

# **I. General Information**

## **Overview and Purpose of Service Coordination**

We envision a Family & Children First Council of Butler County that builds and sustains the competency and capability of communities to nurture the development of the physical, emotional, spiritual, and intellectual assets of their families and children. The purpose of Butler County's Service Coordination Mechanism is to create and define the system of care for families and children seeking or needing coordinated services. Goals of the Butler County Family & Children First Council are also the objectives of the service coordination mechanism:

1. Families and service providers will have accurate information about services for children and youth in Butler County.
2. Butler County will provide a complete range of research-based youth services that are effective and accessible.
3. Families and children will receive effective and timely services.
4. Butler County service providers will avoid duplication of services and waste of resources.
5. Children will achieve academic success.
6. Funding will be available for prevention and early intervention services.

Butler County's objectives are compatible with, and supportive of, Ohio's Commitments to Child Well Being: (1) expectant parents and newborns thrive; (2) infants and toddlers thrive; (3) children are ready for school; (4) children and youth succeed in school; (5) youth choose healthy behaviors; and (6) youth successfully transition into adulthood.

The values of the Butler County Family & Children First Council are the same as those of the Ohio Family and Children First Council:

- Children have the right to live with their own family.
- Children have the right to be nurtured and protected in a stable family environment.
- When children are at risk of harm, the community has the responsibility to intervene.
- Families are our community's most important resource and must be respected, valued, and encouraged to build upon their strengths.
- The racial, cultural and ethnic heritage of children and the neighborhoods where they live are respected and supported as strengths. Ethnic and racial child-rearing practices are valued.

- Families have the right and responsibility to participate in identifying their concerns, priorities, and needed resources.
- Families have a right to individualized service provision that addresses the multiple needs of their children.

### **Framework for Service Coordination in Butler County: Wraparound**

In 2004, Butler County modified its system of care by building on the success of Comprehensive Strategy/Partnership for Success, the strong local leadership among the youth and family serving systems, and ongoing improvements in the service coordination process. Butler County Family & Children First Council now has available a coordinated system of care that is:

- Youth-centered
- Family-directed
- Strengths-based
- Team-oriented
- Collaborative
- Builds on natural supports
- Community-based
- Individualized strategies
- With measurable outcomes and
- With persistent commitment.

This approach, known as a wraparound model, guides the coordination of services, empowers communities to care for its families and children, recognizes that needs do not always fit the categorical service and funding structures, respects agencies' and societal mandates, includes formal and informal stakeholders, and links success to measurable outcomes and fiscal incentives. Family advocacy, family voice, and family preference are critical process elements with demonstrated evidence for achieving better outcomes.

Community Wraparound is the process of service planning and coordination used in Butler County to provide family-centered, individualized services and supports to families with children having complex needs and/or within the target population. Community Wraparound is youth-centered and family-focused, with the needs of the youth and family dictating the types and mix of services provided. The locus of services, as well as management and decision-making responsibility, rests at the community and family level. Finally, Community Wraparound is culturally competent, with agencies, programs, and services that are responsive to the cultural, racial, and ethnic differences of the population.

## **Implementation of Updated Service Coordination Plan**

This plan has been approved by the Butler County Family & Children First Council Executive Committee. The process and procedures outlined in this plan are being implemented as of March 2015 and families are currently receiving service coordination via the mechanism described in this document. On-going attention to, and modification of, the process is facilitated by the Family & Children First Council.

### **II. Participants Responsible For the Development of the Service Coordination Mechanism**

The following participants, as outlined in ORC 121.37, were involved in the initial development, review, revision, and approval of the Butler County Service Coordination Mechanism:

- Family & Children First Council staff
- Family Representatives on the Council
- Butler County Juvenile Court
- Butler County Mental Health Board
- Butler County Department of Job and Family Services
- Alcohol and Drug Addiction Services Board of Butler County
- Help Me Grow
- Butler County Board of Developmental Disabilities
- Butler County Educational Service Center
- Early Childhood Coordinating Committee
- Butler County Health Department, Middletown City Health Department, and Hamilton City Health Department
- Primary Health Solutions, a federally qualified health center in Butler County
- Family and Children First Council Community Partners

### **III. Accessing Community Wraparound**

Community Wraparound is available to any family requesting services for a youth birth through the age of 24. Some of the child serving systems in Butler County provide case management or support coordination for families involved in their care. Families seeking or needing services because their needs are not, or have not been, adequately addressed in traditional agency systems can access a collaborative, coordinated, cross-system process as described below:

- Families with children prenatal to age three who meet the program eligibility requirements receive service coordination primarily through Help Me Grow. The county service coordination mechanism

creates the Individual Family Service Plan through Help Me Grow. Low income families ineligible for Help Me Grow services based on program requirements are referred to Early Head Start for service coordination. Service coordination procedures for Help Me Grow and Early Head Start are consistent with the laws and rules of Help Me Grow and Early Head Start, federal regulations, and Ohio Department of Health and Head Start policy and procedures. If a family with a child up to age three does not meet eligibility requirements for either Help Me Grow or Early Head Start, Community Wraparound is accessible to them for service coordination.

- Families, who have a child age three or older with complex needs, regardless of system involvement, can receive service coordination through Community Wraparound.

Target populations for Community Wraparound include, but are not limited to:

- Youth living in their own homes involved with addiction services, mental health, child welfare, developmental disabilities, juvenile justice, or experiencing child care or school failure due to serious behavioral, emotional or developmental disorders
- Youth with serious behavior and/or emotional disorders returning to their home communities from placement settings such as therapeutic foster homes, residential centers, psychiatric hospitals, Ohio Department of Youth Services correctional centers or community correctional centers
- Youth whose parents or guardians would otherwise have to relinquish custody to obtain the needed level of intensive services
- Youth deemed to be unruly, allegedly unruly, or at-risk of becoming unruly
- Families voluntarily seeking services
- Youth ages 18-24, transitioning into the adult system(s) from any of the child-serving systems

Ten guiding principles shape the wraparound process, according to the National Wraparound Initiative. Butler County has modeled policies and procedures around these values:

- Prioritize Family Voice & Choice
- Team Committed to Family's Success
- Involvement and/or Development of Natural Supports
- Collaboration in One Overall Plan for the Family
- Connecting Family to their Community
- Build Plan on Family's Values, Beliefs, and Preferences
- Individualized Strategies of Help

- Enhances Family and Team’s Strengths
- Persists Until a Good Plan is in Place
- Measures Outcomes Toward Meeting Family Needs

The following procedure outlines how to access/refer to Community Wraparound, as required under ORC 121.37.

**(C1) Procedure for referring a youth and family/accessing service coordination:**

- A. *Community Wraparound is available to children and youth, ages 0—24, with multi-systemic needs. Any agency, Juvenile Court, and/or any family voluntarily seeking services can access service coordination through this process. There are two different levels of service coordination available to families. Determination of the actual level of involvement/intervention is made following referral and is based on family need and preference as described below.*
- B. The Community Wraparound process begins when a family, individual, or agency/system representative (Juvenile Court, Children Services, Mental Health and Addiction Services, Developmental Disabilities, any agency, any hospital, any school, etc.) identifies a need for a coordinated, strength-based planning process for a youth experiencing difficulties. To access Community Wraparound, a referral packet (**Addendum A**) must be completed and submitted to the Family and Children First Council, Attention: Community Wraparound Program Assistant.
- C. Families and professionals can print off a referral packet by logging onto the FCFC website ([www.bcesc.org/CommunityWraparound.aspx](http://www.bcesc.org/CommunityWraparound.aspx)) or they may request a referral packet by contacting the Community Wraparound Administrator at the Family & Children First Council through e-mail ([jennet@bcesc.org](mailto:jennet@bcesc.org)), telephone (513-887-5514), or mail (400 Erie Blvd., Suite A, Hamilton, Ohio 45011). Parents may make direct referrals to the Community Wraparound process at any time. The referral packet contains the following information:
  1. Date of the referral
  2. Contact and demographic information for the person being referred and household members
  3. A brief description of areas of need at time of referral
  4. A brief description of what the family hopes to accomplish through Community Wraparound
  5. A brief description of past interventions and what was helpful/unhelpful (if applicable)
  6. Current agency involvement and/or informal supports the family has
  7. Contact information of the person referring
  8. A brief description of the family’s and youth’s strengths/characteristics

9. A release of information form, signed by the parent/guardian (or youth if age 18 or over), permitting the exchange of information between the referring agency, the Community Wraparound staff and a parent partner from the Parent Advocacy Connection
10. TANF eligibility form

D. Upon receipt of the referral, the following occurs:

1. The Program Assistant enters data from the referral packet into a Wraparound database, including the date referral is received and placement at time of referral. The Program Assistant creates a case record. The Program Assistant also sends an e-mail to the referral source confirming receipt of the referral within one day of receipt of referral. The Program Assistant documents process activities on the case notes in the Wraparound database.
2. The Community Wraparound Administrator attempts to contact the family by phone to discuss the referral and explain or confirm with the family their understanding the Wraparound service coordination process within two days of receipt of referral.
3. Once a referred family is contacted, the Community Wraparound Administrator explains the Community Wraparound process, and reviews the needs of the family at referral. Through this process, the Community Wraparound Administrator helps the family decide if Community Wraparound is the right support to meet the family's needs or if referrals to other programs or services are more suitable.
4. When a family's needs can be met by referral to another community resource, then families may choose less intensive community-based options before engaging in Community Wraparound. This is one level of involvement/intervention with Community Wraparound in which assessment, referral, and information are provided to the family.
5. If the family chooses to decline Community Wraparound, the referral source is notified. The outcome of the referral is documented in a database.
6. The second, more involved level of service coordination occurs if the family decides to proceed with Community Wraparound. Any Butler County resident who meets the age, residency, and planning process need is afforded the right to participate in Community Wraparound.
7. If a youth, age 18 and older, chooses to participate in Community Wraparound past his/her 18th birthday, the youth is required to sign acknowledging the receipt of the Families' Rights (**Addendum H**) and must sign all pertinent releases. This procedure can occur if the youth is already 18 or older at the time of referral or can occur if the youth reaches age of majority

while already actively involved. In addition, the youth must be present at all meetings in order for the planning process to occur.

8. The Community Wraparound Administrator assigns a trained Community Wraparound facilitator to lead the youth and family team generally within one day of contact with the parent/guardian. The facilitator is the lead service coordinator in the process and assignment of the facilitator is the beginning of the second level of intervention available through the service coordination mechanism. Parents have the right to approve the facilitator upon assignment and to request a facilitator change at any time in the process.
9. The facilitator attempts contact with the family by phone within two days of assignment. After two unsuccessful attempts by the facilitator, the Community Wraparound Administrator attempts to contact the family again. The referral source is notified of the efforts to contact the family by the facilitator. After three unsuccessful attempts at contact, an “attempt to reach you” letter is mailed with a timeline identified for accessing Community Wraparound. If the family does not respond by the end of the time specified in the letter, the case is closed.
10. When the facilitator makes phone contact with the family, an initial engagement meeting is scheduled within five days of contact unless parent is unavailable, and any additional questions they may have about the Community Wraparound process are answered. *The meeting is conducted at a time and location of the family’s choice.* During this meeting, the facilitator reviews the Wraparound process, identifies any immediate service referrals thought to be helpful and addresses immediate crisis stabilization issues, and conducts a Family Discovery which outlines the family’s strengths, needs, and culture. This is completed through a conversation where various tools such as questionnaires, timelines, and social connections map can be used. The family is provided with a copy of the "Butler County Family Guide to Community Wraparound” (**Addendum G**). The parent/guardian is given a copy of the “Families’ Rights” which states their right to approve the facilitator of the family team and outlines the dispute resolution process. The parent/guardian signs a form acknowledging receipt of this information. If additional team members are identified, the parent is asked to sign consent for release of information to allow sharing of information. The facilitator also completes with the family standardized assessments which will be used to evaluate the youth’s progress and effectiveness of the service coordination process.

