



Erie County Service Coordination: a Guide for Families



Learn about:

- Erie County Family & Children First
- Individual Family Service Plans
- Erie County Service Coordination Mechanism
- The Important Role of Families

Erie County Service Coordination: a Guide for Families

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This handbook is adopted from NAMI "Service Coordination: A Guide for Families."

Part 1- Introduction

Who is this booklet for?

This booklet is for children and families who need or get services from local agencies and organizations. Some children and their families get services from many agencies and local service providers, as well as from informal support networks, like community groups, friends, neighbors, and relatives.

Organizing all these services and people can be frustrating and overwhelming. This booklet can help children and families learn about:

- ways their counties can help to organize services that families need
- how families can be a part of planning and organizing services
- families' rights and responsibilities in planning and organizing services

What is this booklet about?

This booklet is about organizing services. "Service coordination" is a way of organizing services for families and children. Service coordination helps bring services to children and families in a way that is simple and organized for the family.

Service coordination finds agencies, people and services that help children and families, and then, with the families' involvement, organizes a plan to get the child and family what they need.

In Ohio, county Family and Children First Councils (FCFC) use service coordination to help plan and organize services for families and children. One form of service coordination in Erie County is "Wraparound."

What is a service?

A service is an activity or support that helps children and their families.

What does service coordination do?

Service coordination helps bring services to children and families in a way that is simple and organized.

This booklet describes:

- the individual family service plan
- the County Service Coordination Mechanism
- how families can be a part of service coordination

This booklet encourages your family to be a part of service coordination. Throughout this booklet we mark, with a black box, information that is especially important to planning your own services and to being a part of Erie County's service coordination.

Part 2- Erie County Family and Children First Council

What is the Family and Children First Council?

The county FCFC includes families and people from local agencies and community organizations in the county. This group of people work together as partners to improve the well-being of children and families. There is a FCFC in every county of Ohio.

Family and Children First Council
A way for families and their children to get services and service coordination.

Who are the members of the FCFC?

The law says that each county FCFC must include at least three family members. These three family members must either be getting services now or have gotten services in the past, and they must not work for any agency that is a member of the FCFC. If there are more than three family members on the FCFC, these additional family members may work for agencies on FCFC. The rest of the people of the FCFC are from county agencies or organizations that serve children.

What does the FCFC do?

The purpose of the FCFC is to coordinate services in the county in a way that is simple and organized for families. The FCFC does this with service

coordination. The law says that the FCFC must make two kinds of service coordination plans, one for individual families and one for the whole county:

- Individual Family Service Plan
- County Service Coordination Mechanism

County Service Coordination Mechanism

- A plan to get agencies of the county government to deliver services to children and their families in a way that is simple and organized.
- Serves as the guide for coordination of services in the county.
- Says what must be included in individual family service plans.



Individual Family Service Plan

- Families and other members of the FCFC together write individual family service plans.
- Families play a big part in making and carrying out their plans.
- The County Service Coordination Mechanism says what must be included in the family service plan.

Part 3: Individual Family Service Plan

What is an individual family service plan?

The individual family service plan identifies and organizes services for your child and family, and also identifies who will be responsible for each part of the plan. Services may be provided by public and private agencies and informal supports such as neighbors, friends, other families, and churches. Families have an active role in writing the individual family service plan and share responsibility for carrying out the plan.

Individual Family Service Plan
Together, your family with the FCFC, write an individual family service plan to identify and organize providers, services, and responsibilities.

Is an individual family service plan required?

The FCFC must make sure there is an individual family service plan for any child or family who is getting service coordination from the FCFC. Also, it is

likely that if your child has multiple needs or gets services from more than one agency, your child will need a family service plan.

Who makes the individual family service plan?

Your child and your family are part of a group that makes the individual family service plan. The other people in the group are from some of the agencies in FCFC. These people either know about your child or family, or they know about services that your child and family might need. The FCFC calls this group of people your *family service planning team*.

Individual Family Service Planning Team
Your child and your family are part of the group of people who make your individual family service plan.

Your family is an important part of the team and an important part of every meeting about your child. The FCFC must tell you about your child's meetings and invite you to be a part of them. You can bring an advocate or other support person to any meeting to help you with what you want to say or to just be there for you.

How does Service Coordination work?

