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Section I

Introduction to Wraparound

Wraparound is a voluntary, multi-agency, community-based programs grounded in a philosophy of unconditional commitment to support children/youth and their families. Wraparound provides strength-based, family centered care to high-needs children/youth with multiple, complex and enduring mental health and behavioral challenges. The Wraparound Program promotes the goals of ensuring safety, achieving permanence, and well-being of clients.

- The Guiding Principles of Wraparound include:
- Child Protection and Safety
- Permanent, Life-long, and Loving Families
- Strengthening Child and Family Well-Being and Self-Sufficiency
- Child Focused Family Centered Practice
- Community-Based Partnerships
- Cultural Humility
- Best Practice and Continuous Learning

Target Population:

Wraparound services high-risk children under the jurisdiction of Department of Children and Family Services and Probation, and includes voluntary and post-adoption cases. The minimum age for eligibility is five (5) years, and children under 5 will be considered on a case by case basis. Youth may be enrolled in the program up to 20.5 years of age (see Question 9 under FAQs).

Wraparound Eligibility Criteria

Children receiving Wraparound are challenged with multiple unmet needs for stability, continuity, emotional support, nurturing, and permanence. They need intervention and advocacy for behavioral improvement and educational stabilization. These needs are evidenced by substantial difficulty functioning successfully in the family, school, and community. The child/youth must be diagnosable under the Diagnostic and Statistical Manual of Mental Disorders 5 (DSM 5) or the International Classification of Disease, 10th Revision, Clinical Modification (ICD-10-CM) equivalents. Many have experienced significant trauma and may have a history of psychiatric hospitalizations; one (1) or more incarcerations in a juvenile facility; one (1) or more probation violations; and/or a prior history of multiple placements or emergency shelter care placements.

Children/youth eligible for Wraparound must fall into one (1) of the following four (4) categories:

- ◆ A child/youth who has been adjudicated as either a dependent or ward of the Juvenile Court pursuant to the Welfare and Institutions Code, Sections 300, 601, 602, or 790 and have an urgent and/or intensive mental health need, which causes impairment at school, home and/or in the community; is currently placed or being considered for a RCL 10 or above or at imminent risk of removal from home; or child is currently within 30 days of transitioning from an RCL 10 or above to a lower level of care
- ◆ A child/youth who has been adjudicated as either a dependent or ward of the Juvenile Court pursuant to the Welfare and Institutions Code, Sections 300, 601, 602, or 790 and have an urgent and/or intensive mental health need, which causes impairment at school, home and/or in the community; is currently placed or being considered for a RCL 10 or above or at imminent risk of removal from home; or child is currently within 30 days of transitioning from a RCL 10 or above to a lower level of care
- ◆ Children/youth (up to age 21) who: Are full-scope Medi-Cal (Title XIX) eligible; Have an open child welfare services case;
 - Meet the medical necessity criteria for Special Mental Health Services (SMHS); Child is currently within 30 days from transitioning from RCL 10 or above to a lower level of care or being considered for a group home RCL 10 and above, a psychiatric hospital or 24-hour mental health treatment facility (e.g., psychiatric inpatient hospital, community residential treatment facility); or has experienced three or more placements within 24 months due to behavioral health needsA child/youth that is in an adoptive placement or has a finalized adoption who qualifies for Adoption Assistance Program (AAP). Age: Children under the age of five (5) years will be assessed by a mental health provider to determine the most appropriate intensive mental health services to meet the child's and family's needs. The maximum age limit for Wraparound youth at the time

of enrollment is 20.5 for DCFS youth and 17.5 for Probation youth, unless AB 12 eligible.

Section II

Wraparound Organizational Charters

The Organizational Charters contained herein outline the goals, objectives, functions and membership for each of the organizational components involved in Wraparound. It is designed with the understanding that Wraparound is an evolving process and some of the elements may change to reflect the needs of the members and stakeholders:

The Organizational Charters Include:

- ◆ Wraparound Operations Committee (OPS)
- ◆ Local Interagency Operations Network (LION)
- ◆ Wraparound Interagency Network (WIN)
- ◆ Lead Wraparound Agency (LWA)
- ◆ Interagency Screening Committee (ISC)
- ◆ Multi-Agency County Pool (MCP)

Wraparound Operations Committee

Purpose:

- ◆ Promote understanding of the monitoring, oversight and evaluation of Wraparound.
- ◆ Analyze policy alternatives and recommendations.
- ◆ Conceptualize and design interagency operational plans for implementing new service efforts or expansion of existing efforts.
- ◆ Promote the integration of interagency partnerships and community participation in planning efforts, assuring Voice, Ownership, Choice, and Access.
- ◆ Identify and remove barriers to intra and interagency collaboration.

Objectives:

- ◆ Maintain a consistent protocol (operational plan) for designing and communicating the scope, impact, influence, and parameters of interagency service delivery efforts.
- ◆ Engage in ongoing identification of strategies that maximize program success.
- ◆ Develop and maintain strategies that promote interdepartmental managers' support.
- ◆ Continue strategies for identifying and engaging key community stakeholders for participation.
- ◆ Define and promote Wraparound Program quality indicators that reflect program integrity and excellence.
- ◆ Monitor, provide guidance, and resolve county-wide (SPA specific) operational conflicts.

Goals:

- ◆ Timely and effectively communicate operational plans for interagency policy directives.
- ◆ Strong and enduring interagency departmental management support and ownership of any given project.

- ◆ Implementation of quality Wraparound services within responsive and sustainable programs that are valued by the participants.

Meeting Attendees:

- ◆ Representative (s) from Children and Family Services
- ◆ Representative (s) from Mental Health
- ◆ Representative (s) from Probation
- ◆ Parent Advocate Representative

Meetings:

- ◆ Meetings are twice per month or as needed.

Local Interagency Operations Network (LION) and Wraparound Interagency Network (WIN)

The LION and WIN are Service Planning Area (SPA) specific.

Purpose:

- ◆ Include local community representation to ensure necessary service and support for all children/youth programs.
- ◆ Support the Los Angeles County Wraparound Model.
- ◆ Share community resources.
- ◆ This group is an operational, shared management network intended to implement solutions to identified system needs.

Objectives:

- ◆ Provide a forum for ongoing communication between the community stakeholders, countywide departments, and agencies providing Wraparound services.
- ◆ Improve knowledge and understanding of strength-based programs.
- ◆ Ensure local Wraparound outcomes are achieved.
- ◆ Support Wraparound in the local community.

Goals:

- ◆ Improve Wraparound outcomes for child and family participants.
- ◆ Improve involvement of strength-based community resources in Wraparound intervention.
- ◆ Develop partnerships with Los Angeles County Department of Mental Health Facilitated SPA Providers and other stakeholders assuring voice ownership, choice, and access.

Recommended Membership:

The Lion/WIN meetings may consist of management level staff, the ISC and staff from Wraparound administration and other stakeholders as deemed appropriate. The team is configured to support, advance and actively champion Wraparound. Members may include representatives such as:

- ◆ Department of Children and Family Services local administration
- ◆ Department of Mental Health local administration
- ◆ Department of Probation local administration
- ◆ Education Representative
- ◆ Parent Representative
- ◆ Youth Representative
- ◆ Wrap Agency Representative
- ◆ Faith Based Representative
- ◆ Interagency Screening Committee Members
- ◆ Other community stakeholders, as needed

Meetings:

- ◆ As determined in each SPA

Lead Wraparound Agency Providers

Purpose:

- ◆ Private, community-based Wraparound agencies facilitate the Wraparound process, which includes a Child and Family Team (CFT) for each child and family enrolled in Wraparound. The CFTs develop, implement, monitor and revise, as needed, uniquely tailored Child and family Plans of Care that include the strengths, needs and related strategies, services, and supports to provide whatever it takes to address the needs of the child and family in order to maintain the child in a safe, nurturing, permanent, community-based setting. The Wraparound Providers also oversee success and expansion of Wraparound; remove system obstacles to success; and, promote Wraparound Principles and Values.

Goals:

- ◆ Promote safety, well-being, and permanency, for children, youth, and their families.
- ◆ Create effective public/private/family partnerships.
- ◆ Identify individualized Plan of Care outcomes for child/youth and family participants.
- ◆ Provide needs driven services and linkages in the child/family home and community in a timely manner.
- ◆ Provide comprehensive community-based formal and informal services.
- ◆ Provide effective and low cost/no cost management of Wraparound flexible spending pool.
- ◆ Monitor, support, and facilitate achievement of goals and conditions imposed by the court.
- ◆ Maintain Wraparound standards as described in the State Model and in the County Contract, including the Statement of Work.
- ◆ Partner with county agencies through communication and documentation.

Objectives:

- ◆ Gain family confidence and ownership in the planning and provision of services through teaming and family voice and choice.
- ◆ Facilitate a team-driven Core Practice Model planning process that produces an individualized child and family plan for the identification of community linkages and delivery of services.
- ◆ Maintain effective crisis response plans and services.
- ◆ Empower child and families to become effective and responsive decision-makers.
- ◆ Continuously evaluate and report data and results to determine progress and most effective programs and policies.
- ◆ Support and guide families to become effective primary caregivers for their children/youth in the home. Interventions should also include parent advocacy and support groups.
- ◆ Engage and team with educational systems in collaborative planning to meet the educational and behavioral needs of children/youth.
- ◆ Link families with multiple needs to a broad range of community supports and services for families with multiple needs.
- ◆ Develop community resource pool.
- ◆ Maintain a working public/private/community partnership for supporting and monitoring the Wraparound approach.
- ◆ Collaborate with the local school district to partner for child/youth and family success.