11. As lead service coordinator, the facilitator is responsible for the generation, support, and maintenance of a family-centered team for each assigned family. The facilitator works with the family to identify members to participate in the youth and family team. When a youth is in the custody of Children Services, the agency and parents share responsibility for identification of team members if the parent is available.
12. The support of a parent partner is always offered to the family. Community Wraparound has parent partners on staff, as well as volunteer parent partners from the community. Parent partners are parents or caregivers who have firsthand experience raising a child with behavioral-health and/or other challenging needs. Parent partners are able to provide emotional support and encouragement to families through telephone calls and by attending meetings with families (Wraparound meetings, school meetings, court hearings, etc), and educate and equip parents to work in partnership with child serving systems. Parents/Caregivers are able to request a parent partner at any time throughout the Community Wraparound process. The Family Advocacy Coordinator assigns a parent partner to work with the family. The parent partner then contacts the family and begins to develop a relationship with them.
13. Prior to the first Wraparound meeting, families are asked to review and approve the Family Discovery. Family Discovery is described under Procedures for Assessing the Strengths, Needs, and Culture of Families (C7). The initial meeting is scheduled within a week of completion of the Family Discovery.

#### **IV. Service Coordination Meeting Protocols**

##### **(C2) Procedure for notification of all family service coordination plan meetings:**

- A. *The facilitator contacts the family by phone to schedule an initial Wraparound meeting at a time and location convenient for the family.* The facilitator and the family negotiate team membership based on the family current system involvement and needs and those persons who are significant in some way in the youth's life. These may include representatives from all appropriate agencies, a representative from the youth's school district, as well as formal and informal family support persons such as extended family members, friends, advocates, neighbors, clergy, etc. The National Wraparound Initiative promotes "family voice and choice" and maintains that families have the right to include (or exclude) whomever they deem appropriate to best support and help their family achieve their vision for success.

- B. The facilitator contacts other team members (family members, staff from involved agencies, school personnel, parent partner/mentor, and/or other support persons) *that have been identified by the family* via phone, email and/or letter. The facilitator orients them to the Community Wraparound process, answers any questions they have about the process, notifies them of the family team meeting(s) and invites their participation. Notification includes the meeting date, time, and location (with directions if needed). Participants are given at least *five business days notice*; however, during exigent circumstances, notification may be made in a shorter time frame.
- C. At the conclusion of each Wraparound meeting, the team schedules the next meeting, or several meetings as deemed appropriate, to include those necessary to address the agenda of the meeting. It is the Community Wraparound facilitator's responsibility to invite any absent or newly identified team members to the next meeting.

**(C3) Procedure permitting a family to initiate a meeting and invite support persons:**

- A. A parent/family can request a meeting at any point as the need arises by contacting and informing their Wraparound facilitator. *The meeting is scheduled at a time and location convenient for the family.* The facilitator will contact all team members to inform them of date, time, and location of the meeting.
- B. All families are offered the support of a parent partner at anytime during the Community Wraparound process. Families are encouraged to invite a parent partner, mentor or support person of the family's choice to participate in any and all meetings.

**(C4) Procedure for ensuring a comprehensive family service coordination plan meeting occurs before an out-of-home placement is made, or within ten days after placement in the case of an emergency:**

- A. For families involved in the Community Wraparound process, non-emergency placement decisions are only made as a result of a facilitated Wraparound meeting. Ideally, the Community Wraparound Administrator is invited to at least one meeting to help the team discuss alternatives to placements and suggest other clinically appropriate supports that ensure safety in the least restrictive environment. If after all other options have been explored and the family team believes out of home placement best addresses the needs of the youth, the team's recommendation for placement is then presented to the Clinical Committee for further problem-solving and, if necessary, funding decisions. The Clinical Committee is comprised of representatives from child

welfare, mental health, developmental disabilities, and when possible, Juvenile Court and alcohol and drug addiction services. It is the role of Clinical Committee to explore with the family team appropriate treatment options for the youth and the least restrictive setting to meet the youth's needs. Placement of a youth for the purpose of treatment does not require the relinquishment of custody. Clinical Committee representatives have the authority to enter into shared funding agreements for the purposes of intensive, home/community based treatment and/or out of home placement.

- B. For families involved in the Community Wraparound process whose youth is placed outside the home on an emergency basis, the Wraparound team convenes *within 10 days* of the placement. The team at this point addresses immediate needs and begins transition planning for the youth's return to the community.
- C. For multi-system youth who are not involved in Community Wraparound, but for whom out-of-home placement may be needed, agencies and/or families can refer at any time to Community Wraparound for service coordination.

## **V. Confidentiality and Least Restrictive Environment**

### **(C6) Procedure for ensuring the confidentiality of all personal family and health care information disclosed during meetings or contained in the comprehensive family service coordination plan:**

A release of information is used to ensure confidentiality practices are aligned with the values of Community Wraparound. By limiting the number of people/agencies involved until after each step of the Community Wraparound process occurs, parents are empowered with more voice and choice regarding information shared as well as team membership.

- A. All referrals for Community Wraparound include a release of information by the parent/caregiver/guardian to initiate the process and allow contact between the Community Wraparound program, Parent Advocacy Connection, and the referral source (**Addendum B1**).
- B. During the engagement phase with the family and upon completion of the Family Discovery, a team release is signed by the guardian allowing contact between the facilitator, the Parent Advocacy Connection, and those selected by the family to participate on the team. As new members are added to the team during the service coordination process or the original team release expires (generally 180 days), an updated team release is completed (**Addendum B2**).
- C. Family teams requesting funding for in-home services/supports or out of home placement sign a third release which allows the Community Wraparound program to present information to the

Community Resource Team or Clinical Committee for funding determination (**Addendum B3,B4**). Following the meeting, all copies of the confidential materials shared with committee members are shredded and the original is returned to the file.

- D. Parties not listed on the releases are not privileged to any personal family and health care information developed through the Community Wraparound process. A written consent from the parents/guardians is required before any personal family and health care information is shared with any individual, organization, provider, etc.
- E. Parents/Caregivers are made aware of the limits of confidentiality in the event that there is a known or suspected risk of harm to self or others.
- F. During team meetings, the Community Wraparound facilitator assists the team in establishing ground rules and ensures that all team members are aware of the requirement for confidentiality. At the beginning of each meeting, all team members initial the agreement for confidentiality (**Addendum C**).
- G. All files and original documents are kept in a locked file cabinet at the Family & Children First Council. Copies of original documents are kept in locked desk drawers.
- H. When families close with Community Wraparound, all collateral personal family and health care information is shredded. Documents generated by the Community Wraparound program that contain personal family and health care information are saved electronically.

**(D3) Procedure for ensuring assistance/support is provided in least restrictive environment:**

- A. The family team develops a Wraparound plan to address the prioritized needs of the youth/family while adhering to local and state mandates, expectations of the involved agencies, and, consistent with the values of Wraparound, services are community based if available. This means that the team is looking for services and supports that can be provided in the least restrictive environment within the family's community.
- B. Facilitators are trained to help teams create plans in the least restrictive environment by planning around needs, not services. Addressing safety, supervision, and clinical issues using a mixture of formal, informal and natural supports allows teams to be more creative in their planning. Utilizing technological resources, as well as arranging for supervision, supports, and services, can allow youth to receive treatment in their community rather than having to be placed out-of-home.

- C. In the event that a youth is placed in an out of home placement as part of their Wraparound plan, the team meets regularly with the placement provider, minimizes barriers for parent participation, and plans for transition back to the community in the least amount of time possible and to the least restrictive environment. While in out of home placement, the team will meet periodically with the Clinical Committee to review progress and how the team is addressing the plan for return to a least restrictive setting.

## **VI. Child/Family Needs and Strengths Assessment**

### **(C7) Procedure for assessing the strengths, needs, and culture of any child and family accepted into the service coordination process:**

- A. The Community Wraparound process includes specific training for Community Wraparound facilitators to gather family strengths and needs. This process is called the Family Discovery. Family Discovery is both an event and an ongoing process. As an event, Family Discovery is a planned meeting and interview process with the youth, family, and others that know the family well and who care about their well-being. Family Discovery is an ongoing process in that the Community Wraparound facilitator continues to discover family and team strengths and important aspects of family culture until the family is no longer receiving service coordination through Community Wraparound. There are three overall goals of the family discovery interview:
  1. Identify strengths, assets, and resources that may be mobilized to meet family needs for support.
  2. Learn about and understand the culture of the family so the eventual Wraparound plan “looks like” and “feels like” the family, i.e., is culturally competent and more likely to be a plan the youth and family will support and participate in.
  3. Record youth and family needs. Needs are the immediate area of focus that are identified by the youth and family. Ask about and establish a family’s long range vision.
- B. The Family Discovery is an important step of the Community Wraparound process. A superficial strengths discovery leaves the facilitator and youth and family team only with deficits and therefore a deficit-based plan is created. Deficit-based plans have most likely been tried without positive outcomes. A comprehensive Family Discovery will permit the plan to include strength-based options for meeting the needs of the youth and family that reflect the culture of the family. Such a discovery supports a plan that is highly individualized. In other words, the plan is “one of

a kind” and is designed to fit the unique needs of the family rather than the approach typical of traditional service systems where a family is offered only available, categorical services with little regard for fit. (Taken from Vroon VanDenBerg LLP, Facilitator Training Manual)

C. The Family Discovery (Strengths and Needs Assessment) Process is as follows:

1. *The facilitator schedules an initial meeting with the youth and family at a time and location convenient for the family.* Other participants may be included *at the family’s discretion*, including family members, caregivers, service providers, agency personnel, friends, etc.
2. A conversation is held with the youth, family, and other family-included participants gathering their perspective on their individual and collective strengths, needs, elements of culture, and long-term goals or vision. The facilitator also seeks to identify and understand the natural, informal, and formal supports available to the family. The facilitator captures where the youth has found success in the past or what has worked for the family in addressing needs.
3. Culturally sensitive questions that explore all life domains (social, friends, fun, residence, neighborhood, financial, education, vocational, legal, medical, spiritual, behavioral, emotional, psychological, safety and crisis intervention) provide the framework for identifying strengths and needs of the family.
4. Community Wraparound facilitators are trained on and provided various tools to obtain information from the family around emotional and social connections, family’s strengths, and family’s needs. *These tools are individualized based on the family’s strengths and needs and are sensitive to family’s unique culture (Addendum D).* A short narrative is created using the tools and information provided that summarizes the family’s strengths, needs, and culture as well as community and team member strengths that can be used in wraparound planning.
5. Additional information may also be obtained from team members and other supports by phone as those individuals are identified by the family and the appropriate releases are obtained.
6. This information is used to develop a document which is presented to the family for approval prior to distribution to team members. This document serves as a starting point for planning. However, as new information is gathered, the Family Discovery document can be updated.
7. The facilitator completes the Family Discovery and has it approved by the family within 3 weeks of the initial engagement with the family. The Family Discovery report is shared with all members of the team prior to or at the first Wraparound meeting.

## VII Outcome Monitoring/Tracking

### **(C5) Procedure for Monitoring the Wraparound Process and Evaluating Outcomes:**

- A. The youth and family team continues to meet until the family team and youth address the needs in their service coordination plan. Processes and outcomes identified in the plan are recorded in the Wraparound database by each Community Wraparound facilitator and tracked both individually and systemically by the Program Assistant.
- B. An internal database has been created that assists in the collection of the data and reports data relative to the families involved in the Wraparound process. *Data is available to be reported to the State and/or local partners upon request for the purpose of evaluation.* On a quarterly basis, the Program Assistant provides program data to the Community Resource Team, the Clinical Committee, the Executive Committee, funders, as well as the Council at large. Specific data elements collected include:
  - 1. Basic Demographics of population served (age, household composition, school district, primary diagnosis, etc.)
  - 2. Process Outputs (numbers served, cases closed, length of involvement, parent partner involvement, etc)
  - 3. System Involvement
  - 4. Numbers of youth at risk for out of home placements
  - 5. Numbers of youth placed out of the home accessing Clinical Committee resources
  - 6. Parent Survey Data to assess family functioning and usefulness of the Community Wraparound process
- C. A Community Wraparound evaluation plan has been developed to monitor outcomes. Standardized assessment information is reported at various times throughout the year and annually. Information collected and reported at intake and case closing includes: Family Empowerment Scales, the Ohio Scales and the BERS. The Ohio Scales and the BERS are also completed at intake and case closing as well as ongoing assessments at six month intervals throughout the process. Information on youth in placement and those at risk for out of home placement is tracked and reported annually.

