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**ORANGE COUNTY SOCIAL SERVICES AGENCY  
CFS OPERATIONS MANUAL**

**Effective Date:** August 13, 2007  
**Revised:** March 29, 2011

**Number:** D-0511

## **Wraparound Referral and Services**

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**Purpose**

To provide guidelines for referral to and participation in the Wraparound Program (Wraparound).

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**Approved**

This policy was approved by Gary Taylor, Director of CFS, on March 29, 2011. *Signature on file.*

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**Background**

[SB 163](#) (Chapter 795, Statutes of 1997) created the opportunity for California counties to design and implement a pilot project called "Wraparound." Wraparound Orange County began in 2001.

[AB 1758](#) (Chapter 561, Statutes of 2010) amended Welfare and Institutions Code (WIC) §18250 which removed the pilot status of Wraparound.

Wraparound authorizes participating counties to use a portion of foster care funds to flexibly and creatively implement individualized services, both traditional and nontraditional, for eligible children.

Wraparound is a family-focused, strength-based, needs-driven, team-oriented process. The goal of Wraparound is to reunify children with their parents, or maintain children in the least restrictive, most family-like setting possible, within their own community. The Wraparound process consists of engagement, planning, implementation, and transition. It is designed to help a child and family work directly with a team, comprised of professionals and members of the family's community use the strengths of the team to meet identified needs to keep children at home or in a home-like setting.

Wraparound Orange County is administered by County of Orange Social Services Agency (SSA) in collaboration with the Health Care Agency (HCA) and Probation Department. Wraparound Orange County pools existing funding to provide maximum flexibility in meeting families' needs. Coordination of services through Wraparound Orange County is provided free-of-charge to enrolled families.

This revision includes legal mandates and forms related to the Wraparound Program.

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**Legal Mandates** [Welfare and Institutions Code \(WIC\) Section 18250](#) outlines the intent of the Wraparound Program.

[Welfare and Institutions Code \(WIC\) Section 18251](#) defines Wraparound eligibility and services.

[Welfare and Institutions Code \(WIC\) Section 18254](#) describes Wraparound reimbursement rates.

California Department of Social Services (CDSS) [All County Information Notice \(ACIN\) I-91-08](#) provides answers to frequently asked questions regarding the California Wraparound Services Program.

Miscellaneous Order 520.4 provides authorization for the exchange of information concerning Juvenile Court wards and dependents among public and private agencies providing services.

Miscellaneous Order 534.3 provides authorization for the sharing of information through Orange County Multidisciplinary Services Teams.

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**Definitions** The following terms are defined for purposes of this P&P.

**Dependency Drug Court:** Specialized services for families participating in the Juvenile Court system due to allegations of substance abuse.

**Multi-Dimensional Treatment Foster Care (MTFC):** A community-based treatment model that uses evidenced based interventions as an alternative to group home care for youth who:

- Are Wraparound eligible, and
- Are stepping down from a group home, or
- Have spent a significant amount of time at Orangewood Children and Family Center (OCFC), or
- Transition from a traditional foster home, and
- Have an identified family to reunify with following placement in treatment foster care

MTFC uses the treatment foster home and clinical team to stabilize the youth's behavior, while preparing the child's family to receive the child back into their home within six to 12 months.

**Rate Classification Level (RCL) 10-14 group home:** State-designated group home levels and reimbursement scales, indicating level of services offered for youth with challenging behaviors.

**Wraparound Review and Intake Team (WRIT):** A multi-agency (Probation, SSA, HCA, Department of Education, and the Parent Institute) and multi-disciplinary group of professionals and parents who assign Wraparound referrals, monitor, and oversee the Wraparound Program.

**Wraparound Provider Agency:** Contracted community-based agency that facilitates the Wraparound process for assigned families.

**Care Coordinator:** A provider agency staff assigned to a family to develop and implement plans of care, assist in meeting the family's needs from various community resources to maximize self-sufficiency, facilitate family team meetings, and to aid the family in planning for the future.

**Parent Partner:** A provider agency staff, with life experience of children and family members with special needs, assigned to the parent(s) to provide advocacy and support.

