RIVERSIDE COUNTY
DEPARTMENT OF PUBLIC SOCIAL SERVICES

AMENDMENT #01
TO THE AGREEMENT WITH
DEPARTMENT OF MENTAL HEALTH

AGREEMENT: CP0903-00

The contract between the Riverside County Department of Public Social Services, hereinafter referred to as DPSS, and the Department of Mental Health, hereinafter referred to as DMH, is amended in the following particulars and no others:

1. On page 1, amend MOU TERM to read, “Effective March 1, 2003.”

2. On page 4, amend paragraph I.F to read:

   “F. California Welfare and Institutions Code Sections 18250 – 18267 codifies county wraparound services.”

3. On page 8, amend paragraph V.A to read:

   "A. EFFECTIVE PERIOD

   This MOU is effective as of March 1, 2003 and shall remain in effect unless terminated as provided for in paragraph V.L of this agreement."

The undersigned, as authorized representatives of DPSS and DMH, respectively, certify the establishment of this Amendment #01 to the Contract.

DEPARTMENT OF PUBLIC SOCIAL SERVICES
Dennis J. Boyle
Interim Director
7/10/07

Department of Mental Health
Jerry A. Wengard
Director
9-27-07

Page 1 of 1
MEMORANDUM OF UNDERSTANDING: CP 0903-00

PROVIDER: DEPARTMENT OF MENTAL HEALTH

MOU TERM: March 1, 2003 through June 30, 2003

MAXIMUM REIMBURSABLE AMOUNT: Not to Exceed Funds Available in the Wraparound Trust

WHEREAS, SB163 established each County's participation in the project to continue the provision of intensive wrap-around services to eligible children in foster care or at imminent risk of this placement;

WHEREAS, the Department of Public Social Services, hereinafter referred to as DPSS, as the fiscal agency responsible according to SB163, desires to facilitate the wrap-around services;

WHEREAS, the Department of Mental Health has agreed to administer these wrap-around services;

WHEREAS, DPSS desires the Department of Mental Health, hereinafter referred to as the Provider, to perform these services in accordance with the TERMS and CONDITIONS (T&C) attached hereto and incorporated herein by this reference. The T&C specify the responsibilities of DPSS and the Provider;

NOW THEREFORE, DPSS and the Provider do hereby covenant and agree that the Provider shall provide said services all in accordance with the terms and conditions contained herein, of this MOU.

Authorized Signature for DPSS: [Signature]
Printed Name of Person Signing: Dennis J. Boyle
Title: Director
Address: 4060 County Circle
Riverside, CA 92503
Date Executed: 3-24-03

Authorized Signature for Mental Health: [Signature]
Printed Name of Person Signing: John J. Ryan
Title: Director
Address: 4095 County Circle Drive
Riverside, CA 92503
Date Executed: 4-9-03
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LIST OF EXHIBITS

Exhibit A – SB 163 Client Data Template
Exhibit B – 2002 SB 163 County Plan
Exhibit C – SB 163 Wraparound Services Activity Report
Exhibit D – County of Riverside Journal Entry Worksheet
MOU TERMS AND CONDITIONS

I. ABBREVIATIONS/DEFINITIONS

A. "DPSS" refers to the County of Riverside and its Department of Public Social Services, which has administrative responsibility for this Memorandum of Understanding.

B. "DMH" refers to the Department of Mental Health.

C. "CDSS" refers to the California Department of Social Services.

D. "CAPIT" refers to the Child Abuse Prevention and Intervention Treatment Program.

E. "WRAPAROUND" refers to community-based intervention services that emphasize the strengths of the child and family and includes the delivery of coordinated, highly individualized unconditional services.

F. SB163, Chapter 795, statutes of 1997 of the Welfare and Institutions Code provides the legislative intent for County Wraparound services.

II. DPSS RESPONSIBILITIES

A. DPSS will do the following:

1. Assign staff to act as liaison between the Provider and DPSS.

2. Regularly participate on the Interagency Steering Committee.

3. Provide state received correspondence relating to this Wraparound Program.

4. Monitor the fiscal performance of the Provider in meeting the terms, conditions, and services in this MOU. DPSS, at its sole discretion, may monitor the fiscal performance of the Provider through any combination of the following methods: periodic on-site visits, annual inspections, evaluations, Provider self-monitoring, and desk review.

5. Establish and maintain the Sub-Fund for the Riverside County Wraparound project pursuant to the guidelines and requirements stated by CDSS SB 163 and Title IV-E Waiver Wraparound Standards. DPSS will disburse funds from the Wraparound Sub-Fund on a quarterly basis to Provider based on their written quarterly claim and certification of service provision in the claiming period to eligible and qualified clients as funds are available.

6. Provide a monthly report of expenditures and earnings in the Wraparound Sub-Fund.

7. Provide an annual reconciliation of Wraparound Sub-Fund activity by December 31 of each year for the program period of July 1 through June 30.

8. Act as liaison with CDSS regarding the Wraparound Program and will provide all related correspondence and information to Provider.

9. Ensure compliance with all state requirements concerning Medi-Cal eligibility and other Wraparound requirements.

10. Assign a DPSS identification number to all DMH and Probation clients enrolled in the Wraparound Program in order to track placement costs.

11. Process Medi-Cal applications for all DMH and Probation clients enrolled in Wraparound.
III. PROVIDER RESPONSIBILITIES

A. The Provider shall do the following:

1. Assign staff to act as liaison to DPSS regarding the Wraparound Program.

2. Ensure that all staff participating in the Wraparound Program has completed wraparound training, as required by the State.

3. Provide to DPSS Fiscal Unit the SB 163 Client Data Template, Exhibit "A," by the first working day of each month for the preceding calendar month period. Untimely submission of client data report may result in delays in accessing Wraparound funds.

4. Within thirty (30) days of implementation of this MOU, provide written copies to DPSS of the following:
   a. Emergency placement protocol
   b. Crisis intervention protocol
   c. Program Admission/Intake criteria
   d. Program Termination criteria

5. Provide Wraparound Services as described in the 2002 SB163 County Wraparound Plan, attached hereto as Exhibit "B" and incorporated by this reference.

6. Provide a bi-annual six month statistical report, using the SB 163 Wraparound Services Activity Report, Exhibit "C," with a cumulative year-to-date column to DPSS including the following information for the preceding period:
   a. Number of clients actively receiving wraparound services.
   b. Number of clients discharged from the program due to successful completion of services.
   c. Number of clients discharged from the program due to failure to benefit from wraparound services.
   d. Number of clients placed in or returned to residential/treatment/hospital care (or Juvenile Hall).
   e. Number of reports made by the program to DPSS due to allegations of abuse or neglect.
   f. Number of clients admitted to the program during the reporting month.

7. Performance Goals and Outcome Measures

   Provider shall maximize utilization of resources, such as Medi-Cal, to furnish the maximum level of services to the maximum number of clients.

8. Provider will ensure that all cases are submitted to the DPSS Foster Care Unit for determination of Federal, Non Federal eligibility and/or to establish DPSS identification numbers for tracking and reporting purposes.

9. Provider will ensure that all DMH Severely Emotionally Disturbed (SED) clients enrolled in Wraparound will be clearly identified as "Wraparound Placement" on all applicable forms.
IV. FISCAL PROVISIONS

A. MAXIMUM AMOUNT

Total payment to Provider shall not exceed funds earned in the Wraparound Sub-Fund less charges for client services, temporary placement payments, and DPSS administrative costs. Administrative costs incurred by DPSS on behalf of the Wraparound Program will be based on actual staff costs and overhead.

B. METHOD, TIME, AND SCHEDULE/CONDITION OF PAYMENTS

1. DPSS and Provider agree that the fiscal provisions of this MOU may be amended as needed when the County Fiscal Letter containing detailed claiming instructions is issued by CDSS.

2. DPSS and Provider agree that the total reimbursable amount of this MOU may change due to Medi-Cal final adjustments.

3. Claims submitted by Provider to other funding sources which are subsequently denied, in full or in part, will be reimbursed to Provider by DPSS, as long as the original document has been maintained by Provider and the charges are applicable to a client enrolled in the Wraparound Program.

4. Costs billed by Provider will be based upon actual staff costs incurred during the quarter, including overhead. Amounts billed for administrative and treatment staff, operating costs and allocated overhead costs must be fully supported. Provider will retain source documents for auditor review for a period of three years from the end of the fiscal year in which the expenditures were incurred.

5. A quarterly expenditure report will be submitted by Provider to DPSS within 30 days after the end of the quarter. DPSS will reimburse Provider within 30 days of receipt of the claim.

6. A year-end settlement report will be submitted by provider to DPSS within 30 days after completion of Mental Health Cost Report (approximately 6 months after the end of the fiscal year). Provider will use the "County of Riverside Journal Entry Worksheet" attached and incorporated hereto as Exhibit "D". DPSS will reimburse Provider within 30 days of receipt of the claim, if applicable.

