Family & Children First (FCF) Council shall document and report mandated member attendance as required by ORC 121.37(B)(5)(a).

Purpose

To ensure that mandated members of Council are aware of the attendance requirement per ORC 121.37(B)(5)(a) and to ensure communication with the mandated member regarding their attendance.

Procedure

I. Per ORC 121.37(B)(1): Each board of county commissioners shall establish a county family and children first council. The board may invite any local public or private agency or group that funds, advocates, or provides services to children and families to have a representative become a permanent or temporary member of its county council. Each county council must include the following individuals:

(a) At least three individuals who are not employed by an agency represented on the council and whose families are or have received services from an agency represented on the council or another county's council. Where possible, the number of members representing families shall be equal to twenty per cent of the council's membership.

(b) The director of the board of alcohol, drug addiction, and mental health services that serves the county, or, in the case of a county that has a board of alcohol and drug addiction services and a community mental health board, the directors of both boards. If a board of alcohol, drug addiction, and mental health services covers more than one county, the director may designate a person to participate on the county's council.

(c) The health commissioner, or the commissioner's designee, of the board of health of each city and general health district in the county. If the county has two or more health districts, the health commissioner membership may be limited to the commissioners of the two districts with the largest populations.

(d) The director of the county department of job and family services;

(e) The superintendent of the county board of developmental disabilities or, if the superintendent serves as superintendent of more than one county board of developmental disabilities, the superintendent's designee;

(f) The superintendent of the city, exempted village, or local school district with the largest number of pupils residing in the county, as determined by the

department of education, which shall notify each board of county commissioners of its determination at least biennially;

(g) A school superintendent representing all other school districts with territory in the county, as designated at a biennial meeting of the superintendents of those districts;

(h) A representative of the municipal corporation with the largest population in the county;

(i) The president of the board of county commissioners or an individual designated by the board;

(j) A representative of the regional office of the department of youth services;

(k) A representative of the county's head start agencies, as defined in section 3301.32 of the Revised Code;

(l) A representative of the county's early intervention collaborative established pursuant to the federal early intervention program operated under the "Individuals with Disabilities Education Act of 2004";

(m) A representative of a local nonprofit entity that funds, advocates, or provides services to children and families.

II. Two of the mandated members of Clermont County FCF Council are allowed to assign a designee: the Health Commissioner and the Board of County Commissioners. Only one (1) designee may be assigned by these mandated members.

III. Per ORC 121.37(B)(5)(a): The administrative agent of a county council shall send notice of a member's absence if a member listed in division (B)(1) of this section has been absent from either three consecutive meetings of the county council or a county council subcommittee, or from one-quarter of such meetings in a calendar year, whichever is less. The notice shall be sent to the board of county commissioners that establishes the county council and, for the members listed in divisions (B)(1)(b), (c), (e), and (1) of this section, to the governing board overseeing the respective entity; for the member listed in division (B)(1)(f) of this section, to the county board of developmental disabilities that employs the superintendent; for a member listed in division (B)(1)(g) or (h) of this section, to the school board that employs the superintendent; for the member listed in division (B)(1)(i) of this section, to the mayor of the municipal corporation; for the member listed in division (B)(1)(k) of this section, to the director of youth services; and for the member listed in division (B)(1)(n) of this section, to that member's board of trustees.

IV. Prior to notification of a mandated member's absence as detailed in III, the FCF Program Director will notify the mandated member by mail. Seven (7) calendar days after the date of the letter to the mandated member, a letter will be sent to the mandated member's board, the mayor or director of youth services and the Board of County Commissioners.

V. Virtual participation in Council meetings (i.e. calling in to the meeting, Zoom, Teams) does not meet the mandated member attendance requirement.

VI. Clermont County FCF Council has approved to allow "excused" absences, which will not count as a missed meeting for mandated members. An excused absence will be defined as "giving prior notification" that a Council meeting will be missed. A maximum of three (3) excused absences will be allowed. A mandated member may send a representative to the meeting to share information or take notes, but the alternate does not have voting rights and their attendance does not count towards the mandated member's attendance requirement.

POLICY AND PROCEDURE

Policy Name:	**Fiscal Monitoring**
Policy Number:	**2.01**
Effective Date:	**6/11/04**
Revised:	**2/13/09, 10/14/11, 8/3/17, 5/4/23**

Matt Earley
Co-Chairperson

6/1/23
Date

Dan Ottke
Co-Chairperson

6/1/23
Date

Cross Reference

N/A

Policy Statement

Clermont County Family and Children First (FCF) shall function within its budget, which shall be reviewed and approved at least annually by the Clermont County Family and Children First Council (Council).

Purpose

To assure that FCF functions within its adopted budget through fiscal monitoring

Key Terms

N/A

Procedure

I. The Council will review revenues and expenditures for approval at every Council meeting.

II. The Program Administrator will present the Council with an annual budget for approval and present budget revisions, as necessary, to the Council for approval.

III. The Clermont County Auditor's Office is the fiscal agent for Council.

IV. The FCF Council will comply with all local, state, and federal audits.

V. A public notice regarding the completion and availability of the annual financial statement will be posted annually per the local auditor instructions.

Associated Forms & Attachments

N/A

# # #

POLICY AND PROCEDURE

Policy Name:	**Local Contribution Policy**
Policy Number:	**2.02**
Effective Date:	**6/11/04**
Revised:	**11/12/04, 10/10/08, 10/14/11, 8/3/17, 5/4/23**

Matt Earley _____ 6/1/23
Co-Chairperson Date

Dan Ottke _____ 6/1/23
Co-Chairperson Date

Local Contribution Policy

Cross Reference

N/A

Policy Statement

Clermont County Family and Children First (FCF) shall be funded, in part, by contributions from various local government and community agencies.

Purpose

To assure that FCF has adequate funds to operate.

Key Terms

N/A

Procedure

I. Local contributions will be determined annually with each contributing agency.

II. The Administrative Agent will enter into a Memorandum of Understanding (MOU) with each FCF contributing agency.

III. The MOUs will be sent to agencies in May or June each year and must be signed prior to the beginning of the State Fiscal Year (SFY).

IV. Signed MOUs will be returned to the Administrative Agent.

V. Contributions will be based on the approved budget and will be collected by the Administrative Agent.

VI. Contributing agencies will be billed semi-annually for their contribution.

VII. Any remaining local contributions at the end of the current SFY shall be carried over into the next SFY as pooled funds.

VIII. If local contribution money is carried over into pooled funds for two (2) consecutive years, local contributions and the FCF budget will be re-evaluated.

Associated Forms & Attachments

N/A

# # #

POLICY AND PROCEDURE

Policy Name:	**Conflict of Interest Policy**
Policy Number:	**2.03**
Effective Date:	**6/11/04**
Revised Date:	**8/13/04, 10/10/08, 10/14/11, 12/1/16, 5/4/23**

Matt Earley _____ 6/1/23
Co-Chairperson Date

Dan Ottke _____ 6/1/23
Co-Chairperson Date

Cross Reference

N/A

Policy Statement

The Clermont County Family and Children First Council (Council) recognizes the potential for conflict of interest involving staff, Council members, and officers. The Council shall establish safeguards to reduce the potential for conflict of interest and to establish a reporting mechanism and protocol in the event conflicts occur.

Purpose

This policy is to assist the Clermont County Family and Children First Council and staff to recognize and avoid conflicts of interest that may adversely affect themselves and the organization.

Key Terms

Conflict of Interest - A situation in which a staff person or Council member of the Clermont County Family and Children First Council uses his/her position for purposes that are motivated by a desire for private pecuniary gain. This gain may be for the individual directly, or indirectly through others such as family members or someone with whom there is a business or fraternal connection.

Procedure

I. Situations when a Conflict of Interest may arise. A conflict of interest may arise when a staff person or Council member is involved in any of the following situations:

   A. Any position or financial interest held in any concern from which the Council purchases products or services.
   B. Any position or financial interest held in any concern in competition with the Council.
   C. Any direct or indirect competition with the Council in the purchase or sale of property or property rights, interest or services.
   D. Gifts or entertainment of any value given to influence a decision in favor of the giver. It is also prohibited to accept an offer of an item of substantial value (i.e. meals at an upscale restaurant, tickets to a sports game, golf outings) not offered to influence a decision. It is allowable to accept items such as a single lunch from a family-style restaurant or a promotional item such as a tee-shirt or mouse pad not offered to influence a decision.
   E. Any funds received from any concern that provides or seeks to provide goods or services to the Council, receives services from the Council, or is in competition with the Council.

F. Any disclosure of or use of information relating to the Council that results in personal gain, or the gain of any concern in which the individual holds a position or financial interest.
G. Any other matter in which the individual's ability to act in the best interest of the Council may be compromised by a competing interest outside the Council.

II. Responsibility of Staff and Council Members. It is the duty of all staff and Council members to avoid a conflict of interest. It is the duty of all staff and Council members to proactively disclose potential conflicts of interest to the FCF Program Administrator or the Chairperson/s of the Council, as applicable, and to give notices whenever a potential or actual conflict arises.

III. Non-Conflict of Interest Agreement. All staff persons or Council members who regularly influence or directly make decisions involving the expenditure of Council funds shall sign a Non-Conflict of Interest Agreement form. The form shall be filed in the FCF Program Administrator's office.

IV. Reporting a Conflict of Interest. An employee shall report a potential or actual conflict of interest to the FCF Program Administrator. The FCF Program Administrator and Council members shall report a potential or actual conflict of interest to the Council Chairperson/s. The disclosure of a potential and actual conflict of interest to the FCF Program Administrator or the Council Chairperson/s shall include all facts pertaining to any potential transactions.

V. Action in Response to Disclosure of Staff Potential/Actual Conflicts of Interest. If it is determined that a conflict does exist, the individual shall be removed from any part of the decision-making process, and shall have no role in the situation where the conflict of interest exists. The individual's immediate supervisor shall assume or assign the authority to act on behalf of a staff person in conflict.