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## POLICY

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### Eligibility

Wraparound's target population includes youth who are:

- Placed in an RCL 10-14 group home, OR
- At-risk for placement in an RCL 10-14 group home due to their behaviors

Eligible children include:

- Dependents of Orange County Juvenile Court
- Wards of Orange County Juvenile Court
- Recipients of AB 3632 services for children diagnosed as Seriously Emotionally Disturbed (SED) based on current legislative mandate, funding, and/or administrative directive
- Adopted children who receive Adoption Assistance Program (AAP) benefits and meet the target population criteria

### Additional Participants

A limited number of referrals may be accepted under the following circumstances:

- Large sibling sets (three or more) who are in the early stages of dependency services
- Families participating in Dependency Drug Court
- MTFC participants
- Families receiving Court-ordered Family Maintenance services and at risk of the child coming into out-of-home care
- Families receiving Voluntary Family Services with the child at risk of coming into out-of-home care

### Referral Process

To refer a youth to the Wraparound Program, the assigned Senior Social Worker (SSW) will contact a Wraparound Senior Social Services Supervisor (SSSS)/Liaison for a verbal consultation prior to referral. The Wraparound SSSS/Liaison will determine if a child meets the general Wraparound eligibility criteria. If appropriate, the Wraparound SSSS/Liaison will email the referring SSW a Wraparound referral packet meeting the family circumstance.

#### **Referral Packet:**

The assigned SSW will discuss Wraparound with the family, obtain necessary signatures, and prepare the referral packet documents. The Wraparound referral packet may consist of:

- **Wraparound OC Child/Family Referral**, completed in full and signed by the referring SSW and the SSW's SSSS
- **Wraparound Participation Agreement (F063-25-642)**, completed and signed by the referring SSW and the SSW's SSSS
- **Family Summary For Wraparound**, completed in detail by the referring SSW
- **Consent to Disclose of Information (WRIT) (F063-25-640)**, reviewed and signed by the caregiver
- **Wraparound Tri-Fold Brochure (F063-25-653)**, provided to the family

**Assignment Process**

WRIT meets weekly to review and assign referrals for enrollment into the Wraparound Program. Referrals are assigned to Wraparound Provider Agencies on a rotational basis.

**Initial Meeting**

After the referral is assigned, the Care Coordinator (CC) and Parent Partner (PP) will contact the assigned SSW. The SSW is required to meet with the CC and PP within seven calendar days of the assignment to discuss the case.

**Note:** For Wraparound purposes, the CC and PP may review the legal file in a CFS office however the making or receiving of document copies by CCs or PPs is prohibited.

**Team Responsibilities**

By agreeing to participate in Wraparound, the assigned SSW, the family, and the Provider Agency understand that:

**Family Team Meetings:**

- The assigned SSW will attend and participate in at least one Family Team Meeting per month
- Compliance contacts will be addressed by the SSW in interactions separate from Family Team Meetings (refer to CFS P&P [Case Compliance Contacts and Documentation \[E-0105\]](#) for guidance on contact requirements)
- All Team members will participate in creating and updating a Safety Plan, Plan of Care, and any alternate placement plans for the child and family

**Safety Planning:**

- All Team members will identify and ensure that any anticipated issues involving child or family safety are known to the Team, and addressed in the Safety Plan
- The Safety Plan will identify how/where the child can be safely cared for while the Team comes together to address the

- problem in the event of an emerging safety issue
- All Team members will confirm understanding of the Safety Plan

**Emerging Safety Issues**

All emerging safety issues (i.e., safety concerns not identified and addressed in the initial Safety Plan), will be addressed as follows:

- All Team members will immediately communicate any emerging safety concerns to the CC and assigned SSW
- If the child or family’s safety is endangered, the Safety Plan will be activated
- On notification of an emerging safety issue, the CC will immediately schedule an Emergency Team Meeting (ETM)
- With the Safety Plan in place, the assigned SSW will utilize the ETM process and coordinate with the Team any necessary decisions regarding the child’s placement and case plan

**Emergency Team Meetings**

While the family is participating in Wraparound, ETMs will be used to address immediate safety issues.

**Exception:** If a new supplemental or subsequent petition alleging child abuse or neglect is made, and there is a possibility the child may be re-detained, a Team Decision Making (TDM) meeting will be held. For further direction on scheduling a TDM meeting, refer to CFS P&P [Team Decision Making \(D-0308\)](#).

