

# Child and Family Team

## Workbook

This workbook is for  
\_\_\_\_\_’s  
Child and Family Team

Indiana

## About Choices Coordinated Care Solutions

Choices Coordinated Care Solutions is a national nonprofit organization committed to supporting youth, adults, and families facing significant behavioral and emotional challenges.

We partner with families, schools, providers, government agencies, and managed-care organizations to customize care for individuals and their families. Our mission is to empower individuals, engage communities, and enhance systems.

### We promise to:

- Make your needs our priority and to stay responsive.
- Be personally responsible and ethical in our practices.
- Treat all team members with respect, integrity, and honesty.
- Consider perspectives of all team members and to share resources.
- Build on strengths and enhance natural supports and community resources.
- Build cultural competency through awareness, education, and sensitivity to differences.

### What is Wraparound?

Choices helps you find lasting solutions so your family looks forward to the future and can focus on the things that matter most. Our goal is to connect your child and family to the resources you need to thrive at home and in your community.

Wraparound is a nationally recognized set of guidelines and principles that improves life outcomes for people with complex emotional or behavioral needs. The Wraparound process helps youth and families involved with multiple systems, like juvenile detention, child welfare, and mental health facilities.

During Wraparound, your family is in the driver's seat. With the assistance of a Choices Care Coordinator, you will document your family's strengths, build a team of support, create plans, and work with your team to realize your family's vision.



## **Child and Family Teams: A Quick Overview**

Choices Coordinated Care Solutions partners with you. We listen. We get to know your family's unique hopes, circumstances, and culture. We work with you to build on your family's strengths and choose members of a support team, called a Child and Family Team. The team will help your family plan and achieve its goals.

### **The Process**

A Choices care coordinator spends time getting to know your family and helps you form a Child and Family Team. You will have many options to choose from. Choices gives you access to our diverse network of community partners and service providers.

We will help you find therapists, mentors, or other providers that are the right match for your child and family. And if you do not think someone is a good fit, we will work with you to adjust the team.

Your Child and Family Team goes beyond service providers. It can also include family members, friends, neighbors, government workers, and other community members.

You will create a plan documenting your family's vision and goals, and then the team will help you put the plan into action. The group will meet regularly to share successes and to adjust the plan as needed. As you near your family goals, the team will help you plan for long-term support after you transition out of the formal Wraparound process.



## What to Expect

During the Wraparound process, you should expect:

- Your family to drive decision-making.
- Regular meetings facilitated by a Choices Care Coordinator.
- Copies of all plans and reports.
- Respect from your team.
- Your voice to be heard.

We are excited to support your Child and Family Team! Use this workbook to help you keep track of the plan, contact information, and notes.

## Ground Rules

1. Child and Family Team meetings will start promptly at the scheduled time.
2. All team members are equally important and will have equal time to express concerns and/or ideas.
3. All team members must attend the meetings. This can include conference lines for team members unable to attend in person.
4. Your family will have a voice in decision-making. This is a family-driven process!

Did your team create any new ground rules? Add them here!

## Additional Ground Rules for My Team

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



## Team Roles and Responsibilities

### A Family-Driven Process

Child and Family Teams are most successful when all of us work together toward your family vision. Your team is here to help you succeed by providing support and connecting you with services.

### Your Team

You will select members of the Child and Family Team. It will include people who will regularly meet with you and stay involved on an ongoing basis. Use this checklist to track who is part of your team:

- Parent or legal guardian
- Child or adolescent
- Care coordinator
- School teacher or counselor
- Probation officer and/or child welfare worker
- Mental health provider(s)
- Family support partner
- Other informal supports such as clergy, neighbors, a youth's friend, or other family members

### Care Coordinator Responsibilities

The Care Coordinator serves as your child and family's advocate and will help to facilitate team meetings. The Care Coordinator works to remove barriers so that your family can fully participate in the team meetings. Your team's Care Coordinator guides the development of a Plan of Care and a crisis response plan unique to your family and represents team decisions to service agencies.

### Family Member Responsibilities

As a family member, you help choose team members and serve as the "driver" of the team process. You should participate actively on the team and share successes and concerns regarding the strengths and needs of the child.

