**Service Coordination and High-Fidelity Wraparound Purpose**

The purpose of Service Coordination and High-Fidelity Wraparound through the Clermont County Wraparound Program\* is to provide a neutral setting for families requiring services where their needs have not been adequately addressed in traditional agency systems. Service Coordination and High-Fidelity Wraparound are collaborative, coordinated, cross-system team-based planning processes implemented to address the needs of youth and families whose needs are multiple and complex. These processes build upon the strengths of services in the community that are currently working for families, and when needed, propose new services, supports, and/or strategies to be added to address unmet needs.

The following is a list of values that are integral to the Service Coordination and High-Fidelity Wraparound process, resulting in a more effective service delivery system:

* Services are delivered using a family-centered approach.
* Services are responsive to the cultural, racial, and ethnic characteristics of the population being served.
* Service outcomes are evaluated.
* Available funding resources are fully utilized or integrated.
* Home and community supports are utilized as needed.
* Specialized treatment for difficult-to-serve populations and evidence-based treatments are encouraged.
* Duplicative or competing efforts among agencies are reduced or eliminated.
* Most importantly, families and youth are fully involved in decision-making and are offered a referral for family advocacy and support options.

**Eligibility Criteria**

Any child, youth or young adult, age birth to 21, who has multi-systemic needs and whose needs have not been adequately addressed in traditional agency systems are eligible for the Clermont County Wraparound Program. Multi-systemic needs include the following:

* Developmental Disabilities - Special Education - Poverty
* Child Neglect - Mental Health - Truancy
* Drug and/or Alcohol - Unruly Charges - Child Abuse
* Delinquent Charges - Physical Health

*CLARIFICATION FOR SPECIFIC POPULATIONS*

As stated above any youth, age birth to 21, with multi-systemic needs is eligible for services. This also includes youth who are involved with the following agency systems:

* ***Children’s Protective Services (CPS) (Youth in Custody or CPS Family Involvement) -*** The Clermont County Wraparound Program can be accessed for any youth with needs across multiple systems, including those youth whose families are involved with Children’s Protective Services. Services may be provided to youth in out of home placement in an effort to expedite reunification with family.
* ***Juvenile Justice System –*** The Clermont County Wraparound Program is available for any youth that is suspected or adjudicated unruly or delinquent, or considered to be truant, and presents needs across multiple systems. The family will be provided with service coordination and a POC for the CFT to work toward supports and services for the family in the least restricted environment.
* ***Early Intervention Service Coordination –*** If a child is being served by the Clermont County Wraparound Program and a referral is made to Early Intervention Service Coordination, upon determination of eligibility, the lead provider of service will be Early Intervention Service Coordination. For these children, the Clermont County Wraparound Program will support and assist the Early Intervention Service Coordination team as needed. Also, the Clermont County Program Supervisor and Early Intervention Service Coordination Supervisor will meet as needed to discuss collaboration efforts concerning children who will be aging out of Early Intervention Service Coordination on their third birthday. The purpose of these meetings will be to ease the transition of lead service agency from Early Intervention Service Coordination to the Clermont County Wraparound Program for those families who will need additional services and supports moving forward.
* ***OhioRISE care coordination-*** if the child is being served by OhioRISE care coordination through Ohio Medicaid (Aetna-CME Cincinnati Children’s Healthvine) Clermont County Wraparound Program will provide service to youth that are a level-1 per Aetna’s system. If youth CANS assessment per ODM CANS portal returns a level-2 or level-3 the family can request to stay at a level-1 with Aetna. If a youth transitions to OhioRISE or to Clermont County Wraparound program from OhioRISE the care coordinator will connect with OhioRISE coordinator, with a signed release of information to transition the case and will invite the Aetna level-1 coordinator to CFT meetings. Clermont County Wraparound coordinator will write the update the POC for the youth if utilizing FCF funding sources.

**Access to Wraparound Program**

Referrals for the Clermont County Wraparound Program may come from any agency serving a Clermont County family who has a child, youth or young adult, age birth to 21, in their home; or is working with a youth, age 21 or younger, who is living independently. Referrals can also come from local community agencies (i.e. churches, Big Brothers Big Sisters, food pantries, etc.) or a family can self-refer. Referrals for Clermont County youth in an out of home placement will be considered when the goal is family reunification.