7. A final settlement report will be submitted by provider to DPSS within 30 days after receipt of Final Cost Report Settlement from the State Department of Mental Health (approximately 18 months after the end of the fiscal year). Appropriate reimbursement will be made within 30 days of submission of the claim, if applicable.

8. Provider agrees to maximize usage of all other available funding sources provided under this MOU before using the Wraparound Sub-fund. Possible alternative sources include, but are not limited to, existing Department of Mental Health (DMH) programs, CAPIT providers, Short-Doyle Medi-Cal FFP, private health insurance or other available funding sources. The Wraparound Sub-fund must be used as funding of last resort. Unexpended Wraparound Sub-funds must be utilized for program expansion/enhancement or other new children's services. This expansion/enhancement/new service will be recommended by the Steering Committee to the Department Directors and will be for purposes of further reducing out of home placements per the goals of the Wraparound program.

9. Provider shall bill DPSS for actual costs per calendar month. DPSS will reimburse Provider for actual costs incurred, as long as the total amount reimbursed does not exceed funds available in the Wraparound Sub-Fund. Provider will be responsible for all start up costs.

10. Amounts billed for DPSS administrative costs (based on actual costs to a maximum of 5% of total RCL rate) must be fully supported by staff time studies, payroll data, expenditure ledgers, and other applicable accounting documents. These reports will be retained by DPSS for auditor review for a period of three years from the end of the fiscal year in which the expenditures were incurred.
C. RECORDS, INSPECTIONS, AND AUDITS

1. The Provider and Clinical Subcontractor(s) shall maintain auditable books, records, documents, and other evidence pertaining to costs and expenses in this MOU. The Provider shall maintain these records for three (3) years after final payment has been made or until all pending county, state, and federal audits, if any, are completed, whichever is later.

2. Any authorized representative of the County of Riverside, the State of California, and the federal government shall have access to any books, documents, papers, electronic data, and other records, which these representatives may determine to be pertinent to this MOU, for the purpose of performing an audit, evaluation, inspection, review, assessment, or examination. These representatives are authorized to obtain excerpts, transcripts, and copies, as they deem necessary. Further, these authorized representatives shall have the right at all reasonable times to inspect or otherwise evaluate the work performed, or being performed, under this MOU and the premises in which it is being performed.

3. Should the Provider disagree with any audit conducted by DPSS, the Provider shall have the right to employ a licensed, Certified Public Accountant (CPA) to prepare and file with DPSS a certified financial and compliance audit that is in compliance with generally-accepted government accounting standards of related services provided during the term of this MOU. The Provider shall not be reimbursed by DPSS for such an audit.

4. In the event the Provider does not make available its books and financial records at the location where they are normally maintained, the Provider agrees to pay all necessary and reasonable expenses, including legal fees, incurred by DPSS in conducting such an audit.

5. Providers that expend $300,000 or more in a year in Federal funding shall obtain an audit performed by an independent auditor in accordance with generally accepted governmental auditing standards covering financial and compliance audits as per the Single Audit Act of 1984 and the Single Audit Act Amendments of 1996, as per OMB Circular 133. However, records must be available for review and audit by appropriate officials of the Federal, State, and County agencies.

D. SUPPLANTATION

The Provider shall not supplant any federal, state, or county funds intended for the purpose of this MOU with any funds made available under any other Agreement. The Provider shall not claim reimbursement from DPSS for, or apply any sums received from DPSS, with respect to the portion of its obligations, which have been paid by another source of revenue. The Provider agrees that it will not use funds received pursuant to this MOU, either directly or indirectly, as a contribution or compensation for purposes of obtaining state funds under any state program or county funds under any county programs without prior approval of DPSS.

E. DISALLOWANCE

In the event the Provider receives payment for services under this MOU which is later disallowed for nonconformance with the terms and conditions herein by DPSS, the Provider shall promptly refund the disallowed amount to DPSS within 90 days of notification.

F. AVAILABILITY OF FUNDING

DPSS’ obligation for payment of any agreement is contingent upon the availability of funds in the Wraparound Sub-fund from which payment can be made.

G. MODIFICATION OF TERMS

Changes may be made to the MOU given that Provider and/or DPSS adequately documents and agrees to the need for change.
V. GENERAL PROVISIONS

A. EFFECTIVE PERIOD

This MOU is effective from March 1, 2003 through June 30, 2003 and shall automatically renew for successive one-year periods unless terminated as provided herein.

B. NOTICES

All notices, correspondence, reports, and/or statements authorized or required by this MOU shall be addressed as follows:

DPSS: Department of Public Social Services
Contracts Administration Unit
P.O. Box 7789
Riverside, CA 92513

PROVIDER: Department of Mental Health
4095 County Circle Drive
Riverside, CA 92503

All notices shall be deemed effective when they are made in writing, addressed as indicated above, and deposited in the United States mail. Any notices, correspondence, reports and/or statements authorized or required by this MOU, addressed in any other fashion will not be acceptable except journal entries, 2076A and any other financial documents supporting the journal entry (Exhibits A and D), which must be addressed to:

Department of Public Social Services
Fiscal/Management Reporting Unit
P.O. Box 7789
Riverside, CA 92513

C. CONFIDENTIALITY

The Provider shall maintain the confidentiality of all information and records and comply with all other statutory laws and regulations relating to privacy and confidentiality.

D. CHILD ABUSE REPORTING

The Provider shall establish a procedure acceptable to DPSS to ensure that all employees, volunteers, consultants, subcontractors, or agents performing services under this MOU report child abuse or neglect to a child protective agency as defined in Penal Code, Section 11166.

E. SUBCONTRACT FOR SERVICES

1. Functions undertaken by Provider may be carried out under subcontracts. Any change whatsoever in the corporate structure of Provider, the governing body of Provider, management of Provider or the transfer of assets in excess of 10% of the total assets of Provider shall be an assignments of benefits under the terms of the MOU requiring DPSS approval. All subcontracts shall be made in writing and copies provided to DPSS upon request. No subcontracts shall alter, in any way, any legal responsibility of Provider to DPSS.

2. DPSS has the right to refuse reimbursement for obligations incurred under any subcontract that does not comply with the terms of this MOU.

3. Provider shall include in each subcontract all provisions that DPSS may require.
a. The subcontractor shall not discriminate in its recruiting, hiring, promoting, demoting, or terminating practices on the basis of race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status, age or sex in the performance of this MOU, and to the extent they shall apply, with the provisions of the California Fair Employment Practices Act (commencing with Section 1410 of the Labor Code), and the Federal Civil Rights Act of 1964 (P. L. 88-352).

b. The subcontractor of the Provider shall perform background checks as required by DPSS.

4. Every subcontract for services shall:

a. Specify the dates within which subcontractor is to perform the subcontract and the time for subcontractor performance shall not begin prior to, nor shall the time extend beyond the time period of the MOU between Provider and DPSS.

b. Specify an amount not to exceed a maximum dollar amount for the subcontract.

c. Perform records clearance checks as described by law.

d. Report the units of service to be provided under the subcontract as follows:

   i. Provider case number or identified for child
   ii. Child’s name
   iii. Number of service hours provided
   iv. DPSS client identification number
   v. Social security number

e. Specify the responsibilities of each party under the subcontract.

f. Provide a statement that the subcontractor and the agents and employees of the subcontractor in the performance of the subcontract are acting in an independent capacity and not as officers or employees or agents of the State of California or the County of Riverside.

g. Provide a statement that modification of the subcontract shall be in writing.

h. Provide a statement that the subcontract is the complete and exclusive statement of the mutual understanding of the parties and that the subcontract supersedes and cancels all previous written and oral agreements and communications relating to the subject matter of the subcontract.

i. Provide a statement regarding remedies in case of subcontractor breach of contract in excess of ten thousand dollars ($10,000.00).

F. ASSIGNMENT

The Provider shall not assign any interest in this MOU, and shall not transfer any interest in the same, whether by assignment or novation, without the prior written consent of DPSS.

G. COMPLIANCE WITH RULES, REGULATIONS, REQUIREMENTS, AND DIRECTIVES

The Provider shall comply with all rules, regulations, requirements, and directives of the California Department of Social Services, other applicable state agencies, and funding sources which impose duties and regulations upon DPSS, which are equally applicable and made binding upon the Provider as though made with the Provider directly.
H. REPORTING

The Provider shall evaluate its Wraparound process and submit an evaluation report to DPSS by April 1, 2004. Content shall include, but is not limited to:

1. The effectiveness of Wraparound in reducing both the level of out-of-home services required and the average length of stay in out-of-home care;
2. A comparison of the cost of placement and services for children in Wraparound with the average cost of out-of-home placement for the same number of children; and,
3. The effectiveness of Wraparound in assisting children and families to attain their service goal.

I. CIVIL RIGHTS NON-DISCRIMINATION

The Contractor shall ensure that the administration of public assistance and social services programs are nondiscriminatory. To the effect that no person shall because of ethnic group identification, age, sex, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance.