Decision-Making:

- ◆ Wraparound Providers are responsible for decisions that pertain to the funding of individual child and family services. The decisions are within the parameters agreed upon by the Wraparound Administration and the Interagency Screening Committee and are monitored through prescribed regular reporting.

- ◆ Within the Wraparound Provider agency, decision-making for the specific family is delegated to the Child and Family Teams with guidelines for specified types of services or expenditures to be reviewed and approved by the Interagency Screening Committee through the POC review process.

Meetings:

- ◆ The Wraparound Provider must attend scheduled Lead Wraparound Agency meetings with other agencies, County departmental partners, and Wraparound Administration.
- ◆ Will have representation at the Local Interagency Operations Network or Wraparound Interagency Network meeting.
- ◆ Sponsored by the Service Area.

Purpose:

- ◆ Review, approve, and monitor Child and Family Plans of Care, Family-Safety and Crisis Plans, and, implementation of Wraparound services.
- ◆ Maintain gate-keeping process, case assignments, referring, record keeping and regular reporting to management.
- ◆ Champion fidelity to the Wraparound model.
- ◆ Encourage strategies for linking families with community resources in support of the Lead Wraparound Agencies and the Child and Family Plans.
- ◆ Identify opportunities for cross-agency training and partnership development.

Interagency Screening Committee

Goals:

- ◆ Provide oversight of individualized POC missions and goals.
- ◆ Safeguard implementation of Wraparound best practice standards.
- ◆ Partner with community stakeholders to support Wraparound.
- ◆ Secure a responsive and timely referral process.
- ◆ Support quality, responsive, and sustainable Lead Agencies.
- ◆ Promote cross-agency partnerships in the Wraparound model.
- ◆ Encourage exemplary quality of care for Wraparound Agencies.

Objectives:

- ◆ Maintain Wraparound principles and processes for ongoing local ISC functions.
- ◆ Maintain a quality improvement process that supports the LWA, and the referring county departments.
- ◆ Attend the Local Interagency Operations Network or Wraparound Interagency Network as a representative of their designated county department.
- ◆ Process all referrals within seven days of receipt of completed packet.
- ◆ Scheduled ongoing, and as needed POC Reviews, Special Incident Reports, and Notice of Intent Reviews.

Membership:

- ◆ Department of Children and Family Services Liaison
- ◆ Department of Mental Health Liaison
- ◆ Probation Liaison
- ◆ Parent Advocate

County of Los Angeles Multi-Agency County Pool (MCP)

Purpose:

- ◆ To describe and formalize the process, procedure and content, for Wraparound Multi-Agency County Pool (MCP) requests.

Policy:

- ◆ The Multi-Agency County Pool (MCP) is designed as a source of funding for specific needs of current Wraparound clients whose need cost is such that the request cannot be handled through the regular Lead Wraparound Agency (LWA) flex-funds procedures without resulting in an extreme financial hardship to the LWA.
- ◆ The purpose of the fund is to provide support for specifically identified needs, which significantly exceed the current case rate funding for current high-needs Wraparound youth.

Criteria:

- ◆ The active Wraparound client has a specifically identified need that cannot be met with flex funds.
- ◆ Low Cost/No Cost resources have been exhausted.
- ◆ The financial need **MUST** be for a minimum of \$1000.00 per expenditure (combined expenses for the same purpose to reach the minimum may be accepted. Other combined expenses to reach the minimum will not be accepted).

Qualifying Criteria and Processing MCP Fund request

- ❖ **Pre-approval is required for the funds by the MCP Board.**
- ❖ **Agency will pay for the approved services and upon approval, DCFS will reimburse the agency.**

Required Documents:

- ◆ Completed MCP form with Program Manager's signature.
- ◆ Current Child and Family Plan of Care/Family Safety and Crisis Plan
- ◆ Family budget

- ◆ CFT minutes documenting reason and need for the funds

Processing:

Step 1: LWA Responsibilities

- ◆ The LWA Program Manager determines that a specific funding request meets the above stated criteria from the Child Family Team (CFT).
- ◆ The LWA is responsible for **thoroughly** completing the MCP Request form and obtaining other documents.
- ◆ The MCP fund request must be signed and dated by the LWA Program Manager attesting to the efforts by the Wraparound team to find other resources to cover the cost.
- ◆ All no cost/low cost resources for meeting the requested need must be clearly documented on the Plan of Care and also on the Multi-Agency County Pool (MCP) Request.
- ◆ The LWA presents the completed packet to the regional/SPA ISC Team, consisting of employees (Liaisons) from the Department of Mental Health (DMH), Department of Children and Family Services (DCFS) and Probation.

Step 2: ISC Responsibilities

- ◆ The (ISC) will insure that all MCP fund requests are reviewed for appropriateness and processed within one week of receipt. The criteria for “appropriateness” are as follows:
- ◆ All Multi-Agency County Pool (MCP) Requests must be completed, signed and dated by the Agency Wraparound Program Manager.
- ◆ All requests need to be accompanied by the most recent approved and current Child and Family Plan of Care/Family Safety and Crisis Plan; the family budget and CFT minutes (if it contains more updated information regarding the need for the funds that are being requested).
- ◆ The ISC will review and approve requests (sign and date the Multi-Agency County Pool (MCP) Request).

Step 3: Next Steps

- ◆ The requesting Wraparound Agency will fax or e-mail the Multi-Agency County Pool (MCP) Request and all the supporting documents to the MCP Coordinator. The MCP Coordinator will then assign a date, time and place for review of the request by the MCP Board.
- ❖ **Note:** Only Multi-Agency County Pool (MCP) Requests with the appropriate ISC signatures turned in with all the documents mentioned above will be scheduled. All incomplete request forms will be denied.
- ◆ The MCP Coordinator will notify both the Wraparound Agency and the respective ISC team of the scheduled date and time of the MCP Board Meeting.
- ◆ The attendance of the responsible LWA facilitator is mandatory for the MCP Board Meeting.
- ◆ Attendance by the ISC team is not needed, unless requested by the MCP Board.

Payment process for approved MCP request:

- ◆ The LWA is responsible for ensuring the funds are spent in the manner authorized by the MCP Board.
- ◆ DCFS will process the payment request internally and reimburse the requesting Wraparound Agency as quickly as possible.
- ◆ LWA MUST provide the following required documents within **30 Days of approval** to be reimbursed for MCP Funds:
 - Invoice: must include invoice number, date, date of service and the description of service;
 - Receipt;
 - Copies of the cancelled check (front and back);
 - The Wraparound Agency will document the outcome of the funds in the Child and Family Plan of Care/Family Safety and Crisis Plan.
- ❖ **Note:** The LWA will not have access to the MCP fund until the required paperwork issue is resolved.

For the requests that are approved in the month of June, the agency will be given a specific date to turn in the paperwork in order to meet the end of the

Fiscal Year deadline. **If the agency fails to turn in all the above mentioned paperwork in the specified timeframe, the amount of the funds in question will not be reimbursed.**

Denied Requests:

- ◆ The referring LWA and the ISC team may then submit a modified request following the MCP Board's recommendations/guidelines.
- ◆ If the modified request is not approved, and the LWA and the ISC team desire an administrative review, the matter will be referred to the DCFS Deputy Director in charge of Wraparound or his/her designee.

Staffing, Roles and Operational Functioning of the MCP:

- ◆ **The MCP Board:** Representatives from the Department of Children & Family Services (DCFS), Department of Mental Health (DMH), Probation, a Parent Partner (or parent advocate if an appropriate parent partner cannot be found), and Program Managers from two (2) LWA Providers will comprise the MCP Board and monitor the MCP process. As needed, a representative from the DCFS Financial/Claiming section will attend.
- ◆ This Board will meet regularly to review and authorize the requests from providers for use of these funds. The MCP Board is the sole voting authority. The requesting provider agency may discuss their concerns, but it is the MCP Board that makes the final determination concerning approval or denial of the amount of the request. If there is a tie after the voting, the DCFS Wraparound Division Chief will have the final vote. In the event that the Division Chief is absent, the DCFS Wraparound Program Manager will have the final vote.

MCP Board requirements/rotation of representatives:

- ◆ A representative from one LWA in each SPA will serve as the primary participant on a four-month (three months with one-month transition) rotation. Backups for the primary Wraparound participants will come from two different agencies in two different SPAs. At the end of the four-month term, the backups will become the primary representatives and two more Wraparound agencies from two other SPAs will become the backups. This pattern will continue in rotation until further notice.
- ◆ The initial rotation will start with representatives from SPA 2 and SPA 3 as primary participants, with representatives from SPA 4 and SPA 5 as the backups.

- ◆ The second rotation will have representatives from SPA 4 and SPA 5 as primary participants, with representatives from SPA 6 and 7 as backups.
- ◆ The third rotation will have representatives from SPA 6 and SPA 7 as primary participants, with representatives from SPA 8 and SPA 1 as backups.
- ◆ The fourth rotation will have representatives from SPA 8 and SPA 1 as primary participants, with representative from SPA 2 and SPA 3 as backups.
- ◆ All rotations after this will repeat the pattern outlined above.
 - ❖ **Note:** If the MCP fund request comes from the same agency as one of the two primary Wraparound representatives, the impacted representative must notify the MCP Team. Thereafter the MCP Coordinator will assign the backup to attend the MCP meeting.
 - ❖ **MCP Coordinator:** A DCFS CSA I coordinates all activities related to processing MCP requests. Duties include:
 - ◆ Receive all the required MCP request documents from the requesting Wraparound Agency.
 - ◆ Assign a time and date for review by the MCP Team.
 - ◆ Generates a sign in sheet and ensuring all in attendance sign in.
 - ◆ Takes notes of all business and actions during the meeting.
 - ◆ Record Keeping: keeps all MCP fund requests with the Child and Family Plan of Care/Family Safety and Crisis Plan and the family budget report.
 - ◆ Ensures that the DCFS Finance section is notified of the authorization to make the reimbursement to the LWA in the amount authorized.

