



Statewide Wraparound Monitoring Tool

Wraparound Child Pop. Cx (LSF CAT Attachment, 3.2 CAT Model) Relevant developmental history was documented.

Wraparound Child Pop. Cx (LSF CAT Attachment, 3.2 CAT Model) Guardianship information was noted.

Wraparound Cx Case Load (Network Service Provider Contract) Care Coordinator/Life Coach have manageable caseloads consisting of 10-15 families, depending on the complexity of their needs. Supervisors supervise 6 or fewer Care Coordinator/Life Coach and/or other individuals. There is adequate staffing for staff to successfully do their jobs.

Wraparound Cx Dx Plan (Network Service Provider Contract) Celebrate Success: Care Coordinator/Life Coach encourages team to create an appropriate "commencement" celebration that is meaningful to the youth/ child, family, and team, and that recognizes their accomplishments.

Wraparound Cx Dx Plan (Network Service Provider Contract) Follow-Up with The Family: Care Coordinator/Life Coach leads team in creating a procedure for checking in with the youth and family periodically after commencement. If new needs have emerged that require a formal response, Care Coordinator/Life Coach and/or other team members may aid the family in accessing appropriate services, possibly including reconvening of the wraparound team.

Wraparound Cx Dx Plan (Network Service Provider Contract) Create a Transition Plan: Care Coordinator/Life Coach guides the team in focusing on the transition from wrap-around, reviewing strengths and needs and identifying services and supports to meet needs that will persist past formal wraparound.

Wraparound Cx Dx Plan (Network Service Provider Contract) Create a Post-transition Crisis Management Plan: Care Coordinator/Life Coach guides the team in creating post-wraparound crisis management plan that includes action steps, specific responsibilities, and communication protocols. Planning may include rehearsing responses to crises and creating linkage to post-wraparound crisis resources.

Wraparound Cx Dx Plan (Network Service Provider Contract) Modify Wraparound Process to Reflect Transition: New members may be added to the team to reflect identified post-transition strategies, services, and supports. The team discusses responses to potential future situations, including crises, and negotiates the nature of each team member's post-wraparound participation with the team/family. Formal wraparound team meetings reduce frequency and ultimately cease.

Wraparound Cx Dx Plan (Network Service Provider Contract) Document the Team's Work: Care Coordinator/Life Coach guides team in creating a document that describes the strengths of the youth/child, family, and team members, and lessons learned about strategies that worked well and those that did not work so well. Team participates in preparing/reviewing necessary final reports (e.g., to court or participating providers, where necessary).

Wraparound Cx Engagement (Network Service Provider Contract) Care Coordinator/Life Coach, together with family members if they so choose, approaches potential team members identified by the youth and family.

Wraparound Cx Engagement (Network Service Provider Contract) Care Coordinator/Life Coach describes the wraparound process and clarifies the potential role and responsibilities of each person on the team. Care Coordinator/Life Coach asks the potential team members if they will participate. If so, Care



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Coordinator/Life Coach talks with them briefly to learn their perspectives on the family's strengths and needs, and to learn about their needs and preferences for meeting.

Wraparound Cx Facilitate Conv (Network Service Provider Contract) Care Coordinator/Life Coach Prepares a Summary Document: Using the information from the initial conversations with family members, the Care Coordinator/Life Coach prepares a strengths-based document that summarizes key information about individual family member strengths and strengths of the family unit, as well as needs, culture, and vision. The family then reviews and approves the summary.

Wraparound Cx Facilitate Conv (Network Service Provider Contract) Care Coordinator/Life Coach meets with the youth/child and family to hear about their experiences; gather their perspective on their individual and collective strengths, needs, elements of culture, and long-term goals or vision; and learn about natural and formal supports. Care Coordinator/Life Coach helps family identify potential team members and asks family to talk about needs and preferences for meeting arrangements (location, time, supports needed such as child care, translation).

Wraparound Cx Orientation (Network Service Provider Contract) Care Coordinator/Life Coach reviews all consent and release forms with the family and youth, answers questions, and explains options and their consequences. Care Coordinator/Life Coach discusses relevant legal and ethical issues (e.g., mandatory reporting), informs family of their rights, and obtains necessary consents and release forms before the first team meeting.

Wraparound Cx Orientation (Network Service Provider Contract) In face to face conversations, the Care Coordinator/Life Coach explains the wraparound philosophy and process to family involved and the nation of family and youth/child preparation. Care Coordinator/Life Coach answers questions and addresses concerns. Care Coordinator/Life Coach describes alternatives to wraparound and asks family and youth if they choose to participate in wraparound. Care Coordinator/Life Coach describes types of supports available to family and youth as they participate on teams.

