



Do you know a young person who receives help from multiple public systems, and:

- is suspended often from school?
- or has had various mental health or substance abuse treatment providers?
- or has behaviors that continue to escalate?
- or is experiencing repeated hospitalizations?
- or needs help planning for his or her transition to adulthood?
- or has a developmental delay or a suspected delay?

If you need advice or new ideas for helping a child with these types of challenges, contact:

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Your Service Coordination Team liaison:

Each system identified has a Service Coordination Team Liaison, who are the planners, coordinators, and navigators for a family-driven service coordination team process. They help the family's team identify strengths, needs, and resources in systems and communities.



The systems represented on the Service Coordination Team (SCT) are:

- Alcohol, Drug Addiction & Mental Health Services Board of Cuyahoga County
- Catholic Charities Diocese of Cleveland (Alcohol & Drug Gatekeeper)
- Cleveland Metropolitan School District
- Cuyahoga County Board of Developmental Disabilities
- Cuyahoga County Board of Health
- Cuyahoga County Division of Children and Family Services
- Cuyahoga County Juvenile Court
- Cuyahoga County Probation Department
- Cuyahoga Job and Family Services
- Cuyahoga Tapestry System of Care
- Help Me Grow
- Ohio Department of Youth Services
Cleveland Regional Office
- PEP Connections (Mental Health Gatekeeper)
- Starting Point



Advice or resources for children or teens with intense needs.

Service Coordination is a resource to help families with youth who are involved in multiple public systems, who have tried many options and are still struggling.

Some families have complicated needs.

It might be your family, or it might be a family that you are trying to help.

Get new ideas or resources by contacting the Family and Children First Council's Service Coordination Specialist at

(216) 443-6115 or visit fcfc.cuyahogacounty.us.



What is Service Coordination?

Service Coordination is a process for systems and community providers to link families to the necessary services and resources through a family-driven, team process.

What is the purpose of Service Coordination?

To prevent children or teens who are involved in multiple public systems, and their families, from falling through the cracks due to intake, eligibility, or funding barriers.



How does Service Coordination work?

In Cuyahoga County, Service Coordination is a family-driven process designed to bring services and supports to children and families in a manner that includes family participation at every level.

Whom does Service Coordination benefit?

Families who:

- are involved with multiple public systems, like child welfare, mental health, or juvenile court, and whose children are at risk of placement outside of their home;
- are not involved in public systems, but have a need;
- require assistance with navigation across systems;
- are experiencing difficulties moving smoothly through the system processes;
- have wishes that differ from what the system is offering;

- have needs that outweigh the resources of one or more systems;
- have encountered barriers within a system or between systems which may impede or disrupt the process; or
- are having difficulty accessing needed services or supports.

Why is Service Coordination necessary?

Some children and families get services from many providers.

Service Coordination:

- streamlines services;
- promotes shared responsibilities;
- reinforces collaborative values;
- encourages accountability in achieving goals;
- identifies gaps and barriers in available services or resources;
- offers a formalized process with written procedures;
- and establishes a format to resolve conflicts or questions.