MCP Extended Support:

- ◆ The MCP funds are available to provide an additional three (3) months support for those cases that are currently facing disenrollment from Wraparound due to DCFS terminating jurisdiction. This support may be extended to a maximum of six (6) months (with pre-approval from the MCP Board). The total number of extended support months may not exceed six (6) months per child/youth.

- ◆ The requesting LWA must accurately complete the Multi-Agency County Pool (MCP) Extended Support Request form, and submit it to the ISC for their approval. The LWA must also specifically document what the Wraparound Child and Family Team (CFT) was working on before DCFS termination and clearly define what the ongoing need is and the plan to accomplish it.

Documents to be submitted and process:

- ◆ Multi-Agency County Pool (MCP) Extended Support Request.
- ◆ The agency must submit the valid Child and Family Plan of Care/Family Safety and Crisis Plan.
- ◆ If the Child and Family Plan of Care/Family Safety and Crisis Plan are not in effect, then the agency must complete and turn in a Child and Family Plan of Care/Family Safety and Crisis Plan that clearly reflect the needs that will be worked on for the following three (3) months.
- ◆ Upon ISC approval the agency will fax a complete packet to the MCP Coordinator.
- ❖ **Note:** If the LWA decides that the family could benefit from an additional three (3) months at the end of the first three (3) months, then the same process would be repeated.

If the Board approves the extended support, the requesting agency must submit one invoice per month for payment to the MCP Coordinator. Along with the first invoice, the agency must also submit the Notice of Intent Form showing the date of disenrollment and approval by the ISC. It is the responsibility of the requesting agency to work with the MCP Coordinator to make sure that the paperwork is submitted on time in order to get reimbursed.

Send all requests and documentation to: MCP Coordinator and follow-up with the MCP Coordinator to ensure the receipt of the MCP packet. The contact phone numbers are (626) 569-6924 or (626) 229-3850.

Section III
Wraparound Operations Multi-Agency Team
Section III
Wraparound Operations
Multi-Agency Service Administrator Roles
(DMH, DCFS, and Probation)

Purpose:

- ◆ Oversee project management resources to ensure timely and effective expansion.
- ◆ The Los Angeles County focal point of expertise on Wraparound.
- ◆ Monitor and provide assistance to Wraparound Agencies to support optimally program performance.
- ◆ Secure departmental support and allocation of resources.
- ◆ Act as lead spokespersons to communicate, champion and market Wraparound.
- ◆ Provide feedback and communication about policy directives and priorities to Wraparound Agencies.
- ◆ Convene Lead Wraparound Agencies meetings.

Goals:

- ◆ Oversight and implementation of Wraparound policies, procedures, quality assurance, and evaluation.
- ◆ Monitor implementation of the Shared Core Practice Model.
- ◆ Strive for a strong public/private/community partnership.
- ◆ Oversight of outcome measures including indicators of child safety, permanency and well-being.

Objectives:

- ◆ Create a team process that develops ownership and alignment of goals and objectives.

- ◆ Provide on-going methods for evaluating team performance.
- ◆ Provide on-going strategies for clarifying support needs and securing resources.
- ◆ Maintain a work action plan framework process.
- ◆ Provide consistency and continuity to Lead Wraparound Agencies, and interdepartmental staff, and across SPAs.

Decision-Making:

- ◆ Countywide decisions are made in accordance with the Shared Core Practice Model emphasis on inter-departmental collaboration.

Meetings:

- ◆ Facilitator of all scheduled Lead Wraparound Agencies meetings.
- ◆ The official designee to attend Wraparound meetings at State, Federal and other Local events.
- ◆ Facilitate work groups as needed.

**Wraparound Program Administration Countywide Teams
including: Probation Wraparound Team; DCFS Wraparound Team;
and, DMH Wraparound Team**

Purpose:

- ◆ Oversight of the Lead Wraparound Agencies operations according to appropriate policies and procedures, and Wraparound Statement of Work.
- ◆ Parent Advocates communicate on status of community issues as to services, resources, access and availability.
- ◆ Ensure the quality assurance/improvement and evaluation process is consistent with Wraparound principles and State/Los Angeles County requirements.
- ◆ Support training plan for all Wraparound Providers, departmental staff and others in the community requiring training to understand the principles of Wraparound.

- ◆ Support inter-agency provider teaming.
- ◆ Develop processes that model voice, ownership, choice, and support the Wraparound Principles.
- ◆ Monitor Lead Wraparound Agency performance, outcomes, services, and concerns.
- ◆ Oversight of reporting, and documentation requirements.
- ◆ Analyze recommendations and/or proposed changes to policy.
- ◆ Support the removal of barriers to Intra and Inter Agency collaboration.

Goals:

- ◆ Ensure that Wraparound services are delivered consistently across agencies and SPAs, and countywide.
- ◆ Maintain high quality, responsive and sustainable programs that are valued by participants.

Objectives:

- ◆ Maintain consistent protocols for monitoring quality of care and Wraparound fidelity, and communicate the impact of provider service delivery efforts.
- ◆ Concentrate project management resources to ensure timely and effective support.
- ◆ Remain a focal point of expertise on Wraparound for Los Angeles County.

Decision Making:

- ◆ Operationally reports to the Multi-Agency Services Administrators.
- ◆ Consensus facilitated by the Multi-Agency Services Administrators.

Membership:

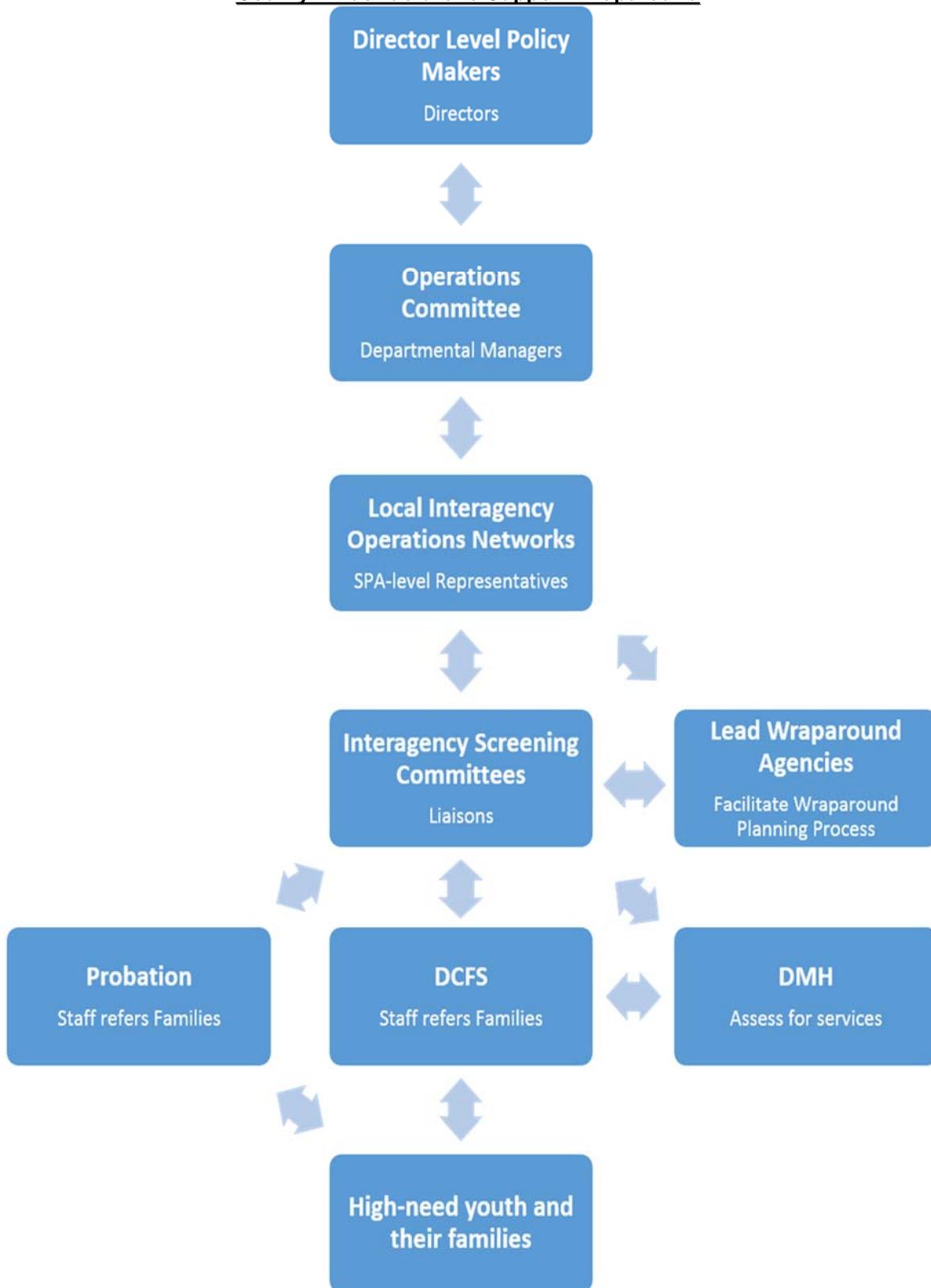
- ◆ DCFS, DMH, and Probation staff reporting to the Multi-Agency Services Administrator
- ◆ Supervisors for Interagency Screening Committees
- ◆ Parent Advocates

- ◆ Multi-Agency Training Committee
- ◆ Any other consultants or stakeholders as needed

Meetings:

- ◆ Monthly Team meetings
- ◆ Ongoing scheduled meetings
- ◆ Ad Hoc meetings as needed

County Infrastructure to Support Wraparound



Role of the ISC

The Department of Children and Family Services (DCFS), Probation Department and the Department of Mental Health (DMH) Wraparound Liaisons are members of the Interagency Screening Committee (ISC) as mandated by State Standards. The Liaisons serve as a consultant, system specialist, and facilitator using their expertise and knowledge of DCFS, Probation and DMH to assist families, the ISC members, Child and Family Teams and the Community in navigating the system and services within their respective departments. They ensure that all members present are able to express their point of view in a safe and respectful environment.