VI. Council Member Potential/Actual Conflict of Interest. When a Council member of the Clermont County Family and Children First Council reports a potential conflict, that individual shall remove himself/herself from any discussion or voting regarding the potential conflict.

VII. Staff's Failure to Disclose Staff Potential/Actual Conflicts of Interest. Failure to report conflicts of interest may result in disciplinary action as described in the Administrative Agent's personnel policies.

VIII. Council Member's Failure to Disclose Potential/Actual Conflicts of Interest. Failure to report conflicts of interest may result in removal from the Council.

Associated Forms & Attachments

Non-Conflict of Interest Agreement

NON-CONFLICT OF INTEREST AGREEMENT

I, _____, agree to avoid any situation that would cause a conflict of interest regarding my Council position and duties on behalf of the Clermont County Family and Children First Council. In the event of the inability to avoid a conflict of interest, I agree to disclose all circumstances concerning the real or potential conflict to the Chairperson/s or the Clermont County Family and Children First Program Administrator as soon as such circumstances occur.

A conflict of interest may arise from any of the following:

1. Any position or financial interest held in any concern from which Council purchases products or services.

2. Any position or financial interest held in any concern in competition with the Council.

3. Any direct or indirect competition with the Council in the purchase or sale of property or property rights, interests or services.

4. Gifts or entertainment of any value given to influence a decision in favor of the giver. It is also prohibited to accept an offer of an item of substantial value (i.e. meals at an upscale restaurant, tickets to a sports game, golf outings) not offered to influence a decision. It is allowable to accept items such as a single lunch from a family-style restaurant or a promotional item such as a tee-shirt or mouse pad not offered to influence a decision.

5. Any funds received from any concern that provides or seeks to provide goods or services to the Council, receives from the Council, or is in competition with the Council.

6. Any disclosure of or use of information relating to the Council that results in personal gain, or the gain of the concern in which the individual holds a position or financial interest.

7. Any other matter in which the individual's ability to act in the best interest of the Council may be compromised by a competing interest outside the Council.

_____ _____

Signature Date

Family &Children First

POLICY AND PROCEDURE

Policy Name:	**Pooled Funds Policy**
Policy Number:	**2.04**
Effective Date:	**7/9/04**
Revised:	**7/19/06, 8/8/08, 12/10/10, 10/14/11, 12/14/12, 12/1/16, 5/4/23, 12/4/2025**

Matt Earley
Co-Chairperson _____ 12/4/25
Date

Dan Ottke
Co-Chairperson _____ 12/4/25
Date

Clermont County Family and Children First Council

Cross Reference

N/A

Policy Statement

The Clermont County Family and Children First (FCF) Council (Council) shall have Pooled Funds as allowed by local contributions and the approved budget.

Purpose

To financially support needed services/supports for multi-need, multi-system children/youth when other funding sources are unable to do so.

Key Terms

Pooled Funds – Funds that are available per an approval process for financial support for multi-need, multi-system children/youth. Pooled Funds are provided via local contributions to FCF (FCSS, MSY-PCSA, and TANF,)

Procedure

I. All children/youth for whom Pooled Funds are requested are required to be engaged in Wraparound or Service Coordination with the Clermont County Wraparound Program. The youth's team shall determine a youth's current strengths and needs, develop a Plan of Care, and outline how accessing Pooled Funds will assist in meeting an identified need. All children/youth must be multi-need, multi-system eligible children per Wraparound Program eligibility criteria.

II. To be eligible to apply for Pooled Funds, the child's/youth's Wraparound Facilitator shall complete the Pooled Funds Application Form

III. The Application shall be submitted to the Wraparound Supervisor along with a Plan of Care highlighting the identified need and the team's request to meet that need through the use of Pooled Funds. The Wraparound Supervisor will review and approve/deny the use of Pooled Funds prior to funds being expended. Determination of the approval of Pooled Funds will be based upon:

- Identification of a need through Wraparound or Service Coordination
- Documentation of how accessing Pooled Funds will build a strength or meet a need
- Availability of Pooled Funds

IV. The Wraparound Supervisor will be in consultation with the FCF Program Administrator, as needed, to ensure the appropriate use of Pooled Funds.

V. Pooled Funds can be requested for a variety of services or supports. Examples include: a special club or group for a child/youth to assist in mental health development, or short-term respite.

VI. Public Law 118-258 effective 10/1/2025 allows Title IV-B Part 2 Funds (FCSS Reimbursement) to be used for **nonrecurring short-term** expenses that address a specific crisis or event affecting the ability of a child to remain in the home, including supports related to the following: housing instability, utilities, transportation food assistance and other basic needs. Funding under the category can only be used once per youth each SFY but can be used for multiple purposes (housing instability, utilities, transportation food assistance and other basic needs) in this one-time use.
The identified youth must reside in the home. The home must me the family's primary residence. The funding can be accessed during time of hospitalization but not during times of out of home placement. All billing statements must have the guardian/parent listed as person responsible for payment. The bill must be submitted two-weeks prior to due date. The bill must be a final notice when applying for utilities or housing. Proof of other funding denials must be submitted such as but not limited to PRC-Community Services.

- Rent/Mortgage-up to $1500.00
- Electric-up to $300.00
- Water/Sewage-up to $150.00
- Food-up to $100.00 for family of 2-4 and $150.00 for family of 5+
- Transportation to and from employment-up to $250.00 for up to 5 days of transportation
- Basic needs-all submissions will be reviewed on a case-by-case basis.

All submissions will be reviewed by the FCF administrator. All submissions are subject to approval or denial with no appeal process. All applicates must has an identified youth enrolled and actively participating in Wraparound Services including but not limited to attending routine team meetings. All submissions must be a part of the Wraparound Plan of Care with a goal containing the subject matter of the submission. If approved, it is a one-time use per SFY.

VII. Pooled Funds will not be approved for

- basic needs (i.e. groceries, clothing, gas, car payments, rent/mortgage, utilities, phones, childcare)
- Long-term needs unless the request are short term until longer term funding can be approved
- Out of home placement, excluding respite

VIII. The use of Pooled Funds shall be continued based on need.

Associated Forms & Attachments

DCY-FCSS Guidance Document Appendix B

# # #

Family & Children First

POLICY AND PROCEDURE

Policy Name: Reserve Policy

Policy Number:2.07

Effective Date:2/14/14
Revised: 8/3/17, 10/7/21, 5/4/23, 4/2/2026

Matt Earley
Co-Chairperson

4/2/2026
Date

Dan Ottke
Co-Chairperson

4/2/26
Date

Cross Reference

N/A

Policy Statement

Clermont County Family and Children First (FCF) shall manage any fiscal reserves in accordance with approved policy.

Purpose

To ensure that FCF functions within its budget and maintains fiscal reserves, so that such funds can be used to support and enhance the efforts of FCF Council.

Key Terms

Reserves – unrestricted funds that are not utilized during a fiscal year and are set aside for future use.

Procedure

I. Council will review and approve the annual budget for each State Fiscal Year.

II. Funds in excess of the current State Fiscal Year budget will be put into "reserves." Reserves may include accumulated funds from past fiscal years.

III. Council will annually review the amount of reserve funds available and determine if a portion of reserves should be used to meet the needs of a Council supported activity or program, either a one-time occurrence or an ongoing activity/program.

IV. Council shall maintain, at minimum, the number of reserves at the amount of 50% of annual FCF Salaries & Fringes and 50% of annual contract obligations.

Associated Forms & Attachments

# # #

POLICY AND PROCEDURE

Policy Name:	**Confidentiality and Release of Information**
Policy Number:	**3.01**
Effective Date:	**6/11/04**
Revised:	**8/8/08, 10/14/11, 12/1/16, 5/4/23**

Matt Earley _____ 6/1/23
Co-Chairperson Date

Dan Ottke _____ 6/1/23
Co-Chairperson Date

Cross Reference

Clermont County Board of County Commissioners Public Record Policy

Policy Statement

The Clermont County Family and Children First (FCF) Council (Council) shall adopt stringent measures to insure the confidentiality of all information concerning clients.

Purpose

To insure compliance with HIPAA and all local, state and federal confidentiality rules and regulations.

Key Terms

N/A

Procedure

I. In the normal functions of duties and responsibilities, the Council, FCF staff and the Wraparound Program will have occasion to deal with client-specific information. Such information and records will be handled with discretion and will be considered confidential information. Client-specific information is not considered Public Record and is not available for review or release unless approved by the client and/or his/her guardian. When review or release of client-specific information is approved by the client and/or his/her guardian, the Clermont County Board of County Commissioners' Public Records Policy will be followed.

II. The Council, FCF staff, and the Wraparound Program are ethically and professionally bound by the rules of confidentiality and may not release information, verbal or written, regarding clients to outside sources without a signed, dated and witnessed Release of Information from the client and/or his/her guardian.

III. Client specific information shall be stored in a secure location. The FCF Wraparound Program shall be the custodian of such records.

IV. Any court order and/or subpoenas from the court shall require notification of the FCF Program Administrator and discussion with the Administrative Agent prior to fulfillment.

V. The Council, FCF staff and the Wraparound Program will not release proprietary, client-sensitive information without proper authorization.

Associated Forms & Attachments

Release of Information
Clermont County Board of County Commissioners Public Record Policy

# # #

RELEASE OF INFORMATION

I, _____, hereby authorize the agencies and entities, which comprise the Clermont County Family and Children First Wraparound Team, service coordination team, clinical review team, OhioRISE team and/or Multi-System Youth Review Team and are initialed below, to exchange information (from whatever source derived) related to both my own participation and that of my minor child in the services they provide.

I understand that the identified agencies may be contacted (please initial).