- D. *Upon request, service coordination data will be submitted to the State for the purposes of evaluation.*
- E. Community Wraparound facilitators are responsible for collecting information from family teams to assess progress toward meeting the values of the Community Wraparound process. Each team completes a self-assessment once a quarter.
- F. Reports are generated annually outlining the use of fiscal resources as well as gaps in services to families as a result of funding shortages and community availability/capacity. Additionally, trends and other data of interest to stakeholders are reported annually.
- G. The Community Wraparound Administrator supports the Community Resource Team which is a multi-system committee responsible for monitoring and supporting the provision of Community Wraparound in Butler County. The Community Resource Team oversees the use of Mental Health Flexible Dollars, Family Centered Services and Support (FCSS) funds, and shared funding agreements needed to provide community-based supports for families. They are also responsible for problem solving inter and intra-system challenges experienced by youth and family teams. Members on the Community Resource Team represent Children Services, Mental Health Board, Board of Developmental Disabilities, Department of Job & Family Services, family representative, and Juvenile Court and Alcohol and Drug Addiction Services when available. The Community Resource Team meets weekly for the purpose of conducting business and serves as a conduit for exchange of information regarding Wraparound implementation and the public systems.
- H. The Community Resource Team reviews individual service coordination plans and funding requests to determine adherence to the Community Wraparound process, identify funding options or barriers to implementation, and evaluate appropriateness of use of shared-funding agreements, Mental Health Flexible Dollars, and FCSS funds. Plans are reviewed at initial request and at least every ninety days. Families are asked to complete a meeting satisfaction survey at the completion of their interaction with the CRT to ensure CRT subscribes to the values and standards of the National Wraparound Initiative.
- I. The Community Wraparound Administrator facilitates and supports the Clinical Committee (CC) which is a multi-system funding committee for out-of-home supports. The Clinical Committee is available to meet weekly to assess and review out of home placement requests relative to appropriate level of care and appropriate funding sources. The committee reviews out of home placements approximately 45 days after initial placement, and approximately every 90 days until

the youth is returned to their home. Members of the Clinical Committee represent Children Services, Mental Health Board, Board of Developmental Disabilities, and Juvenile Court and Alcohol and Drug Addiction Services when available. The Clinical Committee is able to provide treatment recommendations to prevent placement as well as to ensure a successful transition back into the community. Clinical Committee Members are responsible for holding Wraparound teams, families, and service providers accountable for placement and treatment decisions. Wraparound team members are asked to complete a meeting satisfaction survey at the completion of their interaction with the Clinical Committee to ensure the values and standards of the National Wraparound Initiative are followed.

- J. Information collected and analyzed regarding the Wraparound process provides data for decision-makers, informing them of needed systemic reforms and service capacity issues. With the ability to create reports and access current information in a database format, submission of data to the State will be completed in a timely manner for the purpose of evaluation.
- K. As a result of the collaboration and data review by the directors of all public child-serving systems, there has been a decrease in the duplication of services and an increase in resources available to families. Policies have been established to minimize the number of youth in out of home placements as well as the amount of time youth spend when placed. In addition, providing shared funding agreements between systems has maximized resources across the county and ensured plans are funded regardless of families' system involvement.
- L. In addition to the internal tracking system for children involved in the Community Wraparound process, one of the long-term goals for the Council's Executive Committee is to create a collaborative data system that will allow for reporting and information sharing on all Butler County youth placed out of home, regardless of involvement of Wraparound.

## **VIII Dispute Resolution**

### **(C9) A dispute resolution process, including judicial review process:**

There are times when one or more members of a service planning team may question decisions or the process of decision-making. Conflicts may arise if a family is in disagreement with one agency (child/family to agency), if a family is in disagreement with the service plan (child/family to plan), or one agency is in disagreement with another agency or the service plan (agency to agency).

- A. Dispute Resolution does not replace other rights or procedures that parents or custodians may have under other sections of the Ohio Revised Code. The local Dispute Resolution Process also

must not be interpreted as overriding or affecting decisions of a juvenile court regarding out-of-home placements, home placements, long-term placements or emergency out-of-home placements. These decisions fall strictly within the authority of the Juvenile Court.

- B. It is expected that participants in a service planning process will, in all instances, seek clarification and resolution of issues at the point of planning. Families are encouraged to ask questions and become knowledgeable of available services/supports, what their child may need, and what rights and responsibilities are theirs as parents.
- C. Families served by Help Me Grow Early Intervention may utilize the Dispute Resolution Procedure established for Help Me Grow by the Ohio Department of Health. A family served by Help Me Grow may choose to seek resolution at the county level prior to engaging the ODH dispute process. At the point of disagreement, all parties are strongly encouraged to attempt to resolve the issues directly with members of the Help Me Grow team or the agencies in question.
- D. Issues not resolved at the Help Me Grow team level will be summarized by the parent in writing, given to the Family and Children First Council Director, and will be subsequently referred to the directors of the child-serving systems (BCESC, Job & Family Services, Alcohol & Drug Addiction Services Board, Mental Health Board, Juvenile Court, and the Board of Developmental Disabilities.

The director of the FCFC will convene a meeting of the directors of the child-serving systems within 7 days of receipt of the dispute notice and a written decision will be rendered within 8 additional calendar days. Resolution will be provided within a maximum of 15 days.

- E. If a family served by Help Me Grow does not agree with the decision of the child-serving system directors, they will be referred to the Ohio Department of Health's Dispute Resolution Procedure.
- F. Families whose child is served by Community Wraparound and who disagree with an assessment, service or service plan of a member agency/system must first exhaust that system's dispute resolution process prior to making a written request for Dispute Resolution through the Family & Children First Council.
- G. Families involved in Community Wraparound are informed in writing of the availability of dispute resolution at the initial meeting with the assigned Wraparound Facilitator. Families may also be informed of the process as appropriate at ongoing meetings of the child and family team. Families are provided with the contact information for resolving conflicts or making a complaint

and a copy of the Dispute Resolution Process (Addendum H3) is available upon request. Family advocates/mentors are available to families to support and assist them throughout the dispute resolution process. At the point of disagreement, all parties are strongly encouraged to attempt to resolve the issues directly with members of the Wraparound team or the agencies in question.

- H. Each agency on the Council providing services or funding for services that are the subject of the dispute initiated by a parent/caregiver will continue to provide those services and/or funding during the dispute resolution process. If the dispute is about services desired by the parent/caregiver but not yet received, delivery of those services will be dependent on the dispute resolution process.
- I. As per ORC 121.37, the Butler County Family & Children First Council may consult with the Ohio Family & Children First Cabinet Council if it is a unique case where there are specific issues with funding, locating an appropriate service and/or if the administrative rules prohibit a solution. The OFCF Service Coordination State Committee will provide administrative reviews of referrals from county FCFCs or a family when a child/family involved in the FCFC service coordination process has needs that the council, through the service coordination process, is unable to meet; or when the individual family team is unsure about how to address the needs of the child or family.
- J. The Service Coordination State Committee will also review unresolved local service coordination disputes, if the administrative review is requested prior to using the juvenile court as final arbitrator of the dispute.
- K. A non-emergency dispute is defined as a dispute that does not require an immediate response due to the safety or well-being of the child(ren) (which could include risk to family members or others). When a non-emergency dispute is initiated by a parent or guardian, the following occurs:
  - 1. Issues not resolved at the Wraparound team level or Community Resource Team/Clinical Committee level will be summarized by the parent in writing, given to the Family and Children First Council Director, and will be subsequently referred to the directors of the child-serving systems (BCESC, Job & Family Services, Alcohol & Drug Addiction Services Board, Mental Health Board, Juvenile Court, and the Board of Developmental Disabilities).
  - 2. The director of the FCFC will convene a meeting of the directors of the child-serving systems *within 7 days* of receipt of the dispute notice and a written decision will be rendered

- within 8 additional calendar days.* Resolution will be provided *within a maximum of 15 days.*
3. Issues unresolved by the directors of the child-serving systems will go to mediation and parties will share the cost of mediation. Mediators will be selected from a pool of Family & Children First Council-approved mediators (volunteer or professional) that are not involved with agency constituencies and who have had mediation training within the past three years. The Director of Family & Children First Council will impanel a mediator and convene a meeting *within 15 calendar days of the written decision of the system directors.* If agreement is reached among the parties as a result of mediation, a written mediation agreement should be rendered *within an additional 15 calendar days.*
  4. Disputes will be resolved and a written determination of findings will be made *within 60 days* unless all parties agree to extend the time frame.
  5. Any dispute that fails to be resolved by the above processes will be filed with the Juvenile Court *within 7 days* for final resolution as outlined in Butler County JR 16. The Juvenile Court Judge has final authority in the dispute process. The Court will hold a hearing as soon as possible, but not later than 90 days after the motion or complaint is filed.
- L. Emergency disputes are defined as disputes that require an immediate response due to the safety and well-being of the child(ren) (which could include risk to family members or others). In the case of an emergency dispute the Director of the Family & Children First Council will decide the least restrictive option available pending resolution of the dispute. The Community Wraparound facilitator will work with the team to ensure the safety and well-being of the child(ren) is addressed until the dispute is resolved. The same process and time frames are applicable to dispute resolution in both non-emergency and emergency situations.
- M. It is the responsibility of the lead agency to continue to provide for and monitor necessary services in the case of an emergency dispute. If funding is required to provide disputed services, it will be the responsibility of the lead agency or the CRT to continue funding the service until the dispute is resolved. At that point the funds may be reimbursed by the entity ultimately deemed responsible.
- N. If one FCFC member agency disagrees with another member agency or with the proposed service plan, the following steps will be followed:
1. Member agency will submit, in writing, the basis for their disagreement to the Family & Children First Council Director.

2. The affected members will engage in a good faith effort to resolve the dispute.
  3. Any applicable agency-specific dispute resolution process will be followed.
  4. If the dispute is not yet to the satisfaction of all parties, the affected agencies will participate in mediation, with the cost to be split between the parties.
  5. If the dispute is not resolved as a result of mediation, one or more involved parties may file a complaint with the Butler County Juvenile Court.
- O. Disputes are filed with the Director of the Butler County Family & Children First Council and are used as part of the annual evaluation of quality assurance.

## **IX Designation of Service Responsibilities**

### **Statutory components required under ORC 121.37 (D): Individual Family Service Coordination Plan**

Wraparound plans provide family teams with a structure in which prioritized needs are planned around, monitored, and tracked with specific outcomes and objectives. As stated above, Community Wraparound facilitators are responsible for ensuring that the process aligns with expected timelines, the National Wraparound Initiative values, the family's strengths and needs, as well as the systems' mandates. Following the National Wraparound model for facilitation and utilizing specific documents provides accountability and structure for this process.

#### **(D1) Method for designating service/support responsibilities:**

- A. The agenda to create an initial Wraparound Plan includes the following steps:
1. Introductions/Confidential Agreement
  2. Review of Strengths
  3. Develop mission statement
  4. Prioritize needs
  5. Identify initial need to be planning around
  6. Identify any immediate safety concerns and assess planning needs/timeline
  7. Brainstorm ideas to address needs
  8. Plan actions and timelines
  9. Secure commitments
  10. Identify outcomes to measure effectiveness of action steps meeting needs

11. Evaluate and end the meeting

- B. As teams determine the action steps for meeting the identified needs, commitments are secured. Based on the planning steps to address the family's needs, the facilitator assists with the assignment of responsibilities of each team member. These responsibilities are outlined in the Wraparound Plan (**Addendum E**). Information details who will accomplish what tasks and by when to ensure accountability and timeliness. This is distributed to each team member and updated *within 5 days of a meeting*. Updated Strengths and Needs are also documented in each meeting and reflected in the Wraparound plan, and Strengths and Needs posters.
- C. Prior to the end of each meeting, the facilitator schedules the next meeting and checks in with the team as to how the facilitator helped the team address and monitor the elements of the service coordination plan.

**(D2) Selection of the family team member who provides service coordination support:**

- A. The Community Wraparound Administrator contacts the family to let them know the name and contact information for the facilitator (the lead service coordinator) assigned to their family. Additionally when reviewing their family's rights, they are given the contact information for the both the Community Wraparound Administrator and Executive Director of the Council in the event the family has concerns or questions about their facilitator's performance. Families are also notified of their right to accept (approve) the assigned facilitator and to request a new facilitator at any time in the process.
- B. During the initial stages of the Wraparound process, the Community Wraparound facilitator works with the family and team to determine team membership, frequency of meetings, planning, and progress monitoring. It is the facilitator's responsibility to lead and teach the team the Community Wraparound process and model appropriate facilitation techniques and behaviors. As the team becomes more comfortable with the process and each other, the family and team can determine that other members may assume any or all of the roles of the Community Wraparound facilitator including, but not limited to, facilitating the family plan meetings, flip charting, scheduling Community Wraparound meetings, monitoring and recording progress toward meeting needs, etc. A natural marker for transition out of Community Wraparound is a family team being able to successfully meet, plan, and monitor the family service coordination plan without the Community Wraparound facilitator present.