Responsibilities and Duties of the ISC:

- ◆ Advocate for children/youth and their families.
- ◆ Provide the Case-carrying County Worker detailed information regarding the referral process and criteria for Wraparound.
- ◆ Assist in obtaining all of the information required for completion of the packet to be reviewed by the ISC in the referral process.
- ◆ Assist with scheduling a consultation with the ISC.
- ◆ Participate in ISC consultations for their respective SPA.
- ◆ Ensure, if the referral is not accepted, that appropriate linkages are established to alternative services and community resources.
- ◆ Review and monitor the Plan of Care and Family-Safety and Crisis Plan.
- ◆ Ensure all suspensions, graduations, and disenrollment requests from the provider are processed in a timely manner (within 10 calendar days of notification to the ISC) and agreed upon by the ISC.
- ◆ Provide direct support to the Wraparound providers.
- ◆ Assist provider agencies in identifying children and families eligible for Wraparound.
- ◆ Ensure that the providers understand the needs of the families and that the family's voice is heard and respected.

- ◆ Maintain records pertaining to ISC functions in order to meet both County and State requirements.
- ◆ Provide input and help to clarify the child welfare and juvenile justice systems mandates, DMH mandates, as well as County policies and procedures.
- ◆ Assist in problem solving with the Wraparound agencies.
- ◆ Appropriately share critical case-relevant information with Wraparound service providers in compliance with policies of confidentiality.
- ◆ Provide consultation and training to departmental staff regarding Wraparound.
- ◆ Receives, reviews, discusses (with Countywide management and/or providers), and provides follow-up, as needed, to Special Incident Reports (SIR).
- ◆ DMH Liaisons monitor availability of local FSP slots.
- ◆ Promote the Shared Core Practice Model by upholding an understanding of roles, responsibilities, and expectations of inter-departmental staff.
- ◆ Screen and refer appropriate requests for funding from Lead Wraparound Agencies to the Multi-Agency County Pool (MCP).
- ◆ Attend the Local Interagency Operations Network (LION) or Wraparound Interagency Network WIN meetings as appropriate.
- ◆ Prepare written reports as needed.
- ◆ Attend emergency/unscheduled meetings as needed relative to cases or program needs.
- ◆ Conduct outreach activities such as attending unit meetings, staffings to ensure that staff is informed and aware of the requirements for Wraparound.
- ◆ Submit to monthly statistical reports to managers including number of assigned cases and NOIs.
- ◆ Conduct other activities as needed/requested.
- ◆ Attend Quarterly Wraparound Meeting.

Wraparound DCFS Children Services Administrator I Role within the ISC

The Department of Children and Family Services (DCFS) Children Services Administrator I (CSA I) is assigned to each SPA in Los Angeles County. They provide program oversight of their assigned agencies, LWA support, trouble shooting, problem solving, conflict resolution, program and contract related investigations, and maintenance of a fair and equitable distribution of Wraparound cases based on the case assignment policy and maintain logs/data information (in addition to all other Wraparound and RBS duties assigned including special projects).

- ◆ Collaborate with the ISC members.
- ◆ Obtain weekly information for case assignment from the referring agency liaisons and the agencies for each SPA.
- ◆ Assign cases based on available slots, number of children needing Wraparound, and case assignment policy.
- ◆ Maintain weekly logs including but not limited to: case assignment log, capacity log, and slot availability log, and active case count logs.
- ◆ Maintain a waitlist when applicable.
- ◆ Document case assignments in CWS/CMS database.
- ◆ Attend LWA meetings and provide minutes.
- ◆ Coordinates and processes LWA MCP requests.
- ◆ Collaborate with Liaisons for special Wraparound Case Assignments i.e., AAP, emergency cases, and emergency shelter care cases.
- ◆ Support and assist in resolving LWA conflicts or challenges.
- ◆ Investigations of program and contract related matters.
- ◆ Collaborate with Probation and Mental Health administrators for various matters related to Wraparound.
- ◆ Other duties as assigned.

Department of Mental Health Wraparound Liaison Roles and Responsibilities

- ◆ Provide direct support to the Wraparound providers.
- ◆ Assist provider agencies in identifying children and families eligible for Wraparound.
- ◆ Ensure that the providers understand the needs of the families and that the family's voice is heard and respected.
- ◆ Provide input and help to clarify the child welfare and DMH mandates, as well as County policies and procedures.
- ◆ Assist in problem solving with the Wraparound agencies.
- ◆ Appropriately share critical case-relevant information with Wraparound service providers in compliance with policies of confidentiality.
- ◆ Provide consultation and training to departmental staff regarding Wraparound.
- ◆ Receives, reviews, discusses (with Countywide management and/or providers), and provides follow-up, as needed, to Special Incident Reports (SIR).
- ◆ DMH Liaisons monitor availability of local FSP slots.
- ◆ Promote the Shared Core Practice Model by upholding an understanding of roles, responsibilities, and expectations of inter-departmental staff.
- ◆ Screen and refer appropriate requests for funding from Lead Wraparound Agencies to the Multi-Agency County Pool (MCP).
- ◆ Attend the Local Interagency Operations Network (LION) or Wraparound Interagency Network (WIN) meetings as appropriate.
- ◆ Attend emergency/unscheduled meetings as needed relative to cases or program needs.
- ◆ Conduct outreach activities such as attending unit meetings, staffings to ensure that staff is informed and aware of the requirements for Wraparound.
- ◆ Submit to monthly statistical reports to managers including number of assigned cases and NOIs.

- ◆ Attend Lead Wraparound Agency monthly meetings.
- ◆ Attend Quarterly Meetings with DMH, DCFS and Probation Administration.
- ◆ Attend monthly Wraparound Coordinators meeting with DMH countywide administration.
- ◆ Participate in Annual Technical Reviews of provider agencies focused on fidelity to the Wraparound Model; quality of care; compliance with DMH documentation standards; compliance with Medi-Cal standards including establishment of medical necessity; etc.
- ◆ Prepare written reports as needed.
- ◆ Conduct other activities as needed/requested.

Department of Mental Health Wraparound Countywide Parent Advocate

The Mental Health Countywide Parent Advocate is a member of the Wraparound Program Administration.

- ◆ Participates in performance improvement reviews;
- ◆ Review Plan of Care/Safety/Crisis Plan;
- ◆ Review DMH and Wraparound program documentation, such as progress notes of Parent
- ◆ Partners, CFT Minutes, Mental Health Status Report, Wrap Line signature sheet;
- ◆ Administer Disenrollment Surveys;
- ◆ Observe Child and Family Team Meetings (CFT);
- ◆ Compile reports accordingly and make recommendation for program improvement;
- ◆ Provide necessary feedback to ensure forms/documents are culturally and linguistically appropriate;
- ◆ Conduct interviews with enrolled Wraparound families to determine consumer satisfaction with the Wraparound Process;
- ◆ Meet with parents/caregivers when a family is referred for screening to explain Wraparound on an as needed basis;
- ◆ Facilitate self-help parent support groups, trainings, workshops;
- ◆ Provide support to parent partners on Wraparound teams;
- ◆ At the parent's request, and for the purpose of providing support and/or advocacy, attend:
 - Court appearances including dependency or delinquency, and/or any other court
 - Individualized Educational Plan Conferences
 - Other meetings as appropriate

- ◆ Participate in the planning and development of trainings, workshops, and conferences;
- ◆ Assist in problem solving with Wraparound agencies;
- ◆ Conduct trainings to promote interdepartmental understanding regarding the parent advocate role within DMH, DCFS, Probation, and other county departments to promote the importance of family centered, strength-based approaches;
- ◆ Participate in conferences as a presenter and/or as a participant such as:
 - California Parent Leadership Conference (CPLC)
 - California Mental Health Association for Children and Youth (CMHACY)
 - Partnerships for Well-Being Institute Conference
 - Under-represented Ethnic Population
- ◆ Participate as needed in meetings to advocate for issues affecting Children/Families and the Community including:
 - ◆ Service Area Planning Council
 - ◆ Service area Advisory Committee (SAAC)
 - ◆ Local Interagency Operations Network (LION)
 - ◆ Consortium of Advocates Parents and Partners (CAPP)
 - ◆ Working Well Together Workgroup (WWT)
 - ◆ Collaborate with countywide parent advocates and other advocates/partners from different systems
 - ◆ Participate in Department of Mental Health Meetings and other interdepartmental/interagency cross trainings related to Wraparound
 - ◆ Participate in local and statewide committees to provide information regarding family voice to decision makers such as System Leadership Team (SLT); Mental Health Services Oversight and Accountability Commission (MHSOAC) committee meetings; Educational Coordinating Council (ECC)
 - ◆ Other community-based meetings, local hearings, and community forums
 - ◆ Other duties within the scope of work as assigned by the Wraparound DMH program manager/supervisor

- ◆ Participates on the ISC Team when screening families for Wraparound
- ◆ Participates in Plan of Care Reviews

- ◆ Participate as needed in meetings to advocate for issues affecting Children/Families and the community:
 - Service Area Planning Council;
 - Service Area Advisory Committee (SAAC);
 - Local Interagency Operations Network in (LION);
 - DCFS CFTs;
 - Consortium of Advocates Parents and Partners (CAPP);
 - Other community based meetings, local hearings, and community forums;
 - Collaborate with countywide parent advocate and other advocates/partners from different systems;
 - Working Well Together (WWT) workgroup;
 - Participates in Under-represented Ethnic Population Meetings;
 - Participate in a countywide Parent Advocate Meeting;
 - Assist in problem solving with the Wraparound/agencies;
 - Connect with the Interagency Screening Committee (ISC) and other parent advocates in service area to enhance the sharing of resources and information on an ongoing basis.

