## Wraparound Key Elements: Crisis Plans & Crisis Responses



## WELCOME

PLEASE SIGN-IN!



# WRAPAROUND KEY LIKENES

Crisis Plans and Crisis Responses

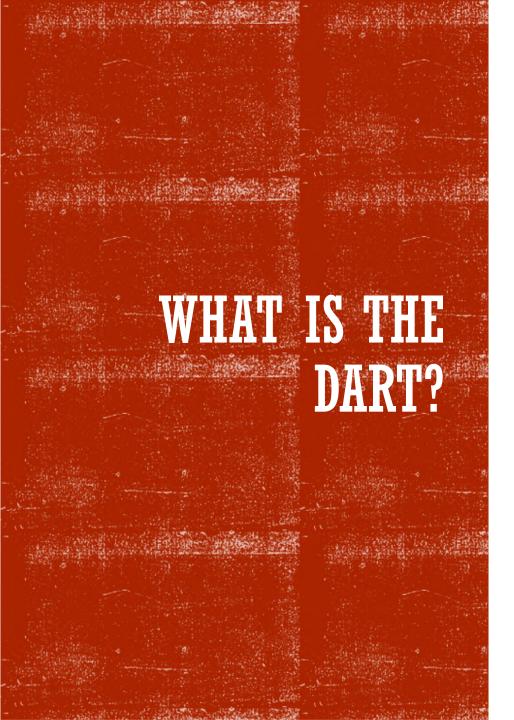
Marshall University Wraparound Fidelity Team



## DART & WFI-EZ JANUARY 2025

- Staffing Lists & Cases in WV CANS System
  - Will be sending out by Staffing Lists Tonight
    - Will most likely be incorrect
  - Please Make Sure All Cases are in the WV CANS System by Monday
    - Close
    - Add
    - Update
  - Please Respond by COB Friday 11/22/24





#### Document Assessment & Review Tool (DART)

- The DART, is used to take a comprehensive look at your documentation of the wraparound process to assess whether WV wraparound is meeting High Fidelity Standards.
  - It is typically completed annually, and we will begin January 2025
- What does my agency need to do?
  - Lydia will send out an email with your selected cases and documentation needed within a timeframe.
    - **SAH**, typically just audits their info already in the WV CANS System to make sure nothing is missing from the selected cases.
    - CMHW/CSEDW, typically uploads <u>labeled and</u> organized info for the selected cases into the WV CANS System in the Case Files tab or a secured SharePoint folder.



## HOW DO MY SCORES AFFECT AND INFORM MY COMMUNITY?



Highlights strengths found in our wraparound community. (DART & WFI-EZ)



Gives insight into training needs for wraparound providers. (DART)



Informs State Partners on needed policy changes for the wraparound process. (DART)



Uncovers the attitudes about & experiences in wraparound. (WFI-EZ)



## WHAT ARE CRISIS EVENTS ...

- An extreme reduction in functioning and possible destabilization & may include:
  - An arrest
  - A Suicide attempt
  - Hospitalization for psychiatric reasons
  - The deployment of and assessment by a Mobile Crisis Outreach Team
  - A removal from the home and/or a maltreatment allegation
  - Incidence of interpersonal violence
  - Running away
  - Etc.
- Comprehensive look at events that threaten to derail the youth remaining at home, in school, and in the community.
  - Should be related to their reason for referral and their underlying needs.
  - Think about these settings in context with the family story
    - Relationship w/ Self
      - At home
      - In School
      - In Community
      - Relationship w/ Others
      - At home
      - In School
      - In Community



## CRISIS PLANS AND RESPONSES ARE...

- A Crisis or Safety Plan should be developed at the first face-to-face meeting with the family. The plan should include:
  - Address potential crises or risk situations relevant to the family's story and referral for Wraparound
  - History/reason for referral
  - Safety Issues that are non-negotiable
  - Crisis as defined by the family
  - Crisis triggers
  - Action steps that are in order of least restrictive to more restrictive
  - Resources and techniques to use to alleviate crisis
  - List of people and contacts
  - Covers ALL potential Crises in ALL potential settings
    - For example, if a youth has a history of being a threat to themselves and others, both at home and the community, the crisis/safety should address all four possible crisis events: threat in the home to self, threat in the home to others, threat in the community to self, and threat in the community to others.





