Clermont County Board

Developmental Disabilities

Need Help?

Information on due process, rights, resources

Inside you will find information from the following departments:

• Early Intervention
• Wildey School
• Community Support Services
Early Intervention

Need Help?

WHAT TO DO IF YOU ARE NOT HAPPY WITH EARLY INTERVENTION SERVICES.

1) TALK TO YOUR EARLY INTERVENTION SPECIALIST / SERVICE COORDINATOR

If they can not help then,

2) CALL THE DIRECTOR OF EARLY CHILDHOOD SERVICES, AT 513-732-7026

If they can not help then,

3) PUT YOUR COMPLAINT INTO WRITING. THE CLERMONT COUNTY BOARD OF MRDD GUARANTEES THAT THE DUE PROCESS PROCEEDINGS WILL BE COMPLETED WITHIN 30 DAYS OF THE WRITTEN COMPLAINT BEING FILED
Rights of Parents with children Birth to Three

Your rights include:

- The right to accept or decline some or all services from Help Me Grow program
- The right to be informed of your rights
- The right to provide informed written consent before any information about your child or family is shared between service providers and before evaluation and services begin
- All information about you and your records are kept private and confidential
- The right to review and make changes to records about your child and family at any time
- The right to request, be present at and take part in meetings about your child and family
- The right to make a formal complaint about services for your child
- The right to know to whom to make a written complaint and then get an answer to that complaint within 30 days
- Assessment of the strengths and needs of your family
- Service Coordination
- Help with writing and updating the Individualized Family Service Plan (IFSP)

Parents Rights of Children With a Developmental Delay or Disability

Parents of children with a developmental delay or disability have special rights stated in the federal law called Individualized with Disabilities Education Act (IDEA). If your child has a delay or disability, your rights include:

The right to the following services at no cost to you:

- Developmental evaluation to determine eligibility
- Help with transition planning before your child turns three
- The right to have an advocate, friend or interpreter present at any or all contacts with service providers
- The right to receive written notice before there is a change in services. The written notice should include what and why the change is being proposed or denied.
Resources for Children and Families

Bureau for children with medical handicap (BCMH) .................................. 735-8989

Child Advocacy Center ................................................................. 821-2400

Children’s Hospital Outpatient East ................................................ 559-6000

Child Focus, Inc ............................................................................. 528-7224

Cincinnati Association for the Blind .............................................. 221-8558

Clermont Help Me Grow ................................................................. 732-5030

Clermont County Counseling Center ......................................... 248-0421

Clermont County Head Start/Early Head Start ............................ 528-7224

Clermont County Department of Jobs and Family Services .......... 732-7340

Clermont County General Health District ................................. 735-8989

Clermont County Every Child Succeeds ......................................... 735-8989

Clermont County WIC Program .................................................. 732-7329

Clermont County YWCA ................................................................. 732-0450

4Cs ................................................................................................... 221-0033

Down Syndrome Association of Great Cincinnati ..................... 761-5400
Easter Seal Society ................................................................. 821-9890

Epilepsy Council of Greater Cincinnati........................................ 721-2905

Families Connected....................................................................... 732-5034

Jewish Vocational Services .......................................................... 985-0515

Mental Health Associates of Southwest Ohio ................................. 732-5400

National Alliance on Mental Illness (NAMI) ................................. 732-5449

Stepping Stones Center ............................................................... 831-4660

For a Complete Clermont County DD Resource Directory,
Call 513-732-7000
Clermont County Board of DD

‘our “Right To Disagree” With A Decision &
Your Right To Privacy

Your Right to Question Decisions

You have the right to disagree with A decision made about you.

Most disagreements can be worked out informally:
1. Talk to the staff that work with you or your family
2. Talk to your Program Manager or Service Coordinator
3. Talk to Supervisor or Director
4. Talk to Superintendent

You also have the right to share your complaint formally:
1. Write your complaint
2. Give to Program Director
3. Go through formal due process at which time you will be given written procedures of what to do

Or Call CCBDD 732-7000

Your Privacy Rights

Information about you is private. You have the right to say “yes” or “no” to people who want to talk about you or to look at your personal files.

Yes / No
Timelines for Resolving Formal Complaint Requests

After the County Board of DD receives a formal complaint:

1. The Program Manager or Service Coordinator has **10 calendar days** to look into the complaint or disagreement

2. After the investigation, a written **report** is discussed with the individual/family within **10 calendar days**

3. If individual/family is not satisfied, then they have **10 calendar days** to request an **Administrative Review**

4. The **Superintendent** or a designee meets with the individual/family within **10 days** of the request for the Administrative Review

5. Within **5 days** of Administrative Review, a written decision by the Superintendent is sent to the individual/family

6. An **Appeal** to the Clermont County DD **Board Chair** must be made within **10 days** of the Superintendent’s decision

7. A **Hearing** will be held no earlier than **7 days** and no later than the next Board meeting

8. Within **5 days** of the Hearing, a written decision is issued

9. Within **5 days** of the Board’s decision, any Appeal must be made to the **Ohio Department of DD @ 1-800-231-5872**

*** For families in the Early Intervention Program this process will be completed within **30 days**
Clermont County Board of DD
Consumer Complaint Form

Consumer ________________________________________ Date Reported __________
EI __________   HCBS Waiver __________   Supported Living ________________
Adult Services ________________  Other _________________
Date __________________________

Description of Complaint:
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
Time _______________
Place _______________

Desired Outcome
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
Name of staff member taking complaint _______________________________________

Routed to __________________________________________Date _________________
Routed to Program Director ___________________________________Date _________

Response to complaint
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

My signature below indicates that I agree with the resolution to the matter of dispute.

Consumer’s signature ______________________________________ Date ______________

Guardian’s signature ______________________________________ Date ______________

CC: consumer guardian, provider, file