- ◆ Participate in local and statewide committees to provide information regarding family voice to decision makers such as:
 - System Leadership Team (SLT);
 - Mental Health Services Oversight and Accountability Commission (MHSOAC) Committee meetings;
 - Education Coordinating Council (ECC)

- ◆ Help empower parents/caregivers on how to advocate for themselves and their families

- ◆ Facilitate self-help parent support groups:
 - Trainings
 - Parent /Child Workshops
 - Resource Fairs

- ◆ At the parent's request, and for the purpose of providing support and/or advocacy, attend court appearances

- Dependency or delinquent, and/or any other court system
- Individualized Educational Plan (IEP's)
- Other meetings as appropriate

Section IV

Operational Procedures

Referral to Wraparound

Purpose:

- ◆ To Describe and formalize the process and procedural requirements to complete a referral for the ISC.

Policy:

- ◆ The Department of Children and Family Services, Probation, and Department of Mental Health, ensures that all referrals are reviewed, and screened, in a timely manner. The Department of Children and Family Services, Probation, and Department of Mental Health pre-screen for eligibility for Wraparound and prepare the case for assignment to the provider.

Procedures:

- ◆ The referral to Wraparound must be an open DCFS or Probation case in their system. Children receiving Post Adoption services are also eligible.
- ◆ DCFS or Probation will receive the referral from their respective caseworker/referral source and do a pre-screen review to ensure the referral is appropriate and complete. If the referral is not complete, the reviewer will assist the caseworker/referral source with direction regarding completion. If the referral is not appropriate, the reviewer will recommend other available resources.
- ◆ A complete referral includes at a minimum, the following:
 - Enrollment agreement
 - Completed consent forms (Consent to Release and Exchange information, Consent to Participate in Wraparound). The consents must be completed and signed before the referral can be screened by the ISC. For DCFS referrals the DCFS 179 MH may be used in lieu of the Wraparound consent form (see note below).* the agency also may obtain the consents signed by the family.
 - The DCFS 174 referral form via the portal for DCFS cases only
 - A completed Wraparound Referral form for probation cases only
 - Medi-Cal Verification for all children being referred to Wraparound
 - Any relevant court report, psychological report, Individualized Education Plan (IEP), and other materials that might benefit the process (court status report, relevant minute order, etc.).

- All assigned identifying numbers (Field # 7) must be included in the enrollment agreement (state ID and PDJ numbers).
- Social Security numbers may be provided verbally to the assigned agency when needed to provide service.

❖ **Note:** Youth 12 years and older must sign all consent forms

Wraparound Case Assignment

Purpose:

- ◆ To describe and formalize the process and procedural requirements for screening and accepting cases at the ISC.

Policy:

- ◆ The ISC ensures Wraparound referrals are screened, reviewed and assigned in a timely manner. The ISC team is a collaborative comprised of representatives from the Department of Children and Family Services, Department of Mental Health, and Probation Department. The team is configured to actively participate in the screening/assignment of Wraparound referrals.

Procedures:

- ◆ A child/youth who is referred to the ISC for Wraparound must have an open Department of Children and Family Services or formal Probation case, or must qualify for Adoption Assistance Program (AAP) benefits.
- ◆ On a weekly basis the Wraparound Provider (WP) representative will report by email and by the ISCs specified due date the number of current openings. If the Wraparound Provider representative does not report the current openings by the due date, it shall be inferred that the agency does not have openings and they will be skipped in the rotation.
- ◆ Case assignment meetings are done weekly.
- ◆ Cases are assigned on a first come first serve basis, determined by referral date. The referral date is the date the packet is completed. Transferring cases from SPA to SPA are given priority and entails a different process (please see policy on Case Transfers).
- ◆ The ISC Children's Services Administrator I (ISC CSA I) will use an alphabetical rotational process to assign cases. However, the ISC CSA I may supersede the rotational process based on "family voice and choice," or if a sibling is already being serviced by a Wraparound Provider. For the purpose of Wraparound cases assignment, family voice and choice refers **only** to those cases in which the **family** has stated that they want to be assigned to a specific agency within the Service Planning Area. The request needs to come from the family and the family only. The ISC CSA I will take into consideration continuity of care when assigning cases, but if it is not possible to assign a case to a Wraparound Provider that is already providing

services to the family, the case will be assigned to the next available agency on rotation.

- ◆ Self-referrals shall be defined as referrals where the Wraparound Provider identifies the child/youth from another program, obtains consents for, completes the Wraparound Referral form, and assists the case carrying Children’s Social Worker or Deputy Probation Officer in completing the enrollment agreement. Once the Wraparound Provider has the completed referral, the agency notifies the ISC to ensure that the case carrying worker is aware that a Wraparound referral has been generated and that the referral meets criteria. If the case carrying worker is in agreement that the family would benefit from Wraparound and the case meets criteria, the case shall be assigned. Only self-referrals do not take a slot in the rotation.

- ◆ Once the child/youth is assigned at the ISC, the Wraparound Provider will make telephone contact within 48 hours and a face-to-face contact within seven calendar days. For emergency Wraparound referrals, the Wraparound Provider shall be responsible for contacting the family the same day, making face-to-face contact within three calendar days, and holding the initial CFT within five calendar days. If the Lead Wraparound Agency has difficulty reaching the family within the specified timeframes, the Wraparound Provider will notify the county caseworker and the ISC.

- ❖ **Note:** Case transfers are described as transfers of active Wraparound cases between one Los Angeles County Department to another Los Angeles County Department, transfers between Service Planning Areas, transfers between Lead Wraparound Agencies, and Administrative/Funding transfers.

Intra-County Department Transfers

Purpose:

- ◆ To describe and formalize the process and procedural requirements for transferring active Wraparound cases from one Los Angeles County Department to another.

Policy:

- ◆ Los Angeles County allows Wraparound transfers to occur between the Department of Children and Family Services open cases and formal Probation cases or vice versa.

Procedures:

- ◆ If a Wraparound child/youth is being transferred from one Department to another, the Wraparound Provider and the ISC will work with the case carrying workers to ensure that the child/youth meets the receiving Department's criteria, including Katie A. subclass membership, and that there is an opportunity to perform a simultaneous enrollment with the new County Department and avoid any disruption of Wraparound.
- ◆ The Wraparound Provider will complete a Notice of Intent to Disenroll with the family the **same day** that the new enrollment agreement is signed by the family. The Wraparound Provider will present the Notice of Intent and new signed enrollment to the ISC in order for the ISC to process the Notice of Intent. The effective date of the Notice of Intent will be the same date as the new enrollment date.
- ◆ The Wraparound Provider is responsible for preparing the Plan of Care which is due 30 days from the new enrollment date. The Plan of Care must address the new Department's Legal/Departmental mandates. A Plan of Care will be due every six months thereafter.

Case Transfers **Service Planning Area (SPA) Transfers**

Subject:

- ◆ Wraparound transfers from one Los Angeles County SPA to another Los Angeles County SPA.

Purpose:

- ◆ To describe and formalize the process and procedural requirements for transferring active Wraparound cases from one Los Angeles County SPA to another Los Angeles County SPA.

Policy:

- ◆ Los Angeles County allows Wraparound transfers to occur between Los Angeles County SPA when the child/youth moves from the SPA in which the Wraparound Provider is located.

Procedures:

- ◆ If a Wraparound child/youth relocates to another SPA, the Wraparound Provider will immediately notify the Interagency Screening Committee (ISC) in order to initiate an open case transfer and avoid any disruption of Wraparound.
- ◆ The sending Wraparound Provider will immediately meet with the family, obtains new Wraparound consent forms, and ask the family if there is a voice and choice preference. If the child/youth is placed with a new caregiver, then the sending Wraparound Provider will generate a new Family Safety Crisis Plan with the family. The sending Wraparound Provider will provide the referring Department's Liaison with:
 - A copy of the new Wraparound consent forms;
 - An updated Family Safety Crisis Plan;
 - The current Plan of Care;
 - A Wraparound Referral Form;
 - A Notice of Intent to Transfer with only the first half completed; and inform the Liaison if there is a family voice and choice;
 - When the Wraparound Provider is planning to transfer a case, and the POC is due within seven days of the transfer, it is best practice for the sending agency to complete the POC to document the transition planning with the family. Also, as part of the case transition, the last CFT should be coordinated so that the receiving agency can be present.