J. DISPUTES

Except as otherwise provided in this MOU, any dispute concerning a question of fact arising under this MOU, which is not disposed by MOU, shall be disposed by DPSS which shall furnish the decision in writing. The decision of DPSS shall be final and conclusive until determined by a court of competent jurisdiction to have been fraudulent or capricious, arbitrary, or so grossly erroneous as necessarily to imply bad faith. The Provider shall proceed diligently with the performance of the MOU pending DPSS’ decision.

K. GRIEVANCES

Provider agrees to maintain a system through which recipients of services will have the opportunity to express and have considered their views, grievances and complaints regarding the delivery of service.

L. TERMINATION

This MOU may be terminated without cause by either party by giving ninety (90) days written notification to the other party. In the event DPSS elects to abandon, indefinitely postpone, or terminate the MOU, DPSS shall make payment for all actual services performed.

This MOU may be terminated with cause upon thirty (30) days written notice served upon the other party stating the extent and effective date of termination. Notice shall be deemed served on the date of mailing. In the event this MOU is terminated the Directors of DPSS and DMH will decide how to handle the services.

At the end of the MOU period DMH agrees to provide any and each child remaining in the program with all planned services specified in the child’s individualized services plan until the child no longer has a family or family like setting into which he/she could be placed or until the family plan has been met.

M. ENTIRE MOU

This MOU constitutes the entire MOU between the parties hereto with respect to the subject matter hereof, and all prior or contemporaneous MOUs of any kind or nature relating to the same shall be deemed to be merged herein.
Riverside County Wraparound Services

Revised
August 2002
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Section 1. WRAPAROUND IMPLEMENTATION

I. ORGANIZATIONAL STRUCTURE

A. Organizational Structure for Wraparound Implementation

Proposed Model
Riverside County Department of Mental Health (DMH) through a contract with the Department of Public Social Services (DPSS) will implement Wraparound Services in partnership with the Departments of Juvenile Probation, Health, (DPH) and the Riverside County Office of Education (RCOE). Riverside County has chosen to implement the Public Model and expects this model to work best because it accesses the strengths and resources developed through the County's long standing Children's System of Care (CSOC) and existing interagency collaborations.

CSOC Overview
Riverside County began the Children's System of Care in 1989. In addition, a 5-year Federal System of Care grant in 1994 further enhanced county efforts. Riverside's Children's System of Care serves the entire county, which is both very large geographically and very diverse in socioeconomic status and the race/ethnicity of its inhabitants. Riverside's CSOC serves an increasing number of children each year. Of those, just under 50 percent are from the urban areas of western Riverside, 30 percent are from the mid-county rural regions, and 20 percent are from the desert area. Through CSOC there is a pre-established agreement to serve: "children who have been identified as, or who are at risk of being, emotionally disturbed and who are at risk of out-of-home placement". Receiving the highest priority are those seriously disturbed children who are wards or dependents of the court, special education students, and minors without court involvement. Even with the combined interagency collaborative efforts of CSOC, Riverside County's out of home placements of children has in the past few years again continued to increase each year. While a county-state comparison indicates that the interagency collaboration of CSOC has resulted in notable cost avoidance, placement costs have consistently increased since about January of 1995. For this fiscal year placement costs are projected to increase 29% over last year. In order to decrease the upward movement of out of home placements with escalating costs and marginal outcomes; Riverside County has chosen to implement Wraparound Services in partnership with families to provide needed services in their home environment. Riverside County believes that the public agency partnerships developed over the past thirteen years will most effectively meet the high levels of coordination, flexibility, and inter-agency collaboration required to implement, support, and sustain Wraparound Services; as well, the partnerships developed with families will lead to better outcomes for families, and new service paradigms to better serve families in the future.

B. Infrastructures for Developing and Maintaining Wraparound

The current SOC governance structures listed below will provide the administrative structure for Wraparound Services.

Directors’ Policy Council is the CSOC policymaking body. Committee membership includes the directors of all county departments serving children: DMH, Juvenile Probation,
DPSS, DPH, the Superintendent of Schools, Presiding Juvenile Court Judge, County Sheriff, and the County District Attorney. The purpose of the Policy Council is to ensure cross-departmental policies and agreements that facilitate interagency cooperation and collaboration. This committee makes decisions on the issues impacting overall implementation of interagency services by considering departmental policies recommended by the Interagency Council and supporting interagency agreements and programs. This Council now meets as needed and will be provided reports on the progress of Wraparound Services on a regularly scheduled basis.

CSOC Interagency Council is the pre-existing management level committee of CSOC whose functions will be expanded to provide policy guidance in implementing Wraparound Services. The Council meets about every 6 weeks to discuss joint programs, new initiatives, interagency problems, and policy and coordination issues. Committee membership is comprised of assistant directors/managers from the Departments of Mental Health, DPSS, Probation, Health, and Education and includes family representation through an agency based Parent Partner. The Interagency Council role in Wraparound will be to resolve interagency coordination issues, monitor overall program implementation, and review outcomes.

Interagency Committee on Placement (ICOP) is the pre-existing supervisory level committee from the placement units of DPSS, Probation, and Mental Health and is exclusively focused on child placement issues. Managers attend when needed. ICOP oversees placement resources, needs, practices and policies. This committee performs joint facility monitoring and reviews detailed reports on children who "have fallen through the cracks" to determine their placement needs. ICOP attends to the planning, development and problem solving on any issues related to the county’s use of residential placement resources as well as the monitoring of quality of treatment provided by group homes and FFA’s.

Interagency Placement Screening Committees (IPSC) serves placement-screening functions for at risk children. Committee members are service level/supervisory level representatives from Probation, DPSS, Mental Health, and Education. IPSC provides an established mechanism for screening all county children being considered for placement and identifying appropriate alternatives where possible. DPSS IPSC committees meet four times per week; Probation IPSC committees meet twice per week to screen children and identify placement options to ensure that children are matched with caretakers and homes that are appropriate to meet their level of care. IPSC provides screening and recommendations on children from the FFA level to RCL 14 placements by IPSC. RCL levels 13-14 require a mental health assessment prior to a placement decision. As Wraparound Services become operational, this committee will serve to identify and refer children eligible for Wraparound Services.
The following is being added specifically to implement the Wraparound Program:

**Wraparound Steering Committee** is a newly formed committee of management level representatives from the Departments of Mental Health, Probation, Alternative Education, SELPA, Public Social Services and Health. An agency based Parent Partner represents families on this committee. The Steering Committee serves to plan and maintain the system supports for Wraparound Services. The Steering Committee is responsible for policy direction and fiscal and programmatic oversight of the Wraparound Services. The role of this committee is to develop policy, provide oversight, maintain fiscal integrity, and ensure adherence to the standards for Wraparound Services. Specifically this committee:

- Serves as a collaborative for program implementation and system integration
- Develops and maintains a county plan for Wraparound Services
- Establishes vision and mission statements for Wraparound Services
- Resolves cross systems implementation/fiscal/programmatic problems
- Oversees cross system training coordination
- Oversees Quality Management activities
- Provides oversight to assure SB 163 standards compliance
- Provides reports to the Department Directors and Interagency Council on a regular basis
- Develops and sustains stakeholder involvement for partners, families, providers and the community
- Addresses family grievances not resolved at the team level.

The Wraparound Steering Committee began meeting on a monthly basis in early December 2001 to put in place the structures needed for Wraparound Services. The Committee has revised the County Plan for submission to SDSS, and drafted a MOU (see attachment) for the Departments that will partner to provide Wraparound Services. Currently, the Committee is developing program policies.

C. Community Team

DMH is negotiating an agreement with Riverside County Prevent Child Abuse Council (PAC) to serve as the community team for Wraparound. The PCA Council has broad membership from community agencies both public and private, as well as service organizations, faith based organizations, volunteer organizations, and consumer groups. The DMH Supervisor of Parent Support Services serves an instrumental role on this Council. The PCA Council will fulfill the community team needs of Wraparound Services. We anticipate finalizing an agreement by the end of September.
D. Relationship between SB 163 and System of Care

Riverside County has been a System of Care since 1989. In addition, a 5-year Federal System of Care grant in 1994 further enhanced the county efforts. These combined efforts helped to create a strong system of services and supports that are in place and a philosophy upon which Wraparound Services will build.

1. Parent Partnering
   a) Parent Partners in DMH are employed full time in DMH clinics and a full time Parent Partner advises on policy and program development at the administrative level.
   b) Respite Care and Mentorship programs are established services provided through DMH Parent Support Services.
   c) Ongoing parent support groups meet weekly including a group in the community for parents of children not currently receiving DMH services.
   d) A resource library for parents has been developed and is maintained by Parent Support Services.
   e) Parent representatives are involved in all program planning and in interagency committees such as the Children’s Mental Health Advisory Board and Interagency Council.
   f) Parent and youth satisfaction with services are evaluated through surveys, and focus groups.
   g) Family collateral codes have been developed and are used to track the type and frequency of family services in the MH clinics.