## **X Service Planning for Individual Family Service Plans**

### **(C8) Procedure for developing a family service coordination plan:**

- A. The Community Wraparound facilitator is responsible for the generation, support, and maintenance of a family-centered team for each assigned family (**Addendum I**). The facilitator works with the family to identify members to participate in the youth and family team. Community Wraparound facilitators are also responsible for scheduling necessary reviews, monitoring progress of initial plans, facilitating team meetings, collecting appropriate data, and submitting written documentation of plans to all team members after receiving consent from the family to share personal and health care information.
- B. The facilitator is the lead service coordinator and contacts team members to schedule an initial meeting to develop a Wraparound plan. The initial Wraparound meeting occurs within *5 days* of completion of the Family Discovery.
- C. During the Family Discovery, facilitators are able to ascertain all team members' perspectives on the family's strengths and needs. Culturally sensitive questions that explore all life domains (social, friends, fun, residence, neighborhood, financial, education, vocational, legal, medical, spiritual, behavioral, emotional, psychological, safety and crisis intervention) provide the framework for identifying strengths and needs of the family. This information is used to develop a narrative description of the family's situation which is presented to the family for approval prior to distribution to team members.
- D. A condensed bullet list of the family's strengths and needs is provided at each family team meeting. The facilitator helps the team to utilize the existing strengths and family culture (preference, attitudes, values, etc) when creating their Wraparound plan.
- E. With the Family Discovery document guiding the planning process, plans are developed around family strengths and are culturally sensitive to the individual needs of each family. The matching strengths for the action steps are listed in the Wraparound plan (**Addendum E**).
- F. The Wraparound plan is developed to address the prioritized needs of the family while adhering to local and State mandates and requirements of each agency involved. Plans fulfill such requirements as simply as possible, with minimal overlap and duplication between systems, and provide a prioritized, coordinated method for supporting families. Utilization of the least restrictive environment, community and home based services/supports, and the convenience and preferences of the family are considered by the team when developing a wraparound plan. Based on the planning steps to address the family's needs, the facilitator assists with the assignment of

responsibilities of each team member. These responsibilities are outlined on an action planning commitment form as well as on the Wraparound Plan. Information detailed on these forms include who will accomplish what tasks and by when to ensure accountability and timeliness. As part of the planning process resource requirements, including budgets for services and supports, are identified. Prior to the end of each meeting, the facilitator schedules the next family team meeting.

**(D4) Unruly youth/Diversion from the Juvenile Court System:**

- A. When a complaint is written up by police, a copy of the complaint is served by the police to the parents of the allegedly unruly youth providing notification that a court date has been set for hearing of the complaint. Upon receipt of the complaint, the Court determines if the youth has had prior court contact either in Butler County or surrounding counties. In the absence of prior court contact, the case is referred to the Diversion Hearing Officer. At the time of the hearing, the parents and youth are advised of their rights and provided with an explanation of the diversion process, including that there is no official court record at this point. If the youth admits to the offense, the case proceeds with diversion. The Diversion Hearing Officer hears the family's version of the incidence and then interviews the youth to determine the most appropriate method of diversion. The parent and youth both sign a diversion contract which specifies the diversion orders and consequences and they are encouraged to comply. Failure to comply results in an official court case.
- B. The Butler County Community Wraparound Process is available to those youths who are alleged to be an unruly youth. In addition to diversion, the Butler County Juvenile Court also provides Status Offender Mediation, community mentoring, and mental health/drug screening, evaluation, and early intervention/treatment.
- C. Diversion personnel as well as general probation officers have been trained in the Community Wraparound process and refer families at any point in their continuum to help create plans that prevent further court involvement. In addition, Community Wraparound meetings are often held at the Juvenile Court so that personnel or youth who are not permitted to leave the premises are able to participate in the planning process.
- D. Wraparound plans for youth involved with the court are tailored to the individual needs of the family and may include, but are not limited to, the following types of supports:
  - 1. Therapeutic Supports to address the mental health needs of the youth and family
  - 2. Mental Health Case Management

3. Mentoring or monitors to provide skill building and supervision
4. Respite
5. Behavior strategies
6. Door or window alarms
7. Parent mentors
8. Advocacy support to work with the schools around academic accommodations, alternative school and/or special education placements

**(D5) Timeliness for completion of goals specified in the plan with regular reviews to monitor progress:**

The Community Wraparound facilitator is expected to finalize the initial Wraparound plan *within thirty (30) days* from the completion of the Family Discovery. Community Wraparound teams should be meeting *at a minimum in biweekly intervals* to complete this phase. In addition, the team can determine if a Crisis and/or Safety Plan is warranted. For some families, safety is the first need planned around in the Wraparound Plan and includes crisis planning. Once both plans are completed, Wraparound teams are expected to meet *at a minimum monthly* until the team reaches the transition phase of the process, at which point a Transition Plan is completed.

At the end of the process families are asked to complete the closing paperwork which includes post surveys and standardized assessments. Facilitators are expected to submit the closing paperwork and case file and closing checklist to the Community Wraparound Administrator for review prior to closing. Average involvement with in the Community Wraparound process is ten to twelve months.

**(D6) Crisis and Safety Plans:**

- A. If there are times when basic health and safety is compromised and action (or immediate reaction) is required to keep someone safe, a safety plan is needed. Safety is a non-negotiable component of Butler County Community Wraparound and must be addressed by the youth and family team. *Within the first two Wraparound meetings*, the facilitator guides the team in a discussion of safety concerns. Issues and concerns about supervision, fire setting, inappropriate physical contact, drug or alcohol use, self-harming behaviors, animal cruelty, running away, and inappropriate viewing of video games, internet, and television are identified. If any area is identified by the family team as a safety risk, a safety plan will be created to address that risk **(Addendum F1)**. Teams will determine on a case by case basis if the safety plan should be

addressed as the first priority of the Wraparound planning process or if another need should take precedence.

- B. The Safety Planning Worksheet is used as a tool to help the team identify patterns of safety concerns, address appropriate and inappropriate behaviors, and educate siblings and/or community members that may be affected by the behavior(s). A safety plan outlines services provided to the family to help prevent the safety concerns and steps to be taken, including who should be contacted, in the event an incident occurs. Resources in the plan may include the mobile crisis team, local police and after hours mental health support. The plan also helps the team to establish ways to restore trust and prevent the event from recurring. Once the worksheet is completed, the facilitator creates an individualized one-page safety plan summary to help the family remember the steps of their plan. The safety assessment and planning process can be reviewed and modified as needs arise at anytime in the process.
- C. Based on family need and desire for a crisis plan, the facilitator will lead the team in creating a Family Crisis Plan so that all families who have a wraparound plan also have access to an individualized crisis plan. Crisis plans are different from safety plans. Crisis situations may cause stress for a family but do not pose immediate safety or risk of harm. A crisis is a time when one is not sure what to do or how to respond and may evoke a sense of helplessness. Explosive behaviors, temper tantrums, sneaking out, and skipping school are examples of situations that can create a sense of disequilibrium, or a crisis, in a family. The facilitator will explain the crisis planning process and help the team determine if a crisis plan will be helpful for the family team or if the Wraparound plan is adequate to address crisis behaviors. (**Addendum F2**). Crisis plans can be created at any stage of the Wraparound process based on the family's needs.
- D. Crisis plans help prevent triggering events that have precipitated past crises and establish guidelines and support for families when crises do occur. Crisis plans utilize existing strengths and supports of the immediate family, extended family, informal support, and professional supports in an effort to empower the family and their natural and informal supports. Crisis plans are individualized and frequently reviewed for effectiveness and appropriateness. A crisis planning worksheet is used to help the team determine antecedent/triggering behaviors and to help guide the interventions and strategies required to assist the family. Once the worksheet is completed, a one-page crisis plan summary is created to help the family remember the strategies to use during a crisis situation.

## **XI Fiscal Strategies**

- A. Two multi-system funding teams, the Community Resource Team and the Clinical Committee, have been created to assess funding needs for both in-home and out of home services for families. Family teams can present to either team on a weekly basis.
- B. If funding is required to meet the service or intervention identified in the wraparound plan or crisis plan and the team is unable to brainstorm other possible funding options, the team can present their request for community based resources to the Community Resource Team (CRT). The CRT is able to access funding, work with existing partnerships, or brainstorm other options for the family team in order to get the need met.
- C. The family, along with the facilitator, parent partner, and other team members, can present their request to the Community Resource Team at the next scheduled meeting for assistance. Single-system funding, shared funding requests, FCSS, and Mental Health Flexible Funds are monitored and allocated through the CRT. If funding is required prior to the CRT's next meeting, the Community Wraparound Administrator may email the CRT to request a short-term financial commitment until a review can be arranged. Emailed requests can also be used to modify requests or addendums after teams have already presented face to face to the CRT. If the amount is under \$200 and related to safety concerns, emergency food or transportation, or family enrichment, the Community Wraparound Administrator can approve the request. The CRT reviews summer camp expenses each year and assuming the availability of funds, grants the Community Wraparound Administrator the discretion to approve one week of overnight summer camp or the equivalent per youth in the household as it relates to their Wraparound Plan and the family's budget/financial needs.
- D. The Community Resource Team reviews individual service coordination plans and funding requests to determine adherence to the Community Wraparound process, identifies funding options or barriers to implementation, and evaluates appropriateness of use of shared-funding agreements, Mental Health Flexible Dollars, and FCSS funds. CRT funding decisions are made based on the Wraparound plan, needs, safety concerns, family financial resources, and community resources. Plans are reviewed at the time of the initial request and at least every ninety days.
- E. The Community Wraparound Administrator facilitates and supports the Clinical Committee (CC) which is a multi-system funding team for out-of-home supports. The Clinical Committee is available to meet weekly to assess and review out of home placement requests relative to appropriate level of care and appropriate funding sources. The committee reviews out of home

placements approximately 45 days after initial placement, and approximately every 90 days until the youth is returned to their home.

- F. As a result of the collaboration and data review within the public system directors, there has been a decrease in the duplication of services provided to families allowing for the reallocation of resources. Policies have been established to minimize the number of youth in out of home placements as well as the amount of time youth spend when placed. In addition, providing shared funding agreements between systems has maximized resources across the county and ensured plans are funded regardless of families' system involvement.
- G. Current funding for the implementation of Community Wraparound is provided through multiple funding sources. Butler County Department of Job and Family Services and Butler County Mental Health Board pool funds to provide staffing, training, equipment, etc . Parent Advocacy Connection (NAMI) and the Family Centered Services and Supports Funds support parent advocacy as part of Wraparound. When service coordination plans require funding for implementation of recommended services/supports, the CRT and Clinical Committee access the following (as appropriate to the need of the family and the requirements and/or restrictions of the funds):
  - 1. Mental Health Flexible Dollars
  - 2. Family Centered Services and Supports Funds
  - 3. Single system funding
  - 4. Shared system funding agreements, including a parent portion based on the Mental Health Board's sliding fee scale
- H. The Family & Children First Council with the directors/leaders of all public child and family-serving systems, provides the collaborative planning, decision-making, and financing for the overall system of care in Butler County. This committee identifies systemic needs, gives leadership to filling gaps in service, sets goals and guidelines, determines data needs for decision-making, reviews data on a regular basis, uses data in yearly planning processes, and analyzes evaluation and quality improvement processes to ensure they are useful and workable.

## **XII Public Awareness/Targeted Marketing**

Informational flyers, emails, and website information are available to families interested in making a self-referral to the program. Brochures are provided to agencies Additional trainings and presentations are available to agencies when the service coordination procedures change, when new information needs to be

disseminated, or upon request. For children receiving service coordination through Help Me Grow, child find and outreach is conducted per the policies and procedures outlined by the Ohio Department of Health.

Staff is trained in the service coordination process upon hiring and receives regular and ongoing trainings to enhance their skills. Annual training provided by national consultants has provided staff ongoing professional development in the areas of crisis planning, conducting culturally sensitive strengths and needs discovery, developing and monitoring outcomes, and enhancing and engaging informal supports. Such trainings positively impact facilitation skills and service coordination. Monthly staff meetings, individual supervision, and group and individual coaching sessions have been established to ensure that a high quality model, subscribing to the National Wraparound Standards, is being performed.

