PHONE NUMBERS

Care Coordinator ____________________________

Parent Partner ______________________________

Supervisor _________________________________

Social Services Agency
Wraparound Supervisor ________________________

County Social Worker _______________________

Deputy Probation Officer _____________________

Teacher ________________________________

Therapist _________________________________

Other _________________________________

Other _________________________________

NOTES:
What if I Have a Complaint?

Wraparound Orange County is committed to making sure that your family receives the best care possible. If you are unhappy with the care you are receiving, you are asked to follow these steps:

1. Let your Parent Partner and/or Care Coordinator know you are dissatisfied so that they can address your concerns.

2. If you are uncomfortable telling your Care Coordinator about your complaint, or are dissatisfied with the outcome, you may speak with the agency’s Wraparound Supervisor to assist you.

3. If you need further assistance, you may contact an Orange County Social Services Agency Wraparound Supervisor or manager.

Your Care Coordinator will provide you the names and phone numbers of the parties listed above. They can be recorded on the inside cover of this handbook.

Wraparound Orange County is offered by Orange County Social Services Agency’s Children and Family Services Division, Orange County Probation, and the Orange County Health Care Agency.

We created this handbook to help you understand what Wraparound Orange County has to offer your child and family. Your Care Coordinator and/or Parent Partner will be talking with you about this handbook and answering any of your questions.
**What Is The Goal of Wraparound?**

The primary goal of Wraparound Orange County is to keep children living in their communities, preferably with their families. By coordinating services and supporting families with children who have emotional, behavioral, and mental health needs, Wraparound hopes to meet this goal.

If your child is in placement and is preparing to come home, Wraparound Orange County will help transition your child from placement to your home, and then help maintain your child in your home.

**What Values Guide the Wraparound Process?**

Wraparound Orange County believes that:

- All families have strengths.
- All families have differing needs.

**Believing in family strengths** allows Wraparound to help families focus on the strengths that can take them to where they want to be, rather than focusing on the deficiencies that have brought them to where they are.

**Understanding different needs** allows Wraparound to utilize “what works.” “What works” may sometimes mean using traditional, professional services, and sometimes means using the not-so-traditional, community resources or natural supports a family has available to them.

**What About Emergency Mental Health Care?**

If your child is ever in need of emergency mental health services, please refer to the Wraparound/CSOC Family Safety Plan Information form, and follow the steps described.

**How Will Crises Be Handled?**

Along with reviewing the Wraparound Family Safety Plan Information, your Care Coordinator will help your team develop a personalized Family Safety Plan.

Crises are common for children with complex needs. The main purpose of the Family Safety Plan is to help your team clearly think through and write down information that may come in handy when your family faces a crisis.
What About My Privacy?

Wraparound will only share information about you and your family with your consent in order to coordinate care and for program evaluation. You will also be asked to sign a Confidentiality and Exchange of Information Agreement that allows Wraparound to exchange information with providers and people who have been involved with your family.

Information about your child and family will remain confidential, unless:

- Your child poses a danger to self or others
- If child abuse/neglect is suspected

How Much Do I Have to Be Involved?

Wraparound Orange County strongly encourages your participation in all parts of the process. During or after your enrollment in Wraparound, you will be asked to complete surveys about your experience in Wraparound.

What About Medical Assistance For My Child?

Children who are wards or dependents of the Juvenile Court will remain MediCal eligible while enrolled in Wraparound Orange County.

When no longer enrolled in Wraparound, you will need to enroll your child into the health plan of your choice. Please inform your Care Coordinator if you have private health insurance, or to check to see if you may be eligible for MediCal benefits.

What is Different About Wraparound?

In the past, children and families have been referred to the existing services maintained by Social Services, The Health Care Agency and Probation, such as family counseling, drug testing, parent education, etc.

The Wraparound approach takes the time to really get to know you and the members of your family. We want to listen to you and involve you all along the way. We’ll ask questions like:

- What are your strengths?
- What is your vision for the future?
- What are the most important unmet needs in your family keeping you from achieving that vision?
- What are the best ways to meet those important needs?
- How can we work together to overcome barriers to meet those needs?

How Does Wraparound Work?

Each family involved in Wraparound is assigned a Care Coordinator and a Parent Partner. Their job is to work with you and your family throughout the Wraparound process. That process includes the creation of your Family Team. This Family Team will develop a Plan of Care that guides the team to move in the same direction by focusing on agreed upon needs and strategies to meet those needs.

In the beginning part of the process, the Family Team may use some of the more formal, professional familiar to families. However, as your family moves through the process—gaining confidence and experience—The Family Team will make efforts to create strategies that rely on your natural supports and resources that are available in your own neighborhood and community.
**What Does The Care Coordinator Do?**

A Care Coordinator will be assigned to you in order to:

☑ Help identify the strengths and needs of your child and family
☑ Facilitate your family’s team meetings
☑ Help develop a family Plan of Care
☑ Help locate specific resources
☑ Assist in meeting your needs from various community resources and providers

Most importantly, your Care Coordinator will help get access to the resources you need now, and also help you plan for the future.

**What Does The Parent Partner Do?**

The Parent Partner has life experiences with children or family members with special needs. The Parent Partner will be assigned to your family in order to:

☑ Ensure your voice and preferences are heard by the family team
☑ Be a support to you and your family
☑ Help prepare you in working with various community resources and service providers
☑ Participate in your families’ team meetings and assist in the identification of family strengths, needs, and vision for the future

Your Parent Partner can offer support by being there to listen to you when you need to talk.

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**What Are Family Team Meetings?**

You and your child will be part of a team. This team will include different people who will work with you to make the best plan for your child’s care. This will be called your **Plan of Care**. Your team will include:

- You and your family
- The Care Coordinator
- The Parent Partner
- Your county social worker, probation officer or therapist

Your **Family Team** may also include:

- a teacher
- a trusted friend
- a helpful neighbor
- a supportive relative
- others of your choice

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**How Often Do We Meet?**

The **frequency** of **Family Team Meetings** depends on the needs of the team. In the beginning phase of the Wraparound planning process, meetings are more frequent so the Family Team can create a Plan of Care and a Family Safety Plan.

Family Team Meetings are held in locations that are comfortable for the family, and will help everyone participate. Many Family Team Meetings are held in the home of the family. Your Care Coordinator will work with you to coordinate the times, dates, and locations of Family Team Meetings.