## HOW TO DOCUMENT A CRISIS AND RESPONSE

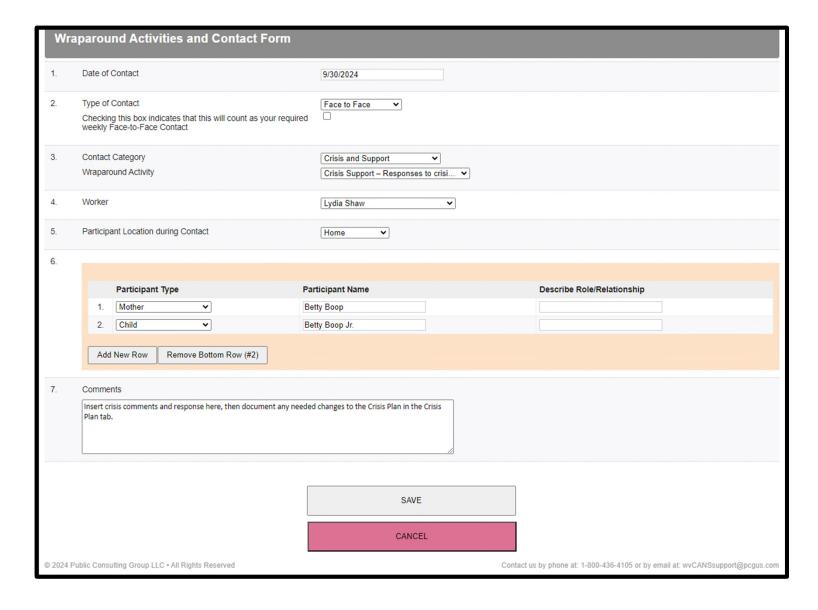
## PLAN OF CARE CRISIS PLAN

face to face meeting. This is to be reviewed and updated as needed,		on from the initial crisis/safety plan created by the facilitator and family in the lifs st at every meeting.
Current Medications:	Brief Hist	tory:
Triggers	Potentia	
Actions Steps for All Areas (including proactive steps):		Back Up Plan:
Follow Up Tasks after Crisis:		
Person's Responsible and phone numbers:		

Children's Mobile Crisis Response: 1-844-435-7498



## CRISIS AND SUPPORT CONTACT (SAH)





## MONTHLY SUMMARY SHEET (SAH)

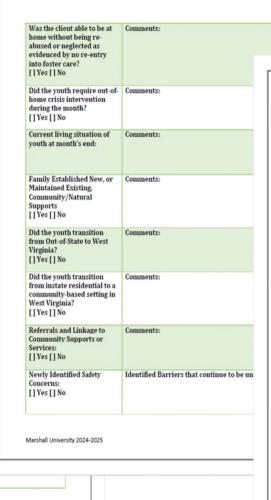
#### WEST VIRGINIA STATEWIDE CANS MONTHLY SUMMARY

Demographics				
Month & Year of Report:	Grantee's Internal Space (Initials of Client/Family):	Reason for refe		
Child Name:	Status:	Client ID:		
Case ID:	Referral County:	Current County		
Current Region:	Assigned DHHR Caseworker:	Assigned LCA:		
Assigned LCA WF:	RPM Approval Date:	90 Days from R		

Assignment:	
Assigned Local Coordinating Agency (LCA):	Assigned Wraparound Facilitator Name:
If transferred, date:	If transferred, reason:

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Briefly di	scuss all questions
Number of Child and Family Team Meetings Held:	Comments:
Number of Face-to-Face Contacts with Youth/Family:	Comments:
Number of Other Contacts (e.g., Phone, Collateral, etc.) with Youth/Family:	Comments:
Name of Current School the Youth is Attending:	Comments:
Status of School Attendance:	Comments:
Ongoing School Performance:	Comments:
End of Year School Performance:	Is this the month school ends for the year? [] Yes [] No
Was the client able to be at home or return to their home community without requiring further juvenile intervention? [] Yes [] No	Comments:



Final Comments:

WF Signature & Date

Supervisor Signature & Date

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## CRISIS INCIDENT REPORT (AETNA-CSED)

#### **AETNA-CSED Document**

West Virginia Home- and Community-Based Services (HCBS) Waiver Programs - Incident Reporting Form Confidentiality Notice: This document contains confidential and priviteed information. Any unsufficing priview, use, disclosure, or distribution is prohibited.

This form is used to document <u>critical incidents</u>, <u>non-critical reportable events and incidents reported to CPS/APS</u>. Submit this form to your Aetna Care Manager for review and distribution to state narrivers.

Timeframe for reporting: As soon as possible once the situation has stabilized upon discovering the incident or event, or no later than 24 hours of becoming aware of the event occurring. If the reporter does not have exidence that it has already been reported. If the situation is life threatening, call 0.11.

Wrapa	round Youth Information	
Waiver Member's First Name:	Waiver Member's Last Name:	
Date of Birth:	Race or Ethnicity:	
Medicaid Number: Gender: □Male □Female □Unspecified Diagnosis/Illnesses (if known):	□American Indian or Alaska Native □Black or African American	□Asian
		□Pacific Islander
		☐Hispanic or Latino
	□White	□Not Known
	□Other:	
	Reporting Source	
Reporting Agency:	Reporter's Title:	
Reporter's First Name:	Reporter's Last Name:	

Reporter's Phone:	Did the reporter witness the incident? □Yes □No	
Incident Information		
Critical Incidents	Reportable Events (Non-Critical Incidents)	
☐Suspected Abuse, type ☐Physical	☐Minor Injury	
Sexual Mental	☐Suspected Financial Exploitation	
Suspected Neglect	☐Unplanned Hospital Admission or ☐Emergency Room	
☐Missing Person	Urgent Care Visit	
☐Homicidal Action Plan or ☐Suicidal Action Plan	□Natural or □Expected Death	
☐Serious Medication or ☐Dietary Error	☐Medication Refusal	
☐Unnatural or ☐Unexpected Death	Sexually Transmitted Infection, describe if known: Clic	
☐ Event Involving Police or ☐ Emergency Personnel	here to enter text.	
Intervention  □Other, describe: Click or tap here to enter text.	Other, describe: Click or tap here to enter text.	

Discovery Date:

Date of Incident:

#### **AETNA-CSED Document**

Time of Incident  ☐Date and/or ti approximate	t: me of incident is	Discovery Time:
Location Type:  Waiver Member's Home  Living Alone  Living with Relatives  Living with Unrelated Person  Foster Home	Community Work Vehicle Unknown Other Location (describe): Click or tap here to enter text.	Name of Location: Address of Incident:

	NO	TIFICA	HONS			
Entity	Contact Name from	Notification Method			Notification Date and Time	
	Notified Entity	Phone	Electronic/ Email	Fax	Date (MM/DDAY)	Time (AM/PM)
□Law Enforcement						
□ Emergency Medical Personnel						
□APS/CPS Reference#:						
□Aetna Care Manager						
□ Astna Project Coordinator						
CORFLAC						
□Wraparound Facilitator						
□ Direct Service Provider						
□Family Member						
□State Guardian						
□Private Guardian						
□Mandated Reporter						
☐Medical Provider						
□Other:						
	ALLEGED MALTR	FATER/	PERPETE	ATOR	2	

For incidents involving alleged abuse, neglect, or exploitation, please supply the following

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information if it is available.