Child Focus, Inc.#	Clermont County Juvenile Court#	Greater Cincinnati Behavioral Health Services
Cincinnati Children's Hospital	Clermont County Educational Service Center#	NewPath Child & Family Solutions
Clermont County Department of Job & Family Services#	Clermont Recovery Center/GCBHS**	Pressley Ridge#
Clermont County Board of Developmental Disabilities#	Clermont County Children's Protective Services#	Other:
Clermont County Public Health#	Clermont County Mental Health & Recovery Board#	Other:
Other:	Other:	Other:

**A SEPARATE RELEASE OF INFORMATION MUST BE SIGNED BY THE PARENT/GUARDIAN WHEN COMMUNICATION/INFORMATION IS DESIRED FROM OR WITH CLERMONT RECOVERY CENTER.
#MSY REVIEW TEAM MEMBER

_____ **If initialed here, I agree to the use of telehealth platforms for videoconferencing between myself, my family, my child, Clermont County Family & Children First and the agencies identified above. Please note that third-party applications, such as Zoom, Microsoft Teams, etc., potentially introduce privacy risks.**

_____ **If initialed here, I acknowledge that my child is enrolled in OhioRISE and information may be exchanged with the Ohio Department of Medicaid, Aetna Better Health of Ohio, and Cincinnati Children's Hospital/HealthVine.**

The purpose of the sharing of this information is to coordinate, plan, review and evaluate the services and supports provided by Clermont County Family & Children First.

I understand the following:

1. The purpose of this information sharing is to facilitate the referral for and coordination of treatment services and to evaluate the effectiveness of these services for my child, family and/or myself.
2. The above listed and initialed agencies and entities have agreed:
    a. To share this information only with others in accordance with this authorization.
    b. Not to share this information with non-affiliated agencies and entities without my written authorization unless otherwise required or authorized by law.
3. Any and all rights to confidentiality that I may have under state of federal law will continue, except for information covered by this form.
4. An electronic health record data system through Ohio Family & Children First will be used to collect and analyze data on children/families served through Wraparound and/or Service Coordination.^^
5. An electronic health record data system through Cincinnati Children's Hospital/HealthVine will be used to collect and analyze data on children/families served through OhioRISE.^^
6. The Child and Adolescent Needs & Strengths (CANS) tool is an assessment used by Clermont County Family & Children First. The CANS assessment will be entered into the statewide CANS IT database.^^
7. Any information related to the status of HIV or AIDS confirmation will not be released without a written authorization to share the information specifying to whom and for what intended purpose.
8. I may revoke this Authorization at any time except related to information that has been previously exchanged.

9. This Release of Information shall not restrict the sharing of information otherwise authorized by law.
10. All reports and publications of findings related to the evaluation of services received will not reveal my name or that of my family members, and all information and results will be presented in group format.
11. This information is subject to re-disclosure.

^^Information on my child, family, and/or myself may be accessed and used for the purpose of providing and evaluating services or coordinating care for my child, family, and/or myself by state agencies and agencies from other counties who utilize the same statewide electronic health record/database on a <u>need to know basis.</u> Information may be reported in aggregate form on state and local reports.

_____

Name of the Child Date of Birth

_____

Name of Parent/Guardian Parent/Guardian DOB Name of Parent / Guardian Parent/Guardian DOB

Check one:
☐ This Release of Information covers the length of my involvement and the involvement of my child with Family and Children First, without expiration.
☐ I request that this Release of Information be reviewed and re-signed on _____ (date) or in _____ months from the original date.

Subject to applicable state and federal law, I authorize the sharing of the following information regarding my child and me:
1. Records of services provided by any of the above-mentioned agencies or entities.
2. Psychological and medical testing, including but not limited to any IQ tests or other tests of cognitive or emotional functioning or mental status, and any reports of physical tests such as X-rays, CT scans, diagnostic blood testing, or other test results.
3. Medical records including, but not limited to, results of physical and mental examinations, diagnoses of physical and mental disorders, medication history, physical and mental health status and history, summary of treatment or services received, summary of treatment plans and treatment needs, social history and financial information.
4. Drug and alcohol abuse diagnoses and treatment including, but not limited to, results of evaluations, diagnoses, treatment and services received, treatment plans and treatment needs. (This information will be disclosed ONLY IF INITIALED here to permit such release _____). *
5. Any information regarding HIV and AIDS diagnoses and treatment. (This information will be disclosed ONLY IF INITIALED here to permit such release _____). **
6. Treatment summaries and recommendations from above-mentioned agencies or entities.

*Information disclosed pursuant to this authorization has been disclosed to you from records whose confidentiality is protected by Federal Law. Federal regulations (42 CFR Part 2) prohibit further disclosure of alcohol or drug related diagnosis or treatment information without the specific written consent of the person to whom it pertains, or as otherwise permitted by such regulations. A general authorization for the release of medical or other information is NOT sufficient for this purpose.

**Information disclosed pursuant to 45 CFR 103 privacy rule. No information will be released regarding HIV/AIDS diagnosis and/or treatment without specific written consent to the person to whom it pertains or as otherwise permitted by such regulations. A general authorization for the release of medical or other information is NOT sufficient for this purpose.

AGREEMENT:

This Release of Information has been explained to me. I have been given a reasonable amount of time to ask questions and consider whether to permit sharing of this information. I hereby willingly agree to the sharing of information as described above.

Signature of Child	Effective Date
Signature of Parent/Guardian	Effective Date
Witness	Effective Date

☐ I revoke this release of information effective _____ for ☐ all listed entities ☐ for entities listed below.

_____

REFUSAL:

Initial and sign below:

_____ I refuse to allow my case information to be exchanged. I understand that my signing or refusing to sign this authorization will not affect public benefits or services to which I am otherwise entitled.

Signature of Child	Effective Date
Signature of Parent/ Guardian	Effective Date
Witness	Effective Date

Adopted Date: 10/17/2007
Effective Date: 10/17/2007
Revised: 09/02/2020

CLERMONT COUNTY BOARD OF COMMISSIONERS
ADMINISTRATIVE POLICY MANUAL

SECTION 3: PUBLIC RECORDS POLICY

I. Purpose:

The Clermont County Board of Commissioners and all Offices and Agencies under its jurisdiction thereof maintain various records that support the accountability of our Government. In accordance with Ohio Revised Code 149.38 and the Clermont County Records Commission, Clermont County has adopted Records Retention Schedules (RC-2) that identify these records. The Schedules identify records that are stored on a fixed medium (paper, computer, storage disks/drives, film, etc.), are created, received, or sent under the jurisdiction of the Board of Commissioners, and which document the organization, functions, policies, decisions, procedures, operations, or other activities of the office. The Clermont County Board of Commissioners have adopted a Public Records Policy to ensure all public records responsive to a public records request are promptly prepared and made available for inspection to any person at all reasonable times during regular business hours.

II. Scope:

A. Each office, department or division that maintains records has a designated employee who serves as the custodian of all records maintained by the office, department or division.

B. Each Commissioner Office/Agency has a copy of the public records policy. R.C. 149.43(E)(2)

C. This Public Records Policy, as well as the Records Retention Schedules (RC-2) for each Commissioner Office/Agency is available at every location in which the public may access public records. Copies of all RC-2's and the Public Records Policy are available within the SharePoint Directory and the County website at https://www.clermontcountyohio.gov.

D. Clermont County Offices and Agencies display a poster which describes the availability of public records at every location in which the public may access the records.

III. Fees:

The Clermont County Board of Commissioners, in accordance with Section 149.43(B)(6) of the Revised Code, has established the following fees for providing copies of public records maintained by the Offices/Agencies.

Media	Cost
Paper (8.5 x 11 through 11 x 17)	$0.05 per page for black and white copies
	$0.10 per page for color copies
Standard Paper Map (E size)	$10.00 for black and white
	$15.00 for color
DVD	$2.00 per DVD
CD-R	$1.00 per CD
Other Media (Flash Drives, etc.)	At cost
Postage	At cost, including packaging
GIS *see Planning Department's GIS price list	

IV. Availability:

A. All public records maintained by this office shall be promptly prepared and made available for inspection to any person during regular business hours. (R.C. 149.43 (B)(1)). Promptness is determined by the facts and circumstances of each public records request.

B. The person requesting records must identify those records with sufficient clarity to allow us to identify, retrieve and review the records. For the purpose of enhancing our ability to identify requested records, provide for prompt inspection and copies of the requested items in a reasonable period of time, the Clermont County Offices/Agencies may ask for the request in writing. Staff will assist the requestor if necessary.

1. Although we may ask for the request in writing, for the requestor's identity and/or the intended use of the information requested to help clarify the request, the requester shall be advised that:

   a. A request in writing is not mandatory; and

   b. The requestor's refusal to make a request in writing or to identify themselves or the intended use of the information does not impair their

right to inspect and/or receive copies of the public record. RC.149.43 (B)(5)

2. Any person, including corporations, individuals and governmental agencies may request public records and will be allowed prompt inspection of public records and copies within a reasonable amount of time upon request.

C. In the event a request is made to inspect and/or obtain a copy of a record maintained by Clermont County Offices/Agencies whose release may be prohibited or exempted by either State or Federal law, the person submitting the request shall be advised that their request is being reviewed to ensure that protected and/or exempted information is not improperly released and provided an estimate of when the records will be available for release and if they may be released in whole or in part.

V. Public Records Requests:

Upon receiving a request for copies of a public record made in accordance with section 149.43 of the Ohio Revised Code, this public office shall promptly respond to the request.

A. A staff person will evaluate the request and estimate the length of time required to gather the records, taking into account the volume of records, the proximity of the records and the necessity for any legal review of the records requested. The requestor will be advised that advance payment may be required prior to providing copies of public records, and in addition, if mailed, the fee shall include the cost of postage. R.C. 149.43 (B)(7).

B. When practical, we may forward copies of records by any other means reasonably acceptable to the requestor. The requestor may choose to have the public records duplicated on paper, upon the same medium on which the Office/Agency keeps it, or upon any other medium the Office/Agency determines it can be reasonably duplicated as part of normal operations. R.C. 149.43 (B)(6).