Referral forms (Attachment 1) are located on the Clermont County Family & Children First (FCF) website [*www.clermontfcf.org*](http://www.clermontfcf.org) and can be faxed to the Clermont County Wraparound Program at *513-732-7491* or emailed to *JRohde@pressleyridge.org.* Referrals can also be taken over the phone by contacting the Clermont County Wraparound Program at *513-341-3468.*

All referrals will be contacted within 1 business day of being received. Both the family and the referral source will receive notification from the Clermont County Wraparound Program that the referral has been processed, and, if applicable, who is the assigned Care Coordinator. Once a family has been assigned to a Coordinator’s caseload, the Coordinator will contact the family within 2 business days to set up a face-to-face meeting in order to complete appropriate forms, begin gathering the family’s story, and discuss next steps. A follow-up face to face meeting will be scheduled with the family within 7 days of the initial meeting to begin implementing the appropriate level of coordination.

**Levels of Care Coordination and Assessments**

The Clermont County Wraparound Program provides various levels of care coordination within the Wraparound Program. Level of care coordination provided to a family will be determined by the *Ohio Comprehensive* *Child and Adolescent Needs and Strengths* (CANS) assessment# (Attachment 2) (<http://praedfoundation.org>). This tool will be utilized by a trained Care Coordinator within 7 days after the initial face to face with the family, unless the assessment has recently been completed by an outside agency. It is the goal of Clermont County Wraparound Program to always offer families the most appropriate, least intensive level of care coordination first; then, work up to more intensive levels of care coordination and interventions as needed.

The levels of care coordination provided to families include:

* ***Information and Referral***
* ***Service Coordination***
* ***High-Fidelity Wraparound***

The Ohio Comprehensive CANS will be conducted every 90 days or if a significant change occurs to continually evaluate and modify the most appropriate level of service being provided. Also, the Ohio Comprehensive CANS will be used to assist in tracking outcome measures, such as an increase in Child’s Strengths and a decrease in Child Behavioral/ Emotional Needs, for families involved in the Clermont County Wraparound Program.

#Level of care coordination determination by the Ohio CANS can be overturned if other external factors surrounding the family lead assigned Care Coordinator and Program Supervisor to believe another level of care coordination is more appropriate. Justification for decision will be documented in agency’s electronic health record.

*Information and Referral*

Information and Referral will be offered to families who meet the recommendation for Information and Referral based on the CANS Decision Support Model (Attachment 3) for care coordination. This level of care coordination will include a referral (if desired) to a Parent Peer Support Partner (PSP), as well as information and referrals to various other community resources that are available to help meet the needs discussed during the Coordinator’s initial face to face meeting with a family. In addition, the Coordinator will offer “follow-up” contacts for the proceeding 90 days to offer additional supports and help determine if the information and referrals are meeting the family’s needs. At the end of 90 days, another CANS assessment will take place to conclude if the level of coordination needs to be moved to Service Coordination, or if the family is ready to be discharged from the program. At any point during the process a family can be discharged from the program upon request.

*Service Coordination*

Service Coordination will be offered to families who meet the recommendation for Service Coordination based on the CANS Decision Support Model for care coordination. Service Coordination is a broad-based, neutrally positioned, youth and family-driven, cross-system (team) planning process by which previously identified and existing resources and supports are coordinated to determine the least restrictive plan of success for youth with complex needs. During the Service Coordination process, a trained Coordinator will work with the team, which will include the family and service providers and school personnel, to create a plan that focuses on the following areas in order to help foster success for a youth and family:

1. Formatting the *alignment* of services provided.
2. Ordering the *sequence* of services provided.
3. Eliminating the *duplication* of services provided.
4. Monitoring the *depth/intensity* of services provided.

In addition to team facilitation, families will be offered a referral for a PSP, follow-up phone calls and contact from their assigned Coordinator, and face to face meetings as needed. Also, as deemed appropriate, families may be eligible to access FCF Pooled Funds, Family Centered Services & Support Funds, and Multi-System Youth Funds (Attachments 4, 5 and 6).

*High Fidelity Wraparound*

High Fidelity Wraparound will be offered to families who meet the recommendation for High Fidelity Wraparound based on the CANS Decision Support Model for care coordination. High Fidelity Wraparound is a specific evidence-supported intensive planning and facilitation process, utilizing a comprehensive team to develop a uniquely designed helping plan based on the youth and family’s unmet needs, and is inclusive of uniquely designed resources linked to youth and family strengths and the family’s culture. During the High-Fidelity Wraparound process, a trained Coordinator will work with a team, which will include the family, extended family and friends, community supports, school personnel and formal services, to create a plan that will meet a family’s unmet needs. The goal of this process is to:

1. Change the way people look at the family.
2. Change the way people look at the problem.
3. Change what help may look like for the family.