#### **AETNA-CSED Document**

or Email

Witness Name	Address	Contact Number	Relationship to
	W	TINESSES	
□Relative □Staff specify):	□Peer □Other (please		
Relationship to Impa Member:	cted Waiver		
Age:			
Contact #:			
Street Address:			
Alleged Maltreater/F Name:	erpetrator's	City: State:	

	RISK MITIGATION
<ol> <li>What is the waiver Member's current status? (Choose one)</li> </ol>	
Stable with no serious changes noted	Seen by professional and admitted to facility (specify l and date below)
☐ Seen by professional and returned home	☐Other, briefly describe: Click or tap here to enter text.
2. Could this incident have been	☐Track/Monitor previous incidents to identify trends
prevented?  Yes No Unknown	☐ Change in environmental factors – LOCKED BOX FOR AI SHARPS/MEDS/HARM POTENTIAL ITEMS ON PREMISI
If yes, then how could the incident have	☐Modification of the Plan of Care (POC)
been prevented? (Choose one)  Track/monitor medical treatment (ER, doctor, hospital, etc.) to identify trends	Other, briefly describe: CAREGIVER BURNOUT/COMPA FATIGUE DIRECTLY IMPACTING CHILD/FAMILY - CR RESPITE FOR FAMILY

and riggers for the incident Other, briefly describe: Click or tap here to enter text. Improve communication within the agency and between agencies

Identify immediate actions to help ensure health, welfare, and safety of the waiver member (Choose a apply)
 Anticipate and observe for advance signs of Agency processes/procedures improvements

- This form is to be completed by the individual with most knowledge of the incident, provided that it is completed as soon as possible following stabilization of the immediate incident.
   If the individual with the most knowledge of the incident is unable to complete the form, it may
  - be completed by other reporter or designated staff:

#### **AETNA-CSED Document**

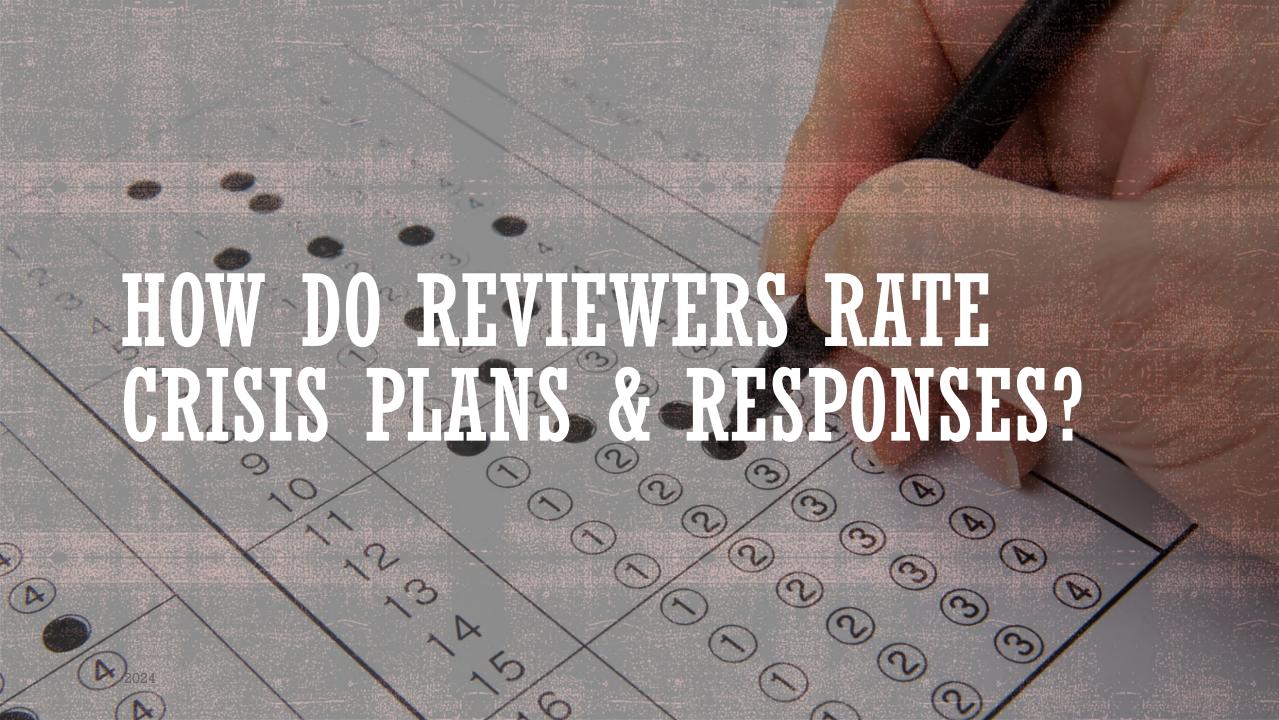
Printed name/title of person	Signature:	Date (MM/DD/YYYY):
completing form:		