### **XIII Quality Assurance and Resources**

Butler County's Service Coordination Mechanism is reviewed annually and updated as needed. The description of the mechanism is distributed to all members of the Family & Children First Council, to any interested party upon request, and is posted to the Family & Children First Council website. Quality assurance of the implementation of Community Wraparound is an ongoing process. By assessing referral sources and basic demographic information including, but not limited to, school district, educational placement, system involvement, and medical needs, the FCFC is able to determine where additional education and training may be needed and/or how to best inform the appropriate systems or agencies of the service needs/gaps in the community. Trends are discussed at both the Community Resource Team and Clinical Committee meetings when funding is requested by family teams.

In addition, program outcome and process data are presented to the public child-serving system directors at least annually for review, discussion, and as appropriate, decision regarding changes in design, sustainability, etc. The effectiveness of community wraparound is tracked using the following procedures:

- A. All levels of the service coordination process are evaluated. Each Family Discovery, Wraparound Plan, Safety and Crisis Plan, Transition Plan is reviewed by the Community Wraparound Administrator to ensure fidelity to the Wraparound model as well as accountability to families and teams. Families are also provided the opportunity to review and modify documents prior to distribution to their teams.
- B. Tools from the Ohio Quality Management Manual written by Vroon VanDenBerg have been modified for use by the Community Wraparound Administrator and Community Wraparound Facilitator/Coach for coaching and quality assurance. At the individual team level, satisfaction surveys are completed to assess overall adherence to Wraparound values. Additional data is

collected relative to family empowerment, satisfaction, and youth functioning through the standardized assessments. Data are quantified and reported to monitor needs and trends.

- C. The public child-serving system directors provide oversight for projects that have multi-system impact and/or require multi-system funding. Compliance with program specific standards is monitored programmatically by service providers and systemically by the directors.
- D. As noted above, disputes are filed with the Butler County Family & Children First Council Director and are used as part of the annual evaluation of quality assurance.
- E. Improving quality service coordination procedures and expanding excellence within the Community Wraparound program are ongoing goals. Professional development, monthly staff meetings, individual supervision, and group and individual coaching sessions ensure a high quality model, subscribing to the National Wraparound Standards, is being performed.
- F. Employees are also provided with a Butler County Community Wraparound policy handbook which outlines the different steps and expectations in the Community Wraparound process. The Service Coordination Mechanism is included in the handbook and is reviewed and updated at least annually.

## **Addendums A—I**

- A. Referral Packet
- B. Releases of Information
  - B1. Referral Release
  - B2. Team Release
  - B3. CRT Release
  - B4. Clinical Committee Release
- C. Confidentiality Agreement
- D. Family Discovery Documents
- E. Individualized Family Service Coordination Plan (Wraparound Plan)
- F. Family Crisis and Safety Planning Worksheets
  - F1. Safety Planning Worksheet
  - F2. Crisis Planning Worksheet
- G. Butler County Community Wraparound Family Guide
- H. Families' Rights and Dispute Resolution Process
- I. Wraparound Process Flow Chart



# Community Wraparound

*Community Wraparound forms a team around a child and family who are struggling to stay safe, stay together, and/or maintain everyday life and functioning. The team works together to create, implement, and monitor a community and strength-based plan that will help the family realize its vision for a better life.*

*Adapted from "Quality and Fidelity in Wraparound" by Janet S. Walker and Eric Burns as found in Focal Point.*

**Who to refer?** Butler County families with youth age 0-24 who have complex needs and who are interested in a **team-based approach** to develop one overall **service coordination plan** for their family. Our goal is to help families develop a plan with the right supports in place that address the challenges they face, empower parents, and connect youth and families to their communities.

## To make a referral to Community Wraparound:

1. Complete the referral packet.
  - a. Parent/guardian must **complete** TANF eligibility form.
  - b. Parent/guardian **signs** the release of information in order for Wraparound to speak with the referral source or to be able to tell the referral source about the status of the referral.
  - c. **Attach** the most recent treatment, case or service plan, or court orders.
  - d. Families who have designated custody and parenting arrangements must **include** a copy of all applicable custody paperwork.
2. Mail or Fax all of the information to:
 

Family & Children First Council  
Attn: Wraparound Program Assistant  
400 N. Erie Blvd., Suite A  
Hamilton, Ohio 45011  
Fax: (513) 887-3709
3. Once a referral is received, the Program Assistant will email or call you to confirm we have received your referral. Then, the Wraparound Administrator will call to discuss your needs and your participation in the Wraparound planning process. If it seems like Wraparound will be helpful, a Wraparound Facilitator will be assigned to your family to begin the planning process. Community Wraparound service coordination is available to all families regardless of income. There is no cost to families for Wraparound planning.

## What if I have any other questions about the referral process?

Call Tom Jenne at the Butler County Family & Children First Council at (513) 887-5514 or email [jennet@bcesc.org](mailto:jennet@bcesc.org)

BUTLER COUNTY FAMILY AND CHILDREN FIRST COUNCIL

400 N. Erie Blvd, Suite A

Hamilton, Ohio 45011

Phone (513) 887-5510 or Fax (513)-887-3709

**Consent for Release of Information**

\_\_\_\_\_  
Youth's full name

\_\_\_\_\_  
Date of Birth

I, the undersigned, hereby authorize Butler County Family and Children First Council, Parent Advocacy Connection,  
and

**Referral Source Name:** \_\_\_\_\_ **Agency:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

to release and share information regarding my (give relationship/i.e. daughter, son, grandson etc.)  
\_\_\_\_\_.

The purpose of the sharing of this information is to: Initiate the Community Wraparound Planning Process

Information to be shared may include (but is not limited to):

- Identifying information: name, birth date, gender, race, address and telephone number.
- Case information: Medical (except for HIV, AIDS treatment records) and social history, treatment/service history, psychological evaluations, Individualized Education Plans (IEP's), Individualized Family Service Plans, transition plans, vocational assessments, grades and attendance, and other personal information regarding the individual named above.
- Name and contact information for agencies and/or individuals involved with or providing services to the child and his/her family.
- TANF Eligibility Form is shared with Butler County Department of Jobs and Family Services if the family is TANF/OWF eligible.
- Wraparound is partially funded by the Butler County Mental Health Board and demographic information and primary diagnosis of youth, if known, is shared with them.
- Other: \_\_\_\_\_

I understand that the Consent for Release of Information expires 180 days from the date it is signed or earlier on the date of \_\_\_\_\_. I also understand that I may cancel this Consent for Release of Information at any time by stating so in writing with the date and my signature and delivering it to the Butler County Family & Children First Council Wraparound Office. The revocation does not include any information which has been shared between the time that I gave permission to share information and the time that it was canceled.

I understand that my signing or refusing to sign this consent will not affect public benefits or services for which I am eligible.

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
Date

\_\_\_\_\_  
**WITNESS**

\_\_\_\_\_  
Date

***Re-Release of information beyond that allowed by this Consent is not permitted.***



**Family, friends, neighbors who provide support or are significant to Youth/Family**

NAME	RELATIONSHIP	PHONE (ext)	EMAIL ADDRESS

**Persons working with Youth/Family**

NAME	AGENCY/ORGANIZATION (if applicable)	ROLE	PHONE (ext)	EMAIL ADDRESS

Check If Area of Need at Time of Referral			Involvement/Services Attempted in Past Year
<input type="checkbox"/>	Children Services	History of physical or sexual abuse <input type="checkbox"/> or neglect <input type="checkbox"/>	
<input type="checkbox"/>	Developmental Disabilities	Disability: Eligible for DD Services <input type="checkbox"/>	
<input type="checkbox"/>	Education	Youth on IEP <input type="checkbox"/> or 504 plan <input type="checkbox"/> Youth is failing classes <input type="checkbox"/> Youth suspended/expelled <input type="checkbox"/>	
<input type="checkbox"/>	Juvenile Court	Youth has been found unruly <input type="checkbox"/> or delinquent <input type="checkbox"/>	Dates in JDC:
<input type="checkbox"/>	Mental Health	Primary diagnosis:	Hospitalizations Dates:
<input type="checkbox"/>	Physical Health	Medical condition:	Does the youth have a PCP - Primary Care Physician? Yes <input type="checkbox"/> No <input type="checkbox"/>
<input type="checkbox"/>	Substance Abuse	Primary diagnosis:	

**Tell us about the family:**

Describe any major events, losses or transitions for youth/family: \_\_\_\_\_

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Describe youth strengths/characteristics: \_\_\_\_\_

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Describe family strengths/characteristics: \_\_\_\_\_

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Describe youth school/job strengths/characteristics: \_\_\_\_\_

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Describe youth peer/social strengths/characteristics: \_\_\_\_\_

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Describe neighborhood/community/faith involvement: \_\_\_\_\_

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Describe youth's hobbies, interests, extracurriculars: \_\_\_\_\_

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Describe current/past providers involved with youth/family: what was helpful or hasn't been helpful about them \_\_\_\_\_

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Additional Comments: \_\_\_\_\_

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Youth Name \_\_\_\_\_ DOB \_\_\_\_\_ Intake Date \_\_\_\_\_

Please complete as Wraparound is partially funded by the Butler County Department of Job & Family Services. A copy of this form is given to Job and Family Services as part of the Community Wraparound billing procedures for TANF and/or OWF eligible families.

### Temporary Assistance For Needy Families (TANF) Eligibility Form

Name: \_\_\_\_\_  
(Parent/Guardian Last) (Parent/Guardian First) (Parent/Guardian Middle)

Address: \_\_\_\_\_  
(Street)  
\_\_\_\_\_, Ohio \_\_\_\_\_  
(City) (Zip Code)

Telephone #: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Is applicant the mother? \_\_\_\_\_ Are you currently pregnant? Yes \_\_\_\_\_ No \_\_\_\_\_  
(If not, please include the above info on mother for data collection purposes)

Complete the Chart below for anyone living in your home, including yourself.

Name	Relationship to applicant	Date of Birth	Net Monthly amount of income
1.	Self		\$
2.			\$
3.			\$
4.			\$
5.			\$
6.			\$
Total Monthly Net Income			\$

Sources of income include: SSI; child support; retirement; SSA; alimony; Unemployment Comp.; Pension; Public Assistance; spouses income; employment; Worker's Comp; Veterans benefits, adoption subsidies, etc.

Are you currently employed? Yes \_\_\_\_\_ No \_\_\_\_\_

Check any benefits the family is currently receiving:

Medicaid  Medicare  SSI (Disability)  Insurance  Food Stamps  OWF/Cash

If receiving Medicaid, name of Managed Care Organization (HMO): \_\_\_\_\_

The signature below affirms that the above information is true and correct.

\_\_\_\_\_  
Parent/Guardian(s) signature Date: \_\_\_\_\_

Mail or fax the completed referral packet

**ALONG WITH A COPY OF YOUR SYSTEM'S SERVICE OR CASE PLAN OR ORDERS:**

Butler County FCFC, Attn: Wraparound Program Assistant  
400 N. Erie Blvd. Suite A, Hamilton, OH 45011 Fax 513-887-3709

BUTLER COUNTY FAMILY AND CHILDREN FIRST COUNCIL  
400 N. Erie Blvd., Suite A  
Hamilton, Ohio 45011  
Phone (513) 887-5510 or Fax (513)-887-3709

**Consent for Release of Information**

\_\_\_\_\_  
*Child's full name*

\_\_\_\_\_  
*Date of Birth*

I, the undersigned, hereby authorize Butler County FCFC Wraparound, Parent Advocacy Connection,

and \_\_\_\_\_ to release and share information regarding

(Referral Source Name)

my (give relationship/i.e. daughter, son etc.) \_\_\_\_\_.

The purpose of the sharing of this information is to: Initiate the Community Wraparound Process

Information to be shared may include (but is not limited to):

- Identifying information: name, birth date, gender, race, address and telephone number.
- Case information: Medical (except for HIV, AIDS treatment records) and social history, treatment/service history, psychological evaluations, Individualized Education Plans (IEP's), Individualized Family Service Plans, transition plans, vocational assessments, grades and attendance, and other personal information regarding the individual named above.
- Name and contact information for agencies and/or individuals involved with or providing services to the child and his/her family.
- Wraparound is partially funded by the Butler County Jobs and Family Services and family name and benefit eligibility is shared.
- Wraparound is partially funded by the Butler County Mental Health Board and demographic information and primary diagnosis of youth if known is shared with them.
- Other: \_\_\_\_\_

I understand that the Consent for Release of Information expires 180 days from the date it is signed or earlier on the date of \_\_\_\_\_. I also understand that I may cancel this Consent for Release of Information at any time by stating so in writing with the date and my signature and delivering it to the Butler County Family & Children First Wraparound Office. The revocation does not include any information which has been shared between the time that I gave permission to share information and the time that it was canceled.