You and your child meet with the service planning team to share information and ideas, and decide what services your child should get. Together, you, your child and the team make an individual service plan detailing how your child will get services and who will pay. The team must write the plan by following the county's service coordination mechanism (see Part 4). Your family is a very important part of making the decisions.

Your Family is an Important Part of Making the Plan
Your family is an important part of the team and an important part of every meeting about your child.

Wraparound is one form of service coordination that is available in Erie County. Wraparound is the most intensive form of Service Coordination. Sometimes families need creative solutions that may not be available through the usual services and supports offered in the community. Wraparound is a process for building these solutions.

What must the family service plan say?

The individual family service plan must include:

- which agencies are responsible for giving your child and family the services you need. The agencies can be state, county, local, as well as public and private agencies and informal supports.
- who will coordinate services. Your family approves the person who will coordinate services. This person makes sure that the individual family service plan gets started and the family continues to get the planned services.

The Plan Says Which Agencies Will Provide Services
The individual family service plan identifies state and county agencies that will provide services to your child and family.

- assurance that your child gets the services that she or he needs. The individual family service plan must also make sure that your family gets services that support your family's strengths.
- opportunities for your child and family to give your opinions, ideas, and suggestions about how to make sure services respect your family's culture, race, and ethnic group.
- services in the least restrictive environment. A least restrictive environment is when a child receives services in the most helpful setting while being with other children.
- when the individual plan starts and finishes. The team must follow this schedule. The plan must also say that the team will meet regularly and talk about whether the plan is working and if it needs changed.
- what the team will do if there is an emergency or short-term crisis situation for your child or your family.
- if your child is alleged to be an unruly child, a process to try to keep your child out of the juvenile justice system.
- the plan will build on the strengths of your family and will address the needs that you identify.

What do these plans look like?

Each individual family service plan is different because each child and family is different. Below is an example of a family service plan.

Example of Family Service Coordination Plan

(This example represents no actual person and no actual family service plan)

| | | |
|---|--|---|
| <u>Name:</u> Smith Wrap Team Meeting #2 | <u>Facilitator:</u> Alicia Edwards | <u>Date:</u> 7/19/19 <u>Location:</u> Courthouse |
|---|--|---|

| | | |
|---|--|---|
| <u>Present:</u> Mike Smith-Dad Jennifer Osborn- Wraparound Bob Thompson-Behavioral Specialist Lori Cook-Elementary Counselor June Frost- Counselor, ABC Counseling Agency Laura Snyder- Wraparound Support Joe Brooks-Wraparound Mentor | | <u>Absent:</u> Frank Bruner-ECJFS |
|---|--|---|

Family in the Home:

Kurt Smith- Father

Robby Smith- Son

Lisa Smith- Paternal Grandmother
Sarah Smith- Paternal Great-Grandmother
Tom Smith- Paternal Great-Grandfather

Family Not in the Home:

Megan Peters- Mom
Kylie Peters- sister

Team Mission:

The team is committed to supporting Kurt in his efforts to raise Robby to be H.A.P.P.Y (**Healthy, Appropriate, Peaceful, Proud, and Youthful**)

Strengths:

Robby

- Robby is currently playing soccer and is enjoying it
- There are no behavioral concerns from the school- more green days vs red
- Robby is able to express what he needs and wants at school- good communication skills
- Excellent at writing his letters
- Very independent in the classroom setting and in completing tasks asked of him
- Very active, high energy little boy , also very athletic- he can run very fast
- First one to comfort a student who is upset or struggling
- Loves to be outdoors with his dad and loves nature, such as fishing
- Does really well one-on-one with someone
- Robby has a good imagination- tells interesting stories

Kurt

- Hard working, always maintains employment- labor jobs with long hours
- Enjoys hiking and boating
- Craftsman- makes photo frames
- Applies the new parenting skills he is learning from Bob

No Two Plans are Alike

With your family's participation and ideas, your team should write an individual family service plan that is specific to your family's needs.