Please add any significant additional details not already reported regarding the incident that might be helpful for the individual reviewing the report to know.

If additional pages are attached, please also indicate number of additional pages below:

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There is at least one crisis/ safety plan found in the record.

The crisis/safety plan(s) identifies triggers or behaviors that indicate onset of a crisis or risk situation, especially those triggers or behaviors that precipitated the referral for wraparound or are placing the youth at risk of out-of-home placement or increased residential restrictiveness.

The crisis/ safety plan(s) identifies specific actions and interventions and assigns specific responsibilities for who will take these actions.

While enrolled in wraparound, how many crises/reportable events (arrest, suicide attempt, hospitalization, removal from home, etc.) has the youth experienced?

After each crisis/reportable event, the crisis/safety plan was updated within 24 hours.

After each crisis/reportable event, a Child and Family Team Meeting was held within 72 hours.

## FIDELITY STANDARDS FOR CRISIS PI.ANS RESPONSES:





## CRISIS PLANS & RESPONSES DART RATING OPTIONS

2 or Yes clear evidence the item has been fully met

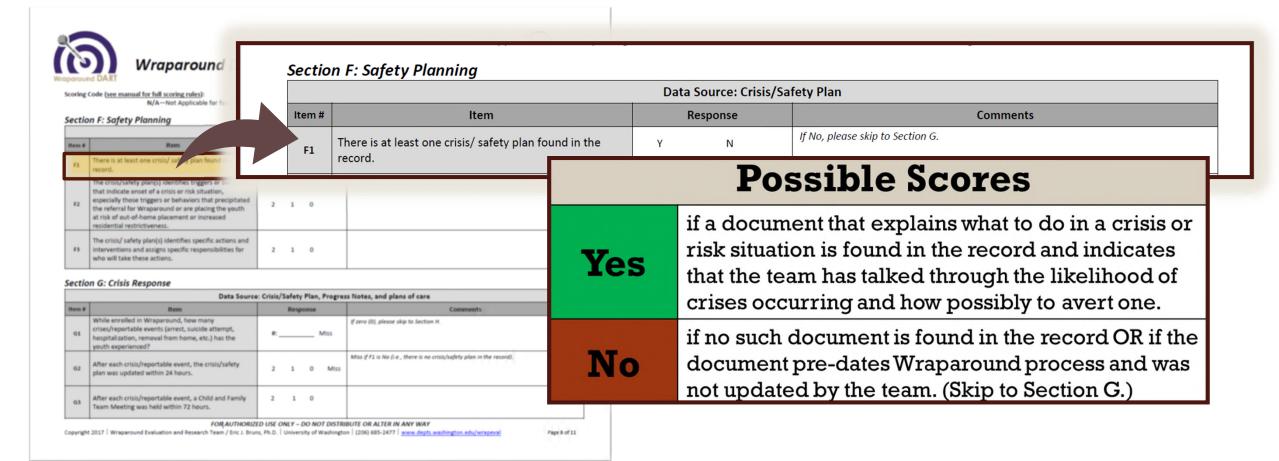
evidence that the item requirements have been partially met