I understand that my signing or refusing to sign this consent will not affect public benefits or services for which I am eligible.

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
Date

\_\_\_\_\_  
**WITNESS**

\_\_\_\_\_  
Date

***Re-Release of information beyond that allowed by this Consent is not permitted.***



BUTLER COUNTY FAMILY AND CHILDREN FIRST COUNCIL  
400 N. Erie Blvd., Suite A  
Hamilton, Ohio 45011  
Phone (513) 887-5510 or Fax (513) 887-3709

**Consent for Release of Information to the Community Resource Team**

Families involved in Community Wraparound in Butler County are eligible to request funding for services and programs outlined in their Individual Family Wraparound Plans. The Community Resource (CRT) team is the governing body for selected funding streams involved with Wraparound. Membership of the CRT consists of representatives from system agencies affiliated with the Family & Children First Council as well as parent representation. Family teams requesting funding must present their plans to the CRT as outlined in the CRT bylaws. In order to share Wraparound plans with the CRT, families must sign the following release of information:

.....

\_\_\_\_\_  
*Child's full name*

\_\_\_\_\_  
*Date of Birth*

I, the undersigned, hereby authorize Butler County Family and Children First Council Community Wraparound and appointed members of the Community Resource (CRT) team representing:

- Butler County Juvenile Court
- Butler County Children Services
- Butler County Mental Health Board
  - Care Case Management
- Butler County Alcohol and Drug Addiction Services Board
- Butler County Educational Service Center
- Family & Children First Council Parent Representative
- Butler County Job and Family Services
- Butler County Board of Developmental Disabilities

to release and share information regarding my (give relationship/i.e. daughter, son etc.) \_\_\_\_\_.

The purpose of the sharing of this information is to present information to the Community Resource Team as part of funding requests, quality assurance, and outcome review.

Information to be shared may include (but is not limited to):

- Identifying information: name, birth date, gender, race, address and telephone number.
- Case information: Community Wraparound Plan, medical (except for HIV, AIDS treatment records) and social history, treatment/service history, psychological evaluations, Individualized Education Plans (IEP's), Individualized Family Service Plans, transition plans, vocational assessments, grades and attendance, and other personal information regarding the individual named above.
- Financial Information: Public Assistance eligibility and payment information provided for establishing eligibility, monthly budget and other financial information.
- Other \_\_\_\_\_

I understand that the Consent for Release of Information expires 180 days from the date it is signed or earlier on the date of \_\_\_\_\_. I also understand that I may cancel this Consent for Release of Information at any time by stating so in writing with the date and my signature and delivering it to the Butler County Family & Children First Wraparound Office. The revocation does not include any information which has been shared between the time that I gave permission to share information and the time that it was canceled.

I understand that my signing or refusing to sign this consent will not affect public benefits or services for which I am eligible.

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
Date

\_\_\_\_\_  
**WITNESS**

\_\_\_\_\_  
Date

*Re-Release of information beyond that allowed by this Consent is not permitted*

BUTLER COUNTY FAMILY AND CHILDREN FIRST COUNCIL  
400 N. Erie Blvd., Suite A  
Hamilton, Ohio 45011  
Phone (513) 887-5510 or Fax (513) 887-3709

**Consent for Release of Information to the Clinical Committee**

Families involved in Community Wraparound in Butler County are eligible to request funding for services and programs outlined in their Individual Family Wraparound Plans. The Clinical Committee is a governing body for selected funding streams involved with the Wraparound process. Membership of the Clinical Committee consists of representatives from system agencies affiliated with the Family & Children First Council as well as parent representation. In order to share case record information with the Clinical Committee, families must sign the following release of information: .....

\_\_\_\_\_  
*Child's full name*

\_\_\_\_\_  
*Date of Birth*

I, the undersigned, hereby authorize Butler County Family and Children First Council Wraparound and appointed members of the Clinical Committee representing:

- Butler County Juvenile Court
- Butler County Children Services
- Butler County Mental Health Board
  - Care Case Management
- Butler County Alcohol and Drug Addiction Services Board
- School District: \_\_\_\_\_
- Family & Children First Council Parent Representative
- Butler County Job and Family Services
- Butler County Board of Developmental Disabilities

to release and share information regarding my (give relationship/i.e. daughter, son etc.) \_\_\_\_\_.

The purpose of the sharing of this information is to: present information to the Clinical Committee as part of case consultation, funding requests, quality assurance, and outcome review.

Information to be shared may include (but is not limited to):

- Identifying information: name, birth date, gender, race, address and telephone number.
- Case information: Community Wraparound and Crisis Plans, medical (except for HIV, AIDS treatment records) and social history, treatment/service history, psychological evaluations, Individualized Education Plans (IEP's), Individualized Family Service Plans, transition plans, vocational assessments, grades and attendance, and other personal information regarding the individual named above.
- Financial Information: Monthly budget information.
- Other \_\_\_\_\_

I understand that the Consent for Release of Information expires 180 days from the date it is signed or earlier on the date of \_\_\_\_\_. I also understand that I may cancel this Consent for Release of Information at any time by stating so in writing with the date and my signature and delivering it to the Butler County Family & Children First Wraparound Office. The revocation does not include any information which has been shared between the time that I gave permission to share information and the time that it was canceled.

I understand that my signing or refusing to sign this consent will not affect public benefits or services for which I am eligible.

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
Date

\_\_\_\_\_  
**WITNESS**

\_\_\_\_\_  
Date

***Re-Release of information beyond that allowed by this Consent is not permitted***

**Confidentiality Agreement**

By placing my initials below for each meeting date, I agree to protect the confidentiality of statements made during the Community Wraparound process. While I realize I am permitted to share pertinent information with those affiliated within my organization or agency, no information obtained during this process will be shared with any outside parties except with written permission of the family, with the exception of any allegations or reports of abuse, neglect, threats of physical violence, or self-harming behaviors.

<b>Name</b>	<b>Please provide address, phone number and e-mail</b>	<b>Date</b>						

<b>Name</b>	<b>Please provide address, phone number and e-mail</b>	<b>Date</b>						

**FAMILY DISCOVERY**

**Introductions--- What is Wraparound?---- Rights---- What do you want to accomplish?---**

**FAMILY/FAMILY CULTURE**

- Picture of household relationships
- Traditions
- Dreams for child/youth
- Qualities (best) of parent
- Family rules
- Extended family

**SAFETY/CRISIS**

- Do you stay up at night worrying about safety?
- What have you done to keep your child safe?
- Are you in crisis?

**SOCIAL/FRIENDS/FUN**

- What does your family do for fun?
- Close friendships
- Weekend picture
- Relaxation
- Who supports you when things are tough?
- Hobbies/Interests/Activities

**A PLACE TO LIVE**

- How long have you lived here?
- What do you like about your neighborhood?
- Do you and your children have quiet, private spaces
- Who in your neighborhood helps you?
- Do you have access to reliable transportation?
- Do you feel safe in your neighborhood?

**NATURAL SUPPORTS**

Family:

Friends:

Faith:

Community:

**SCHOOL/WORK**

- Where do you work?
- Where do the children go to school?
- Friends at work/school
- Do you confide with anyone at work/school?

**Youth:**

- What do you want to be?
- Do you like school?
- Are there activities, programs, or classes that you like?
- Favorite teacher & why?

**LEGAL/MEDICAL**

- When did you first look for help for your child?
- Who did you contact for help?
- Was the person helpful?
- Did you feel the help you received was valuable?
- Is the youth involved in court?
- Are there issues around custody?
- Is everyone physically health?
- Does everyone have access to healthcare?
- What kinds of things d you do to stay health?

**PROVIDERS**

Primary care physician:

Mental health:

DD:

Other:

**SPIRITUALITY/BEHAVIOR/  
EMOTIONAL/  
PSYCHOLOGICAL**

- Do you attend church?
  - Are you supported there?
  - Who supports you?
- \*\*\*\*\*
- What does a good day look like?
- What does a bad day look like?
  - What is most concerning?
  - What behavior is most troubling?
- What has worked?
- What didn't work?
- Does the child/youth turn to certain adults for advice or support?



Meeting Needs Using the  
Power of Families & Communities

Addendum E

Date

# WRAPAROUND PLAN

<b>Family Name:</b>					
<b>Team Members:</b>					
<b>Facilitator:</b>					
<b>Team Mission:</b>					
<b>Family and Team Strengths:</b>					
<b>Family Needs:</b>					
<b>Priority Need #1:</b>					
<b>Goal #1:</b>					
<b>Goal #1 Plan of Action:</b>					
<b>Action Step</b>	<b>Strength to Use or Build On</b>	<b>Type of Action Step</b>	<b>Who is Completing Action Step</b>	<b>Date started and how often</b>	<b>Progress/Barriers</b>

		Choose an item.			
		Choose an item.			
		Choose an item.			
		Choose an item.			
		Choose an item.			
		Choose an item.			
<b>Indicators of Progress:</b>					
<b>Brainstormed Ideas to Remember:</b>					
<b>Priority Need:</b>					
<b>Goal #2:</b>					
<b>Goal #2 Plan of Action:</b>					
<b>Action Step</b>	<b>Strength to Use or Build On</b>	<b>Type of Action Step</b>	<b>Who is Completing Action Step</b>	<b>Date started and how often</b>	<b>Progress/Barriers</b>
		Choose an item.			
		Choose an item.			
		Choose an item.			

		Choose an item.			
		Choose an item.			
		Choose an item.			
<b>Indicators of Progress:</b>					
<b>Brainstormed Ideas to Remember:</b>					
<b>Priority Need:</b>					
<b>Goal #3:</b>					
<b>Goal #3 Plan of Action:</b>					
Action Step	Strength to Use or Build On	Type of Action Step	Who is Completing Action Step	Date started and how often	Progress/Barriers
		Choose an item.			
		Choose an item.			
		Choose an item.			
		Choose an item.			
		Choose an item.			
		Choose an item.			

<b>Indicators of Progress:</b>					
<b>Brainstormed Ideas to Remember:</b>					
<b>Priority Need:</b>					
<b>Goal #4:</b>					
<b>Goal #4 Plan of Action:</b>					
Action Step	Strength to Use or Build On	Type of Action Step	Who is Completing Action Step	Date started and how often	Progress/Barriers
		Choose an item.			
		Choose an item.			
		Choose an item.			
		Choose an item.			
		Choose an item.			
		Choose an item.			
<b>Indicators of Progress:</b>					

**Brainstormed Ideas to Remember:**



	<p>situation?</p> <p>Who makes sure the plan is being followed?</p> <p>Who will review the safety plan that is qualified in the treatment of this child/ren? Assure it is consistent with treatment goals?</p>
--	--

**INTERVENTION**

**5. Plan to ensure safety (plan for a 24 hour day if applicable):**  
**Remember people who live in the house and who has contact with them in school and public places.**

WHO	WHAT	WHEN AND HOW OFTEN

**7. If the behavior/safety concern still occurs, what is the plan to manage the situation? (Increasing supervision, adjusting rules, use of technological supports, hospitalization, police involvement, etc.).**  
**What happens if the plan is not followed? Next step to make sure everyone is safe?**

**INCIDENT FOLLOW UP**

**9. Plan for communicating to the team after a safety violation has occurred: Using who those people that are making sure the rules are followed and the plan is working, who will let them the team know the plan did not work? How will team be notified?**

**DEBRIEFING**

**10. What triggered this event?**

**11. What have we learned from this situation (what should be enhanced, taught, modified) to prevent this from happening again? (What worked, what didn't – why?)**

**12. How can forgiveness and trust be restored?**

## – Crisis Planning Worksheet –

Family Name:

Date:

### Breaking Down the Behavior:

1. **Predicted Crisis:** (Be very specific about the behaviors that are a concern)
  - What specific behaviors are crises to you?
  - What does the behavior look like?
  - How long does it last?
  - Is there a cycle?
  
2. **What are appropriate developmental expectations for this child given their age and abilities?**
  
3. **Triggers:** Is there something that is making the behavior happen or that the youth is reacting to? Did something recently happen? Look farther back than the previous days.
  - What environmental triggers are there? Where are they? Who's around? Who's not around? Time of day? Season? Stimulus? Time of week?
  - What behavioral/emotional triggers are there? Behaviors from other kids or adults? Sensory needs not being met? Over stimulated? Are they sad or frustrated?
  - What physiological triggers are there? Are they hungry or tired? Are they sick or have medical issues going on? Do they have their glasses, fidget, or other needed assistance?
  