Wraparound Cx Plan (Network Service Provider Contract) Implementation Steps for Each Strategy: For each strategy in the wraparound plan, team members undertake action steps for which they are responsible. Care Coordinator/Life Coach aids completion of action steps by checking in and following up with team members; educating providers and other system and community representatives about wraparound as needed; and identifying and obtaining necessary resources.

Wraparound Cx Plan (Network Service Provider Contract) Track Progress on Action Steps: Team monitors progress on the action steps for each strategy in the plan, tracking information about the timeliness of completion of responsibilities assigned to each team member, fidelity to the plan, and the completion of the requirements of any particular intervention.

Wraparound Cx Plan (Network Service Provider Contract) Evaluate Success of Strategies: Using the outcomes/indicators associated with each need, the Care Coordinator/Life Coach guides the team in evaluating whether selected strategies are helping the team meet the youth and family's needs.

Wraparound Cx Plan (Network Service Provider Contract) Celebrate Successes: The Care Coordinator/Life Coach encourages the team to acknowledge and celebrate successes, such as when progress has been made on action steps, when outcomes or indicators of success have been achieved, or when positive events or achievements occur.



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Wraparound Cx Plan Dev. (Network Service Provider Contract) Create Crisis/Safety Plan: In order of priority, the Care Coordinator/Life Coach guides team in discussion of each serious risk identified. The discussion includes safety needs or concerns and potential crisis situations, including antecedents and associated strategies for preventing each potential type of crisis, as well as potential responses for each type of crisis. Specific roles and responsibilities are created for team members. This information is documented in a written crisis plan. Some teams may also undertake steps to create a separate safety plan, which specifies all the ways in which the wraparound plan addresses potential safety issues.

Wraparound Cx Plan Dev. (Network Service Provider Contract) Care Coordinator/Life Coach guides team in setting meeting schedule and determining means of contacting team members and distributing documentation to team members.

Wraparound Cx Plan Dev. (Network Service Provider Contract) Describe and Document Strengths: Care Coordinator/Life Coach presents strengths from the summary document prepared during phase 1, and elicits feedback and additional strengths, including strengths of team members and community.

Wraparound Cx Plan Dev. (Network Service Provider Contract) Describe and Prioritize Needs/Goals: Care Coordinator/Life Coach guides the team in reviewing needs and adding to list. The Care Coordinator/Life Coach then guides the team in prioritizing a small number of needs that the youth, family, and team want to work on first, and that they feel will help the team achieve the mission.

Wraparound Cx Plan Dev. (Network Service Provider Contract) Determine Goals and Associated Outcomes: Care Coordinator/Life Coach guides team in discussing a specific goal or outcome that will represent success in meeting each need that the team has chosen to work on. Care Coordinator/Life Coach guides the team in deciding how the outcome will be assessed, including specific indicators and how frequently they will be measured.

Wraparound Cx Plan Dev. (Network Service Provider Contract) Select Strategies: Care Coordinator/Life Coach guides the team in a process to think in a creative and open-ended manner about strategies for meeting needs and achieving outcomes. The Care Coordinator/Life Coach uses techniques for generating multiple options, which are then evaluated by considering the extent to which they are likely to be effective in helping reach the goal, outcome, or indicator associated with the need; the extent to which they are community based, the extent to which they build on/incorporate strengths; and the extent to which they are consistent with family culture and values. When evaluating more formal service and support options, Care Coordinator/Life Coach aids team in acquiring information about and/or considering the evidence base for relevant options.

Wraparound Cx Plan Dev. (Network Service Provider Contract) Assign Action Steps: Team assigns responsibility for undertaking action steps associated with each strategy to specific individuals and within a particular time frame.

Wraparound Cx Plan Dev. (Network Service Provider Contract) Determine Potential Serious Risks: Care Coordinator/Life Coach guides the team in a discussion of how to maintain the safety of all family members and things that could potentially go wrong, followed by a process of prioritization based on seriousness and likelihood of occurrence.

Wraparound Cx Plan Dev. (Network Service Provider Contract) Create Team Mission: Care Coordinator/Life Coach reviews youth and family's vision and leads team in setting a team mission, introducing idea that this is the overarching goal that will guide the team through phases and, ultimately, through transition from formal wrap-around.