2. Development of a cultural competence focus within DMH as the lead SOC agency.
   a) DMH has employed a full time ethnic Services Coordinator.
   b) Bilingual availability is tracked.
   c) Outreach efforts are made in minority neighborhoods.
   d) Cultural Competency training is provided.

3. Interagency Collaboration
   a) Extensive interagency protocols exist in all areas of placement. Cross agency protocols are used on IEP related activities (AB 3632).
   b) DMH and Health services are onsite in all Social Services offices and in all Juvenile Detention facilities.
   c) Extensive School site services are in place.
   d) In development are specialized transition services, plus preschool services (through Prop 10).

4. Evaluation
   a) Required CSOC performance outcomes are evaluated and reported on an ongoing basis.
   b) Group home costs, academic performance and attendance are reported on an ongoing basis.
c) Numerous studies are conducted of CSOC goals such as extent of non-traditional services, family support and community-based services.

These strengths and foundation make the Department of Mental Health well positioned to lead implementation of Wraparound Services.

II. TARGET POPULATION, ELIGIBILITY AND REFERRAL

A. Service Allocation Slots Requested

The County of Riverside is requesting 30 Wraparound Slots. The program will begin by adding 5 families per month over a six-month period, with the goal of full capacity by the sixth month. Children who reside in the Western Riverside Region will be served.

The ratio of children will be (20-25) Probation and (5-10) IEP related children. Of this population during the first year we will target the following (in order to ensure adequate funding during startup):

13 Rate Level = 2 federally eligible  10 non federally eligible
10.5 Rate Level = 7 federally eligible  11 non federally eligible

During the first year of operation, we will target children already in group home placement. Should vacant slots exist we will enroll children selected for diversion through the Probation Interagency Placement Screening Committee. During the second year of operation, we will open the enrollment equally to diversion or group home placed children.

B. Criteria/Processes for Selection and Referral

The Western Area Probation Interagency Placement Screening Committee will identify and refer children for Wraparound Services. The IPSC meets twice weekly. Members of IPSC include staff from Probation, Education and Mental Health. At the screening meetings, committee members determine child placement through use of both written assessments and verbal presentation by the probation officer or case manager who is requesting placement. Upon receiving the screening committee's referral, the Wraparound Services Family Facilitator and Parent Partner will contact the family to provide information on Wraparound Services and explore the family's willingness to become involved. If the family is willing to participate, Wraparound Services will be initiated with the understanding that all applicable court orders, and Probation Terms and Conditions, will be integrated into a Family Service Plan. The Family Facilitator and Parent Partner will facilitate the family engagement process.

We have established the following criteria for our target population:

- Children who are already placed in group home levels 10-14; or
- Children who are very high risk for RCL 10-14 group homes; and
- Children who are adjudicated as wards of the juvenile court (W&IC Section 602); or
- Children who are voluntarily placed in out of home care (AB3632/ 2726); plus
- Child and family or caregiver willing to be involved; and
- Children and families where there is a realistic expectation that effective services can be developed.
Wraparound Service will end when:

- The child and family have succeeded in the goals as defined in their Family Services Plan.
- The family withdraws from Wraparound Services.
- The child no longer has a family or family like setting into which he/she could be placed.
III. WRAPAROUND METHODS AND BEST PRACTICES

A. Mission Statement

Respect for the family is the core value in the vision and mission of Wraparound Services. Wraparound will partner with families unconditionally to provide services and supports individualized to each family's unique strengths and needs to promote the child's success, safety and permanence in the home, school and community.

B. Best Practice Standards

Families as full partners with access, voice and ownership at all levels of planning and implementation

We are committed to engage and partner with families, by assuring that families have access, voice and ownership at all levels.

Upon referral, the Family Facilitator and Parent Partner will contact the family to schedule a "get acquainted" visit to explain the wraparound philosophy, services and processes. Family partnering will be characterized, both initially and throughout the partnering by reciprocal and respectful sharing of information without the use of jargon or acronyms unfamiliar to families. Through this discussion the family will have the opportunity to gather the information needed for their decision on engaging in Wraparound. This process will include an opportunity for the parents to speak to another parent who has engaged in Wraparound. Upon the family decision to engage in Wraparound Services they will be provided with an orientation and training. The family will be encouraged to openly express their opinions, concerns, preferences and differences without being judged. Parent Partners will assist in assuring the family voice is heard, and in providing support to them. Through asking families to complete the Family Centered Behavior Survey we will track the degree to which we are providing family centered services. Parent and Youth Satisfaction Surveys and other evaluation instruments will also provide family "voice". Through obtaining semi-annual results on the Fresno County Resource and Support Scales and the Kern County Social Conditions Matrix we will be able to determine if family resources and supports have increased and whether social conditions of the family have moved to more self-sufficient levels. As we collect data from our surveys we will share outcomes with our families and seek their involvement in how to improve services.

Unique Child and Family Teams

The families right to choice will be reflected in the process of selecting members for the family team. Families will be supported in identifying and inviting those persons who are important to the family such as immediate, or extended family members, key support persons from the family's community, and services providers to become members of their family team. The family team will be the primary decision making vehicle in determining strengths and needs and in developing the family plan of services and supports. Wraparound Services Family Facilitator will assist the family team in developing their goals, completing the strengths and needs assessments, and crafting the family plan. The team will support the family through plan disruptions and challenges until the family has achieved the goals of their family plan.
Culturally Competent Services
By asking the family about their family’s culture, values, norms, strengths and preferences before deciding on the type and nature of services or resources, we will strive to achieve culturally balanced services. Every effort will be made to assure multicultural representation on the Wraparound Services Core Team. If team staff is not bilingual, then bilingual interpreting will be provided as needed by county staff certified as competent at both written and verbal skills levels. Individual and family bi-lingual counseling is currently available through community based outpatient clinics. The Wraparound Resource Developer will identify community based, culturally sensitive resources as needed. County cultural competency training programs are offered throughout the year for all county employees and will be attended by the Wraparound staff.

Flexibility in location, time, planning, service response and funding
Meeting times, planning and services will be community/home based and focused on family needs and preferences. Staff work schedules will be defined by the needs and time constraints of families, and will include evening hours, as well as a 24/7 on call schedule. Wraparound will develop both flexible funding and blended funding for the family to assure family needs are met as effectively as possible. In order to assure crisis coordination Wraparound Services will network closely with the Children's Evaluation Services Unit (CESU); which is a children's hospital diversion and intensive case management unit; and Children's Case Management Services (CCMS). Our plan is to formalize the networking by establishing policies and procedures, as well as ongoing working relationships.

Perseverance in support and assistance
At the time of engagement, and throughout the process we will extend and maintain the commitment to persevere with families through plan disruptions, and challenges to provide support, services and promotion of the family’s success, safety, and permanency in home, school, and community. We will support revising the family plan as needed to obtain positive outcomes, and will adjust services accordingly. We will model collaboration, negotiation and problem solving, and share effective strategies and techniques. We will actively seek out resources and creative solutions. We will learn to identify and support strengths. We will celebrate family successes with them. We will support and encourage individual and family recreation, and neighborhood and community involvement.

Care provided in context of home and community
Wraparound plans to provide needed services and supports to families in the home and community environments. Local community resources will be identified. Risk assessments, safety plans and transition plans will be crafted to support the family remaining intact and at home. Should placement be necessary, every effort will be made for the placement to be temporary for stabilization purposes with a return to home as soon as possible. Family team meetings will be held at home or in a convenient location agreeable to the family. The Family Facilitator and Family Specialists will meet with families at home. Therapeutic Behavioral Services will be arranged when needed. Respite Care will be sought when needed.

Community recreational, hobby, and/or career advancement sources will be sought out, and family members supported to enroll. Family crises will be responded to through the Wraparound staff on call services, and when possible will be provided at home.
Strengths defined from first conversation

Strengths, abilities, resiliencies, and potentials of family members will be identified and supported from the first contact. If the family is having difficulty in recognizing their strengths the family team will help identify strengths through a strengths assessment and listed in the family plan. Family members will be encouraged and supported to use their strengths and abilities.

Life domains and needs driven planning

Family choice, family strengths, family decision-making and life domain based family needs will be the focus of all services and supports. Through the family team process, supported by the Family Facilitator, the family will assess their needs using the needs assessment domains of: living situation, family, safety, socialization, cultural and spiritual and emotional/psychological, health, education/vocation, legal and recreational. The family will prioritize and select the needs to be addressed through the family plan. Court orders, probation terms and conditions will be addressed within the family plan. The Family Facilitator will coordinate services. The Community Resource Developer will identify and develop community resources in conjunction with the family plan.

Strategies linked to family/community strengths

Parents will be listened to as the expert on the needs of their child and family. Families will be supported in identifying their strengths through the family plan development. The Family Facilitator and family team will support the family in identifying their strengths. Continued efforts will be made to connect families with local resources.

Community awareness of Wraparound Services will be expanded through local speaking engagements, and presentations to civic organizations, volunteer groups, and other service providers located within the community. Efforts will be continual to network with local resources.

