## Allen County Family and Children First Council **Service Coordination Dispute Resolution Process** If the Family is not satisfied If a Family has a dispute with an with the DRC decision, they Agency, the process will start may request a hearing by the with the policies of the Agency. **Agency** Steering Committee and If the dispute has not been ultimately the State Committee. **State FCFC** settled within 30 days, a request to the DRC can be made. Service Coordination **Dispute Resolution** Committee - all **Family Committee (DRC)** Family decisions Steering \*Appointed by Intersystems Chair are final and must within 5 days of complaint Committee be complete within \*Three Mandated Reps. not involved 90 days of the A decision is If a Family has a dispute in the dispute + 1 Parent Rep.+ 1 complaint. required within with multiple Agencies Community Rep from Council will 60 days of notice. or the Family Team, the meet within 5 days to hear the case dispute will go to the **Family** and make a decision DRC. \*Intersystems Chair has 5 days to Team notify the disputants of the decision Juvenile Court Judge – all **Agency** decisions are final If an agency is not satisfied and must be **Agency** with the decision of the complete within DRC, they may request a 90 days of the hearing by Steering complaint. Committee and ultimately Juvenile Court. If two or more Agencies are involved in a dispute regarding **Agency**

Final written decision required within

statutory timeline (90 days)

a SC family, the DRC will

review the complaint.