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Wraparound Cx Plan Dev. (Network Service Provider Contract) Determine Ground Rules: Care Coordinator/Life Coach guides team in a discussion of basic ground rules, elicits additional ground rules important to team member, facilitates discussion of meetings. At a minimum, this discussion should address legal and ethical issues- including confidentiality, mandatory reporting, and other legal requirements- and how to create a safe and blame-free environment for youth/family and all team members. Ground rules are recorded in team documentation and distributed to members.

Wraparound Cx Plan Review (Network Service Provider Contract) Consider New Strategies as Necessary: When the team determines that strategies for meeting needs are not working, or when new needs are prioritized, the Care Coordinator/Life Coach guides the team in a process of considering new strategies and action steps.

Wraparound Cx Service Delivery (Network Service Provider Contract) Intensity: There is an intensive engagement and initial planning process that may require two 60-90 minute sessions with the family and two team sessions during the first three weeks to a month. The team continues to meet thereafter, usually with increased intensity in the early phases (often once per month or even more) and decreasing thereafter.

Wraparound Cx Service Delivery (Network Service Provider Contract) Duration: Programs typically provide services for an average of 14-18 months.

Wraparound Cx Stabilize Crises (Network Service Provider Contract) Care Coordinator/Life Coach elicits information from the family and youth about immediate safety issues, current crises, or crises that they anticipate might happen in the very near future. These may include crises stemming from a lack of basic needs (e.g., food, shelter, utilities such as heat or electricity).

Wraparound Cx Stabilize Crises (Network Service Provider Contract) Care Coordinator/Life Coach elicits information from the referring source and other knowledgeable people about pressing crisis and safety concerns. Care Coordinator/Life Coach and family reach agreement about whether concerns require immediate attention, and if so, work to formulate a response that will provide immediate relief while also allowing the process of team building to move ahead.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) Medication profile was reviewed with Consumer at time of transition of care.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) Discharge summary was in medical record within 30 days of discharge.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) Discharge summary reflected the course of treatment.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) Medication profile was reviewed with outpatient provider at time of transition of care.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) Transition plan included an appointment date and time with mental health transitioning provider, if applicable. If not, the reason was documented.



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Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) Discharge/Transition was actively coordinated with transitioning providers.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) Transition plan was adequate for the Consumer's condition, including plans for comorbid psychiatric/substance abuse/physical conditions.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) The Transition plan identifies how the family will continue to use the Wraparound process and how they will use their supports after formal Wraparound ends.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) The Transition plan includes a plan for crisis management that can be implemented without Wraparound staff.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) The Transition plan has detailed options to meet continuing needs.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) The Transition plan identifies needs, services and supports that are predicted to continue after case closure.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) The Transition plan includes a list of family strengths and accomplishments.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) There is a Transition Plan that shows evidence of development with the individual, family and available team members and signed by the consumer and legal guardian.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) Discharge/Transition planning occurred actively throughout treatment.

Wraparound Dx Cx (LSF CAT Attachment, 3.2 CAT Model) Discussion of Discharge/Transition planning occurred at the initiation of treatment.

Wraparound General Cx (LSF CAT Attachment, 3.2 CAT Model) Record was available and legibly presented in an organized, clear, consistent and chronological order.

Wraparound General Cx (LSF CAT Attachment, 3.2 CAT Model) Consumer name or identifying information was noted on each page of the record.

Wraparound General Cx (LSF CAT Attachment, 3.2 CAT Model) Documentation was dated and signed by an appropriately credentialed provider.

Wraparound General Cx (LSF CAT Attachment, 3.2 CAT Model) Record contained relevant demographic information.

Wraparound Plan Cx (LSF CAT Attachment, 3.2 CAT Model) The use of preventive/community services, including community & peer supports, was considered.



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Wraparound Plan Cx (LSF CAT Attachment, 3.2 CAT Model) Objectives clearly identify who will do what, when, where and how often for each action step

Wraparound Plan Cx (LSF CAT Attachment, 3.2 CAT Model) Service plan includes strengths and culture of the individual and family that relates to each prioritized need.

Wraparound Plan Cx (LSF CAT Attachment, 3.2 CAT Model) Service plan includes plans (even if deferred) for comorbid psychiatric/substance abuse/physical conditions.

Wraparound Plan Cx (LSF CAT Attachment, 3.2 CAT Model) Evidence of collaboration with family, other professional and natural supports is evident in the service plan.

Wraparound Plan Cx (LSF CAT Attachment, 3.2 CAT Model) Service plan was individualized and strengths based.

Wraparound Plan Cx (LSF CAT Attachment, 3.2 CAT Model) Measurable goals/objectives derived from the assessment are documented.