Commitment to permanence

Wraparound Services will partner with families in support of the belief that children have a right to permanent, stable families, and permanency at school and in the community. Services and supports will be configured based on each family's unique family plan. Outcomes will be continuously measured, and results used to improve services for families.

Mechanisms and structures to support parent advocacy and leadership

Families will receive Wraparound trainings. Two full time Parent Partners will be hired for Wraparound Services to assist, advocate, and support families. Parent Support Services information will be shared with families and support given to access those resources.

We plan to develop services and supports for siblings of our Wraparound Families. A Parent Partner serves on the Wraparound Steering Committee; and will continue to assure the family perspective at the policy, planning, fiscal, and evaluation levels.
IV. STAFF RESOURCES AND DEVELOPMENT

A. Wraparound Staff Support

DMH will assume fiscal and programmatic management of Wraparound Services including hiring all staff except for the probation officer who will be assigned by the Probation Department. The substance abuse counselor will be assigned and supervised by Substance Abuse Services. Partner agencies (DPSS, Probation, Education and Health) will contribute supports as designated in the Wraparound MOU. The staffing pattern is designed to serve 30 families. All staff will be employed full time in Wraparound Services except the psychiatrist and staff analyst who will be part time. Staff will be co-located at the same site. The addition of a dedicated probation officer and substance abuse counselor is planned in order to streamline, strengthen and simplify the interface with the Juvenile Justice System and Substance Abuse Recovery Services.

We have decided on a phase in plan of both staff and families for Wraparound Services startup. In so doing, we hope to achieve:

- Cost efficacy.
- Time to test staffing plan assumptions.
- Opportunity for corrections and adaptations early on.
- Time for staff to build skills and experience.

Staff positions will include:

Family Facilitator
We have planned a ratio of one Family Facilitator per ten Wraparound families. Each Family Facilitator will be responsible for configuring and facilitating the family teams and assuring the maximization of natural team members, as well as interagency collaboration. She/he will be responsible for the assessment, development, implementation and evaluation of the individualized family plan. He/she will assume a case management function in accessing community resources while providing clinical care. The Family Facilitator will coordinate and direct the work of the Family Specialists, Parent Partners and the Community Resource Developer. Requirements for Family Facilitators include having an MA/MS/MSW degree and are either licensed or license eligible with at least two years experience with SED children, adolescents and families.

Family Specialists
We will hire two Family Specialists. The family specialists will provide in home services to children and families act as a mentor, coach basic skills of day to day living (such as nutrition, homemaking, money management) for youth and parents, and provide transportation. Requirements for family specialists are that they interact well and have knowledge of good basic skills.

Community Resource Developer
We will hire a community resource developer to locate, develop and obtain community resources needed by Wraparound families. This person will identify community resources as they exist in the community such as churches, volunteer groups, formal service
organizations, neighborhood /school organizations, community colleges, and vocational, sports and recreational programs. He/she will be responsible for developing resources to meet a child or family's need. He/She will interface regularly with the Community Team. She/he will network on a regular basis with community services and programs and will make presentations on Wraparound Services to local community organizations. Requirements for the Resource Developer include experience in community service, and resource development.

**Parent Partners**
We will hire two Parent Partners full time to provide advocacy, mentoring, support, linkage and brokerage service for families. He/she will represent and promote the parent perspective in planning, administrative and interagency collaboration meetings. She/he will provide assistance and support to parents including peer counseling, mentoring, and accompanying parents to meetings and appointments. Parent Partners will co-facilitate orientation of new families to Wraparound and will assist and promote active involvement of families in Parent Support Services. Parent Partners will serve on the interviewing panels and participate in the selection of new Wraparound employees. He/she will assist parents and children to engage in trainings, conferences and support groups. Experience requirements include: current or previous experience as a parent/caregiver of a child who has received behavioral health services and knowledge of the public and/or private agency services available for children with serious behavioral health needs.

**Probation Officer**
The Probation Officer will be assigned by the Probation Department to Wraparound Services. The Probation Officer will supervise wards enrolled in Wraparound Services serve as a liaison with the court, and assist youth in meeting the conditions and goals of their probation. The Probation officer will participate in Wraparound core team services, meetings, planning and training activities.

**Substance Abuse Counselor**
The Substance Abuse Counselor will provide/coordinate substance abuse recovery services for any child or family member in need of services. He/she will assist the child, family and family team in understanding and choosing options of substance abuse recovery services, engage the family in appropriate substance abuse case management and therapeutic services, and provide crisis intervention services.

**Psychologist**
The psychologist will conduct complex assessments, conduct testing, provide case management, assume case coordination responsibilities, provide therapeutic and crisis services, and network with schools, residential facilities and other agencies and organizations.

**Staff Analyst**
The staff analyst will be responsible for fiscal oversight and preparing all financial and program reports.
B. Training

Riverside County received introductory trainings during the initial phases of our project planning process. These trainings are listed below.

<table>
<thead>
<tr>
<th>Date</th>
<th>Type of Training &amp; Target Audience</th>
<th>Number Of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 1999</td>
<td>3-Day Staff &amp; Community Training: “Strategies for Implementation”</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td>Attendees: County staff, service providers</td>
<td></td>
</tr>
<tr>
<td>January 2000</td>
<td>SB163 Introduction and Strategies for Implementation (two hours)</td>
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</tr>
<tr>
<td></td>
<td>Attendees: Directors and Managers from DPSS, Probation, &amp; DMH</td>
<td></td>
</tr>
<tr>
<td>July 2000</td>
<td>SB163 Introduction and Strategies for Implementation (1 Day)</td>
<td>40</td>
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<tr>
<td></td>
<td>Attendees: Wraparound Design Team Members (DPSS, Probation, DMH Staff)</td>
<td></td>
</tr>
<tr>
<td>July 2000</td>
<td>2nd Annual California Wraparound Institute: Building Community for Wraparound (3 days)</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Attendees: Staff from DPSS and Probation</td>
<td></td>
</tr>
<tr>
<td>February 2001</td>
<td>Wrap Around Skills Training (2 days)</td>
<td>40</td>
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<tr>
<td></td>
<td>Attendees: from DPSS, DMH, Probation, DOE</td>
<td></td>
</tr>
<tr>
<td>May 2001</td>
<td>Wraparound Funding Blended Funding</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>Phil Crandall: Humboldt County</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Attendees: from DMH, Probation,</td>
<td></td>
</tr>
</tbody>
</table>

We have formulated a new training plan for implementation once we have received approval for the revised County Plan necessitated by the changes in lead agency, population to be served, and the subsequent redesign of Wraparound Services. Riverside County is approaching Wraparound training as a process to be carried out continuously in a multi-layered design to introduce, implement and sustain Wraparound Services in this county. Training will be coordinated through SDSS consultant services, the Wraparound Steering Committee and the staff development program of DMH.
We are in the process of establishing evidence based best practices education and skills development for Children's Mental Health clinicians (A first session will be offered in September on family engagement skills by Lynne Marsenich.) Current plans for trainings are as follows:

<table>
<thead>
<tr>
<th>Type of Training</th>
<th>Target Audience</th>
<th>Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Hour Wraparound Overview</td>
<td>1. SOC Interagency Council</td>
<td>Legislation</td>
</tr>
<tr>
<td>ongoing-bimonthly</td>
<td>2. DMH, Probation, DOE, DOH Administrators/Manager</td>
<td>State Requirements</td>
</tr>
<tr>
<td></td>
<td>3. Court Officials</td>
<td>Funding</td>
</tr>
<tr>
<td></td>
<td>4. Probation, DMH staff</td>
<td>Program standards</td>
</tr>
<tr>
<td></td>
<td>5. Educational Agencies</td>
<td>Core Principles</td>
</tr>
<tr>
<td></td>
<td>6. Community Agencies</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7. Foster Parents</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8. Group Home Personnel</td>
<td></td>
</tr>
<tr>
<td></td>
<td>9. Families</td>
<td></td>
</tr>
<tr>
<td>One Day Introduction to Wraparound</td>
<td>1. WA Service providers</td>
<td>Core Wraparound Principles</td>
</tr>
<tr>
<td>Planning Process</td>
<td>2. Interagency Screening Committee</td>
<td>Parent Professional partnerships</td>
</tr>
<tr>
<td>Quarterly</td>
<td>3. Parent Partners</td>
<td>Strengths Discovery</td>
</tr>
<tr>
<td></td>
<td>4. DMH, Probation Staff</td>
<td>Teaming</td>
</tr>
<tr>
<td></td>
<td>5. Families</td>
<td>Individualized Family Plans</td>
</tr>
<tr>
<td></td>
<td>6. Group Home staff</td>
<td>Program and System</td>
</tr>
<tr>
<td></td>
<td>7. Service organization staff</td>
<td>Implications Ongoing, quarterly</td>
</tr>
<tr>
<td></td>
<td>8. Community Agency staff</td>
<td></td>
</tr>
<tr>
<td></td>
<td>9. Contract Agency staff</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10. Emergency Services Staff</td>
<td></td>
</tr>
<tr>
<td>Wraparound Skills Building (2 Days)</td>
<td>1. WA team</td>
<td>Core Wraparound Principles</td>
</tr>
<tr>
<td>ongoing quarterly</td>
<td>2. Parent partners</td>
<td>Key Skills of Successful Facilitators</td>
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<tr>
<td></td>
<td>3. DMH, Probation Staff</td>
<td>Family engagement process</td>
</tr>
<tr>
<td></td>
<td>4. Wraparound family members</td>
<td>Application of a ten step planning process to real life issues</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Creating the family plan</td>
</tr>
<tr>
<td>Wraparound Skills Building (2 days)</td>
<td>1. Wraparound core staff</td>
<td>Risk Assessments</td>
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<tr>
<td>ongoing- monthly</td>
<td>2. Facilitators</td>
<td>Effective Safety Plans</td>
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<tr>
<td>during startup</td>
<td>3. Family specialists</td>
<td>Debriefing Strategies</td>
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<tr>
<td>bi-monthly thereafter</td>
<td>4. Family partners</td>
<td>Strategies for plan disruptions</td>
</tr>
<tr>
<td></td>
<td>5. Family members</td>
<td>Family Plans</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Flexible Funds and budgeting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Documentation and billing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Family Plan revision</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Transition planning</td>
</tr>
</tbody>
</table>
San Diego County Wraparound Training Academy Model is being reviewed and considered as a potential model for training cross systems.
V. Fiscal Capacity