- Not afraid to ask for help and use extended family members for support
- Expressed that he has an understanding of why Robby behaves the way he does
- Kurt has a good sense of humor and great insight

Lisa

- Good work ethic, comes from hard working parents
- Survivor- able to come through challenging times in her life while being a single mom
- Helps Kurt as much as she is able- watching Robby
- Views Robby's safety as a priority, notifying law enforcement when Robby's safety seemed at risk
- Steps up to help supervise visits with Megan and Robby

Sarah

- Good work ethic, worked many years for the car part factory
- Takes care of her family and helps out with Robby while Kurt works
- Spends times with Robby. Takes him for ice-cream and appointments
- She has the mediator role in the family
- Analyzes what is going on with Robby and asks questions

Tom

- War Veteran
- Role Model to Grandson, Kurt
- Handy man in his day- Kurt remembers bonding with his Grandpa while helping him fix things
- Has a collection of antiques in his living room- has an appreciation of history
- He takes care of the lawn at home, despite his health challenges
- He enjoys having his family with him and taking care of them

Accomplishments:

- Kurt took Robby to dinner and ice-cream. Robby did very well and had no negative behaviors or profanity.
- Robby is spending more one on one time with his Dad.

- Kurt has filled out the enrollment paperwork for Robby to attend Pre-School.
- Alicia has been in contact with the counseling agency to introduce the family for services.
- Bob continues to meet with the family and focus on clear rules, expectations and consequences for the profanity.
- Grandma continues to watch and spend time with Robby during the day while Kurt is at work.
- Kurt continues to work hard building his business.
- The whole family spent time together outside cutting wood.

Need #1:

For Kurt to know he can have peace in his life and raise Robby to be happy

Ideas to meet this need:

- Finding ways to increase self-awareness in Kurt and help identify his triggers so he can better help Robby to be successful
- Bob working with Kurt to provide him tools to help Robby
- Increase communication skills between all family members living in the home
- Helping Kurt balance work, personal and family time in order to establish more peace in his life
- Supporting Kurt in helping him get more structured visits between Megan and Robby to give Robby more predictability and routine
- Providing more mental health resources to Kurt for Robby- trauma evaluations, home based services
- Helping Kurt coordinate other medical appointments for Robby, such as an EEG to scan his brain and check for epilepsy
- Could Robby help Kurt with one of his projects?
- Helping Kurt create visual schedules in the home for Robby to provide him more structure and security
- Ongoing communication from the school on their plans and what they have identified as working for Robby

Action/Tasks:

- **Bob**-agrees to meet with Robby and Kurt and continue to provide tools to Kurt by role modeling to him on how to decrease unwanted behaviors and increase desired behaviors.- Ongoing.
- **Bob**- agrees to meet with the family and educate them on Robby's trigger and give them strategies to help keep his behaviors more manageable in the home.- Ongoing
- **Alicia**-agrees to reach out to Children Services and let them know what dad is observing when Robby comes home from his Mom's by 8/2/19.
- **Kurt**-agrees to talk to Robby's pediatrician about his mom side of the family having seizures and Robby having headaches. (Kurt would like Robby to have an EEG) 8/2/19
- **Kurt**-agrees to also talk to Robby's Pediatrician about medication and what his concerns are by 8/2/19.
- **Kurt**-agrees to call Bob and update him after Robby attends his pediatrician appointment on 8/5/19.

Need #2:

For Robby to know his dad will always be there and feel the world is a safe place.

Ideas to meet this need:

- Robby to feel loved when his behaviors are challenging.
- Robby to learn tools to express his emotions and ways to communicate when he is frustrated
- Dad spending one on one time with Robby: 15-20 minutes a day
- Robby to attend sports activities like T-Ball and soccer
- Play Therapy/trauma focused therapy
- Counseling agency can work with the whole family in family therapy to help them understand Robby and how to support him when Dad is gone at work
- Robby continuing to go to the Horse Barn to see Bob and help him with self-regulation
- School has a behavior plan in place for Robby. School communicate how Robby is doing in school once the school year starts
- Full Day at school this year will be good for Robby

- Visitation schedule, Alicia to call Children Services about supervised visits between Megan and Robby
- Joe/Laura could take Robby to a park or a fun activity to show him that adults can keep him safe

Action/Tasks:

- **Bob**-agrees to continue to meet with Robby at the barn to work on self-regulation and impulsivity- Ongoing
- **Kurt**-agrees to call June to get an assessment scheduled by 7/31/19
- **Jen**-agrees to check on Fall Soccer through the YMCA for Robby by 7/31/19

Outcomes to Measure:

- Number of times Robby and his dad have a positive experience while out in public, without any meltdowns

Next Meeting: 8/19/19 **Time:** 9am **Location:** Courthouse

Part 4- Erie County Service Coordination Mechanism

What is the County Service Coordination Mechanism?