4. **Physical signs of stress occurring:** Children often give us clues that they are stressed. What does this look like?
  - What does their body look like? Face?
  - How does their voice sound?
  - Are they using different language?
  - If I didn't know this child, what would be clues that they are going into crisis?
  - Any behavioral cues?
  - What are they doing? Pacing? More withdrawn?
  
5. **What happens as a result of the crisis?** Sometimes there are positive, neutral, and negative outcomes of the crisis behavior. Think about all of these factors to help the team see if there is any reason the youth might be doing the same behavior over and over.
  - Is there anything positive from the youth's point of view that they are getting out of the behavior or outcome?
  - Is there anything about an unmet need that the child is trying to obtain through these behaviors?
  - What does all this information tell us and how can we use it?

**Tying Behaviors with Needs:** Often times behaviors are a way for children to communicate. What might these

## – Crisis Planning Worksheet –

Family Name:

Date:

behaviors be communicating to us? What is the intent? What does the above information tell us?

1. **What is the intent of the crisis/behaviors? (Is it to get attention, control or avoidance of an issue?)**
  - What is this child trying to achieve?
  - What is this behavior saying?
  - What might these behaviors be a symptom of?
  - Could it be related to an unmet need that the Wraparound plan is or needs to plan around?
  - What was the function of the behavior?

***Location:***

1. *When, where and with whom* does the crisis MOST likely occur?
  
2. *When, where and with whom* does the crisis LEAST likely occur?
  
3. Any relevant risk factors?
  - History of being abused or abusive to others?
  - History of suicide attempt?
  - History of self mutilation?

## – Crisis Planning Worksheet –

Family Name:

Date:

### Steps in Crisis Planning

#### Prevention

What are things that can be done on a daily basis to avoid the crisis or stop the crisis before it starts?

**What do we know works?**

- What has worked in the past to keep the crisis from happening?
- What was going on when times were better or the crisis was happening less?
- What has worked in a different setting?
- What helps the caregiver?
- Any relevant medical information?

**Brainstorm Ideas: What else can we try?**

- Can we avoid triggers or change them?
- Can we meet a need (remember intent of crisis) in a more positive way?
- How can we use the strengths as a way to avoid crisis?
- What resources are available in the community?
- What family or community supports can be utilized?

#### Early Intervention

Youth has been triggered. What can be done to break the cycle so that it doesn't get worse?

**What do we know works?**

- What has worked in the past to calm the crisis?
- What has worked in a different setting?
- What has the youth used in the past as a method for calming? Can they have access to that?

**Brainstorm Ideas: What else can we try?**

- Can a trigger be removed?
- Is there anyone the youth can talk to?
- Can the youth be redirected to another activity? Something they enjoy?
- Can the environment be changed? What about the people around?
- Is there certain language or words that work to redirect/calm?

## - Crisis Planning Worksheet -

Family Name:

Date:

What do we know DOESN'T work?

- What things should be avoided?
- What should the adults around know?
- What might intensify the crisis?

### Management Steps

**Things to think about:** What needs to happen to keep everyone safe? Who can provide extra hands to help? Who needs to be called/notified?

1.

2.

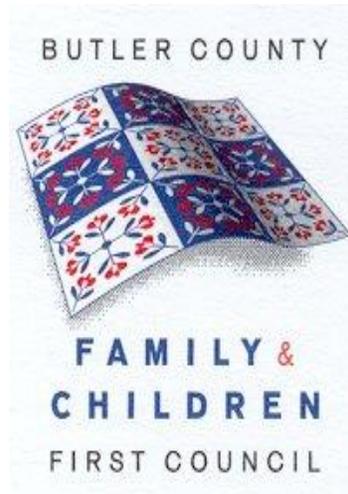
3.

4.

5.

### After the Crisis

Teaching/Learning from Crisis:



# Community Wraparound Family Guide

400 N. Erie Blvd., Suite A  
Hamilton, Ohio 45011  
513-887-5510  
Fax 513-887-3709



BCESC is the Fiscal  
Administrative Agent for  
the Butler County Family  
& Children First Council

# COMMUNITY WRAPAROUND IN BUTLER COUNTY

Ohio families whose children have more complex needs are entitled to their county's service coordination process. In Butler County, the Family and Children First Council has chosen **wraparound** as the model to help families with this service coordination. Wraparound is a team planning **process** that follows a series of steps to help children and their families realize their hopes and dreams. With help from a wraparound **facilitator**, people who have a stake in your family's long term success come together as a team to plan and problem solve.

This **family guide** was developed as a handbook for family members. Use it to help your family make sure the process follows closely to the principles and activities of wraparound.

**10 Principles of the Wraparound Process:** Wraparound in Butler County is based on the National Wraparound Initiative. We have developed our service coordination process to closely follow nationally accepted principles of wraparound. They are:

1. **Family voice and choice.** Everyone in the family will be asked to share their opinions throughout the wraparound process. The planning will be driven by the family's opinions and choices.
2. **Team based.** The wraparound team consists of any person chosen by the family interested in helping them reach their goals. It is important to have the right people on the team and at the table when planning.
3. **Natural supports.** The team looks for team members in the family's community, friends, and extended family who may be able to help with planning and implementing solutions both now and in the future.
4. **Collaboration.** Team members will work together to develop, implement and monitor a single wraparound plan that blends the perspectives, ideas and resources of the team, and coordinates and shares the responsibility for completing tasks and assignments in the plan.
5. **Community-based.** The team will create a plan that includes activities and supports in the home and local community to ensure the child is safe and that his/her needs are being met. The team's focus is to make sure kids grow up in their homes and communities.
6. **Culturally competent.** The team creates a plan that is based on the values, beliefs, and culture of the family and their community.
7. **Individualized.** To achieve the goals laid out in the wraparound plan, the team thinks creatively and develops and implements a tailored set of strategies, supports, and services.
8. **Strengths based.** The wraparound process and the wraparound plan identify, build on, and enhance the capabilities, knowledge, skills, and assets of the child and family, their community, and other team members.
9. **Persistence.** Despite challenges, the team sticks with working toward the goals included in the wraparound plan and provides care unconditionally until the team reaches agreement that a formal wraparound process is no longer required.
10. **Outcome based.** Goals and strategies of the wraparound plan will be stated in ways that are observable or measurable. The team monitors progress in terms of these measures and revises the plan accordingly.





## The Wraparound Process

### Referral Received

After a referral is received for our program, the **wraparound administrator** will contact you to provide a brief overview of the wraparound process and to **hear from you** what you are looking for and where we may be able to help. The wraparound administrator will ask about the **concerns** you have for your family and answer any questions you may have about the wraparound planning process. The wraparound administrator will help you **decide** if you think the wraparound planning process could be a match for your family in addressing your concerns. If not, the wraparound administrator can make suggestions or **link** you to other resources that might match your needs. Following this, the wraparound administrator will call you with the wraparound facilitator who is to start working with your family.

### Family Discovery and Team Preparation

Your wraparound **facilitator** will contact you in order to set up a time to get to know your **family**. When they meet with you and your family, they will gather additional information about your family, your traditions, your **hopes**, what you like to do, how you cope, where you have had successes in the past, and the things that make your family **unique**. They do this in order to better help them guide the wraparound planning process and help your team plan based on the unique qualities and preferences of your family. They will write your story into a document we call the **Family Discovery** which your team will read at the first team meeting. Your Family Discovery is a narrative that focuses on the **strengths** and unique qualities of your family as well as the **needs** of your family. Your facilitator will discuss with you who you want to include on your **team**. The wraparound team consists of any person whether they are professionals or family/community members, who are interested in helping your family reach their goals. Families do have the option of asking for a parent partner, a trained parent through our program who can provide support and information, to participate as a team member. Don't worry if your team is small in the beginning. One of the goals in wraparound is to develop support for you and your family and make sure the right people are involved in planning.

If you are interested in pursuing the wraparound planning process, the wraparound facilitator will have you complete some **questionnaires** that help us understand how your child is doing, his or her strengths, how you feel addressing your child's needs and also in working with others in the community. You will be asked to complete a release in order for your facilitator to be able to contact team members you have chosen to participate in the wraparound planning process. The wraparound facilitator will also go over with you your **rights** and responsibilities as you participate in wraparound.

The facilitator will contact the team members you have **chosen** and gather information from them regarding your family's strengths and needs and also include this in the Family Discovery. You will be given an opportunity to read the Family Discovery before the first meeting to make any necessary changes. Your facilitator will then discuss **scheduling** a time and place that works best for you and as many of the other people who are invited to the first team meeting. We can meet in your home, at our office, at school, the library, a therapist's office, or wherever you think best meets your team's availability.

## Initial Plan Development

At the first team meeting, the facilitator will guide your team in reviewing your **family's strengths and needs**, developing a **long range vision** of where you want your family to go, and begin working on this vision by breaking it down into smaller goals and action steps. Your team includes people who are providing services to your family as well as people who are connected to you in a supportive role such as friends, family, neighbors or faith supports. The first few meetings in the wraparound process will focus on developing a **plan of action** for the specific needs of your family. The team will meet weekly or at least every other week, while the plan is being developed. The following list will give you an idea of how the first meetings in the process will look:

- Everyone introduces themselves and explains their **role** or the part they will play on the team.
- The facilitator will explain matters discussed in wraparound are confidential and the obligation to report allegations of abuse or harm. Wraparound meetings discuss plans for your family in a group setting but your privacy will also be respected.
- **Ground rules** are established by the team of how meetings will occur. These rules help the team work well together.
- The team will review the **strengths** list that was developed in the Family Discovery. Team members may have additional strengths to add to the list.
- The team will come up with a **long range vision** that describes what the team will accomplish or work toward in the wraparound process.
- The team will review the **needs** list that was developed in the Family Discovery. Team members may have additional needs to add.
- The team will decide which need to focus on **first**.
- A **goal** or goals will be set around the need.
- The team will talk about the family's strengths as well as the team members' strengths (things they do well or what is working well) and **barriers** (things that get in the way) in reaching the goal.
- The team will **brainstorm** solutions keeping the strengths and barriers in mind.
- The team will develop **action steps** to meet the goals on the plan.
- The team will talk about any **resources** that may be needed to make the plan happen.
- Team members will complete a team commitment form listing what they agree to do and by when.
- The team will decide ways to **measure** if the plan is working.
- Each person will leave the meeting with their **team commitment form**, how to contact other team members, and a date when the next meeting is scheduled.
- The facilitator will put the wraparound plan together along with any additional meeting minutes and a copy will be given to each team member at the next meeting.
- The facilitator will review whether there are any safety issues which need to be addressed by the team.

## Implementing the Plan

As the plan is written, revised and updated, the team will continue to review the progress. When the team meets, it will follow a similar format:

- Review your **accomplishments**: what is working well since we last met. This helps the team focus in a positive direction.
- **Assess** whether your plan has been helpful in achieving your goals. This involves looking at the strategies we developed, were they helpful, did people do what they promised, and can we see an improvement.

- **Adjust** the action steps that aren't working within the plan and/or explore additional ways to achieve our goals. This may involve brainstorming again, re-thinking how we looked at the situation, problem solving barriers that were encountered in implementing the strategies, assessing whether the strategies were a good fit for the goal, and were they timely.
- **Assign** new tasks to team members. This may involve new commitments or actions to implement that address the needs your team has identified.

This will be the pattern of our meetings. In addition, your facilitator will lead your team in creating a crisis or safety plan to address situations you have identified. As part of the meetings, the facilitator will **guide** the team in evaluating the progress of the wraparound team. You will be asked to **evaluate** how the meetings are going and how well the team is working together to achieve the goals. The team will develop observable ways to **measure** the progress on goals and chart it for the team. Periodically, the parent and the youth will complete follow-up questionnaires from the ones you completed at the start of wraparound. The facilitator then will share the results as an additional measure of the **progress** of the team. In between meetings, you and your team will complete the tasks in the plan, communicate about the implementation of the action steps, and professionals will continue to provide treatment or services.