A. Fiscal Plan

Riverside County DPSS will contract with DMH to provide Wraparound services. Through an MOU, DPSS will serve, as lead fiscal agency and DMH will assume all programmatic responsibilities.

DPSS and DMH have long established relationships in cross agency work. DMH has been the lead fiscal agency for Children’s System of Care since 1989 and several MOU’S and contracts already exist for services and claiming of federal funds to support services.

Fiscal Staff of each agency have received trainings on the wraparound philosophy, slot allocation, claiming and planning through the following SDSS fiscal trainings:

- SB 163 Wraparound Consortia "Linking Program and Fiscal."
- SB 163 Wraparound "Fiscal Point of View."

Fiscal staffs from both agencies have attended an 8-hour training presented by Phil Crandall HHSA from Humboldt County on
- Wraparound blended funding.

A Wraparound cross agency fiscal team is finalizing an MOU between the two agencies that clarifies the roles, fiscal responsibilities, data collection, correspondence paths, sub-fund management disbursements, fiscal procedures and audit trails.

Start Up

DMH will fund costs in startup that exceed the SB 163 funds available. DMH will secure MediCal certification to allow maximum use of DMH funding sources to provide services for children and families.

Start date for Wraparound Services is contingent upon the approval of the County Plan by SDSS.

Funding

DMH plans on accessing the following funding streams for Wraparound Services

- MediCal
- ESPDT
- STOP
- Cal Works
- Healthy Families

Current cost reimbursement rates for claiming to the SB 163 sub fund are:

- RCL 10.5 rate $5,046.00 per month
- RCL 13 rate $5,994.00 per month.

- funding amounts will vary based on the child's being federally or non-federally eligible and the child's level of placement.

SB 163 funds will be expended in a flexible and consistent manner according to the Family Plan after all other options are considered and utilized. The Wraparound Steering...
Committee will regularly review the family plan expenditures to ensure effective use of SB 163 funds.

**Fiscal Maintenance**
Recognizing the complexity of the fiscal side of Wraparound Services, a staff analyst will be assigned to Wraparound Services on a part time basis to monitor, track, and prepare reports, plus be a liaison to DPSS fiscal staff. Ongoing technical assistance and training will be sought to maintain the expertise in the complex funding of Wraparound Services.

**Future Planning**
The Wraparound Steering Committee will develop the county's plan for reinvestment of any savings to enhance or expand children's services. This plan will be presented to the Interagency Council and the Department Directors for approval.

**Riverside County Wraparound Services Budget**

<table>
<thead>
<tr>
<th>Annual Budget</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary and Benefits</td>
<td>$782,988</td>
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<tr>
<td>Operating Costs</td>
<td>$447,779</td>
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<tr>
<td><strong>Total</strong></td>
<td>$1,230,767</td>
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</table>

First year expected MediCal Revenues $455,043

**Assumptions**
30 youth enrolled
Ratio of RCL 10.5 to RCL 13 will be 60%-40%
Ratio of Fed to No-Fed kid will be 30% to 70%
MediCal billable time assumed to be 50% of clinical staff time
## 12 Month Budget Proposal - Wraparound Program with Probation Department

### Staff

<table>
<thead>
<tr>
<th>STAFF</th>
<th>CLASSIFICATION</th>
<th>SALARY</th>
<th>BEN</th>
<th>TOTAL</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Mental Health Services Supervisor - B</td>
<td>$64,531</td>
<td>$14,632</td>
<td>$79,164</td>
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<td>1</td>
<td>Senior Clinical Psychologist (Clinician)</td>
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<td>$13,656</td>
<td>$65,287</td>
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<td>Clinical Therapist II (Fam. Facilitator/Counselor)</td>
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<td>Substance Abuse Counselor</td>
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<td>Deputy Probation Office II</td>
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<td>Parent Partners (Family Partner)</td>
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<td>2</td>
<td>Community Service Assistants (family specialist)</td>
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<td>Office Assistant II</td>
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<td>Staff Analyst II</td>
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<td><strong>TOTAL Staff</strong></td>
<td><strong>$147,911</strong></td>
<td><strong>$33,826</strong></td>
<td><strong>$181,737</strong></td>
</tr>
</tbody>
</table>

### Salaries

- **BASE SALARIES** | $207,241
- **BENEFITS** | $55,078
- **TOTAL SALARIES & BENEFITS** | **$262,319**

### Other Expenses

<table>
<thead>
<tr>
<th>LINE ITEM</th>
<th>BUDGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>201 FOOD</td>
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<td><strong>TOTAL OPERATING EXPENSES</strong></td>
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### Insurance

- **INSURANCE - LIABILITY** | $3,000
- **INSURANCE-PRACTICE** | $242
- **INSURANCE-PROPERTY** | $1,500

### Other Expenses: ADMIN

- 260 COUNTY DELIVERY SERVICE | $120
- 261 DIRECT CHARGES - MENTAL HEALTH | $10,000
- 262 ADMINISTRATIVE SUPPORT-QUIZLET | $22,075
- 263 COUNTY SUPPORT SERVICE | $602
- 264 HUMAN RESOURCES | $4,843
- 254 SYSTEMS PROCESSING/OAASS | $19,334

### Contracts

- Foster Home Placement @ $1,336/month | $52,048
- Housing Assistant (12 clients) | $21,800
- Other Wraparound Assistance?? | $17,020

### Capital Equipment

| **TOTAL OTHER EXPENSES** | **$308,739** |
| **TOTAL ALL** | **$1,231,768** |

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*Page 17*
VI. QUALITY MANAGEMENT

A. Process Evaluation

Riverside County Department of Mental Health has many years of experience with maintaining consistent documentation of services provided. DMH current research staff includes a full time Supervisory Research Specialist and staff dedicated to data collection, management and analysis specifically for Children's System of Care. CSOC requires the following outcome measures: Child and Adolescent Functional Assessment Scale (CAFAS); Restrictiveness of Living Environment Scales (ROLES) that are administered at intake, discharge and annually; the Youth Satisfaction Questionnaire (YSQ), and Caregiver Satisfaction Questionnaire (CSQ) administered every six months to all children receiving services. Until state requirements changed in April of 2002, the Achenbach Youth Self-Report (YSR), Child Behavior Checklist (CBCL), and Teacher Report Forms (TRF) also were administered. Consequently, the Department of Mental Health has evaluation experience with regularly monitoring and assessing client outcomes. Since 1989, monthly and quarterly reports have also monitored county group home expenditures and placements, school attendance and academic performance in select programs, and juvenile justice recidivism for clients enrolled in the Van Horn Youth Center, a therapeutic program for juvenile offenders.

B. Wraparound Services Outcomes

For the purposes of quality management for the Wraparound Services, the DMH Research staff will apply existing data collection procedures consistent with State Mental Health System of Care outcomes, and create new data collection procedures for Wraparound Services. Data to be measured will include CAFAS, ROLES, YSQ, and CSQ. Data collection will also include data on family functioning, resource and support levels, costs, and fidelity to the Wraparound model. We expect to accomplish:

• cost neutrality
• improved family functioning
• improved emotional/behavioral functioning
• increased school attendance
• improved school performance
• reduction in number of days of out of home placement
• reduction in delinquency.

Data Collection will begin when Wraparound Services becomes operational.