- ◆ The Liaison for the sending Wraparound provider will review the packet for completeness and verify Medi-Cal eligibility. The Liaison will email the receiving SPA Liaison and supervisor a copy of the following documents immediately upon completion of the packet:
 - Current Plan of Care and Family Safety Plan;
 - Current Wraparound Consents;
 - Wraparound referral form;
 - Medi-Cal verification;
 - New enrollment agreement (with the referring county worker's signature);
 - A completed ISC Transfer Review and Plan;
 - A Notice of Intent Due to Transfer with only the first half completed;
 - Supportive documentation (including but not limited to the most recent; minute order, most recent court report, placement history, and conditions; of Probation when it is a Probation case).

- ◆ Within 2 days, the receiving Liaison will review the transfer packet and verify that the packet is complete. The liaison will notify the ISC Children's Services Administrator I (CSA I) of the transfer immediately after verifying the packet is complete. Thus allowing for the open case transfer to be scheduled at the next ISC screening/assignment meeting. Once a time, date, and place has been set for the transfer, the receiving Liaison will notify the sending Liaison. The sending Liaison will notify the sending Wraparound Provider of the transfer meeting and the new Wraparound Provider needs to confirm their attendance by the deadline set by the CSA I. The sending Wraparound Provider shall be present at the ISC meeting.

- ◆ The sending and receiving Wraparound Providers shall schedule a conjoint Child Family Team meeting to ensure continuity of care. The sending WP must continue to provide services until the date of the family's enrollment with the receiving WP.

- ◆ Upon receipt of the new enrollment agreement from the receiving WP, the receiving Department's Liaison will finish completing the second part of the Notice of Intent (NOI) Due to Transfer, including signatures from the ISC. The NOI's effective date needs to be the same date as the date of the new enrollment with the receiving LWA.

- ◆ The receiving Department's Liaison will send a copy of the new enrollment agreement and NOI to the sending Department's Liaison, to WraparoundRBS@dcsf.lacounty.gov and wraparound@dmh.lacounty.gov within 2 business days from the date that the case was assigned.

- ◆ The receiving wraparound provider will send the enrollment agreement and NOI to the DCFS Administrator within 36 hours of enrollment to WraparoundRBS@dcfs.lacounty.gov.

Wraparound Provider (WP) Transfers

Subject:

- ◆ Wraparound transfers from one Wraparound Provider (WP) to another Wraparound Provider (WP) within the same Service Planning Area (SPA).

Purpose:

- ◆ To describe and formalize the process and procedural requirements for transferring active Wraparound cases from one Wraparound Provider to another Wraparound Provider within the same Service Planning Area.

Policy:

- ◆ Los Angeles County allows Wraparound transfers to occur between one Wraparound Provider (WP) to another Wraparound Provider (WP) within the same Service Planning Area when the family, and the family **only**, requests such transfer, or when there is a conflict of interest with the assigned WP.

Procedures:

- ◆ The sending WP will immediately notify the Interagency Screening Committee that the family is requesting that Wraparound services be transferred to another WP or that a conflict of interest exists.
- ◆ The sending WP will obtain new Wraparound consent forms if the current consents are 6 months or older. The WP will provide the Department's Liaison with a copy of the new Wraparound consent forms (if appropriate), current Plan of Care and Family Safety Plan, and Wraparound Referral form.
- ◆ The Department's Liaison will review the packet received from the sending WP:
 - Verify Medi-Cal eligibility;
 - Generate a new enrollment agreement with the referring county worker's signature;
 - A Notice of Intent to Transfer with only the first half completed;
 - Complete a ISC Transfer Review Plan;
 - Gather supportive documentation including the most recent minute order, most recent court report, placement history, and conditions of Probation when it is a Probation case.

- ◆ Within 2 days the liaison will review the packet and verify the packet is complete, the DCFS Liaison will immediately notify the ISC Children's Services Administrator I (CSA I) of the transfer to be scheduled at the next ISC screening/assignment meeting. The Department's Liaison will notify the sending WP of the transfer meeting.
- ◆ The sending and receiving WP shall schedule a conjoint Child Family Team meeting to ensure continuity of care, unless the family does not want to meet with the sending WP. The sending WP must continue to provide services, unless the family refuses, until the date of the family's enrollment with the receiving WP.
- ◆ Upon receipt of the new enrollment agreement from the receiving WP, the Department's Liaison will finish completing the second part of the Notice of Intent (NOI) Due to Transfer, including signatures from the ISC. The NOI's effective date needs to be the same date as the date of the new enrollment with the receiving WP.
- ◆ The receiving Department's Liaison will send a copy of the new enrollment agreement and NOI to the sending Department's Liaison and to WraparoundRBS@dcfs.lacounty.gov within in 2 business days from the date that the case was assigned.

Fall Through Referrals

Purpose:

- ◆ The ISC ensures Wraparound referrals meet eligibility criteria and that they are screened, reviewed and assigned in a timely manner; however, there may be circumstances in which the WP assigned is unable to enroll a family.

Policy:

- ◆ Referrals that do not result in an enrollment due to:
 - Family declining services;
 - Unable to make contact with family after multiple attempts and contact with the referring party and Liaison;
 - Child/youth determined ineligible.

Procedure:

- ◆ The WP will make telephone contact with the family within 48 hours of receiving the referral. If WP is unable to contact the family, the WP will inform the case carrying worker and ISC within 72 of receiving the referral.
- ◆ The referring County Department's ISC liaison will consult with the case carrying worker and assist in trouble shooting and facilitate communication between the family and the WP.
- ◆ The WP will inform the case carrying worker and ISC immediately if the caregiver or child/youth refuses Wraparound:
 - The referring County Department's ISC liaison will consult with the case carrying worker regarding the family's decision to refuse services, and assist in engaging the family when there is ambivalence expressed by the family about their decision to refuse services.
 - The WP can return the referral within 10 days of assignment if the case carrying worker and Department liaison were unsuccessful in engaging the family to accept Wraparound—after all reasonable efforts were made to engage and enroll the family.
 - If the referral is returned within 10 days and the protocol above was followed the WP can be placed first on the rotation for the following week in order to receive a “replacement” case.
 -

- ◆ The WP will inform the case carrying worker and ISC if the referral doesn't meet criteria. For example:
 - The child/youth does not have full-scope Medi-Cal. The county has 250 Non-Medi-Cal slots and they will be filled on a need and availability;
 - The child/youth does not have an open case with the referring County Department;
 - The child/youth's case with the referring County Department will be closing in three months or less;
 - The referring County Department's ISC liaison will consult with the case carrying worker regarding the issues with the referral and informs the case carrying worker that the referral will be returned. The ISC liaison will ask the WP to return the referral;
 - The WP can return the referral within 10 days of assignment, and the WP can be placed first on the rotation for the following week in order to receive a "replacement" case.

Graduation, Dis-enrollment, and Suspensions

Purpose:

- ◆ To describe and formalize the process and procedural requirements for graduating, dis-enrolling and suspending DCFS cases at the ISC. **Please note that Probation and AAP youth cannot be suspended.**

Policy:

- ◆ The ISC is required to actively participate in the monitoring and evaluation of the decision to graduate, dis-enroll, or suspend a child/youth in Wraparound. The ISC ensures that requests for graduations, dis-enrollments and suspensions given to the ISC are reviewed and given a disposition in a timely manner (within 10 days).

Procedure:

- ◆ The ISC is the only authority that can graduate, dis-enroll, or suspend a child/youth from Wraparound.
- ◆ The provider must submit the Notice of Intent (NOI) to graduate, dis-enroll, or suspend to their SPA-specific ISC. (for transfers, see Transfer Policy)
- ◆ **To Graduate** a child/youth **both of the criteria below must be present:**
 - The child/youth must successfully complete and/ or meet the families' goals and needs as defined by the family and the CFT as documented in the POC. The agency will continue to provide Wraparound services until the NOI is signed by the ISC.
 - The child/youth and family have been linked to a non-Wraparound community resource that directly meets the needs of the family.
- ◆ **To dis-enroll** a child/youth, one of the following criteria must be established:
 - The child/youth and family no longer wish to participate in or receive Wraparound services, as evidenced by their signature on the NOI and the POC .
 - The DCFS Voluntary case is closed.
 - Court Youth is incarcerated in a juvenile or adult detention facility, (post arraignment)
 - Probation youth who are on AWOL/runaway status for 30 consecutive days.
 - **The 6-month suspension period for DCFS child/youth has expired.**
 - The child and family move out of LA County.

- The court terminates jurisdiction or dismisses the case.
- The court issues an order that the child/youth shall be disenrolled from receiving Wraparound Services.
- In lieu of graduation goals being met, the Child and Family Team agree that the child and Family needs can be adequately served by generic/lower level non-paid community resources.
- The Wraparound provider's assessment determines the child/youth need a referral to receive more intensive services within the first six weeks of Wrap enrollment.

❖ **Note:** Youth between the ages of 18 and 21 who are in foster care may continue to receive Wraparound until their 21st birthday then be disenrolled.

- ◆ **To Suspend** a child/youth
- ◆ Suspension will be determined by the agency and ISC.
- ◆ Cases can be suspended for up to 6 months and must be disenrolled at the end of the sixth month.
- ◆ To suspend a Wraparound case , one of the following criteria must be present:
 - The child/youth has been on runaway status for at least 30 consecutive days.
 - An alternative intervention (RCL 12 or higher level placement, hospitalization and DCFS youth with a Probation intervention resulting in removal from the community) is needed for an extended period of time, not to exceed 6 months.
 - Child/youth and/or family are temporarily unable to participate in Wraparound however they will be able to participate within 30 days.
- ◆ The case-carrying worker shall be contacted prior to suspension. The Child and Family Team will make monthly contact with the caseworker, child/youth and family throughout the suspension.