C. If a request is voluminous, housed in an offsite location or will require legal review, an acknowledgement letter will be prepared. This letter will include: the estimated number of business days to satisfy the request, an estimated cost if copies are requested and any items that may be exempt from disclosure. Any denial will include an explanation including legal authority.

D. Persons seeking copies of public records may be permitted to make their own copies of the requested documents by means of using a camera or hand-held scanner to photograph the record in place. Any required redactions or other non-disclosures still apply. R.C. 149.43 (B)(6)

VI. Response and Denials:

A. Written requests for inspection and/or copies of public records which are not maintained by the Clermont County Board of Commissioners or any Commissioner Office/Agency shall be replied to in writing. The response shall include the information that these records are not kept by this office, for reasons including, but not limited to:

1. The requested records have been disposed of according to the Records Retention Schedules (RC-2) or pursuant to an Application of One Time Records Disposal (RC-1); or

2. The requested records are not created or maintained by the Office/Agency and in accordance with R.C. 149.40, the Office/Agency is under no obligation to create records to meet the records request; or

B. If a requestor makes an ambiguous or overly broad request or has difficulty in making a request for copies or inspection of public records such that staff cannot reasonably identify what public records are being requested, every reasonable attempt will be made to assist the requestor by informing them, via the Office's RC-2, what records are retained by the Office and the manner in which they are retained.

VII. Denial of a Record Maintained by the Clermont County Board of Commissioners:

The Clermont County Board of Commissioners may deny a request for a record maintained by the Clermont County Board of Commissioners if:

A. The record that is requested is prohibited from release due to applicable state or federal law, including but not limited to:

1. Attorney-client privileged information and trial preparation records

2. Social Security numbers

3. Records of ongoing investigations

4. Medical Records

5. Bureau of Motor Vehicle records

6. Records that a judge ordered to be sealed per a statute

7. Peace Officer, firefighter. EMT, prosecutor, assistant prosecutor, children's services worker, or corrections officer, Residential and Familial Information (RC. 149.43 (A)(7))

8. Residential and Familial information of County employees (or contractor employees) that is retained for payroll or Human Resources purposes.

9. We may limit the number of public records mailed to you to ten per month, unless you certify in writing that you do not intend to use the records for commercial purposes. (R.C. 149.43(B)(7)(c)(i)). "

10. In response to a request, we will provide only responsive records which exist at the time that the request is made.

B. As governed by R.C. 149.43 (B)(3), if a request is ultimately denied, in part or in whole, the Clermont County Board of Commissioners shall provide the requestor with an explanation including legal authority, setting forth why the request was denied.

1. If the initial request was provided in writing then the explanation shall also be provided in writing.

2. The explanation shall not preclude the Clermont County Board of Commissioners from relying upon additional reasons or legal authority in defending an action commenced pursuant to RC. 149.43.

VIII. Redacting Exempted Records/Procedure:

A. "Redaction" means obscuring or deleting any information that is exempt from the duty to permit public inspection or copying from an item that otherwise meets the definition of a "record" in section 149.011 of the Ohio Revised Code. [R.C. 149.43 (A)(11)];

1. A redaction shall be deemed a denial of a request to inspect or copy the redacted information, except if federal or state law authorizes or requires a public office to make the redaction R.C. 149.43 (B)(l).

2. If a request is ultimately denied, in part or in whole, the Agency Director shall provide the requester with an explanation, including legal authority, setting forth why the request was denied R.C. 149.43 (B)(3).

B. If a public record contains information that is exempt from the requirements for public disclosure or copying the public record, the Agency Director shall make available the information within the public record that is not exempt, unless the Agency Director determines that the non-exempt portion of the record is so inextricably intertwined with the exempt material that redaction would be impractical. *State ex rel. Gambill v. Opperman*, 135 Ohio St. 3d 298 (2013).

C. When making a redacted document available for public inspection or copying, the Agency Director shall notify the requester of any redaction or make the redaction plainly visible R.C. 149.43 (B)(l).

D. The releasing employee shall then reproduce a copy of the page with the redactions; the resulting copy shall he the page that is released to the requester.

E. The redacted document shall be maintained per General Schedule retention requirements for Public Records Requests.

IX. Remedy: Grievances

A. If a person allegedly is aggrieved due to being denied access to inspect a public record or due to being denied a copy of the public record, the person shall be advised that they may contact the Clermont County Administrator at 513-732-7300.

B. If the person is not satisfied after contacting the Clermont County Administrator, they shall be advised that Ohio Revised Code section 2743.75 provides a legal means for addressing their complaint in these disputes. R.C. 2743.75

X. Training and Education:

The Clermont County Board of Commissioners continues to update and address all education, training, disclosure, and policy requirements mandated by Ohio Laws.

XI. Interpretation:

It is the intention of Clermont County, its elected officials and employees to comply at all times in good faith with the requirements of the Ohio Records Law. This policy will he interpreted and applied to conform to Ohio law and all requirements thereunder.

POLICY AND PROCEDURE

Policy Name:	**Reporting Child Abuse or Neglect**
Policy Number:	**3.04**
Effective Date:	**4/8/11**
Revised:	**12/1/16, 5/4/23**

Matt Earley
Co-Chairperson

6/1/23
Date

Dan Ottke
Co-Chairperson

6/1/23
Date

Cross Reference

N/A

Policy Statement

Clermont County Job and Family Services employees working for Clermont County Family & Children First (FCF) Council (Council) shall report any suspicion of abuse or neglect of any child under 18 years of age, or any physically or mentally handicapped child under 21, to the local Public Children Services Agency.

Purpose

To ensure the safety and well-being of children involved with the Wraparound program.

Key Terms

An abused child includes any child who:

- *Is the victim of "sexual activity" as defined under Chapter 2907 of the Ohio Revised Code*
- *Is endangered as defined in section 2919.22 of the Ohio Revised Code*
- *Exhibits non-accidental injuries by a parent, caretaker or other adult (often by an adult known to the child) which cause or create substantial risk of harm to the child*
- *Because of the acts of his parents, guardian, or custodian, suffers physical or mental injury that harms or threatens to harm the child's health or welfare*
- *Is subjected to out-of-home care child abuse*

A neglected child includes any child:

- *Who is abandoned by the child's parents, guardian, or custodian;*
- *Who lacks adequate parental care because of the faults or habits of the child's parents, guardian, or custodian;*
- *Whose parents, guardian, or custodian neglects the child or refuses to provide proper or necessary subsistence, education, medical or surgical care or treatment, or other care necessary for the child's health, morals, or well being;*
- *Whose parents, guardian, or custodian neglects the child or refuses to provide the special care made necessary by the child's mental condition;*
- *Whose parents, legal guardian, or custodian have placed or attempted to place the child in violation of sections 5103.16 and 5103.17 of the Revised Code;*
- *Who, because of the omission of the child's parents, guardian, or custodian, suffers physical or mental injury that harms or threatens to harm the child's health or welfare; and/or*
- *Who is subjected to out-of-home care child neglect.*

Procedure

A. According to Ohio Revised Code Section 2151.421, anyone may report child abuse or neglect to the Public Children Services Agency (PCSA) or to a municipal or county peace officer in the municipality/county in which the child resides or in which the abuse or neglect is occurring or has occurred. Additionally, this law imposes upon certain professional positions a legal reporting obligation. It states that no person "who is acting in an official or professional capacity and knows, or has reasonable cause to suspect based on facts that would cause a reasonable person in a similar position to suspect, that a child under eighteen years of age or a mentally retarded, developmentally disabled, or physically impaired child under twenty-one years of age has suffered or faces a threat of suffering any physical or mental wound, injury, disability, or condition of a nature that reasonably indicates abuse or neglect of the child shall fail to immediately report that knowledge or reasonable cause to suspect" to the local PCSA or a municipal or county peace officer. Those positions include:

- attorney;
- physician, including a hospital intern or resident;
- dentist;
- podiatrist;
- practitioner of a limited branch of medicine as specified in section 4731.15 of the Revised Code;
- registered nurse;
- licensed practical nurse;
- visiting nurse;
- other health care professional;
- licensed psychologist;
- licensed school psychologist;
- independent marriage and family therapist or marriage and family therapist;
- speech pathologist or audiologist;
- coroner;
- administrator or employee of a child day-care center;
- administrator or employee of a residential camp or child day camp;
- administrator or employee of a certified child care agency or other public or private children services agency;
- school teacher; school employee; school authority;
- person engaged in social work or the practice of professional counseling;
- agent of a county humane society;
- person, other than a cleric, rendering spiritual treatment through prayer in accordance with the tenets of a well-recognized religion;
- employee of a county department of job and family services who is a professional and who works with children and families;
- superintendent, board member, or employee of a county board of developmental disabilities;

- investigative agent contracted with by a county board of developmental disabilities;
- employee of the department of developmental disabilities;
- employee of a facility or home that provides respite care in accordance with section 5123.171 of the Revised Code;
- employee of a home health agency;
- employee of an entity that provides homemaker services;
- a person performing the duties of an assessor pursuant to Chapter 3107. or 5103. of the Revised Code; and
- third party employed by a public children services agency to assist in providing child or family related services.

B. Family & Children First (FCF) staff and FCF Wraparound Program staff are mandated reporters as defined by the law. It is expected that all FCF staff and Wraparound Program staff report suspected abuse or neglect either by telephone or in person to the Public Children Services Agency in the county in which the child resides or in which the abuse or neglect is occurring or has occurred. That report shall contain:

- The names and addresses of the child and her/his parents/guardians or person(s) having custody of such child, if known.
- The child's age and the nature and extent of the child's injuries, abuse or neglect, including any evidence of previous injuries, abuse or neglect.
- Other information that might help in establishing the cause of the injury, abuse or neglect.

C. Prior to submitting the report to the Public Children Services Agency, FCF staff and Wraparound Program staff are strongly encouraged to consult with their Supervisor and/or the FCF Program Administrator to review the contents of the report and ensure all necessary components are included.