The following table outlines plans for data collection.
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<th>Data Domain</th>
<th>Elements</th>
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<td>Accessibility and availability of services</td>
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<td>Family Plan&lt;br&gt; Progress notes&lt;br&gt; Family input</td>
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<tr>
<td>Child Adjustment Outcomes</td>
<td>1. Emotional and behavioral adjustment</td>
<td>CAFAS,</td>
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<td>2. School and academic performance</td>
<td>SARES*</td>
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<td>3. Social Performance</td>
<td>YSR, CAFAS</td>
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<td>4. Attainment of service goals</td>
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<tr>
<td>Family Outcomes</td>
<td>1. Family functioning</td>
<td>Caregiver Strain Questionnaire&lt;br&gt; Fresno County Resource and Support Scales&lt;br&gt; Kern County Social Conditions Matrix&lt;br&gt; Family Plan</td>
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<tr>
<td></td>
<td>2. Family Service Goals</td>
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<tr>
<td>Child and Family Satisfaction</td>
<td>1. Family or caregiver</td>
<td>CSQ, Family Centered Behavior Scales*</td>
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<tr>
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<td>2. Child or Youth</td>
<td>YSQ</td>
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<tr>
<td>Placement</td>
<td>1. Reducing out of home services</td>
<td>ROLES*&lt;br&gt; Identification of number of days in hospital and juvenile hall&lt;br&gt; Number of days in group home placement</td>
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<td>2. Reducing lengths of stay in out of home placements.</td>
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<tr>
<td>Cost Reduction</td>
<td>1. Comparison of costs of service in Wraparound versus average cost of out of home placement for same number of children</td>
<td>System of Care Group Home Placement Reports</td>
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<td>Wraparound Fidelity</td>
<td>1. Consistency with Wraparound standards</td>
<td>University of Vermont&lt;br&gt; Wraparound Fidelity Index</td>
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* Required by SB 163 Legislation  
Those not required are part of the initial proposal, but are being reviewed for applicability.
**SECTION II. PROJECT PLANNING**

**A. Description of Planning Process**

**Phase I: Community Development**
In July 1998, Riverside County began its first phase of the Wraparound planning process by conducting community development meetings. Two Parent Partners have served on the Wraparound Development Committees since 1998. A broad base of over 250 community representatives was invited to participate in Wraparound development. Over 50 persons attended a three-day Wraparound training.

**Phase II: Design Team**
The second phase of the County’s planning process began with the creation of a Design Team that started meeting in July 2000. 30 members represented the three lead agencies (Probation, Mental Health, and DPSS). Prior to conducting planning meetings, all design team members attended a one-day technical assistance training provided by SDSS staff and consultants. Six work groups were formed to deal with specific components of the county plan. Each work group attended two 4-hour planning sessions, co-facilitated by a chairperson and a lead staff from one of the departments. Every work group also included a Parent Partner who was a former service consumer.

Upon completion of the work group meetings, the Core Design Team, consisting of work group chairpersons, department lead staffs, and fiscal staff met to discuss and finalize all program recommendations. On September 5, 2000, the Core Design Team presented the County Plan to the department heads, and received approval of the plan. A meeting was also held with the Juvenile Court judges. The SB 163 County Plan was submitted to SDSS. Administrative changes occurred in DPSS and implementation of the program was put on hold pending further review and discussion.

**Phase III: DMH-Probation Design Team**
DMH submitted an alternative proposal for the Wraparound Services Program. The Directors of DMH, DPSS and Probation accepted this proposal. The original plan was then revised to reflect the approved proposal. This plan was submitted to SDSS.

**Phase IV. Wraparound Services Plan rewritten.**
The quick revision of the original plan missed the opportunity to articulate in depth the commitments to families through Wraparound values, standards and principles, as well as the degree of Parent Partner involvement. The Wraparound Plan was rewritten substantively to correct those errors.

**B. Stakeholder Participation in Planning**

Throughout the community development process, participation from the following organizations were solicited on a continuous basis:

- families
- county agencies
- community service providers
- schools
• juvenile courts
• community leaders
• advocacy groups
• placement facilities (group homes/foster homes/shelters)

C. Continuing Stakeholder Involvement and Commitment

Riverside County plans to create an ongoing process of engagement, involvement and commitment from families, agencies, boards, organizations, schools, communities and systems through the tried and true means of formal presentations, networking, publicity, committee membership, trainings, partnering and collaborating.

Year One Activities and Timelines

I. First Quarter Goal: Prepare for program implementation
• Submit revised County Plan to SDSS
• Convene regular meetings of the Wraparound Steering Committee
• Coordinate and provide WA orientation to all staff and community stakeholders
• Finalize job descriptions plus recruit and hire WA staff
• Identify facility and equipment for program
• Develop program procedures
• Establish needed fiscal mechanisms
• Review and identify cases already in RCL 10-14 for WA services

II. Second Quarter – Goal: Training and implementation of WA program staff to deliver services and begin providing services to families.
• Orient and train WA program staff
• Complete program procedures/protocols
• Complete review and identification of WA cases
• Begin Wraparound services to first 5 enrolled families.

III. Quarters three and four – Goal: Add 5 more enrolled families to the program each month and expand community resource development.
• Provide additional training and support for staff to serve a cumulative total of 30 families.
• Review Year One outcomes and revise implementation plan, including staffing and budget requirements, as needed.
• Present preliminary outcomes to Directors and review status of the program.
II. CHANGE PROCESS

A. County

As previously detailed, the County will continue its efforts toward implementing and reinforcing family-centered and strength based practices through Interagency collaboration using the established Children's System of Care, and the expansion of existing programs that are family centered and strength based, which include but are not limited to:

- Parent Partners and parent support activities (e.g. respite care, library, parent support groups).
- Development of an expanded Information and Referral Hotline with Internet access.
- Intra-agency and interagency cross training on Wraparound philosophy, services and successes.
- Funding matrix database development that details eligibility criteria, description of service, and the application process to assure awareness and access to all possible funding sources.
- Consistent cross training on Wraparound philosophy and teamed intervention approach.
- Hiring of Parent Partners in each new program implemented.
- Community presentations on Wraparound Services.
- Sharing cross agency strength based strategies that have been successful.
- Presenting information on the San Diego Wraparound Academy to the Interagency Staff Development Committee.
- Establishing an advanced learning center for Children's Mental Health Services clinicians and Wraparound team for education and skills development in evidence based best practices.
- Expansion of Wraparound Services based on the success of the initial program.

B. Community Team

PCA, serving as the community team, has such a broad representation of countywide community agencies it is in a good position to both support Wraparound Services and allow member agencies to benefit from the efforts of Wraparound Services. The PCA Council will support Wraparound Services through:

- Assisting in the identification of resources.
- Networking and strategizing ways to improve family access to community services.
- Serving as a major means of disseminating awareness and information of Wraparound Services to the service organizations of the county.
- Providing input on program and budget.
SECTION III. WRAPAROUND AGENCY

A. Operations

The public agencies who have chosen to partner to provide Wraparound Services have over 12 years experience of interagency collaboration, resource sharing and coordination of care through the County's System of Care. While leadership and coordination efforts will be accomplished through a cross-public agency team, DMH will be the designated agency to administer the Wraparound program. As previously mentioned, the existing partnership between Probation, Mental Health, Health and Education reinforced by the interagency Children's System of Care, has the capability of maintaining the high level of coordination and flexibility required to implement Wraparound. Agencies involved have committed to integrating and developing the Wraparound philosophy and best practice standards as part of their service delivery systems.

DMH, Juvenile Probation, Department of Health, SELPA and the County Office of Education have finalized an MOU to formalize their Wraparound Services partnership. The MOU spells out the roles and responsibilities of each agency and establishes the plans for collaborative services.

B. Staff Resources and Training

The Wraparound Team will:

- Be actively involved in wraparound training provided by CDSS
- Send staff to Training for Trainers to promote County self-sufficiency for ongoing training.
- Attend Wraparound Regional Forums sponsored by the University of California, Davis.
- Coordinate training in family support, parent advocacy, mentoring and coaching of parents and caregivers.

The Wraparound design team, and community stakeholders have received introductory trainings, and attended the Wraparound Institutes. Additional trainings are planned according to the Training Plan (see page 14). These trainings will emphasize the values and principles of Wraparound and implementation strategies on the practice, program and systems levels.

It is the intent of Riverside County to seek Wraparound Accreditation through the submission of this plan. It is the intent of Riverside County to maintain accreditation through maintaining fidelity to the values, principles and practices of Wraparound as set forth in the SB 163 Standards.
Attachment

Memorandum of Understanding
Between
Riverside County DMH,
Juvenile Probation, DOH, SELPA, and Education
For
SB 163 Wraparound Services Program

This Memorandum of Understanding is entered into by the above listed agencies for the purpose of participation in a SB 163 Wraparound Services Program.

A. Description of the Program

The intent of SB 163 is to authorize counties to provide children with service alternatives to group home care through the development of expanded family based services. Individualized services through formal and informal collaborative efforts are “wrapped around” a child living with his or her birth parent, relative, adoptive parent, licensed or certified foster parent, guardian or primary caregiver. These Wraparound Services build on the strengths of each eligible child and family, and address their unique and changing needs. Collaborative effort is an essential element in wraparound services.

