

## SAFE AT HOME WEST VIRGINIA

### POLICY DESK GUIDE

After a family has been identified as potentially appropriate for wraparound, the worker should discuss this option with the family. If the family is in agreement, the worker would then initiate the referral process. It should be understood that although the worker will experience some relief assistance in service planning and safety management while a family is involved in the wraparound process, the child welfare worker remains the primary case manager responsible throughout the life of the case.

Worker actions for new cases prior to placement:

- The worker will staff the family's case with the worker's supervisor to recommend a referral for the wraparound process.
- Insure the safety plan is in place and all appropriate formal and informal supports are in agreement.
- Begin collecting all available information, which may require the family to sign consents to release the needed information to the worker and/or the Local Coordinating Agency.

Once it is decided that wraparound may be appropriate, the worker must:

- Complete a Safe at Home, WV Wraparound referral form. <http://www.wvdhhr.org/bcf/safe/documents.asp>
- Seek the approval of the Regional Program Manager through the appropriate chain-of-command protocol.
- Regional Program Manager (RPM) reviews the case and referral form and if approves notifies the DHHR liaison to the WV System of Care of the case ID# and county of the case
- System of Care will log the referral and determine which Local Coordinating Agency in the rotation is being assigned the referral.
- System of Care will notify RPM which Local Coordinating agency should receive the referral
- Regional Program Manager (RPM) notifies county supervisor and worker of approval for wraparound and what Local Coordinating Agency is assigned to the case.

Once the worker has collected as much information as is available and obtained the approval of the Regional Program Manager, the worker should then:

- Link the qualifying child to the assigned Local Coordinating Agency in FACTS
- Navigate to “service log” web screen in family case, choose the qualifying youth and select Non-ASO service: “Wraparound”
- Make the referral to the designated Local Coordinating Agency by submitting the completed “WV Safe at Home Wraparound Referral Form” along with the collected family history information.
- Provide the Local Coordinating Agency with information releases to assist in securing any additional information requested.
- Ensure that the assigned Wraparound Facilitator is added to the list of MDT participants and invited to meetings accordingly.
- Work in conjunction with the Wraparound Facilitator to schedule an initial home visit with the family

The worker will play an integral role at the initial face-to-face meeting as they will introduce the family to the Wraparound Facilitator and provide assistance to both parties in learning about the family. This will also present an opportunity to discuss some of the safety issues and other non-negotiables that may be required of the family.

At the initial face-to-face meeting, the family and Wraparound Facilitator will also be determining who the family will invite to be a part of their family team meetings. The worker is a valuable asset at this juncture as well, as they are likely to know key figures in the child(ren) or other family members’ lives that they may want to consider inviting. At the conclusion of the face-to-face meeting the group will schedule the first “family team meeting” to which the worker will also be required to attend.

#### On-Going Responsibilities:

The child welfare worker will continue to support the family and the Local Coordinating Agency during the wraparound process. The child welfare worker will:

- Continue to act in accordance with the DHHR child welfare policy and how it relates to the casework process.
  - Make face to face visits at least monthly to the family home
  - Continue to monitor safety plan
  - Continue to monitor identified providers to ensure they are meeting with family as recommended
  - Continue to ensure Wraparound Provider is meeting with family as identified in case plan

- Work in collaboration with the Wraparound Facilitator to ensure the family's needs are addressed at every phase of the wraparound process, and that the family remains engaged in the process.
- Participate in monthly family meetings with the Wraparound Facilitator or more frequently as needed.
- Make referrals for foster care if needed
- Complete paperwork for foster care placement when appropriate
- Continue to attend any meetings scheduled by the Wraparound facilitator
- Ensure placement provider is abiding by licensing regulations and provider agreements requirements
- Continue to make monthly face to face visits with the child in placement
- Continue to monitor safety of child and monitor safety plan to ensure it is maintaining safety

At any stage of the wraparound process, it may become evident the family's plan needs to be altered, which may include a brief stay in foster care when no other options are available for respite. Situations like this should not be viewed as a failure of the wraparound process but a failure of the current plan. The plan should be re-evaluated while stabilization occurs, and the necessary changes made. The Child Welfare Worker will be required to attend any meeting that is scheduled because of a disruption of the plan.

Due to the individualized nature of the wraparound process it is not possible to give further specificity as to the additional responsibilities the child welfare worker may acquire while the family is involved in the wraparound process. The worker should remain flexible in their availability and the support in which they are able to provide the family.

The Child Welfare Worker's participation throughout the wraparound process is critical. However, the "role" the worker plays during the wraparound process may be slightly shifted from the traditional child welfare worker's roles. In the wraparound process the worker will continue to facilitate the traditional roles of problem identifier, case manager, treatment provider, and permanency planner, but how the worker plays the role will shift from plan-to-plan. Some plans may require the worker to be more intensively involved in helping to identify informal supports, while another plan sees the worker taking a less involved presence and acting as an equal to the rest of the team. Workers should remain flexible.

Worker actions in cases involving court:

When the youth or family is currently involved in the court system, the worker should make the initial recommendation to the MDT and court. Any safety plan requirements of the family that may be imposed by the Department, MDT members and/or the court, must be provided to the Local Coordinating Agency to be made part of the wraparound plan.

Worker responsibilities:

- Continue to act in accordance with the DHHR child welfare policy and how it relates to the casework process.
  - Make face to face visits at least monthly to the family home
  - Continue to monitor safety plan
  - Continue to monitor identified providers to ensure they are meeting with family as recommended
  - Continue to ensure Wraparound Provider is meeting with family as identified in case plan
  - Conduct MDT's as required by policy
  - Prepare appropriate reports for court
  - Attend court hearings as required
  - Assure Wraparound Facilitator has no less than 10 days' notice of hearing
- Work in collaboration with the Wraparound Facilitator to ensure the family's needs are addressed at every phase of the wraparound process, and that the family remains engaged in the process.
- Participate in monthly family meetings with the Wraparound Facilitator or more frequently as needed.

Cases in which wraparound is suggested for youth residing in long-term placement facilities, the worker should seek MDT/court approval prior to the expected discharge of the child. The worker will need to submit the referral for wraparound within 90 days prior to the expected discharge date to allow for adequate planning for wraparound process. All other worker responsibilities outlined above continue to be required.

A client may refuse to participate at any stage of the wraparound process, whether it is before the family meeting occurs or as late as the fourth phase of the process. Anytime a client vocalizes a discontent and/or refusal to participate the reasons for their refusal should be sought out and understood. In many situations it may be a simple misunderstanding of a plan component which can easily be addressed with the team and changes to or clarification of the plan made.

If a worker has exhausted all possibilities and a client still refuses to participate or continue in the program, the worker should advise the appropriate members of the family that their continued refusal to participate must be reported to the MDT, where the appropriate course of action will be discussed and brought before the court. If the client is currently not involved in the court system, the worker should inform the clients that their refusal to participate will be discussed with the child welfare supervisor to determine the appropriate action, which could include court action.