ETMs are:

- Modeled after TDM meetings
- Held in a neutral location
- Initiated by any member of the Team
- Held within 24 hours of the request or on the next business day
- Attended by the assigned SSW’s SSSS
- Attended by Team members
- Co-facilitated by the Wraparound Provider Agency Supervisor and the CC for the family

**Note:** If an identified safety issue cannot be resolved during an ETM, the assigned SSW remains responsible for taking all necessary steps to ensure the safety of the child.

**Troubleshooting**

Concerns regarding the Wraparound Team or process will be discussed with the following personnel, in the order listed:

- The Team, including the assigned SSW
- Assigned SSW’s SSSS

- The assigned SSW's SSSS may contact the CC Supervisor at the Wraparound Provider Agency

If concerns remain, either the assigned SSW or assigned SSW's SSSS will contact a CFS Wraparound SSSS/Liaison for assistance and follow up.

If concerns still remain, a Technical Assistance (TA) meeting is available to assist in problem identification and solving.

### **Technical Assistance**

TA provides support and assistance to move a Team forward by addressing challenges and barriers in the Wraparound process. TA may be requested by the Wraparound CC, assigned SSW, or a WRIT member. TA meetings are facilitated by a CFS Wraparound Liaison SSSS and attended by:

- WRIT members
- CC
- CC's Supervisor
- Parent Partner
- Family's other professional providers (e.g., therapist, CASA, mentors, etc.)
- Assigned SSW and assigned SSW's SSSS

Benefits of TA include:

- Objective viewpoints from multiple disciplines
- Coordination among Team professionals
- Recognition and acknowledgement of Team strengths
- Defining challenges
- Troubleshooting barriers in the Wraparound process
- Opportunity to brainstorm strength-based solutions
- Formulation of suggested recommendations

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## **REFERENCES**

### **Attachments and Data Entry Standards**

Click on the links below to directly access attachments to this P&P and any Data Entry Standards referred to.

- [CWS/CMS Data Entry Standards—Special Project Codes](#)
- [CWS/CMS Data Entry Standards—Family Engagement Efforts](#)
- [CWS/CMS Data Entry Standards—Service Providers How to Search, Attach, and Record a Contact](#)

## Hyperlinks

Users accessing this document by computer may create a direct connection to the following references by clicking on them.

- CFS P&P [Team Decision Making \(D-0308\)](#)
- CFS P&P [Case Compliance Contacts and Documentation \(E-0105\)](#)
- [CDSS Wraparound Webpage](#)

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## Other Sources

Other printed references include the following:

None.

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## REQUIRED FORMS

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### Online Forms

Required forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

<b>Form Name</b>	<b>Form Number</b>
<a href="#">Verification of Family's Acceptance of Wraparound</a>	F063-25-636
<a href="#">Wraparound Family Packet Document Check List</a>	F063-25-637
<a href="#">Wraparound (WFI) Consent Procedure</a>	F063-25-638
<a href="#">Consent to Disclose of Information (WRIT)</a>	F063-25-640
<a href="#">Consent to Disclose of Information (WRIT) (Spanish)</a>	F063-25-640Sp
<a href="#">Consent to Disclose of Information (WRIT) (Vietnamese)</a>	F063-25-640VN
<a href="#">Wraparound Client Confidentiality Policy</a>	F063-25-641
<a href="#">Wraparound Client Confidentiality Policy (Spanish)</a>	F063-25-641Sp
<a href="#">Wraparound Client Confidentiality Policy (Vietnamese)</a>	F063-25-641VN
<a href="#">Wraparound Participation Agreement</a>	F063-25-642
<a href="#">Wraparound Participation Agreement (Spanish)</a>	F063-25-642Sp
<a href="#">Wraparound Participation Agreement (Vietnamese)</a>	F063-25-642VN
<a href="#">Wraparound Orange County Provider Network Crisis 1:1 Intervention Services</a>	F063-25-643