General Information:

- ◆ For the ISC to graduate, dis-enroll and/or suspend a Child/Youth from Wraparound the ISC must review the most recently completed POC and NOI for completeness and appropriateness.
- ◆ If the ISC and provider are not in agreement, the provider must provide any additional information requested by the ISC. If there is still disagreement, the ISC and the provider will solicit the recommendation of the referring County agency's Wraparound supervisor.

- ◆ The provider will send the NOI to graduate/dis-enroll/ or suspend within 36 hours of the ISC approval meeting to DCFS Wraparound Program Administration Email in box wraparoundrbs@dcs.lacounty.gov.
- ❖ Note: For disenrollments of transferred cases please see Transfer protocol.

Reminder:

Graduations should be celebrated at every opportunity!

The Child and Family Plan of Care

Purpose:

- ◆ To describe and formalize the process, procedure and content, for reviewing Wraparound Child and Family Plans of Care.

Policy:

- ◆ The Wraparound program is strength-based and family-centered approach that ensures: a) the Plan of Care is developed by the Child and Family Team; b) reflects the family's voice and choice; c) and, is based on cultural and family history. Child and Family Plans are based on the strengths and needs of the child and family as identified by the child, family and team. Family plans are individualized and comprehensive and cover all the life domains of the child and family. Individualized plans document child and family strengths in all 12 domains, needs, strategies, and resources to meet child and family needs in their community. The Plans are sensitive and responsive to ethnic, linguistic, and cultural differences of each family.
- ◆ The Plan of Care includes a Family Safety and Crisis Plan that addresses crises stemming from exposure to trauma.
- ◆ Child and Family Team members (family, client, caregiver, CSW, county representatives, Facilitator, Child Family Specialist, Parent Partner, Clinician, and other community supports as needed) sign the Child and Family Plan, as well as revisions and/or minutes, to demonstrate the team's collaborative participation, understanding, and agreement with the written plan.
- ◆ Plans demonstrate that community based services are the primary services used. Plans reflect family preferences and capacity and are achievable with the services/supports planned. Plans set outcomes for transitioning each child to less restrictive, less intrusive and less formal services, taking into consideration the ability of families to move through the process at their own pace. Over time, plans document the shift of activity from formal supports to informal supports for greater self-sufficiency.

Procedures:

- ◆ The initial Plan of Care and Family Safety and Crisis Plan is presented by the Wraparound Provider (WP) within 30 days of the enrollment date. Updated plans are submitted, thereafter, every six months for review and approval.
- ◆ The Plan of Care and Family Safety and Crisis plan is documented on the approved form. A Mission Statement is included on every Plan. Plans of Care include

strengths in all domains, underlying needs, and goals. Strengths, goals, budget, and strategies are addressed under each identified need. Plans include persons responsible for actions, and timelines for accomplishment of the plan. Outcomes are identified on the Plans to guide the team in achieving the overall Mission Statement.

- ◆ After the Plan of Care is presented, the ISC will use the, “Wraparound Plan of Care Interagency Screening Committee Checklist and Review” forms to document their review.

- ◆ Using the “Checklist and Review Form” the ISC reviews the Plan with respect to the following questions:
 - Mission statement for family has been developed.
 - Team membership includes (continues to include) formal and informal (majority) sources of family support.
 - Plan has initial (or updated) Child and Family Team member sign off/approval.
 - Are safety concerns adequately addressed in the Plan of Care?
 - Do community resources meet the team’s identified needs?
 - Is the team process ensuring respect for family voice and choice?
 - Does the family contribute to the decision making?
 - Are there timeframes attached to all interventions?
 - Flexible funds are identified/utilized to support the Plan.
 - The Plan is individualized and tailored to meet family needs.
 - Does the Plan of Care identify and address underlying needs?
 - Is the team addressing all requirements or mandates set by County agencies or the Courts?
 - Is the referred child/youth receiving mental health services?
 - Has the referred child/youth been assessed for psychotropic medication?
 - If yes, is the child/youth being monitored by a psychiatrist?
 - If no, is there a plan in place for the child/youth to be assessed by a Psychiatrist?
 - Are trauma related impairments being adequately addressed when appropriate?

- ◆ Once the ISC team reviews and approves the Plan of Care, the ISC team members will sign the “Review Form” demonstrating their approval. If the ISC defers (based on reasons identified on the deferral list) or the County Program Supervisor wants more clarification/information, they will mark, “Deferred” with a note about the information/clarification needed. The Wrap Provider will then bring back the Plan with the additional information/clarification requested as soon as possible and no later than 30 days. The ISC team will provide the new “Approved” form.

- ◆ After the Plan is approved, the Plan of Care review forms are filed and maintained by the local DCFS/Probation office with the original going back to the provider.

- ❖ **Note:** Child and Family Team members are allowed five business days after the scheduled POC due date to obtain signatures; this may result in presenting it to the ISC the following scheduled review date.

AAP (Adoption Assistance Program) Wraparound For Adoptive Children/Youth

Subject:

- ◆ AAP Wraparound

Purpose:

- ◆ To describe and formalize the process and procedural requirements for accepting and enrolling AAP Wraparound youth.

Policy:

- ◆ An adoptive family may access Wraparound and the child/youth must meet the following criteria:
 - must be at imminent risk (within 30 days) of placement in an RCL 10 or above Group home **OR**
 - be currently placed in an RCL 10 or above group home (within 60 days of transitioning) **AND**
 - have an identified caregiver within Los Angeles County **AND**
 - the child must be eligible to receive AAP benefits
- ◆ For children who have been adoptively placed, but not yet finalized, OR finalized less than 6 months ago, the family may access Wraparound through their assigned (or previously assigned) Adoption CSW, and the regular weekly Wraparound screenings.
- ◆ For children whose adoption has been finalized for more than 6 months, the family may access Wraparound by calling Post Adoptive Services (PAS).
- ◆ AAP Wraparound will be initially authorized for 18 months (per episode). Should the Child and Family Team determine a need for continued services, the team may request authorization for an additional 6 months while the team pursues alternative services for the child/youth.

Procedures:

Scheduling the Screening / Enrollment

- ◆ Children/youth in adoptive placement where the adoption has not yet finalized can have their cases referred and opened via standard procedures for Wraparound. However, they are tracked as, and funded through, AAP.
 - The CSW submits an AAP Wrap Referral form to their Wraparound Liaison to be screened at the regular weekly screenings.
 - The Primary Purpose field of the Wrap Referral form should be checked in the box designating “Potential Placement Move to RCL or Move out of RCL.”
- ◆ For cases where the adoption was finalized less than six months ago, the parent must contact the previously assigned Adoption CSW. Follow steps as above.
- ◆ For cases where the adoption was finalized more than 6 months ago, Post Adoptive Services (PAS) is contacted by the adoptive parent or Adoption Promotion and Support Services (APSS), stating that the child needs to be placed in residential care.
 - PAS CSW completes page 1 of DCFS 174 form.
 - Staff to be invited should be checked WRAP.
 - Family Members and Informal Supports the family wants present should also be indicated on the 174.
 - The 174 should be sent to Wraparound Administration: Constance Hall, hallca@dcfs.lacounty.gov and Luz Moran, moranl@dcfs.lacounty.gov. Wraparound Administration will call the adoptive parent to ensure they understand and desire Wraparound services, ensure Family Voice and Choice, and confirm appropriateness of referral.
 - According to the address of the adoptive home, the appropriate DCFS Wraparound Liaison will be contacted. Liaison will check with the Children’s Services Administrator I (CSA I) in charge of rotation to determine the next provider opening to receive the case. If the family prefers or is already connected to a particular provider, Family Voice and Choice will apply.
 - DCFS Wraparound Liaison checks with provider to determine some possible meeting times and location. Liaison then offers those possible options the adoptive parent and Wraparound Administration to agree upon a meeting date and time to complete Wraparound enrollment.

At the Enrollment meeting

- ◆ The DCFS Liaison will:
 - Complete the AAP Wraparound enrollment agreement with adoptive parent and assigned agency, including the signature line which determines enrollment date.
 - Assist the family in completing the new AAP Wraparound Payment Authorization form to authorize payment of the Wraparound case rate to the Wraparound Provider.
 - Have family sign Consent to Participate in Wraparound.
 - Make copies of all documents as needed.
- ❖ **Note:** Youth 12 years and older must sign all consent forms

Special Considerations:

- ◆ If a child is enrolled in Wraparound prior to adoptive placement, and has not yet graduated, the family may choose to move forward with adoptive placement. However, the case must be disenrolled from the current Wrap slot and reenrolled under AAP Wrap once adoptive placement papers are signed and AAP is subsequently initiated.
- ◆ Adoptions CSWs should NOT consider Wraparound as a means to finalize an adoption. A family receiving Wrap services should not finalize unless it is deemed to be in the child's best interest.
- ◆ If the child presents imminent risk after finalization, the adoptive parent/s should contact either their previously assigned Adoption CSW, if the adoption was finalized less than 6 months ago, or Post Adoptive Services for adoptions that finalized more than 6 months ago for evaluation of appropriate referrals.
- ◆ AAP Wrap has no placement costs and therefore no suspensions. Should the child/youth require residential care, they are to be disenrolled from Wrap, and then re-enrolled once they return home.
- ◆ Adoption cases that come in through ER often are not known to be Adoption cases until the ER Team Decision Making Meeting (TDM) is already in process. Regional TDM Facilitators will consult with Regional Wrap Liaisons on these cases for AAP Wraparound consideration.