The County Service Coordination Mechanism is your county's way to get services to children and families in a way that is simple and organized. Your county's FCFC must write a plan for its County Service Coordination Mechanism. Family members who are on the county FCFC help write this plan.

County Service Coordination Mechanism
A document that guides service coordination throughout the county.

What must the County Service Coordination Mechanism include?

The County Service Coordination Mechanism must specify:

- what a family must do, or what a county agency must do, to tell the FCFC when a child or family needs service coordination. This is called a “referral.” In Erie County, referrals can be made to the Juvenile Court or the FCFC for either Wraparound or service coordination. Referrals can be made by agencies or self-referrals can be made by families.
- what the FCFC must do to tell families and agency workers about individual family service plan meetings and invite them to the meetings. The FCFC must make sure that school systems know and are involved in meetings.
- how the FCFC makes an individual family service plan. The County Service Coordination Mechanism also has to explain how the county decides which agency is responsible for giving the child and the family the services they need.
- what a family has to do to ask for a meeting to make a new individual family service plan, or to talk about a plan the family already has.
- that a family can invite an advocate or other support people to any meeting.
- that the FCFC will hold an individual family service plan meeting before a child is placed out of the child’s family home for those children receiving service coordination. If a child is placed out of the home in an emergency situation, the FCFC has to have a planning meeting within ten days. The

County Service Coordination Mechanisms Must:

- *welcome families to meetings*
- *allow families to ask for meetings*
- *allow families to bring people to meetings*
- *assure meetings with families occur before placements*
- *keep family information private*
- *find out the family’s strengths and needs*
- *describe how family service plans are made*
- *describe how to work things out when families don’t agree*

individual family service plan must make sure that the place where the child goes to get services will be in the least restrictive environment (services in the most helpful setting while being with other children). But if a judge from juvenile court places a child outside of the home, everyone must follow the judge's decision.

- what the FCFC has to do to keep track of what happens to children who get help from the FCFC, and to make sure that these children keep getting what they need.
- what the FCFC has to do to keep information about the child and the child's family private and confidential
- what the county must do to find out a child's and family's strengths and needs. The County Service Coordination Mechanism has to explain which agency is responsible for doing the assessment. The County Service Coordination Mechanism also has to make sure that families have a chance to be a part of the assessment.
- a schedule for when the County Service Coordination Mechanism must start to work for families and children, and when the county has to do different activities in the mechanism.
- that the FCFC has to follow the rules of the Help Me Grow Early Intervention program for infants and toddlers.
- what the FCFC has to do when families or agencies don't agree with the FCFC on how to do something. This is called the "dispute resolution process." The FCFC has to tell families about the dispute resolution process. See Part 6 for more information on the dispute resolution process.

The FCFC Must Follow the County Plan:

- *to find out a child and family's strengths and needs*
- *to find out what your child and family need*
- *to decide which agency is responsible for which services*
- *to do its job on time*
- *to try to work things out when people disagree*

Does the FCFC have to follow the county mechanism?

Your FCFC has to do what the County Service Coordination Mechanism says. The FCFC must develop the individual family service plan according to the standards of the County Service Coordination Mechanism.

Do families have a say in how the Service Coordination Mechanism works?

The county FCFC includes three members from families. These family members help to write the County Service Coordination Mechanism and have a voice in how service coordination works in the county.

You can talk with the members of the FCFC and tell them your ideas about how to get county agencies to work together as a team to get services for children. If you are a family member who is on the FCFC, you should talk with other families to learn their ideas and then give those ideas to other FCFC members.

Part 5- The Important Role of Families

The reason for service coordination is to bring children and families the services they need. The FCFC needs to hear families' ideas about how to do this. Your family's thoughts and ideas can help your county make service coordination better for children and families.

How can my family participate in service coordination?

Your family can be a part of service coordination in many ways. Remember that there are two kinds of service coordination:

- Individual Family Service Plans
- County Service Coordination Mechanism

The County Service Coordination Mechanism helps all children because it gets county agencies to work as a team. The individual family service plan helps your child and your family because it organizes services just for your child and family. Your family can participate and have a say in both of these kinds of service coordination.