D. Ohio law provides that anyone reporting suspected child abuse or participating in a judicial proceeding resulting from such reports is immune from any civil or criminal liability that otherwise might be imposed as a result of such actions when taken in good faith. (Ohio Revised Code Section 2151.421 (G))

E. A person who knowingly makes or causes another person to make a false report that alleges that any person has committed an act or omission that resulted in a child being an abused or a neglected child is guilty of a violation of section 2921.14 of the Ohio Revised Code. (Ohio Revised Code Sections 2151.421 (H)(3) and 2921.14).

F. FCF staff and Wraparound Program staff will handle suspected child abuse information in a confidential manner and will discuss matters pertaining to suspected abuse or neglect with only their Supervisor and/or the Program Administrator and the Public Children Services Agency.

G. When an incident of abuse or neglect involving FCF staff or Wraparound Program staff is reported to a Public Children Services Agency, the Program Administrator, in consultation with the Director of Clermont County Department of Job and Family Services will remove that person from all activities involving direct contact with youth and families until the matter is resolved. FCF staff and Wraparound Program staff must report any abuse or neglect allegations being investigated by the Public Children Services Agency to Supervisor and/or the Program Administrator as soon as they become known.

Associated Forms & Attachments
N/A

# # #

POLICY AND PROCEDURE

Policy Name:	**Ohio Automated Service Coordination Information System (OASCIS)**
Policy Number:	**3.06**
Effective Date:	**10/5/23**
Revised:	

Matt Earley
Co-Chairperson

10/5/2023
Date

Dan Ottke
Co-Chairperson

10/5/23
Date

Clermont County Family and Children First Council

Cross Reference

N/A

Policy Statement

Clermont County Family & Children First staff and Wraparound staff shall utilize the Ohio Automated Service Coordination Information System (OASCIS) as the data entry system for youth enrolled in the Wraparound program and for entering funding source details.

Purpose

To ensure the confidentiality of client data entered into OASCIS for youth and families seeking Wraparound or Service Coordination and to ensure a record of funding source details.

Key Terms

- ***OASCIS – Ohio Automated Service Coordination Information System***

Procedure

A. Per Ohio Revised Code 121.376, all county family & children first councils shall enter and update information in OASCIS for youth and families seeking Wraparound or Service Coordination. Required information includes

   1. Demographic information: number and relationship of family members, gender of youth, age of youth, race of youth, and education of youth
   2. Youth financial resource eligibility information
   3. History and desired outcomes
   4. Youth's physical and behavioral health histories, when available
   5. Names of youth's insurers and physicians, when available
   6. Individualized plans: referrals made to services, services and supports received, crisis plans, safety plans
   7. All relevant case file documents
   8. Any other information related to youth and family services, services provided, or the financial resources used to provide the services

B. Information shall be entered and/or updated in OASCIS as information becomes available or within 5 business days of acquiring new information.
C. Data entered into OASCIS is confidential and release of information is limited to those with whom the county family and children first council is permitted by law to share the information. All youth and families must sign a release of information acknowledging that information will be entered into a statewide database.

D. Clermont County Family & Children First staff shall follow the Administrative Agent's policy on confidentiality when utilizing OASCIS and shall be educated on the confidentiality requirements of OASCIS.
E. Clermont County Wraparound staff shall follow their agency's policy on confidentiality when utilizing OASCIS and shall be educated on the confidentiality requirements of OASCIS.
F. Clermont County Family & Children First staff and Clermont County Wraparound staff shall follow their administrative policy regarding penalties, including dismissal from employment, for unauthorized access to, disclosure of, or use of data in OASCIS.
G. Access to and use of OASCIS shall be monitored to prevent unauthorized use of OASCIS

Associated Forms & Attachments
N/A

# # #

POLICY AND PROCEDURE

Policy Name:	**FCSS Funds Policy**
Policy Number:	**4.01**
Effective Date:	**1/14/05**
Revised:	**1/13/06, 8/8/08, 10/14/11, 10/14/14, 12/1/16, 5/4/23**

Matt Earley
Co-Chairperson

6/1/23
Date

Dan Ottke
Co-Chairperson

6/1/23
Date

Cross Reference

N/A

Policy Statement

The Clermont County Family and Children First (FCF) Council (Council) shall have a process by which children are determined eligible to receive services funded by Family Centered Services and Supports (FCSS) dollars and a process by which these children are tracked by FCF.

Purpose

To ensure the appropriateness of children funded by FCSS funds and to ensure appropriate reporting of information to Ohio Family & Children First (OFCF).

Key Terms

FCSS – Family-Centered Services and Supports Funds are a combination of federal child welfare dollars (Social Security Act Title IV-B funds) from the Ohio Department of Job & Family Services (75%) and state general revenue funds from the Ohio Department of Mental Health & Addiction Services, Ohio Department of Youth Services, and Ohio Department of Developmental Disabilities (25%), administered through Ohio Family & Children First. The purpose is to maintain children and youth in their own homes through the provision of non-clinical, community-based services. Families who have children with multiple systemic needs identified through the county Family and Children First Council (FCFC) service coordination process may be eligible for FCSS funded services and supports.

Procedure

In order to access FCSS funds, Clermont County FCF must assure the required service coordination components are in place as outlined in the FCSS Guidance Document.

I. In order to be determined eligible for the use of FCSS, the child must be accessing local FCFC Service Coordination (or Wraparound), and be 0-21 years of age with multi-systemic needs (i.e., child is not necessarily involved in two or more systems, but child's needs involve more than one system).

II. A child may be ineligible for the use of FCSS for a variety of reasons, including:

- The use of FCF Pooled Funds is most appropriate
- The child is placed in an out of home care setting (residential treatment, group home, therapeutic foster care, traditional foster care)

- The FCSS supports would not assist in maintaining the child in the home or support a child being reunified with a parent/relative upon discharge from an out of home care placement

III. The FCF Project Administrator shall maintain a list of FCSS eligible children. The effective date of eligibility shall be the date that the FCF Project Administrator determines a child eligible for FCSS services.

IV. The child's termination date shall be when the child is discharged from the FCSS service or when FCSS funds are exhausted, whichever comes first.

V. FCSS supports in Clermont County shall be focused on families with youth stepping down from a residential placement, a psychiatric hospitalization, or detention into the family home or to maintain a youth in the family home that is presenting high risk behaviors, such as suicidal gestures/ideation, psychosis, or highly aggressive behaviors.

VI. FCSS supports will be approved for a maximum of ninety (90) days, with the exception of Parent Peer Support. No extensions will be approved.

VII. Youth/families must be actively participating in the Wraparound process in order to be eligible for FCSS funds. While FCSS funds are being accessed, the youth/families must participate in at least bi-weekly meetings with the Wraparound Facilitator.

VIII. Wraparound Teams will ensure that a solid safety plan and/or crisis plan are in place for the youth/family.

IX. Wraparound Team meetings will focus on brainstorming longer term, sustainable supports for the youth/family if support beyond the approved 90 days for FCSS funds in necessary or desired.

X. The family (custodian) must sign a letter stating that they are aware of the length of FCSS funded supports. The letter shall also state the requirement of participating in bi-weekly meetings with the Wraparound Facilitator and the need for the Wraparound Team to develop a safety and/or crisis plan and brainstorm longer term, sustainable supports for the youth/family.

XI. Family may be required to pay for a portion of the cost of the support.

The FCSS Guidelines for each individual FCSS service must be adhered to by the referral source. The following are examples of **allowable** family support expenditures when identified on the individual family service coordination plan (IFSCP):

- ☐ Non-clinical in-home visits;
- ☐ Non-clinical parent support groups;

☐ Parent education;
☐ Mentoring;
☐ Respite care (including summer camp);
☐ Transportation (i.e. cab/taxi fares, gas vouchers);
☐ Social/recreational activities;
☐ Safety and adaptive equipment;
☐ Structured activities to improve family functioning;
☐ Parent advocacy; and
☐ Service coordination (to utilize the FCSS funding for FCFC service coordination, a unit rate must be established).

Non-allowable expenditures include:

☐ Out of home placements and services/supports to those children and in out of home placements and their families;
☐ Court related expenses;
☐ Administrative or operating expenses;
☐ Federal match;
☐ Clinical interventions (i.e., services, assessments, and clinical case management);
☐ Medical services and equipment;
☐ General programs costs (i.e., non-individualized services);
☐ Food, clothing, shelter, utilities, and/or household expenses; and
☐ Family and work related childcare.

Associated Forms & Attachments

N/A

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POLICY AND PROCEDURE

Policy Name:	**Early Intervention Service Coordination**
Policy Number:	**4.03**
Effective Date:	**3/10/06**
Revised:	**8/8/08, 10/14/11, 9/7/17**

Karen Scherra
Co-Chairperson

Karen J. Scherra — 9/27/17
Date

Judy Eschmann
Co-Chairperson

Judy Eschmann — 9.13.2017
Date

Policy Statement

The Clermont County Family & Children First (FCF) Council shall assure Clermont Early Intervention Service Coordination (EISC) has appropriate policies in place that fully comply with all state and federal rules, regulations, and policies regarding the EISC program.

Purpose

This policy is to assure appropriate oversight of the Clermont EISC program.

Procedure

I. Clermont EISC shall have appropriate policies in place that fully comply with all state and federal rules, regulations, and policies regarding the EISC program (previously called the Help Me Grow program). These policies include, but are not limited to:

- Intake Process & Initial Contact
- Assessment/Evaluation/Enrollment
- Individualized Service Plans
- Transition
- Exiting a Child from the Program
- Records & Documentation
- Quality Assurance
- Supervision
- Parents' rights

II. An internal committee shall review the Clermont EISC policies bi-annually.

III. Clermont EISC program shall be dictated by Ohio Administrative Code 3701-8 and governed by Clermont County FCF Council by-laws.