- If PAS receives a call from a parent requesting Wraparound or placement and the PAS CSW has safety concerns, they should team with ER, who will address the safety risk, and PAS should schedule the Wraparound Enrollment meeting.
- If an adoption case originates in ER, ER CSW should submit the AAP Wrap referral to their DCFS Wraparound Liaison for regular screening, but may request assistance from PAS, as the subject matter expert on adoptions, for potential resources.

Out of County Wraparound

Every county within California manages Wraparound differently. Some counties do not offer Wraparound. Others will not accept the rate of payment offered by L. A. County for these services. Generally, we handle on a case by case basis. But there are efforts toward standardization at the state level.

If the child was adopted in another county but resides in L.A. County and the parent has a letter from a therapist/doctor stating the child qualifies for Wraparound or residential care, PAS CSW should proceed as with any other case. See above.

- ◆ Wraparound Administration will have to verify payment authorization and monitoring expectations from the referring county. The sending county must contract directly with the LA County provider or have the family contract directly with the LA County Provider.

- ◆ If the child was adopted in another state but resides in LA County. Wraparound Administration will have to verify with the state in which the adoption occurred that they will be responsible for payment. If the state does not pay for Wraparound as part of their Adoption Assistance Program, the child is not eligible for AAP Wrap.
 - If the child was adopted in L.A. County and resides in another county or state, and the family has a letter from a therapist or doctor recommending a child for residential care, Wraparound Administration will facilitate communication between LA County Wraparound providers and host county Wraparound providers on a case by case basis.

AAP and Residentially Based Services (RBS):

When RBS enrolled children are placed in a prospective adoptive home, RBS services continue, as appropriate, until the AAP agreement is signed. Adoptive placement papers may be signed and the adoptive family may apply for AAP and, if determined eligible, may begin to receive AAP benefits immediately or defer the start of those AAP benefits.

The RBS program does not have access to AAP funds. Therefore, if the family chooses to begin to receive AAP benefits immediately, the child may no longer participate in the RBS program. The family may choose to purchase similar Wraparound services with the AAP benefit from the former RBS provider or other Wraparound provider. However, the child would need to be disenrolled from the RBS program.

If the adoptive family chooses to defer the start of AAP benefits, the child may continue to participate in the RBS program until the child's adoption is finalized. Adoptive placement may take place. However, the family would continue to receive foster care funding all the way up to just before finalization or until graduation from RBS. Once the RBS enrolled child's adoption is finalized by the court, the child must be disenrolled from the RBS program. The adoptive family may use the AAP benefit for traditional Wraparound should additional services be deemed necessary.

Child Abuse/Neglect Mandated Reporting

Purpose:

- ◆ To describe and formalize the process and procedural requirements for reporting child abuse and/or neglect.

Policy:

- ◆ The safety of the child/youth shall always be the Lead Wraparound Agency's first priority, and the LWA shall ensure that all known or suspected instances of child abuse/neglect are reported to a county child protective agency. All LWAs' employees, consultants, or agents are mandated reporters. A mandated reporter is a person who is required to report known or suspected instances of child abuse and neglect if they, in their professional capacity or within the scope of their employment, becomes aware of a child who may be a victim of abuse, neglect, or exploitation.
- ◆ The LWA shall require that all employees, consultants, or agents performing services under the Wraparound contract who are required by Penal Code, Section 11166 (a) to report child abuse, sign a statement that he/she knows the reporting requirements and will comply with them.
- ◆ The LWA shall establish procedures to ensure that child abuse/neglect is reported even when employees, consultants, or agents who are not required to report child abuse/neglect under California Penal Code Section 11166, gain knowledge of, or reasonably suspect that a child/ youth has been a victim of abuse or neglect.

Procedures:

- ◆ To ensure child safety, the LWA will immediately notify the Child Abuse Hotline (1800 540-4000) whenever the LWA reasonably suspects that a child/youth has been a victim of abuse/neglect and/or is in danger of future abuse/neglect.
- ◆ If the LWA is present during imminent risk to the child/youth, the LWA shall remain with the child/youth until law enforcement or a DCFS social worker responds.
- ◆ The LWA shall prepare a Special Incident Report and notify the case carrying county social worker and Interagency Screening Committee whenever a report or consultation to the Child Abuse Hotline is made.

Emergency Shelter Care (ESC) Wraparound

Subject:

- ◆ ESC (Emergency Shelter Care) Wraparound

Purpose:

- ◆ To describe and formalize the procedural requirements for referring and enrolling ESC children/youth into Wraparound. This process will ensure follow along intensive services for ESC children/youth in temporary Group Home care, to help improve placement stability and permanency outcomes.

Policy:

- ◆ ESC children/youth, ages 6-17, automatically meet criteria for Wraparound (RCL 10-12 group home placement).
- ◆ ESC Wraparound will be initially authorized for 18 months (per episode). Should the CFT (Child and Family Team) determine a need for continued services, the team may request authorization for an additional 6 months while the team pursues alternative services for the child/youth.
- ◆ ESC Group Homes allow a 30-day stay while a permanent placement is sought for child/youth. ESC Wraparound will follow the child/youth to placement anywhere within Los Angeles County.

Procedures:

ESC Wraparound Referral Process:

- ◆ Emergency Shelter Care Team receives an ESC Referral from CSW. Referral includes Wraparound status. ESC will forward the following documents to Wraparound:
 - ESC Referral
 - DCFS 709 (Needs and Case Plan Summary)
 - Psychiatric Medication Authorization (PMA) - if applicable
- ◆ If child/youth is already receiving Wraparound, provider will be notified as to ESC placement. If child/youth is not receiving Wraparound, Wraparound CSAIs will assign a provider according to ESC Wraparound SPA rotation, and notify, via an ESC/Wraparound Referral Packet, including the following documents/ information:

- Referral Portal DCFS 174 (Referral) & Child Profile Sheet
 - ESC Referral
 - DCFS 179-MH (Mental Health)
 - Wraparound Enrollment Agreement
 - Mental Health Treatment Consent
 - Consent to Participate in Wraparound
 - DCFS 709 (Needs and Case Plan Summary)
 - Court Report
 - Minute Orders
 - PMA (Psychiatric Medication Authorization)
 - Katie A. subclass verification form
- ◆ Notification email will be sent out to DCFS - CSW, SCSW, ARA, RA, Wraparound Program Manager, Wraparound Assistant Division Chief, Wraparound Division Chief and ESC Program Manager, and to DMH - Countywide Wraparound Program Head, Program Supervisor, Administrative Support and Coordinators, informing them of the ESC Wrap assignment. CSW will be strongly encouraged to participate in the ESC Wrap process. CSW participation in the Wrap CFT meeting will replace the previously mandated participation in the ESC Case Conference.

At the Enrollment meeting

- ◆ Wraparound provider will make face to face contact at the ESC group home within 48 hours of notification:
 - Complete the ESC Wraparound Enrollment Agreement and Consent to participate with child/youth and ESC staff, including the signature line which determines enrollment date.
- ◆ Make copies of all documents as needed.

Wraparound Service Delivery

- ◆ An initial CFT meeting will be held by the seventh day of placement. CSW participation will replace the ESC Case Conference which is required within 7 days of initial ESC placement.
- ◆ CFT meetings will be held at least once per week while child/youth is in ESC group home, in order to develop the Safety and Crisis Plan and Plan of Care.
- ◆ Should child/youth AWOL, the case will be suspended until the child/youth returns. If child/youth does not return within 30 days, the case will be disenrolled.

- ◆ When placement is found for child/youth, Wraparound provider will submit a SIR (Serious Incident Report) to Wraparound Administration as notification of change of placement.
- ◆ All services and interventions emphasizing Core Practice Model (CPM), Intensive Care Coordination (ICC) and Intensive Home Based Services (IHBS) will be expected in DMH documentation. ICC and IHBS services and interventions must be documented in the youth's Client Treatment Plan (CTP) and in the progress notes. Verification that the youth is a Katie A. Subclass member must be documented at enrollment.
- ❖ **Note:** Youth 12 years and older must sign all Wraparound consent forms; Forward copy of Wraparound consent forms to Wraparound Administration.

Changing Wraparound Eligibility from Medi-Cal to Non Medi-Cal Status

- ◆ Consult with DCFS Wraparound CSA I as to Non Medi-Cal slot availability. Complete the NOI and Enrollment Agreement using the effective date when the child lost Medi-Cal eligibility;
 - ◆ The child's parent or caregiver must sign the NOI but is not required to sign the Enrollment Agreement. Include the effective date on field 19 of the Enrollment Agreement. If the child's parent or caregiver is unwilling or unable to sign the NOI, the child's CSW can sign the NOI in his/her place;
 - ◆ Present NOI and Enrollment Agreement to ISC for approval and signature;
 - ◆ Email the signed documents to Wraparoundrbs@dcfs.lacounty.gov;
 - ◆ When the documents are received, the Wraparound Program Administration will enter the information into the DCFS Wraparound System. Wraparound Providers may submit their invoice to DCFS and payment will reflect the new case rate as of the effective date of the NOI and Enrollment Agreement.
- ❖ **Note:** When billing, please indicate that the case is Non Medi-Cal in the Cast Type column of your invoice.
- ❖ **Note:** This process will not change the service delivery to the child/youth, therefore a new POC is not needed.
- ❖ **Note:** When there are Medi-Cal eligibility and payment questions, please direct your inquiry to your DCFS liaison for eligibility, DCFS Finance section for any payment related questions, and Luz Moran for any paperwork processing questions. Also please be aware that placement changes can effect Medi-Cal eligibility.