### Your Rights

Families have the right to:

- Receive treatment regardless of race, religion, national origin, gender, or sexual orientation.
- Make a complaint and receive a timely answer.
- Dispute the treatment plan and be told what that might mean for the child's health.
- Provide input on what service providers should be used.
- Receive notices that can easily be read and understood.



## My Child and Family Team

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_



## My Child and Family Team (continued)

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_  
Role: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Best way to contact: \_\_\_\_\_  
Best time to contact: \_\_\_\_\_

## Emergency Contacts

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Best way to contact: \_\_\_\_\_

Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Best way to contact: \_\_\_\_\_

Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Best way to contact: \_\_\_\_\_

Best time to contact: \_\_\_\_\_

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Best way to contact: \_\_\_\_\_

Best time to contact: \_\_\_\_\_

## Crisis Plan

A copy of the crisis plan is included with your workbook. In the event of a crisis, you should refer to this plan for next steps, who needs to be contacted and how to respond appropriately.

## Important Crisis Hotlines

**National Suicide Prevention Lifeline:** 1-800-273-8255

**National Domestic Violence Hotline:** 1-800-799-7233

**Rape, Abuse & Incest National Network Hotline:** 1-800-656-4673

**National Parent Helpline:** 1-855-427-2736

## Local Emergency Resources

---

---

---



## **Choices Behavior Support and Management Philosophy**

Choices is committed to providing services that do not include the use of restrictive behavior interventions. All Choices employees receive training specific to their positions and expected levels of intervention in direct client services. However, Choices does not train staff in physical restraint or seclusion as we do not provide that level of intervention. All Choices employees receive training in Nonviolent Crisis Intervention (“NCI”), which is renewed annually, as well as training around a variety of behavioral interventions and information about “best and evidence-based practices” to support behavioral change and the development of insight for the children and families served. Our staff uses only those skills taught as part of the NCI curriculum when intervening with enrolled youth. These include verbal de-escalation techniques for children who are unable to bring themselves under control, team interventions and non-aggressive defensive personal safety techniques.

Please know that Choices staff will utilize emergency personnel in the event that an individual poses a serious threat to him/herself or others and that the situation cannot be safely managed within this established policy.



## More About Wraparound

Choices follows national standards established by the National Wraparound Initiative. They have been extensively studied and proven to produce the best outcomes for families.

In the following pages, you will find more information about the process, timeline, and principles of Wraparound. The information has been adapted or taken directly from the National Wraparound Initiative.



## **Wraparound Phases**

(This section is adapted from the National Wraparound Initiative's Wraparound User's Guide, A Handbook for Families.)

### **Engagement and Planning (First 30 days)**

Your family meets the care coordinator and shares family strengths, needs, values, and culture. The care coordinator's role is to learn the unique strengths your family uses to cope with hard times. You also share who you think should be on the Child and Family Team, based on who is already supportive and engaged with your family.

In the planning phase, the rest of the team learns about your family's needs, strengths, culture, and vision for the future. The team will agree on a team mission. Everyone will discuss ways to meet the family's underlying needs and start acting on those strategies.

### **Plan Implementation (Second Child and Family Team Meeting through the Transition Phase)**

The team reviews progress and celebrates accomplishments during regular, monthly meetings.

The care coordinator guides the process and makes sure the team is working well together to execute the plan. The care coordinator will update a Plan of Care for every Child and Family Team Meeting. It will highlight what was discussed and strategies team members will implement.

### **Transition (Ongoing)**

Discussion around the family transitioning out of formal Wraparound will happen throughout all phases. The team will work to meet the family's identified needs and achieve positive outcomes for the family. The care coordinator will guide discussion about preparing for transition. The team will develop a transition plan and ensure there will be community-based support for needs after the formal process ends.



## Wraparound Checklist

(This section is adapted from the National Wraparound Initiative's Wraparound User's Guide, A Handbook for Families.)

### Engagement and Planning

- Met Care Coordinator.
- Received Child and Family Team handbook.
- Explained our story, our people (potential team members).
- Signed consents and release forms.
- Received other important documentation.
- Discussed potential crises.
- Developed initial crisis plan with care coordinator.
- Developed strengths list.
- Identified potential team members.
- Agreed on schedule availability for the first team meeting.

Documents: Family story, strengths list, list of team members, initial 72-hour crisis plan, family vision, CFT workbook, and signed forms.