IV. Clermont County FCF Council shall contract with a provider to hire and supervise the Clermont EISC Contract Manager. Clermont County FCF Council shall contract with a provider, as necessary, for the provision of other EISC positions that are funded in whole with EISC dollars.

V. The Clermont EISC Contract Manager shall work closely with the FCF Program Administrator on activities including, but not limited to:

- EISC site review or visits
- Quality Assurance
- Continuous Improvement Plans
- Formal complaints
- Required reports

VI. The EISC Contract Manager shall be a member of the Clermont County Early Childhood Coordinating Committee, a subcommittee of Clermont County FCF Council.

VII. The Clermont County FCF Program Administrator shall have access to all financial, administrative, and clinical records relating to Clermont EISC upon request. If circumstances warrant, the Clermont County FCF Council may request that Council members or fiscal employees of the FCF Administrative Agent have access to all financial, administrative, and clinical records upon request.

VIII. The EISC Contract Manager, or designee, shall present a monthly written report to the Clermont County FCF Council.

IX. Any formal complaint regarding Clermont EISC shall be immediately communicated to the Clermont County FCF Program Administrator and FCF Council Chairperson/s. Communication of the formal complaint to the Clermont County FCF Council shall occur at a regularly scheduled FCF Council meeting.

X. EISC conflict resolution shall follow Clermont County FCF Council Policy 1.03.02 Dispute Resolution Process (Early Intervention Service Coordination).

POLICY AND PROCEDURE

Policy Name:	**Family & Children First Staff Communication and Coverage**
Policy Number:	**4.04**
Effective Date:	**8/16/13**
Revised Date:	**9/7/17**

Karen Scherra
Co-Chairperson
Karen J Scherra — 9/29/17 Date

Judy Eschmann
Co-Chairperson
Judy Eschmann — 9.13.2017 Date

Policy Statement

Clermont County Family & Children First (FCF) staff shall provide appropriate support to the youth and families referred to and supported by the wraparound program.

Purpose

To ensure that FCF staff are available to youth and families during regular business hours and to ensure appropriate and timely communication between youth/family and FCF staff.

Procedure

COMMUNICATION:

I. FCF staff shall respond to all communication from current and former wraparound youth/families, team members and co-workers within one (1) business day. Communication may be via telephone, voice mail, email or in person.

II. FCF staff are not required to provide wraparound youth/families with personal cell phone numbers. If staff choose to communicate with wraparound youth/families via personal cell phone, all calls/texts/messages must be related to FCF business. No communication should be made between FCF and wraparound youth/families between the hours of 6pm and 7am. Any communication received from wraparound youth/families between 6pm and 7am will be responded to the next business day.

III. FCF staff are not permitted to engage with wraparound youth/families, past or present, on social media. This includes, but is not limited to, Facebook, Twitter and Instagram. In the event that a wraparound youth/family attempts to engage with FCF staff on any social media platform, FCF staff shall inform the wraparound youth/family that participating in online fraternization is not permitted per FCF policy and document the conversation in case notes. It is recommended that FCF staff set their social media accounts to private.

COVERAGE:

IV. It is expected that all FCF staff will work 40 hours per week. The typical work schedule is Monday-Friday 8am-4:30pm with flexibility allowed to best meet the needs of youth/families (i.e., a youth can only meet before school at 7am or a family requests a 5:30pm meeting due to work schedules). Time may be flexed within the week's payroll period as approved by the direct Supervisor. FCF staff may request to work a flexible schedule on a regular basis (i.e., different work hours). These requests must be made in writing and approved by the Program Administrator.

POLICY AND PROCEDURE

Policy Name:	**Interpretation & Translation**
Policy Number:	**4.05 (previously 5.05)**
Effective Date:	**6/8/12**
Revised:	**2/12/14, 12/1/16, 9/7/17**

Karen Scherra
Co-Chairperson

Karen J Scherra

9/29/17
Date

Judy Eschmann
Co-Chairperson

Judy Eschmann

9.13.2017
Date

Cross Reference

N/A

Policy Statement

Clermont County Family & Children First (FCF) shall provide meaningful support/services to persons who, as a result of national origin, are limited in English proficiency or limited in hearing. This policy is in accordance with Title VI of the 1964 Civil Rights Act and with the Americans with Disabilities Act standards.

Purpose

To ensure culturally and linguistically responsive services to Clermont County youth and families who have limited English proficiency or hearing impairment and are involved with FCF. Services must be provided to youth and families in their preferred language, with both verbal offers and written notices informing them of their right to receive language assistance services.

Procedure

I. **USE OF PROFESSIONAL INTERPRETER SERVICE**

A. The decision to use a professional interpreter service for a youth/family in the Wraparound program will be made by the Program Administrator in consultation with the youth/family and/or youth/family's representative, the Wraparound Facilitator and the Wraparound Coordinator. The Wraparound Facilitator and Wraparound Coordinator will discuss the initial request for interpreter services with the Program Administrator as soon as the need for an interpreter arises.

B. After the initial approval for interpretation services is received from the Program Administrator, the Wraparound Facilitator will contact one of two agencies for services:

1. LanguageLines for either telephonic of face-to-face interpretation.

a. For telephonic interpretation services with LanguageLines:

- Dial 1-866-874-3972
- Provide the client ID # for FCF: 512953
- Select the language you need or press 0 for agent assistance
- Brief the interpreter: Summarize what you wish to accomplish and provide any special instructions
- When your call is completed, say "End of Call" to the interpreter.
- If you need assistance placing a call to a youth or family member, please inform the interpreter or agent at the beginning of the call.

b. For face-to-face interpretation services with LanguageLines:

- Dial 1-888-225-6056
- Provide the client ID # for FCF: 512953
- Schedule the appointment
- Routine requests should be made at least 48 hours in advance

2. Deaf Choice – for sign language only
   - Dial 513-608-1695 and ask for Marki Osborn or email markiosborn@deafchoice.com
   - Provide the following information: date and time of scheduled appointment, estimated length of appointment, client name and preferred mode of communication (if known), any specific request for a particular interpreter, nature of appointment, onsite contact and phone number and billing information (please state it is for Clermont County Family & Children First)

C. Family and friends are not permitted to be used to provide interpretation services.

D. When interpretation services are scheduled, FCF staff must email the following information to ClermontInterpretationTracker@jfs.ohio.gov
   - Date, time and location of service requested
   - Estimated time of service to be provided
   - Youth's name
   - Language requested
   - Name of FCF staff making the request and division (FCF)
   - Vendor name (LanguageLines or Deaf Choice))

II. USE OF PROFESSIONAL TRANSLATION SERVICE

A. All documents, forms, informational brochures, consents, flyers, and other written communication that need to be translated into the language of the youth/family will be provided to the Program Administrator by the Wraparound Facilitator and/or Wraparound Coordinator. The documents will be translated via LanguageLines and will be stored on the shared drive.
B. Advance notice (1-2 weeks) for translation services is preferred.
C. For document translation, the Program Administrator will call 1-888-763-3364, press option 1 to order a document translation, and provide client ID # 512904.

Associated Forms & Attachments

LanguageLines Quick Reference Guide for Clermont County Family & Children First
Director's Letter 008-B

LanguageLine Solutions®

Quick Reference Guide

CLERMONT COUNTY FAMILY & CHILDREN FIRST

When Receiving a call:

1. Use your phone's conference feature to place the Limited English Proficient **(LEP)** speaker on hold.
2. Dial **1-866-874-3972**
3. Provide your Client ID# **5 1 2 9 5 3**
4. Select the language you need
   *** Press 0 for agent assistance if you do not know the language*
5. Brief the interpreter. *Summarize what you wish to accomplish and provide any special instructions.*
6. Add the LEP onto the call.
7. Say "End of Call" to the interpreter when your call is completed.

Note:

When placing an outbound call to a LEP, begin at **Step 2**. If you need assistance placing a call to the LEP, Please inform the interpreter or agent at the beginning of the call.

When the LEP is face-to-face with you begin at **Step 2**. Once the interpreter joins the line, brief him/her and place the phone on "Speaker" mode or pass the handset back-and-forth.

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

LANGUAGELINE DUAL HANDSET PHONE – If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.

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CCJFS
Letter Series

Director's Letter: 008-B
Subject : Americans with Disabilities, Civil Rights and Limited English Proficiency Plans
Effective Date: Immediately
This Letter Obsoletes:
This Letter Becomes Obsolete:
This Letter Approved By: Judy Eschmann
Approval Date: 06.20.2016

Background

Every County Department of Job and Family Services (CDJFS) must provide the Ohio Department of Job and Family Services (ODJFS) a county plan that indicates how services are provided to customers to ensure customers have access to services and their civil rights are protected. Clermont County DJFS has the following three plans.

- Limited English Proficiency (LEP) Plan
- Civil Rights Plan
- Americans with Disabilities Act (ADA) Plan

Our County Coordinator for all of these plans is Stephany Shook. The County Coordinator is the point of contact for ODJFS and is responsible for making sure we have services to meet the needs of our customers, ensures all employees complete annual training and is responsible for complaint resolution.

Services Available

We currently do not utilize any DJFS staff for interpretation services. When services are needed, we utilize one of the providers below.