Wraparound Services are community-based intervention services that emphasize the strengths of the child and family and include the delivery of coordinated, highly individualized, family centered, culturally sensitive, unconditional services to address needs, increase self-sufficiency and achieve positive outcomes.

“Under SB 163 through an approved county plan service allocations slots provide a specified amount of funds available to the county to pay for an individualized intensive wraparound services package for an eligible child. A service allocation slot may be used for more than one child on a successive basis.

A slot may be vacated by a child due to:
- The child and family having met the goals of their Wraparound Service Plan and the child is no longer at risk for placement.
- The family requests withdrawal from wraparound services.
- The child no longer has a family or family like setting into which he/she can be placed, or has been incarcerated.

B. Purpose

The purpose of this agreement is to specify the roles and responsibilities of all parties.

C. Children to be Served in the Program:

Children served in program must meet all of the following:
- Children already placed in group home levels 10-14; or
- Children at very high risk for RCL 10-14 group home placement. Children who are adjudicated as wards of the juvenile court (W&IC Section 602) or
- Children who are voluntarily placed in out of home care in RCL levels 10-14 (AB 2726).
- Children with family or caregiver willing to be involved and
- Children and families where there is a realistic expectation that effective service can be developed.
D. Governance

The Wraparound Steering Committee will be responsible for policy direction and fiscal and programmatic oversight of the Wraparound Program. The role of members of this committee is to develop policy, provide oversight, maintain fiscal integrity, and ensure adherence to the standards for Wraparound Services.

This committee will:

- Include a parent who is knowledgeable and interested in Wraparound.
- Establish vision and mission statements.
- Develop and maintain a strategic county plan for Wraparound Services.
- Develop and sustain stakeholder involvement of partners, families, providers and community.
- Provide oversight to assure SB 163 standards compliance.
- Serve as cross agency gatekeeper for eligibility of youth and families.
- Serve as a collaborative for program implementation and system of care integration.
- Resolve cross systems implementation/fiscal/programmatic problems.
- Identify and resolve interagency barriers to service delivery.
- Oversee cross systems training coordination.
- Oversee Quality Management activities.
- Plan program expansion or changes.
- Provide reports to Department Directors on a regular basis.
- Address client grievances not resolved at team level.

E. Responsibilities of Agencies

For the purpose of this agreement:

- Each Agency agrees to follow the approved County Plan.
- Each agency commits to the principles, values, and practices of Wraparound Services and understands that Wraparound standards must be followed.
- Each agency agrees to work collaboratively to create a viable Wraparound Program for youth and families.
- Each agency has priority in matters clearly within their area of expertise and legal mandate.
- Each agency agrees to delegate one management level staff with authority to represent their agency to serve on the Wraparound Steering Committee.
- Each agency agrees to comply with the Wraparound Service protocols and procedures.
- Each agency agrees to work expeditiously to ensure the fiscal integrity of the Wraparound Program.
- Each agency agrees to facilitate the identification of funding sources available within their agency for which Wraparound family members may be eligible.
- Each agency will work cooperatively and collaboratively regarding federal and state laws and regulations that govern all participating agencies.
- Member agencies will participate in staff selection.
- Each agency agrees to exchange information within pertinent related to services provided to Wraparound children/families to the extent necessary to assure the effective coordination of services and maintain a common service record for each family.
• Participate as necessary in common intake, screening, service planning and case management procedures to promote seamless service delivery and elimination of duplication of services and procedures.

F. Roles
For the purpose of this agreement:

DPSS will
• Act as fiscal agent to facilitate Wraparound Services through an MOU with DMH.
• Assign staff to act as a liaison between DMH and DPSS.
• Participate regularly on the Interagency Steering Committee.

DMH will:
• Assume fiscal and programmatic management of the Wraparound Program including hiring and operational costs.
• Identify and pursue all possible funding streams such as MediCal, EPSDT, STOP, and ILP.
• Identify a manager to oversee the Wraparound Program and to serve on the Wraparound Steering Committee.
• Hire and supervise all Wraparound staff with the exception of the probation officer.
• Collaboratively develop family Wraparound Service Plans and to follow those plans until changed through a Wraparound team decision.
• Make Medi-Cal billing available for all activities that are Medi-Cal billable when practical and when affected staff follow all mental health and Medi-Cal requirements.
• Provide directly, or through contract, services unless they are available in the community per Wraparound guidelines.
• Provide case management to all referred IEP children.
• Maintain all demographics and perform outcome studies on all families served.
• Maintain all records and develop all necessary program reports.
• Commit to regular supervisory interface around team building and problem solving.
• Develop collaborative committees regarding fiscal, community and therapeutic tasks.
• Assign staff to coordinate with DPSS fiscal staff around claims and address funding stream eligibility matters.
• Provide, coordinate, or arrange all needed training.
• Commit to regular supervisory interface around team building and problem solving.

Probation will:
• Identify a manager to serve on the Wraparound Steering Committee.
• Assign a full time probation officer to carry all Wraparound probation cases, serve as a Wraparound team member, co-locate in the Wraparound facility and participate in developing and implementing the Wraparound Services plan for each child.
• Serve as liaison and interface with Juvenile Court as required and to problem solve and remove barriers where ever possible.
• Create internal process and procedures for identification/referral of wards for possible admission to the Wraparound Program.
• Collaboratively develop Wraparound Service Plans and follow those plans until changed by a Wraparound Team decision.
• Provide consistency in staff assignments to the program to ensure team development and knowledge retention.
• Commit a manager and staff for Wraparound training and any needed committee/task force assignments.
• Participate in mandated Wraparound training.
• Follow all required SB 163 and Medi-Cal claiming requirements.
• Provide data and statistics as requested for reports and monitoring of the program.
• Provide training to the team on court/probation system, laws, mandates, and procedures.

Education will:
• Identify one SELPA director or designee and one representative from the Riverside County Office of Education, Alternative Education Unit, to serve on the Wraparound Steering Committee.
• Provide an overview and orientation of special education and alternative education functions, terminology, regulations and policy and procedures to Wraparound Team and collaborative partners.
• Provide a Special Education representative and an Alternative Education representative to serve on the Wraparound Steering Committee.
• Provide Special Education and Alternative Education representatives to attend meetings when possible to advise on educational needs of youth for purpose of Wraparound Services Plan development.
• Include Wraparound Team representative in Individual Education Program (IEP) meetings if appropriate.
• Serve as a resource to Wraparound Team.
• Commit to attending training and coordination activities as needed.
• Name a liaison from each district and county office for the Wraparound Team to contact.

Health will:
• Identify a manager to serve on the Wraparound Steering Committee.
• Participate in the selection of Wraparound children.
• Identify a public health nurse to advise on involved health problems of youth or family.
• Commit to attending training and coordination activities as needed.
• Commit to supervisory interface around team building and problem solving.
• Participate in mandated Wraparound training.

Wraparound Selection of Staff
• Mental Health will have an opportunity for feedback on final selection of the probation officer to be assigned to Wraparound. Mental health will provide an opportunity for Probation input in selecting the professional staff.

Fiscal Collaboration
• Each agency agrees to work expeditiously to ensure the fiscal integrity of the Wraparound Program.
• Agencies agree to commit to the program any resources already being provided to program recipients prior to admission to Wraparound Services and not to use SB 163 Trust funds to supplant any other funds.
• Each agency agrees to facilitate the identification of funding sources available within their agency for which Wraparound family members may be eligible.

I. Grievances

Each agency agrees that complaints and concerns by staff will be handled first at the supervisory level. If not resolved at the supervisory level, the issue will be forwarded to the agency's Wraparound Steering Committee member. Unresolved interagency issues will be brought to the Steering Committee.

J. Termination of Agreement

It is agreed that this Memorandum of Understanding establishes a Wraparound Services Program. Withdrawal from this agreement will be through formal notice to the Wraparound Steering Committee providing sufficient time to maintain the integrity of the program and reduce any negative impact on the program, clients, and staff. In no case shall this be less than 90 days.

1/23/02 First draft
2/25/02 Revised
3/15/02 Revised
3/29/03 Revised
4/22/02 Revised
5/14/02 Final Revision
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<td>Number of clients actively receiving wraparound services</td>
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<td>Number of clients discharged due to successful completion of services</td>
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<td>Number of clients discharged from the program due to failure to benefit from wraparound services</td>
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<tr>
<td>Number of clients placed in or returned to residential, treatment, hospital care, or Juvenile Hall facilities.</td>
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<tr>
<td>Number of children referred to DPSS due to allegations of abuse or neglect.</td>
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<td>Number of Clients admitted to the program during the reporting month.</td>
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COUNTY OF RIVERSIDE
JOURNAL ENTRY WORKSHEET

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</tbody>
</table>

Debit Doc Total: $0.00
Credit Doc Total: $0.00

CASH DEBIT
APPROVED BY
DATE
PREPARED BY
PHONE

CASH CREDIT
APPROVED BY
DATE
PREPARED BY
PHONE

CREATED BY: MONITA HALL
O: Draft/Finance/Finance/JOURNAL ENTRY Form (06-02-06X0X2)