**0** or **No** no evidence the item has been met

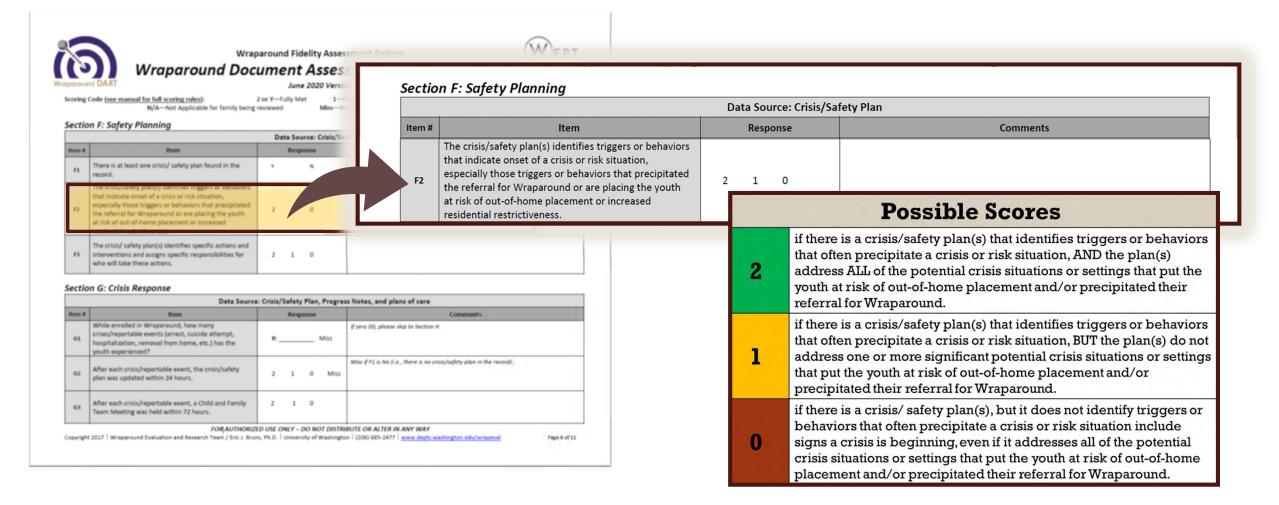
**N/A** item is not applicable to the youth, family, or team's situation (only an option on certain items)