<a href="#">Wraparound Orange County Provider Network Crisis 1:1 Intervention Services</a> (Spanish)	F063-25-643Sp
<a href="#">Wraparound Orange County Provider Network Crisis 1:1 Intervention Services</a> (Vietnamese)	F063-25-643VN
<a href="#">Wraparound Fidelity Index (WFI) Consent</a>	F063-25-644
<a href="#">Wraparound Fidelity Index (WFI) Consent</a> (Spanish)	F063-25-644Sp
<a href="#">Wraparound Fidelity Index (WFI) Consent</a> (Vietnamese)	F063-25-644VN
<a href="#">Wraparound Family's Document Acknowledgement Page</a>	F063-25-645
<a href="#">Wraparound Family's Document Acknowledgement Page</a> (Spanish)	F063-25-645Sp
<a href="#">Wraparound Family's Document Acknowledgement Page</a> (Vietnamese)	F063-25-645VN
<a href="#">Wraparound Authorization to Transport Child</a>	F063-25-646
<a href="#">Wraparound Authorization to Transport Child</a> (Spanish)	F063-25-646Sp
<a href="#">Wraparound Authorization to Transport Child</a> (Vietnamese)	F063-25-646VN
<a href="#">Wraparound Notification Letter</a>	F063-25-652
<a href="#">Wraparound Notification Letter</a> (Spanish)	F063-25-652Sp
<a href="#">Wraparound Notification Letter</a> (Vietnamese)	F063-25-652VN

**Hard Copy Forms**

Forms listed below must be completed in hard copy (including multi-copy NCR forms). ***For reference purposes only***, links are provided to view these hard copy forms, where available.

<b>Form Name</b>	<b>Form Number</b>
<a href="#">Wraparound Orange County Team Action Form</a>	F063-28-308
<a href="#">Wraparound Orange County Team Action Form</a> (Spanish)	F063-28-308Sp
<a href="#">Wraparound Orange County Team Action Form</a> (Vietnamese)	F063-28-308VN
CFS Wraparound OC Child/Family Referral	Wraparound Form
Family Summary for Wraparound	Wraparound Form

**CWS/CMS  
Forms**

The following required forms may **only** be obtained in CWS/CMS. **For reference purposes only**, links are provided to view these CWS/CMS forms, where available.

Form Name	Form Number
None.	

**Brochures**

Brochures to distribute in conjunction with this procedure include:

Brochure Name	Brochure Number
<a href="#">Wraparound Orange County Tri-fold Brochure</a>	F063-25-653
<a href="#">Wraparound Orange County Family Handbook</a>	F063-25-639
<a href="#">Wraparound Orange County Family Handbook (Spanish)</a>	F063-25-639Sp
<a href="#">Wraparound Orange County Family Handbook (Vietnamese)</a>	F063-25-639VN

**PROCEDURE**

**Required Actions—Referral** The following actions are required when referring a family for Wraparound services.

<u>Staff Responsible</u>	<u>Step</u>	<u>Required Action</u>
Assigned SSW	1.	Consult with a CFS Wraparound Liaison Supervisor regarding family considered for referral.
CFS Wraparound SSSS/Liaison	2.	<ol style="list-style-type: none"> <li>a. Determine if child is eligible for Wraparound services.</li> <li>b. If appropriate, email Wraparound referral packet to assigned SSW.</li> </ol>
Assigned SSW	3.	<ol style="list-style-type: none"> <li>a. Discuss Wraparound services with family.</li> <li>b. If family agrees to services, obtain family's signatures on <i>Consent to Disclose of Information (WRIT) (F063-25-640)</i>.</li> </ol>

- c. Give family a *Wraparound Orange County Tri-fold Brochure (F063-25-653)*.
- 4.**
- a. Complete remaining Wraparound referral documents:
    - Wraparound OC Child/Family Referral
    - *Wraparound Participation Agreement (F063-25-642)*
    - Family Summary for Wraparound
  - b. Obtain Supervisor's signature on required forms in referral packet.
  - c. Interoffice mail or hand-deliver completed referral packet to a CFS Wraparound Liaison Supervisor.
- CFS  
Wraparound  
SSSS/Liaison**
- 5.**
- a. Review completed referral packet for accuracy and completeness.
  - b. Prepare for presentation to WRIT.
- 6.**
- a. Present referral information at WRIT.
  - b. Obtain further information from assigned SSW, if necessary.
- Wraparound IPT**
- 7.** Email acceptance of Wraparound referral to assigned SSW.
- Assigned SSW**
- 8.** Attend initial meeting with Provider Agency CC and PP within seven calendar days of referral assignment.
- 9.** Attend regularly scheduled Team meetings.
- 10.** Attend scheduled ETMs or TDMs as needed.