Provider Information	Type of Service Provided
Ohio Relay Service - PUCO Call 1-800-750-0750	The Ohio Relay Service provides full telephone accessibility to customers who are deaf, deaf-blind, hard of hearing or speech-disabled. Trained staff process relay calls and stay on the line to relay conversations verbally or electronically over a Text Telephone (TTY).
The Language Line Solutions **For Immediate Phone Interpreter** Call 1-800-752-6096 for verbal translations – Option 1 **Document Translation** Call 1-888-763-3364 Option1 to order a document translation. Account/Customer # 512904 **On-Site Interpretation Services** Fluent Language Solutions 1-888-225-6056 Account/Customer #512904	The Language Line Solutions provides language interpretation and translation services for over 200 languages as well as American and Mexican sign language. They provide telephone, on-site, and video interpretation and document translation. *Note: Requests for translating our agency forms must be approved by the appropriate Assistant Director to ensure the form is not available through ODJFS &/or prevent duplicate translation requests.*

Clermont County
Family &Children
First

POLICY AND PROCEDURE

Policy Name:	**Multi-Disciplinary Team policy (formerly MSY policy)**
Policy Number:	**4.06**
Effective Date:	**3/9/2020**
Revised:	**10/1/2020, 8/2/2021, 5/5/2022, 10/5/23,11/3/2025**

Matt Earley
Co-Chairperson

12/4/25
Date

Dan Ottke
Co-Chairperson

12/4/25
Date

Clermont County Family and Children First Council

Cross Reference

N/A

Policy Statement

The Clermont County Family and Children First (FCF) Council (Council) shall have a process by which requests for technical assistance and/or MSY funds are reviewed and a determination is provided.

Purpose

To ensure MSY youth are appropriately served and have the ability to request MSY funds if the youth is at risk of custody relinquishment or custody has already been relinquished and support is needed to transition the youth back to the community.

Key Terms

MSY – Multi-System Youth - a youth, age 0-17 years, who is involved with more than one child-serving system (i.e. mental health/addiction, developmental disabilities, juvenile probation, Children's Protective Services, specialized health care), is open and active with Clermont County FCF Wraparound, and is at risk of custody relinquishment or custody may have already been relinquished.

MDT Review Team – a multi-disciplinary team of representatives from Clermont County systems and agencies tasked with reviewing all requests for technical assistance and MSY State funding prior to an application being submitted to Ohio Department of Medicaid.

Procedure

I. Technical Assistance: Any system or agency can make a referral to the MDT Review Team for Technical Assistance. See attached Technical Assistance Request flow chart for process.

II. MSY Funding:
   A. Eligibility
      1. Youth must be open and active with the Clermont County FCF Wraparound program. Active is defined as having at least one (1) full team meeting with the youth/family If funding is approved, team meetings must occur at least twice a month.
      2. Youth must be at risk of custody relinquishment or custody may have already been relinquished and funding is requested to support a smooth transition back to the community.
      3. Youth must have multi-system needs.
      4. Youth must be 0-17 years old.
      5. Financial resources must be reasonably exhausted, i.e. Medicaid, private insurance, PASSS and/or county funds.

B. Referrals for funding may be made only by Clermont County FCF. The State MSY Application is attached.
C. Funding sources:
   1. MSY PCSA/Pooled Funds: Ohio Department of Job & Family Services provided funds to local public children's service agencies (Clermont County Children's Protective Services - CPS) to assist with costs for children who require support from multiple systems and have been relinquished or are at risk of relinquishment. Funds will be maintained in a separate line item in the Clermont County FCF budget – MSY PCSA/Pooled Funds. MSY PCSA/Pooled Funds may be carried over if not expended but must be maintained as funds restricted to MSY PSCA/Pooled Funds use only.
   2. State MSY funds: County Family & Children First Councils via a grant agreement with Ohio Department of Medicaid may seek multi-system youth custody relinquishment funding. Funding must only be requested to support children and youth who are at risk for custody relinquishment or have already been relinquished and need service and/or support to transition to community and/or non-custody settings. Local FCFs can apply for direct financial aid to cover the costs associated with a youth's care.
   3. All financial requests including, but not limited to, contracted agreements will be reviewed, and then subsequently approved or denied by the FCF administrator for a funding request up to five-thousand dollars ($5000.00) as established in policy. At any time, the FCF administrator reserves the right to consult with the Executive Committee and/or full FCF council to review and then subsequently approve or deny the funding request. When submitting a funding request all other funding sources must be exhausted and documentation of such must accompany the request, as FCF is the payer of last resort. If at any time a request is approved, supporting data is to be submitted to the FCF administrator within the timeframe given at the time of approval. At any time, FCF holds the right to approve, deny, and/or stop funding for a submitted request.
D. Clermont County FCF will focus on maintaining the youth in the home/community whenever possible. When out-of-home placement is necessary, the youth will be placed in the least restrictive environment possible.
E. Process. The attached flowcharts 1) MSY Funding Request – MSY PCSA/Pooled Funds and 2) MSY Funding Request – State MSY Funds detail the application process.
F. Release of Information.
   1. The Clermont County FCF Release of Information must be signed by the parent/guardian.
   2. The Release of Information must be signed less than 30 days prior to the date of application.

3. The Release of Information must include all the systems/agencies of the MDT Review Team members.

G. MDT Review Team.
   1. The MDT Review Team is comprised of youth-serving systems and agencies in Clermont County as determined appropriate by Clermont County FCF Council.
   2. The MDT Review Team will set aside two (2) dates each month to review applications. Reviews will occur via Zoom, conference call or in person.
   3. In order to review an application, a minimum of five (5) members of the MDT Review Team must be present at the meeting. If five (5) members are not present, the application will be reviewed at the next scheduled MDT Review Team meeting.
   4. All decisions made by the MDT Review Team are final.

H. Allowable expenses may include in-home and/or community supports to prevent custody relinquishment or in-home and/or community support for a relinquished youth transitioning back into a community setting.
   1. Allowable expenses may include, but are not limited to:
      - Clinical services not covered by another payer/insurance
      - In-home parent/youth coaching
      - Parent support groups
      - Parent Education
      - Parent Advocacy
      - Mentoring
      - Respite Care
      - Transportation to and from allowable services (i.e. cab fares, Lyft, gas cards)
      - Respite Care
      - Medical services and equipment
      - Safety and adaptive equipment
      - Home modifications
      - Structured interventions to improve family functioning
      - Food, clothing, shelter, utilities, and/or household expenses
   2. Non-allowable expenses include
      - Services billable to other payer sources, including health insurance
      - General program costs (i.e. non-individualized services)
      - Classroom instruction or any require public education cost or responsibility, including tutoring, school-based credit recovery, and/or summer school programming
      - The room and board costs of a Developmental Center

I. The application must thoroughly document the services and funding sources that have been accessed by the youth/family.

J. The family must agree to actively participate in services approved by the MDT Review Team.

K. When MSY funding is approved by the MDT Review Team, Clermont County FCF will work with the approved provider to ensure payment can be made through the Clermont County Auditor (provider must be willing to become a provider through the county's MUNIS system in order to receive payment). The approved time period and maximum amount of funds for the youth/family will be communicated to the provider in writing. Services provided outside the time period or above the maximum amount of funds will not be reimbursed.
L. Requests for continued funding will be requested by the Clermont County FCF Wraparound program three (3) weeks prior to the current funding request expiring.
M. Funding is limited and is not guaranteed beyond the approval provided.

Associated Forms & Attachments

Technical Assistance Request
MSY Funding Request – MSY PCSA/Pooled Funds
MSY Funding Request – State MSY Funds
Clermont County Review Team Application
Ohio Family & Children First Multi-System Youth Technical Assistance and Funding Application
Ohio Family & Children First Guidance for Multi-System Youth Technical Assistance and Funding Application

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Family &Children
First

POLICY AND PROCEDURE

Policy Name:	**Public Use of Social Media Policy**
Policy Number:	**4.07**
Effective Date:	**8/7/2025**
Revised Date:	

Matt Earley
Co-Chairperson

8/11/25
Date

Dan Ottke
Co-Chairperson

8/11/25
Date

Clermont County
Family &Children
First

POLICY AND PROCEDURE

Policy Name:	**Public Use of Social Media Policy**
Policy Number:	**4.07**
Effective Date:	**8/7/2025**
Revised Date:	

Matt Earley _____ _____
Co-Chairperson Date

Dan Ottke _____ _____
Co-Chairperson Date

Cross Reference

N/A

Policy Statement
The Clermont County Family and Children First Council (Council) recognizes the potential for inappropriate use of social media involving public and staff, Council members, and officers. The Council shall establish safeguards to reduce the potential for inappropriate use of social media and to establish a reporting mechanism and protocol in the event inappropriate use of social media occurs.

Purpose
The Public Use of Social Media Policy sets guidelines for the use of social media by Clermont County Family and Children First Council (FCFC). It establishes a set of expectations for citizens that wish to engage with FCFC on any of its official social media sites. FCFC uses social media sites and applications as a communication tool to provide meaningful and timely updates and provide education and resources to the public

Key Terms

N/A

Procedure

1. Account manager will monitor all comments posted to FCFC social media accounts. FCFC expects everyone that engages on its social media sites to act respectfully and civilly.

2. FCFC reserves the right to hide or remove comments from public view that contain any of the following:

    - Profanity, sexually inappropriate or suggestive language
    - Comments that promote or fosters discrimination based on race, religion, age, gender, sexual orientation, national origin, physical or mental disability
    - Real or perceived threats of harm to any person, agency, or organization
    - Advertising or solicitation of a product or service for personal gain
    - Personal information such as email addresses, phone numbers, mailing addresses, or other information that would identify a person
    - Suggest or encourage illegal activity
    - Posts or comments that are off-topic or not related to the original post

- Links to external websites
- Support for or opposition against any political candidate or ballot issue
- Excessive commenting or spamming multiple posts with the same content, links, or image
- Protected health information
- Insult or intentionally engages in an argument to provoke a violent attack
- Infringes on others copyrights, trademarks, or intellectual property
- Information that deliberately misinforms

3. FCFC reserves the right to report any content or user to the specific social media network if that person violates the platform's terms of service agreement.

4. FCFC reserves the right to disable or restrict comments from the public on any of its social media channels at any time. The social media site manager will hide posts deemed to be clear violations of the social media policy. If Account manager is unsure if a comment is a clear violation, they may temporarily hide a comment until further reviewed by the FCFC Administrator and/or legal counsel. Every attempt will be made to review questionable comments within two business days. If the comment is not deemed a violation of the policy, it will be unhidden.