**Missing** the documentation needed to score the item is not available in the record (only an option on certain items)

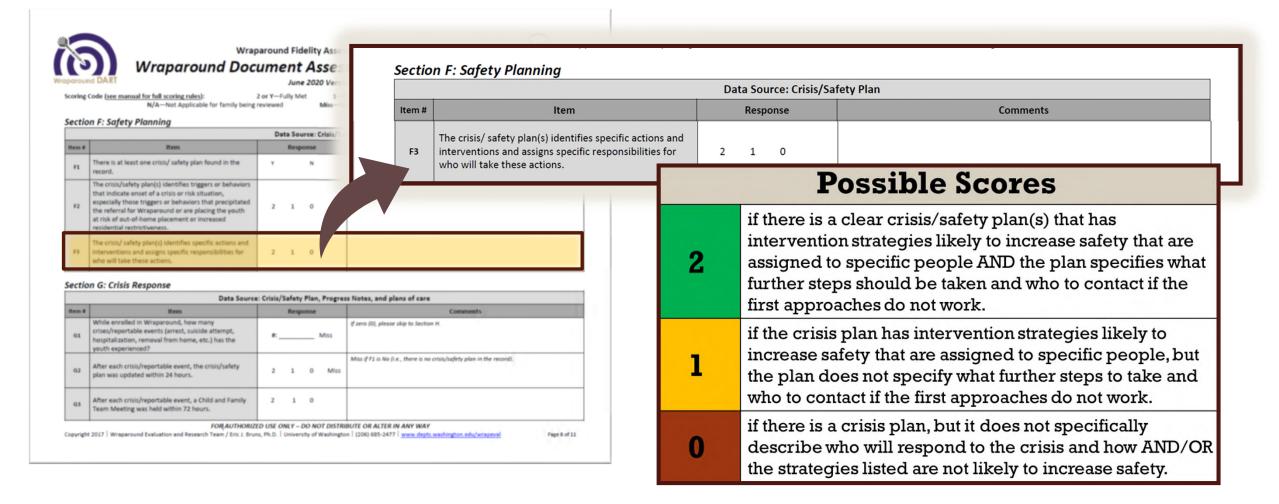




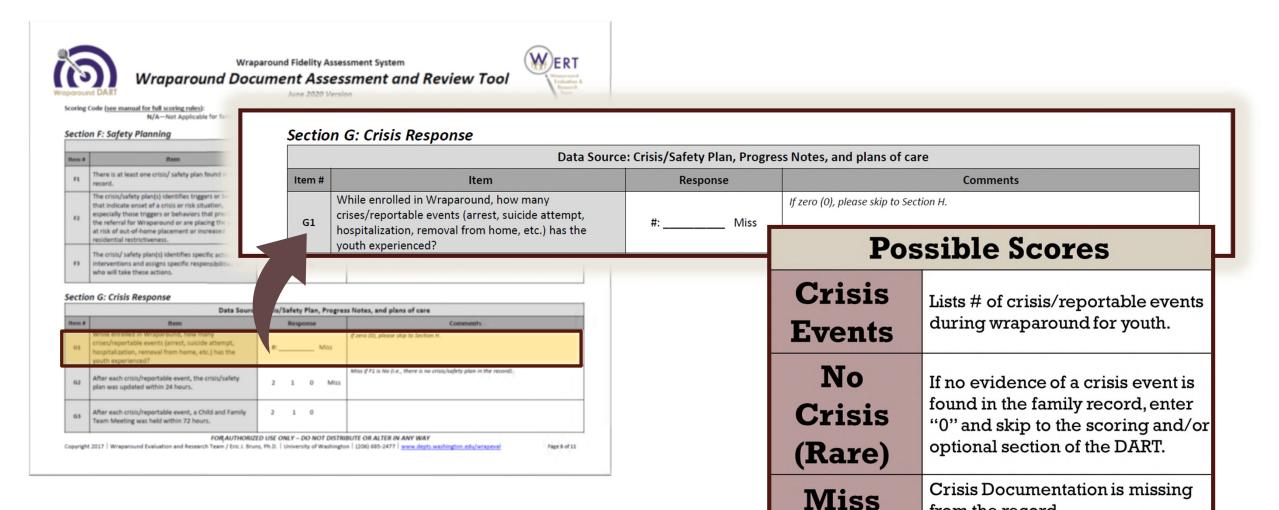








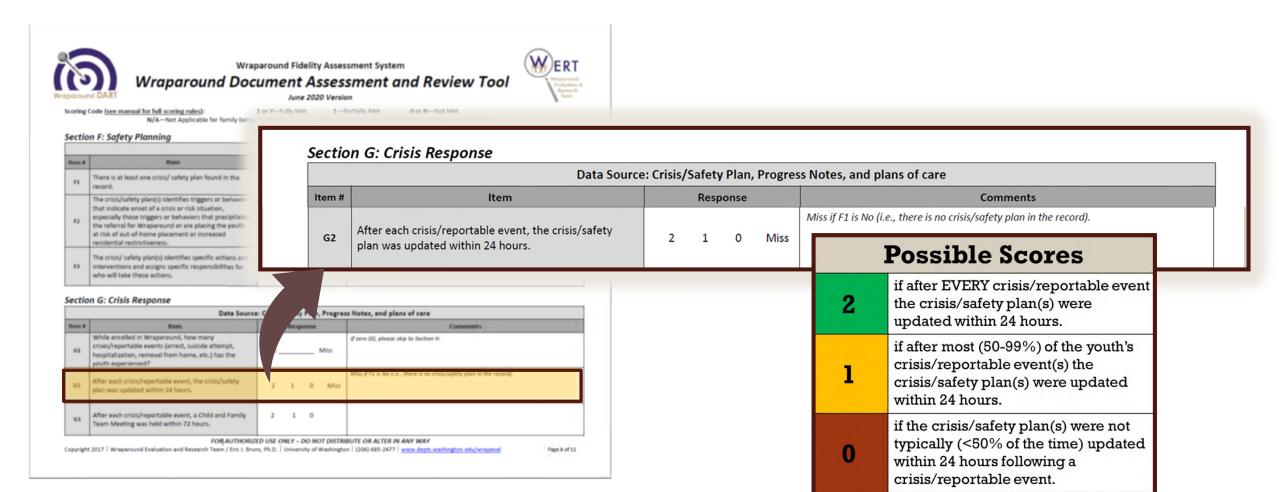




Supporting Documentation: Case Plans w/ Signature Pages, Meeting Notes, Progress Notes, & Monthly Summaries