### Initial Plan Development

#### (Part of the Engagement and Planning phase)

- Participated in 1-2 meetings.
- Everyone on our team has strengths identified, and they're viewed and used in planning.
- We have picked some underlying needs that reflect our biggest concerns.
- We have been able to strategize some ideas to meet the needs.
- Tasks are assigned, and everyone on our team leaves with a job.
- I receive a Plan of Care (POC) after every team meeting.
- I regularly communicate with team members.
- The Care Coordinator shares weekly updates.
- I have contact information for my team.

Documents: Signed forms for rest of team, contact information for referred professional providers, full written crisis plan we can use, Plan of Care from meeting.

## Wraparound Checklist (continued)

### Plan Implementation

- Everyone is pursuing assigned strategies/tasks.
- My family is receiving the support we agree on in meetings.
- We continue to meet every 30 days with all the relevant people at the table.
- We celebrate successes and review new strengths at every meeting.
- We're being asked if the strategies are meeting our needs.
- I receive a Plan of Care (POC) after every team meeting.
- We review progress and see what strategies are working.
- We identify any barriers to the plan.
- We revisit the crisis plan to ensure our family has what we need to succeed.
- I continue to have regular communication with my team and have contact information for all of my team.
- Our plan is adjusted based on our feedback.

Documents: Plan of Care after every meeting, regular team email updates, ongoing crisis plan, ongoing releases and consents as needed.

### Transition

- We have identified potential needs after Wraparound closes and have a transition plan in place to address potential needs.
- We have access to services we may need in the future.
- Our feelings have been considered.
- We know who we can call if/when we need more support in the future.
- We have discussed Wraparound ending with the whole team.
- We have a final Plan of Care (POC) that highlights our transition plan.

Documents: Formal transition plan that lists successes, community resources, and follow up phone numbers for all team members still in place.

## 10 Principles of the Wraparound Process

(This excerpt is taken directly from the National Wraparound Initiative's Wraparound User's Guide, A Handbook for Families.)

- 1. Family voice and choice.** Family and youth/child perspectives are intentionally elicited and prioritized during all phases of the Wraparound process. Planning is grounded in family members' perspectives, and the team strives to provide options and choices such that the plan reflects family values and preferences.
- 2. Team based.** The Wraparound team consists of individuals agreed upon by the family and committed to them through informal, formal, and community support and service relationships.
- 3. Natural supports.** The team actively seeks out and encourages the full participation of team members drawn from family members' networks of interpersonal and community relationships. The Wraparound plan reflects activities and interventions that draw on sources of natural support.
- 4. Collaboration.** Team members work cooperatively and share responsibility for developing, implementing, monitoring, and evaluating a single Wraparound plan. The plan reflects a blending of team members' perspectives, mandates, and resources. The plan guides and coordinates each team member's work towards meeting the team's goals.
- 5. Community-based.** The Wraparound team implements service and support strategies that take place in the most inclusive, most responsive, most accessible, and least restrictive settings possible; and that safely promote child and family integration into home and community life.
- 6. Culturally competent.** The Wraparound process demonstrates respect for and builds on the values, preferences, beliefs, culture, and identity of the child/youth and family, and their community.
- 7. Individualized.** To achieve the goals laid out in the Wraparound plan, the team develops and implements a customized set of strategies, supports, and services.
- 8. Strengths based.** The Wraparound process and the Wraparound plan identify, build on, and enhance the capabilities, knowledge, skills, and assets of the child and family, their community, and other team members.
- 9. Unconditional care.** Despite challenges, the team persists in working toward the goals included in the Wraparound plan until the team reaches agreement that a formal Wraparound process is no longer required.
- 10. Outcome based.** The team ties the goals and strategies of the Wraparound plan to observable or measurable indicators of success, monitors progress in terms of these indicators, and revises the plan accordingly.























# 2020 Calendar

## January

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

## February

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	12	20	21	22
23	24	25	26	27	28	29

## March

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

## April

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

## May

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

## June

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

## July

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

## August

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	12	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

## September

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

## October

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## November

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

## December

Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2



# Choices Coordinated Care Solutions Child and Family Team Workbook

Published April 2020

This publication is the property of Choices and may not be duplicated or modified without the express written consent from Choices.

[www.choicesccs.org](http://www.choicesccs.org)