5. Any information posted to a FCFC social media account is considered a public record and may be subject to a public records request. FCFC will retain all public records regarding its social media sites following its records retention policy.

6. FCFC's social media sites are not an official form of communication for public records requests, filing a complaint, or other inquiries. Anyone filing a formal complaint, or a public records request must file it in writing to the FCFC Administrator.

7. The information posted by FCFC that links to any outside agency or organization does not constitute an endorsement. FCFC is not responsible for the accuracy or security of external websites linked from a social media site.

8. Under extreme circumstances and pursuant to law, FCFC reserves the right to block or remove a user from a FCFC social media

Associated Forms & Attachments

N/A

Family &Children
First

POLICY AND PROCEDURE

Policy Name:	**Social Media Policy**
Policy Number:	**4.08**
Effective Date:	**8/7/2025**
Revised Date:	

Matt Earley
Co-Chairperson

8/11/25
Date

Dan Ottke
Co-Chairperson

8/11/25
Date

Clermont County
Family &Children
First

POLICY AND PROCEDURE

Policy Name:	**Social Media Policy**
Policy Number:	**4.08**
Effective Date:	**8/7/2025**
Revised Date:	

Matt Earley _____ _____
Co-Chairperson Date

Dan Ottke _____ _____
Co-Chairperson Date

Clermont County Family and Children First Council

Cross Reference

N/A

Policy Statement
The Clermont County Family and Children First Council (Council) recognizes the potential for inappropriate use of social media involving public and staff, Council members, and officers. The Council shall establish safeguards to reduce the potential for inappropriate use of social media and to establish a reporting mechanism and protocol in the event inappropriate use of social media occurs.

Purpose

1. Social Media includes websites and applications that enable users to view and share content or participate in social networking. Social Media includes but is not limited to Facebook, Instagram, and others. Social media can bring together networks of people who share common interests, activities or live together in the same community.

2. Social media sites are a crucial tool government agencies use to share and spread information deemed vital to the public. These applications and sites can reach a wider audience more quickly than a website, and social media can be an invaluable tool in disseminating information rapidly during emergencies.

3. Specific content may include links to direct interested viewers to a website to gain further information on a particular subject matter.

Key Terms

N/A

Procedure

1. The use of social media sites by FCFC will assist in the public relations efforts of FCFC and community partners. FCFC will use social media sites in addition to the official website to publicize its programs and services. FCFC will also use social media to promote public health issues.

2. The Account manager will serve as the primary administrator for FCFC's social media pages. The FCFC Administrator may designate additional staff member to serve as an account manager of the FCFC's official social media sites. Only the Account manager and the FCFC Administrator will have access to speak or publish content on behalf of Clermont County FCFC. No communication from the agency should occur from personal social media accounts.

3. Social Media Content:

   a. Content posted on any FCFC social media site will be professional and consistent with the mission and values of FCFC.

   b. Content will not violate FCFC's policies against harassment, discrimination, and violence.

   c. FCFC will not disclose confidential information about its patients on social media.

4. Designated Account manager will closely monitor social media sites. The social media Account manager will respond to public inquiries promptly or direct those inquiries to FCFC Administrator.

5. Comments from the public will be monitored by the Account manager as designated by the FCFC Administrator. FCFC reserves the right to hide or remove comments from public view that contain any of the following:

   - Profanity, sexually inappropriate or suggestive language
   - Comments that promote or fosters discrimination based on race, religion, age, gender, sexual orientation, national origin, physical or mental disability
   - Real or perceived threats of harm to any person, agency, or organization
   - Advertising or solicitation of a product or service for personal gain
   - Personal information such as email addresses, phone numbers, mailing addresses, or other information that would identify a person
   - Suggest or encourage illegal activity
   - Posts or comments that are off-topic or not related to the original post
   - Links to external websites
   - Support for or opposition against any political candidate or ballot issue
   - Excessive commenting or spamming multiple posts with the same content, links, or image
   - Protected health information
   - Insult or intentionally engages in an argument to provoke a violent attack
   - Infringes on others copyrights, trademarks, or intellectual property
   - Information that deliberately misinforms

6. The social media site Account manager will immediately hide posts deemed to be clear violations of the social media policy. If Account Manager is unsure if a comment is a clear violation, they may temporarily hide a comment until further reviewed by the FCFC Administrator and/or

legal counsel. Every attempt will be made to review questionable comments within two business days. If the comment is not deemed a violation of the policy, it will be immediately unhidden.

7. When sharing information from other agencies, Account administrator will make every effort to ensure the information is accurate and consistent with the mission and values of FCFC.

8. Staff members may engage or comment on FCFC's social media sites, but they may not speak on behalf of the agency. The agency only speaks through official administrator on social media accounts.

9. Account manager who have administrative rights to FCFC's social media sites should respond from the agency account, not their personal social media profiles.

10. When creating posts about FCFC the administrator should not "tag" an employee's personal social media page.

11. Community partners may submit content to the Account manager for use on social media. The Account manager or FCFC Administrator will determine if the content gets published.

12. Employees are subject to the same policy as members of the public as outlined in Section 4.07 of the Manual of Personnel Policies.

Associated Forms & Attachments

N/A

Clermont County
Family &Children
First

POLICY AND PROCEDURE

Policy Name:	**Local County Contribution Funds Policy**
Policy Number:	**4.09**
Effective Date: **Revised:**	**5/19/2025**

Matt Earley
Co-Chairperson _____ Date 9/4/25

Dan Ottke
Co-Chairperson _____ Date 9/4/25

Clermont County Family and Children First Council

Cross Reference

N/A

Policy Statement

The Clermont County Family and Children First (FCF) Council shall have funds as allowed by local county contributions and the approved budget.

Purpose

To financially support needed services/supports for multi-need, multi-system children/youth when other funding sources are unable to do so.

Key Terms

Local County Contribution Funds – Funds that are available per an approval process for financial support for multi-need, multi-system children/youth. These funds are provided via local county contributions (excluding MSY-PCSA) to FCF.

Procedure

I. All children/youth for whom Local County Contribution Funds are requested are encouraged to be engaged in Wraparound or Service Coordination with the Clermont County Wraparound Program. The youth's team shall determine a youth's current strengths and needs. Local County Contribution Funds will assist in meeting an identified need. All children/youth must be multi-need, multi-system eligible children per Family and Children First focus.

II. To be eligible to apply for Local County Contribution Funds, the child's/youth's coordinator/service provider shall complete the Local County Contribution Funds Application Form.

III. The Application shall be submitted to the FCF Administrator along with a Plan of Care highlighting the identified need and the team's request to meet that need through the use of Local County Contribution Funds. The FCF Administrator will review and approve/deny the use of Local County Contribution Funds prior to funds being expended. Determination of the approval of Local County Contribution Funds will be based upon:

- Identification of multi system need.
- Resides in Clermont County.
- Funds used to support multi system youth staying in the community.
- Documentation of how accessing Local County Contribution Funds will build a strength or meet a need
- Availability of Local County Contribution Funds

IV. The FCF Administrator can approve funds up to $5000 dollars for use of support, services, activities, and needs. If application is for use outside of past approved scope. The FCF Administrator will be in consultation with the Executive committee, as needed, to ensure the appropriate use of Local County Contribution Funds.

Local County Contribution Funds can be requested for a variety of services or supports. Examples include: a special club or group for a child/youth to assist in mental health development, or short-term respite, team celebrations for youth successes (maximum of $25.00 for celebrations). Alternative resources must be investigated prior to applying for Local County Contribution Funds.

V. Local County Contribution Funds will not be approved for

- basic needs (i.e. groceries, clothing, gas, car payments, rent/mortgage, utilities, phones, childcare)
- Long-term needs unless the request are short term until longer term funding can be approved
- Out of home placement, excluding respite

VI. The use of Local County Contribution Funds shall be continued based on need.

Associated Forms & Attachments

N/A

# # #

Family &Children First

POLICY AND PROCEDURE

Policy Name:	**Hybrid Council Meeting Policy**
Policy Number:	**4.10**
Effective Date:	**8/7/2025**
Revised:	

Matt Earley
Co-Chairperson

8/11/25
Date

Dan Ottke
Co-Chairperson

8/11/25
Date

Clermont County
Family &Children
First

POLICY AND PROCEDURE

Policy Name:	**Hybrid Council Meeting Policy**
Policy Number:	**4.10**
Effective Date:	**8/7/2025**
Revised:	

Matt Earley _____ _____
Co-Chairperson Date

Dan Ottke _____ _____
Co-Chairperson Date

Clermont County Family and Children First Council

Cross Reference

Policy Statement

Per the Ohio Revised Code 121.221, the Clermont County Family and Children First Council (Council) shall give the option of a hybrid meeting when members are unable to attend in person with notification.

Purpose

This policy is to outline the hybrid meeting procedure to align with Ohio Revised Code 121.221.

Key Terms

N/A

Procedure

I. Council meetings will be publicly announced by the Administrative Agent. (Posted on the Clermont County Family and Children First Website: www.clermontcountyfcf.org)

II. In the case of an interactive video/audio conference, the Council will establish clear video and/or audio connection so that the in-person members and those utilizing video conference or other similar electronic technology can communicate effectively.

III. The members of the Council will notify the FCFC Coordinator of their mode of attendance: virtually or not attending, not less than forty-eight hours before the meeting.

IV. A majority of the members of the *Council* constitutes a quorum and must be present in order for a vote to be taken. All votes taken in a meeting or hearing shall be taken by roll call vote unless there is a motion for unanimous consent and the motion is not objected to by a member of the Council. If the vote is unanimous, the Council shall provide the public with information on how the members of the Council voted; including those who abstain from voting.

V. The Minutes of the Council Meeting identify mode of attendance: interactive video conference/conference/another electronic platform or in-person.

VI. A majority vote of the quorum in Item (2) of this section is required to approve a motion or take action.

Associated Forms & Attachments

# # #