from the record.



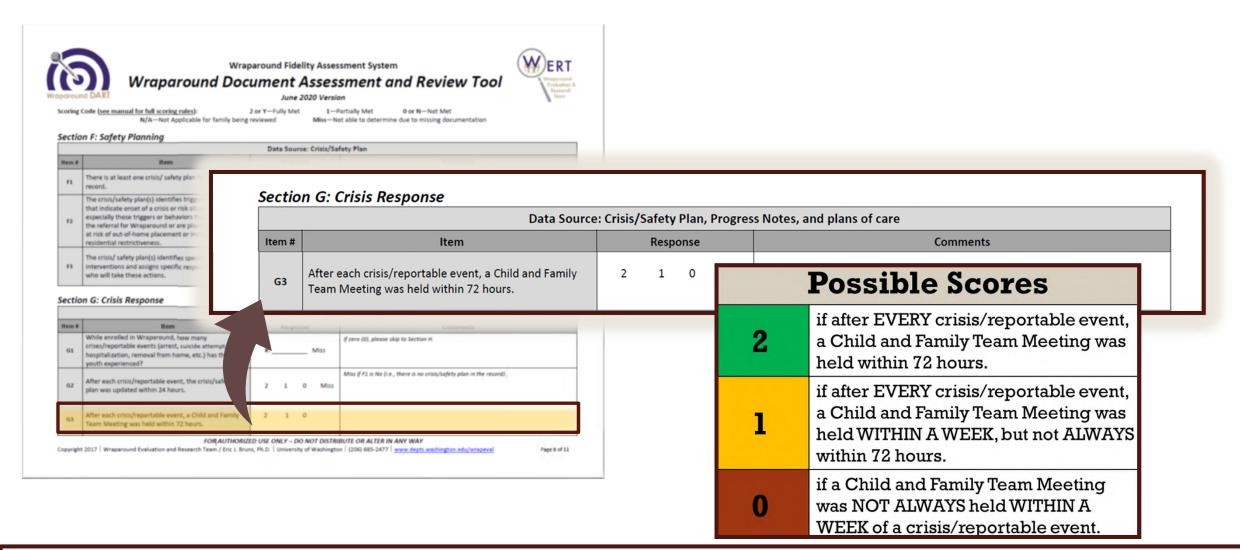
**Supporting Documentation:** Case Plans w/ Signature Pages, Meeting Notes, Progress Notes, & Monthly Summaries



if F1 is No (i.e., there is no

crisis/safety plan in the record).

Miss







Wraparound Key Elements: Crisis

Plans & Crisis Responses