How can I help my child and family?

- Tell the FCFC about your child and family. Once the FCFC knows about your child, the FCFC might make it easier for your child and family to get services you need. When you tell the FCFC about your child, you are doing something called “self-referral.”
- Go to meetings about your individual family service plan. You can tell the team ideas about what should be part of your plan. Tell your service coordination planning team important things about your family’s culture so together, you can plan services that respect your family’s culture, race, and ethnic group.
- Tell the FCFC if you approve of the person they choose to coordinate the services of your individual family service plan.
- Ask for meetings to talk about your individual family service plan. You can ask for a meeting to talk about how the plan is working and if it needs to be changed.
- Bring an advocate to your individual family service plan meetings if you need someone to help you or give you support. Sometimes it is easier to say what you think if another person who is on your side is helping you, or is just here to support you. Meetings can be hard to deal with on your own, and an advocate or support person can help you be a part of the meeting.
- Speak up if you do not agree with your individual family service plan. If you do not agree with what the plan says or how it is working for your child or family, tell the FCFC and ask for changes. One way to do this is by using the county’s dispute resolution process. This is the county’s step-by-step way to work things out when families or agencies do not agree with the FCFC. Each County Service Coordination Mechanism must have a dispute resolution process, and the FCFC must tell families about

Be a Part of Your Child and Family’s Plan

You are an important part of planning for your child. You know your child and family best and can guide the team with your thoughts and ideas.

Stay Involved with Your Family’s Plan

Watch and talk about how your family’s service coordination plan is working. Ask for changes if your child or family need them.

it. Read more about the dispute resolution process in Part 6 of this booklet.

How can I help other families and children in my county?

- Become a member of your FCFC. By being a part of the FCFC, you can help decide how to plan the County Service Coordination Mechanism for children in your county. Each county must have at least three members of families on the FCFC. In counties where it is possible, families should make up one-fifth of the number of people on the FCFC. The Executive Committee of your FCFC must have at least one family member on it.

Get Involved- Join Your FCFC and Share Your Ideas

The law requires FCFCs to include family members on Council and to ask families for input.

How are FCFCs helping families be a part of service coordination?

These are the ways FCFCs are helping families be a part of service coordination:

- Making sure the family advocates are at family team meetings.
- Having family team meetings at times and places that are good for families
- Linking families to advocacy groups whose members have first-hand experience with the systems that serve families and children.

Part 6: FCFC Dispute Resolution Process

What is the dispute resolution process?

The FCFC dispute resolution process is your county's step-by-step way to work things out when families or agencies who are members of the FCFC do not agree with the individual service plan for your family. This is a way of bringing attention to your concerns and complaints.

Who can use the dispute resolution process?

All families with an individual service plan can use the dispute resolution process. Agencies who are members of the FCFC can also use the dispute resolution process.

How do I find out about the dispute resolution process?

Your county FCFC must tell you about its dispute resolution process and you have the right to use it. You can also ask the person who coordinates your services about the FCFC dispute resolution process.

How does the dispute resolution process work?

The dispute resolution process explains how you can address unresolved issues when you do not agree with the FCFC or the agencies who are members of the FCFC on how they are doing service coordination for your child or family.

The dispute resolution process explains:

- who to complain to
- what happens after you make a complaint
- who will give you an answer to your complaint. That answer will say what services the FCFC or its agencies have to give your child, and who has to pay
- that you have to get an answer in 60 days or less from the time you make the complaint
- that if a parent or an agency, which is a member of the FCFC, does not like the answer they get after filing a complaint, the complaint can be reviewed by an outside mediator or a separate FCFC outside of county
- agencies providing services to your child or family must continue providing services until the dispute resolution process is complete

Dispute Resolution Process
A step-by-step way to resolve disagreements, and have your voice heard.

Most agencies who are members of the FCFC also have their own dispute resolution process. The FCFC dispute resolution process is only for service coordination complaints about the FCFC and agencies which are members of the FCFC. But, if you have a disagreement with an agency that is not a member of the FCFC, you must complain to that agency. The agency will have its own dispute resolution process that you must use.