Wraparound Plan Cx (LSF CAT Attachment, 3.2 CAT Model) A description of family's long term vision or desired outcome is stated.

Wraparound Plan Cx (LSF CAT Attachment, 3.2 CAT Model) Single, identifiable, signed (TCM, TCM Supervisor, and other appropriate parties) and dated document developed within 15 days of a completed assessment (within 30 days of admission).

Wraparound Plan Cx (LSF CAT Attachment, 3.2 CAT Model) Service plan was updated when warranted by changes in the Consumer's needs (no less than every 6 months).

Wraparound Plan Cx (LSF CAT Attachment, 3.2 CAT Model) Service plan was signed by Consumer/guardian/family and there is evidence that they were offered a copy.

Wraparound Rights and Resp. Cx (LSF CAT Attachment, 3.2 CAT Model) Releases of information with PCP as well as other providers and involved parties (family, friends, landlords, etc.) were signed or refusal was documented (evidence of collaboration and coordination of treatment).

Wraparound Rights and Resp. Cx (LSF CAT Attachment, 3.2 CAT Model) Signed and dated informed consent was documented or refusal was documented.

Wraparound Rights and Resp. Cx (LSF CAT Attachment, 3.2 CAT Model) Documentation that Consumer's rights and responsibilities were reviewed with the member or refusal was documented.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) There is evidence that Family/support systems were contacted/involved as appropriate/feasible. Attempts to engage natural supports were documented.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Record indicates evidence of linkage, brokerage, monitoring and advocacy activities.



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Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Documentation of a minimum of monthly face-to-face contact with client.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) The name of the current assigned case manager is indicated.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Case notes include date, type of contact (i.e., hv, telephone, etc....), contacting person, person or agency contacted, brief account of contact, relevance to service plan, documentation of missed appts, follow-up and an explanation of why appts missed.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Documentation was written in strength-based and solution focused language using Wraparound terminology.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) There is evidence that the case manager reviewed and arranged for anticipated supports for the individual, family and other team members.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Length/substance of case notes justify time spent and units noted.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Documentation of use of contingency funds for unmet resource needs.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Documentation of medications was current and updated when medications were changed.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Consumer taking or not taking medications as prescribed was documented; if client declines medication, other interventions were considered.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Treatment appeared to be provided in a culturally competent manner (civil rights compliance considered).

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Community/preventative services were considered, used & coordinated as indicated.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) There is evidence that the individual and family was prepared for Assessment.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) There is evidence of consistent contact with all team members.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) There is evidence that the family and team members were engaged and prepared for the initial team meeting and all follow up team meetings.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) There is evidence of ongoing assessment of transition readiness.



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Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) There is evidence documenting efforts made to honor team members for contributions and frequently celebrates successes.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Need for crisis/safety plan was evaluated and documented, as needed.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) There is documentation of a culturally appropriate commencement activity.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) There is evidence that the case manager monitors consumer's satisfaction with the Wraparound process.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) There is evidence of the Wraparound process being completed to fidelity of the model.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Documentation substantiated treatment (i.e., FAR, CFAR). Admission, at every 6 months and at discharge.

Wraparound Service Doc Cx (LSF CAT Attachment, 3.2 CAT Model) Progress towards measurable, Consumer-identified goals and outcomes was evidenced. Evidence of intervention strategies identified in the service plan are in the case notes. If not, barriers were addressed.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment includes potential team members.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment includes consumer's priority needs.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment identifies all existing professionals working with the consumer and family.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment is a single, identifiable dated document that is signed by the TCM, TCM Supervisor, the legal guardian and consumer with evidence the consumer/guardian was provided a copy.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment is completed prior to development of a service plan, within 30 days of referral.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Home visit was completed prior to completion of the Assessment.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment considers family's current and potential needs in all life domains.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment considers need for financial resources.



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Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment considers need for legal services.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment considers needs for medical and dental services and current medications are stated.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment considers need for mental health and substance abuse services.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment considers need for housing, food, clothing and transportation.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment considers need for education, vocational training or job-seeking skills.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment considers clients involvement or need for involvement in social support systems.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment considers client's relationships with family members and significant others.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment considers family's culture (religion, ethnic, traditions, routines, etc....)

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment considers consumer's current and potential strengths in all life domains.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment considers the presenting problem and safety needs.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) Assessment includes the consumer's long term view.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) There is evidence that other providers, supports and collateral documentation were contacted and provided with opportunity to give input into the assessment.

Wraparound SNCD Cx (LSF CAT Attachment, 3.2 CAT Model) The assessment documents that all core members of the family provided input.