## Transition

Even though **transitions** happen throughout the process, there is a point when you will no longer need to meet regularly as a team. Your facilitator will help guide you to this point. The team will begin the transition process once a wraparound plan has been created to address the needs of your family and progress has been made on the goals in the plan. It is to be expected that some of these needs may be **ongoing** concerns that will continue after wraparound closes. Therefore the time to transition is not once all of the needs are met, but rather once a **solid plan** is in place to address them. You will discuss with your team your readiness to transition and knowing what to do or who to call should new situations arise. Your facilitator will have you complete some questionnaires to help measure the change that has occurred throughout the wraparound planning process. You will review your crisis plan, if created, to make sure it is effective and everyone knows what to do should a crisis occur. Your team will create a **transition plan** together that describes what was accomplished throughout the process, **lessons learned**, the plan to call a team meeting if needed, as well as updated list of your family's strengths and needs. The team will review this plan together and have a **celebration** to acknowledge everyone's hard work and success throughout the process.



## Expectations and Roles

The wraparound process is a **team-based activity** that helps groups of people involved in your family's life work together with a **common vision**. As discussed earlier, 'team-based' is one of the key principles in the wraparound planning process. For wraparound to be most successful, it requires all members of the wraparound team to participate to their fullest potential. There are many different types of team members on wraparound teams. The most successful teams in wraparound are ones that contain a **balance** of family, **natural supports**, and professionals that all care about seeing your family become successful in your community, home, and school. Each team member has a specific **role** in carrying out the vision of the team. It is important for you to understand the role of each team member as you move throughout the wraparound process. The wraparound facilitator is trained to facilitate the team through a process that is **organized** and **structured**.

*What is the role of the facilitator?*

- To get to know your family and **understand** your strengths, your needs, and the way that you live.
- Help your family identify key people to have on your wraparound planning team.
- Orient new team members to the wraparound process.
- Hold and **facilitate** regular team meetings with you and all of your team members.
- **Ensure** that meetings are organized, productive, and that team members show each other respect.
- Lead the team in **problem solving** and brainstorming solutions.
- Lead the team in developing action steps to meet your family's needs.
- Lead the team in developing plans for times of **crisis** and maintaining **safety**.
- Distribute meeting minutes, copies of your wraparound plan and crisis plan as your team completes them.
- Hold team members **accountable** for their commitments to the wraparound plan.
- Lead the team in **measuring** whether your plan is successful.

*What is the role of the family?*

- To **identify** individuals and supports to have on your wraparound team.
- To participate in regular wraparound team meetings and **voice** whether you think ideas discussed will work for your family.
- To **consider** the youth's voice of what they want or how to include them in the development of the plan.
- To be open to new ideas and **consider** all possible solutions to obstacles.
- To be **honest** about your ideas and concerns.
- To be accountable along with other team members for the **commitments** you make.

*What is the role of a team member?*

- To think as **creatively** as possible when developing a plan of action for the family.
- To effectively **partner** with other team members and possibly offer help in a different way.
- To **participate** in regular wraparound team meetings.
- To be willing to take **responsibility** for your commitments that are part of the wraparound plan.
- To be **honest** about your ideas and **voice** your concerns.

*What are some of the other roles you may come in contact with in wraparound?*

- The wraparound administrator supervises your facilitator and may sit in on a meeting to see how they are doing. They can also be an additional resource in helping to brainstorm solutions to situations your team is dealing with or in thinking of creative ways of maintaining youth in their home and community.

- Wraparound also works with the Community Resource Team which includes representatives of the different child-serving systems and a parent representative that your team may meet with when having difficulty in finding resources or ideas for your wraparound plan.
- Wraparound also works with the Clinical Committee which includes representatives of the child-serving systems who can assist teams who are having extreme difficulties maintaining a youth in their home and options for more intensive treatment.



## Big Ideas

In wraparound, we also believe in some key ideas about people and planning. You may hear some of these statements from your facilitator as you engage in the wraparound planning process:

- *'Hole in the heart needs'*. Deeper needs that underlie how people act or lead them to feel the way they do.
- *'Bad behavior' comes from unmet needs*. What some people may label as a bad behavior, we view as the person trying to meet a need in a way that is seen as unhealthy, inappropriate or negatively affects others. What is more **helpful** is to focus on ways to teach or provide more healthy or appropriate ways for the person to meet this need.
- *The biggest unmet need is loneliness*. What we often find is that a great deal of behavior that others find negative comes from the person feeling lonely or isolated from others. What is more helpful is to find ways to help them feel **connected** to others and that they are valued and important. Many of our families feel alone as they try to help their child succeed. Connections to other parents through a parent partner or the Ohio Families Organizing for Change, a parent network, are potential ways to gain this support. Parent partners also help parents develop natural supports that can continue beyond the wraparound planning process.
- *Getting a service doesn't necessarily mean your needs will be met*. Services can be helpful to meeting needs but we find there may also be other solutions or additional ways to meet this need or ways that may be more sustainable over time or utilize more natural or informal supports.
- *All behavior is communicative*. People's behavior communicates things that are going on inside them. Especially with youth who may not have the words to express these things, we need to pay attention to their behavior and seek to **understand** what they are trying to communicate.
- *People don't fail, plans fail*. In wraparound, we have a commitment to find ways to help youth and families succeed. From our perspective, we don't look at the person as failing if our plan has not worked out as hoped but instead we need to develop a **better plan** to help the person succeed.
- *No shame/no blame*. In wraparound, you will hear team members say no shame, no blame. What we believe is that it is not helpful to spend time blaming others or making them feel bad about something. It is better to focus on **problem solving** how to help the youth or family to be more successful and move forward.

# Wraparound Planning Checklist

## Family Discovery and Team Preparation

- Meet with my facilitator; explain my family story and our unique qualities.
- Address immediate crises and know what to do should a crisis occur.
- Discuss any immediate need for referrals for services.
- Complete initial questionnaires and release of information for potential team members.
- Develop lists of strengths and underlying needs for my family.
- Review team members to be invited to the first team meeting, it's time and location.
- Review Family Discovery once written by my facilitator.

## Initial Plan Development

- Participate in initial team meetings.
- Review lists of strengths and needs with my team.
- Agree on a long range vision for my family and want to accomplish with my team in the wraparound process.
- Pick most important needs to address and which one to start with first.
- Brainstorm strategies to meet the needs.
- Pick strategies that will fit my family, address our needs, and use our strengths in developing strategies.
- Discuss with team any barriers to implementing strategies and resources needed for the plan.
- Count on everyone having assignments for some strategies in the plan.
- Expect crisis and safety issues to be reviewed and a plan developed to address my concerns for safety.
- Review team meeting minutes or wraparound plan once distributed by my facilitator.

## Implementing the Plan

- Participate in follow-up meetings to review how the plan is working and share accomplishments.
- Discuss how the services and strategies in the plan are helping my family.
- Make adjustments to the plan that address barriers encountered and hold team members accountable for doing what they say they are going to do.
- Team members leave with commitment forms that list their assignments as agreed upon in team planning.
- Crisis and safety plans are reviewed and opportunities to practice what to do if a crisis occurs are planned for and adjustments are made as needed.
- Agreed upon measures of progress are reviewed with my team and questionnaires are updated.
- Minutes are distributed to my team and the wraparound plan is updated.

## Transition

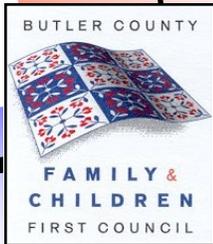
- Supports and services are in place that address the most significant needs of my family.
- I know who to call and how to access services or supports should the need arise.
- I have a plan to call additional meetings if needed and a plan to address crisis situations.
- My team has written a transition plan that describes our accomplishments, lessons learned, and my family has completed final questionnaires.
- My team has a celebration recognizing our accomplishments and hard work.
- My facilitator provides a letter to future providers of the accomplishments of my family and lessons learned through the wraparound process.



## A Quick List of Wraparound Terms

In wraparound and throughout this family guide, we use some specific terms related to the wraparound process. We have defined them here to help with your understanding of our wraparound planning process.

1. **Action Steps:** Statements in a wraparound plan that describe specific activities that will be taken, including who will do them and within what time frame.
2. **Crisis or Safety Plan:** Documents that describe the situations to look out for which could escalate into an unsafe or crisis situation, steps to take to prevent or reduce the chance that this might happen, as well as steps to take to manage the situation safely if it starts to occur.
3. **Family Discovery:** A document that briefly captures significant elements of the family's story, their values and family culture, and list of their strengths and needs.
4. **Long Range Vision:** A statement crafted by the wraparound team during the initial stage of the wraparound planning process that provides a one to two sentence summary of what the team is working toward with the youth and family.
5. **Parent Partner:** A parent trained through our program, who provides support and encouragement to other parents, can attend meetings with them, has knowledge of parent's and youth's educational rights, provides information on resources, and participates on their wraparound team as long as needed.
6. **Natural supports:** Individuals in the family's own community, such as friends, extended family members, ministers, neighbors, and so forth.
7. **Needs:** The underlying motivation that drives why we act the way we do. An area of our life that with growth, will improve our overall quality of life.
8. **Outcomes:** Child, family, or team goals stated in a way that can be observed & measured.
9. **Service Providers:** Individuals employed by an agency in your own community such as case managers, therapists, school personnel, or probation officers.
10. **Strengths:** Strengths are the skills, talents, gifts, and resources within the family, team members, and the community, used to accomplish the goals in the team's wraparound plan.
11. **Team Commitment Form:** A triplicate half-sheet completed at team meetings which describes the task or action step the team member is to complete, and when to complete it by, and provides the parent a written record of the commitment.
12. **Thermometer:** A visual tool used by your wraparound team to rate and measure what areas of your plan are working and capture outcomes so your plan can be adjusted accordingly.
13. **Wraparound Facilitator:** A person who is trained to coordinate and guide the wraparound process for an individual family.
14. **Wraparound Plan:** A written plan created and updated by your team capturing the goals and action steps needed to achieve your family's long range vision.
15. **Wraparound Team:** A team made up of your family, service providers, and natural supports that come together to use the wraparound process as a way to create a plan based on your family's strengths and needs.



# FAMILIES' RIGHTS IN COMMUNITY WRAPAROUND

Addendum H



Meeting Needs Using the Power of  
Families & Communities

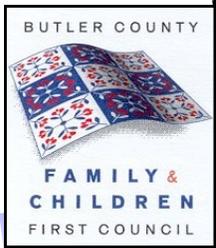
## When your family participates in Community Wraparound, you have certain rights:

- The right to be informed of your rights
- The right to accept or decline services from the Family & Children First Council and Community Wraparound at any time
- The right to provide informed, written consent through a release of information before any information about your family is shared with other professionals or team members
- The right to have all information about you and your family kept private and confidential except for mandated reports of abuse or neglect or threats of harm
- The right to review and make changes to your family's records at any time
- The right to be present and take part in any or all meetings about your family
- The right to be treated with courtesy, honesty, and respect at all times
- The right to invite anyone who you feel is appropriate to be involved in your Wraparound team
- The right to ask questions and offer feedback throughout the process
- The right to have a Family Discovery which outlines your family's strengths and needs completed as part of the Wraparound Process
- The right to have a Parent Partner present at any or all Wraparound meetings
- The right to have an interpreter present at any or all meetings
- The right to disagree with opinions and decisions made about your family
- The right to approve the facilitator assigned to your case who will provide the direction and coordination for all Wraparound meetings as needed
- The right to request a new facilitator and/or parent partner for your family
- The right to make a formal complaint about services for your family and or challenge decisions through Dispute Resolution and to have the process completed within 60 days
- The right to know to whom to make a complaint and how to request a Dispute Resolution

***To contact the Wraparound Administrator to discuss the status of your case, your facilitator's actions, or review any other information about your Wraparound participation, call 887-5514.***

***If you are unable to resolve your concerns after talking with the Administrator, and you would like to make a formal complaint and request a Dispute Resolution, contact the Family & Children First Executive Director at 513-887-5534.***

***Copies of the Dispute Resolution Procedures are available upon request.***



# FAMILIES' RIGHTS IN COMMUNITY WRAPAROUND



Meeting Needs Using the Power of  
Families & Communities

Child's Name: \_\_\_\_\_ Child's DOB: \_\_\_\_\_

I, \_\_\_\_\_, hereby acknowledge that I have received a copy of the *Families' Rights in Community Wraparound* which outlines the formal complaint and dispute resolution processes. I have had the opportunity to ask questions about my rights and I know who to contact for more information.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date

***For general questions or more information about  
Community Wraparound call 513-887-5514.***

**Office Copy**

# Wraparound Referral Received