The purpose of High-Fidelity Wraparound is not the elimination or ending of formal supports and services, but rather the increased capacity of a family and those around them to get their needs met without the reliance on an on-going intensive team-based planning and adaptation process.

In addition to team facilitation, families will be offered a referral for a PSP, follow-up phone calls and contact from their assigned Coordinator, and face to face meetings as needed. Also, as deemed appropriate, families may be eligible to access FCF Pooled Funds, Family Centered Services & Support Funds, and Multi-System Youth Funds (Attachments 4, 5 and 6). The discussion of funding usage will begin in the CFT regarding the spending and how it relates to the POC working toward the needs of the family. The Clermont County FCF Administrator will enter the MSY-PCSA, FCF Pooled funds, and Family Centered Services & Support Funds into the EHR system (OASCIS). MSY-PCSA is utilized relating to a goal in the POC with supports for the family such as but not limited to respite and care coordination support. FCSS funding is utilized relating to a goal in the POC and youth and family centered supports.

**On-Going Family Team Meetings**

Families who are receiving Service Coordination or High-Fidelity Wraparound will work with their assigned Coordinator in the development of their child and family team (CFT). CFTs are a group of individuals (who the family approves of) that work with the Care Coordinator and the family in creating and implementing a plan to meet the family’s needs. CFTs can include paid professionals, community members, Parent Peer Support Partners, parent advocates, school personnel, extended family members, friends, or any individual that a family would like to participate (with guardian consent if the parent is not the guardian).

Potential CFT members will be invited to participate in the Service Coordination or High-Fidelity Wraparound process by the assigned Coordinator. The Coordinator will prepare both team members and the family for the initial team meeting, which will be scheduled within 30 calendar days from the initial face to face meeting with the family.

The intent of CFT meetings is the creation and monitoring of a family’s individualized Child and Family Centered Plan of Care (POC) (Attachment 7). During team meetings, a trained Coordinator will lead the CFT in an appropriate discussion that coincides with the level of care being provided and discuss the supports and actions of the team members utilizing family strengths, identifying family culture and ethnic group to work toward achieving goals in the least restrictive environment. After an initial family team meeting, on-going family team meetings will be used to monitor outcomes, set timeframes on goals, and update the POC.

On-going CFT meetings will take place every 1 to 8 weeks (at least monthly is preferred) depending on the level of care, needs of the family and scheduling preferences of the family and team members. The Care Coordinator will send reminders for all upcoming CFT meetings to team members, via email or phone, no later than 2 business days before the meeting is to take place. Also, the Coordinator will work with the family to add new team members, as needed, throughout the process. Finally, all notes from CFT meetings will be sent out via email to all team members within 3 business days of a meeting.

At any point families can request additional or emergency team meetings by contacting their assigned Care Coordinator.

*Family Team Meetings for Youth at Risk of or are in Out-of-Home Placement*

At any point in time, a service agency, community agency, or family can request an emergency meeting for a youth is who is at risk of out-of-home placement. This also includes youth who are not enrolled in the Clermont County Wraparound Program. These meetings will be facilitated by either the Program Supervisor or Clermont County FCF Program Administrator, for the purpose of exploring whether all less restrictive options have been exhausted within Clermont County and the surrounding areas.

The intent of the Clermont County Wraparound Program is to safely maintain youth in their family homes and communities. The Clermont County Wraparound Program and its staff do not recommend out of home placement for youth. The decision to place a youth outside of their home is typically the decision of Clermont County Children’s Protective Services or Juvenile Court. Additionally, Multi-System Youth funds may be an option when custody relinquishment is being considered in order to meet the youth’s needs (Attachment 6). If the decision is made for a youth to be placed in an out-of-home placement through Children’s Protective Services or Juvenile Court, a Care Coordinator can be assigned to the family and team, if desired, to begin planning for community supports for the family during placement and for the child’s return to the community. Youth/families receiving Multi-System Youth funding must be actively engaged in Service Coordination or High-Fidelity Wraparound.

If an emergency placement is made for a youth who is enrolled in the Clermont County Wraparound Program, the assigned Coordinator will work with the family and team to schedule an emergency CFT meeting within 10 business days of the placement. The intent of this meeting will be to plan for community supports for the family and to begin planning for the child’s return to the community.

Any recommendations and plans developed by the Clermont County Wraparound Program will not override decisions and policies of Juvenile Court, Children’s Protective Services or Board of Developmental Disabilities (BDD).

**Discharge from Program**

The goal of the Clermont County Wraparound Program is to help families move from crisis to stable, and to help the families and the community develop skills to maintain stability for the long-term. Stability is determined by the following factors:

1. **Ohio CANS Assessments** – Every 90 days, or if a significant change occurs, the assigned Coordinator will complete a new Ohio Comprehensive CANS for each family enrolled in the program. Progress documented by the Ohio CANS will be used to help determine whether a family has reached stable functioning.
2. **Child and Family Centered Plan of Care (POC)** – Each family involved in either Service Coordination or High-Fidelity Wraparound will have a POC that will focus on helping the family accomplish goals and/or meeting unmet needs. Outcome measures will be included in every POC to help determine when goals and needs are met. Results of outcome measures documented in the POC will be used to help determine whether a family has reached stable functioning.
3. **Family and/or Team Self-Report –** A family or entire CFT can report at any time to the assigned Care Coordinator that they believe they have reached stable functioning.

All these factors will be taken into consideration if/when the Coordinator begins having a conversation with the family and team about preparing for the next level of care after the Clermont County Wraparound Program. If appropriate, the Coordinator will work with the family and team to plan around future hopes and concerns they may have. Also, the Coordinator will work to create a set of documents that summarizes the progress made while participating in the Clermont County Wraparound Program such as, all Plans of Care, lists of future resources, self-care tools and letters of introduction that families can present to future care-providers.

Families who have been discharged from the Clermont County Wraparound Program will be documented in an Electronic Health Record (EHR) (Ohio Automated Service Coordination Information System (OASCIS)) as being discharged for one of following reasons:

* Completed Plan
* Family terminated services
* Transition to adult services
* Youth enrolled in OhioRISE
* Custody Relinquishment
* Family unable to be located
* Not participating in plan
* Youth has moved
* Youth in IV-E agency custody
* Youth in placement

The Clermont County Wraparound Program is voluntary, so at any point while enrolled, a family can request to be discharged from the program.

**Crisis Planning and Safety Programming**

The Clermont County Wraparound Program will look at crisis planning and safety programming (Attachment 8) for families as components to a Family and Child Centered Plan of Care.

*Crisis Planning*

The purpose of crisis planning is to help families and teams better manage single events that can be anticipated and are unpleasant. Potential crisis will be continually discussed with the families and teams; and appropriate crisis plans will be documented.

The assigned Care Coordinator will work with the family and team in the development of a plan that is both proactive and reactive. The Coordinator will work with the team on practicing the crisis plan to test its validity. In the event of an actual crisis where a crisis plan is implemented, the coordinator will call a family team meeting to discuss the effectiveness of the plan and restructure it as needed. The Crisis planning will be documented in the EHR system OASCIS.

*Safety Programming*

The purpose of safety programming is to help reduce the overall likelihood and impact of risk events in families’ lives. If appropriate, the Coordinator will lead the CFT in a conversation that focuses on increasing protective factors in the family’s life and not on managing or containing behaviors.

The protective factors that will be focused on are:

1. **Community Building –** Discover who cares about the youth and family and find ways for those individuals to become involved in their lives.
2. **Confidence Building –** Discuss who was harmed and how to address it.
3. **Capacity Building –** Decide what skills need to be developed amongst the family, team, and community.
4. **Context Building –** Determine what could have been done differently.

Conversations and planning around these factors will be interwoven throughout CFT meetings and will be included in a family’s POC.

**Program Monitoring**

Quality, consistency, and fidelity of the program will be monitored by the Program Supervisor. Individual supervision will be held for each Coordinator on a regular basis, with group supervision taking place once a month. Shadowing of family team meetings and other activities will also take place on a regular basis. The Program Supervisor will review families’ POC, Ohio CANS assessments, and families’ team meeting notes to determine whether a Coordinator is delivering consistent, high-quality service to all families on the coordinator’s case load.

In addition, all activity of Care Coordinators will be documented in the approved data system (OASCIS) within 2 business days of the activity taking place. Documented activities will include, but not be limited to, the following:

* Child and Family Team Meetings
* In person or virtual meetings with families
* In person or virtual meetings CFT members
* Email or phone communication with families
* Email or phone communication with CFT members
* Completion of assessments
* Development and documentation of crisis plans
* Preparation for CFT meetings
* Development of CFT meeting notes
* Research and referral for services for families
* Development and monitoring of families’ safety plans

*Reports to Family and Children First Council*

All families enrolled in the Clermont County Wraparound Program will be subject to data collection while enrolled. Data will be collected through the EHR data system, satisfaction surveys (Attachment 9), Ohio CANS, and parent self-report. This de-identified information will be shared with the Clermont County Family and Children First Council, and various other system partners, on a regular basis. De-identified information will be shared with Ohio Family & Children First and other State agencies as required. Data reported will include:

* **Process Outcomes –** Number of new referrals and referral sources, total number of families served, number of families discharged from program and reason for discharge, average length of enrollment, etc.
* **Demographics –** average age of youth served, gender, race, and ethnicity, TANF eligibility, local school district, special education, etc.
* **Needs Assessed and Services Accessed –** Needs present at intake and services accessed while enrolled
* **Family Self-Report –** results of satisfaction surveys at end of enrollment, summaries of success stories, etc.

Information collected and reported to the Clermont County Family and Children First Council will be used to inform the Council of possible “gaps” in county services, provide information on reoccurring or new needs arising in the community, and offer Council possible strategies to help fill service gaps and meet the community’s needs. This information will also be used to inform the decision-making process and collaboration efforts outside of Council.

*Monitoring of Out-of-Home Placements*

As requested, youth who are in out-of-home placements through Juvenile Court, Children’s Protective Services or Board of Developmental Disabilities will be reviewed by the Clermont County FCF Program Administrator. The purpose of these reviews is to work with the assigned Probation Officer, Caseworker or Service and Support Administrator, and their Supervisors and Directors to monitor the progress of residential treatment and work on developing strategies to help transition a youth back into the community as soon as possible.

All youth/families receiving Multi-System Youth funding, including funds for short term out-of-home placement, will be monitored by the Clermont County Wraparound Program. Youth/families receiving Multi-System Youth Funds must be actively engaged in Service Coordination or High-Fidelity Wraparound (Attachment 6).

**Confidentiality**

All information gathered by the Clermont County Wraparound Program pertaining to enrolled families is confidential and all communication will be compliant with HIPAA laws and policies. All families will be required to complete a Release of Information (Attachment 10, 11) form during their initial face to face meeting with their assigned Care Coordinator. The Coordinator will use the Release of Information to guide their communication with team members and service providers while the family is enrolled in the program. Also, all CFT meetings will begin with a sign-in sheet (Attachment 12) that prohibits a team member in attendance from sharing confidential information outside of team meetings unless they have an appropriate Release of Information from the family.

If needed, families can give written consent, via email, to allow a Coordinator to release personal information to possible team members and other service agencies. This written consent will be uploaded into the EHR. It will be the responsibility of the Coordinator to update the Release of Information at the following face to face meeting with the family.

**Dispute Resolution**

Please see Attachment 13, 14.

**Community Awareness**

Clermont County FCF makes every effort to ensure that the community is aware of FCF, the Clermont County Wraparound Program, and the services and supports available to children and their families.

* FCF hosts and participates in various county events, such as mobile food pantries and community events.
* FCF maintains a website listing local resources, Council information, and details regarding the referral process.
* FCF has developed a local resource flyer and school directory for assistance in locating appropriate resources/services. The directories are available on the FCF website and are provided at any time upon the request of a family.
* FCF does presentations to mental health specialists, superintendents, Children’s Protective Services, BDD and Juvenile Court staff to inform them of FCF, the Wraparound Program, and services/supports available, as well as providing trainings to staff regarding changes or updates to the service coordination mechanism.
* FCF participates in various meetings to inform the community and agencies of FCF, Wraparound, and services/supports available. Examples are the Coalition for a Drug Free Clermont County, Clermont County Addition and Recovery Partnership Committee, Child Focus Early Learning Policy Council.
* The Service Coordination Mechanism is available on the FCF website and is provided in hard copy form at any time upon families’ requests.

**Revising of Service Coordination Mechanism**

* The Service Coordination Mechanism will be reviewed annually or when needed by FCF Administrator (Angela Gulley) and presented to Clermont County FCF Council for approval.

\*The Clermont County Wraparound Program is provided by Pressley Ridge through a contract with Clermont County Family & Children First.