Part 7: Monitoring Progress

The law says that Ohio's counties must have service coordination to help families get services in a way that is simple and organized. The law also says that the FCFC service coordination system must be evaluated and monitored to make sure that the system works and helps. The law says that the state and each county, with the help of families, must monitor Family and Children First service coordination.

How does the state monitor service coordination?

The Ohio Family and Children First Cabinet Council (the Cabinet Council) is a group of leaders from state agencies who monitor service coordination in Ohio. The Cabinet Council must do these things to monitor service coordination:

- review individual family service plans for children when a county FCFC asks
- help when a county FCFC refers a child to the Cabinet Council, if the Cabinet Council decides that the county needs the Cabinet Council's help
- monitor and be in charge of a system of services for infants and toddlers who have developmental disabilities or delays
- establish a state appeal process to resolve disputes among the local FCFC members about who is responsible for services

The law also suggests other, voluntary ways the Cabinet Council may monitor service coordination:

- give advice and recommendations to the governor and the Ohio legislature about getting services to children

- give counties advice about service coordination
- make contacts with or give grant money to county FCFCs to plan and organize services
- collect information from counties about programs that help get services to unruly children and help keep them out of juvenile court
- distribute information about programs that help unruly children

How do families monitor service coordination?

Families can monitor service coordination in their county by:

- being a part of the local FCFC
- telling the FCFC what families need, and give the FCFC ideas of how to make it easier for families to get services

How can I monitor my family's service coordination?

Your family can monitor your individual family service plan by participating in the following ways:

- be a part of making the decision of your individual family service plan by saying what your child and family needs
- go to meetings about your individual family service plan
- ask for a review meeting to talk about how the individual family service plan is working and if it needs to be changes
- meet with the person who coordinates your services to make sure our individual family service plan gets started and continues to work well for your family
- make sure your child is getting services in the least restrictive environment
- make sure that the FCFC and the agencies giving your child services follow the schedule of your individual family service plan
- give your opinions, ideas and suggestions about how to make services respect your family's culture, race, and ethnic group
- ask for changes if you do not agree with your individual family service plan by using the dispute resolution process or if you do not agree with what a specific agency is doing you can complain to that agency and ask for changes

Part 8: Getting Help and Support

Who are some local people and groups that can help my family?

Erie County Family and Children First Council

2900 Columbus Ave, Sandusky, Ohio 44870

Phone: 419-624-6355

Erie County Wraparound

323 Columbus Ave, Sandusky, Ohio, 44870

Phone: 419-627-6615

Erie County Children Services

221 West Parish St, Sandusky, Ohio 44870

Phone: 419-626-6781

Erie County CASA

111 East Shoreline Drive, Suite 5, Sandusky, Ohio 44870

Phone: 419-621-0324

Erie County Board of Developmental Disabilities

4405 Galloway Road, Sandusky, Ohio 44870

Phone: 419-626-0208

Parent Advocacy Connection

1225 Dublin Rd., Suite 125, Columbus, Ohio 43215

Phone: 614-224-2700

Mental Health and Recovery Board of Erie and Ottawa Counties

1907 East Perkins Ave, Sandusky, Ohio 44870

Phone: 419-627-1908

Erie County Department of Job and Family Services

221 West Parish Street, Sandusky, Ohio 44870

Phone: 419-626-6781

Ohio Means Jobs- Erie County

221 West Parish Street, Sandusky, Ohio 44870

Phone: 419-624-6451

Firelands Counseling and Recovery Services

1925 Hayes Ave, Sandusky, Ohio 44870

Phone: 419-557-5177

Ohio Guidestone

1522 East Perkins Ave, Sandusky, Ohio 44870

Phone: 440-260-6101

Bayshore Counseling

1634 Sycamore Ave, Sandusky, Ohio 44870

Phone: 419-626-9156

Sandusky Artisans Recovery Community Center

138 East Market Street, Sandusky, Ohio 44870

Phone: 419-621-9377

National Alliance on Mental Illness: Erie-Ottawa

PO Box 93, Huron, Ohio 44839

Phone: 419-515-6930

Erie County Health Department

420 Superior Street, Sandusky, Ohio 44870

Phone: 419-626-5623

**Please also see the Erie County Community Resource Guide
and Transportation Guide, which can be found at:**

www.eriecounty.oh.gov/FCFC.aspx

NOTES: