

# WRAPAROUND COACHING MANUAL

Wraparound Florida Training  
& Coaching Video Companion

Module 7:  
Follow-Up Team Meeting

Prepared For:



FLORIDA DEPARTMENT  
OF CHILDREN AND FAMILIES  
[MYFLFAMILIES.COM](http://MYFLFAMILIES.COM)

This manual has been developed to accompany the Wraparound Florida Training and Coaching video series. The material in this manual will provide coaching support to assist case managers and coaches in achieving certification in the Wraparound process. The purpose of the manual is to provide material to support the coaching process. There is instructional information for coaches in the manual as well as written material that may be shared with case managers to assist them in learning the process. Throughout the manual the terms "case manager" and "Wraparound facilitator" are used interchangeably. The following resources are mentioned throughout the manual and may be found in the locations listed below:

- Wraparound Florida Training and Coaching video series- videos are located on the Collectively website at [www.collectivelyus.org](http://www.collectivelyus.org) under the Wraparound tab.
- Wraparound Coaching Tools are located at the back of the Coaching Manual #10. The same Coaching Tools are also located on the Southeast Florida Behavioral Health Network website in the Wraparound Toolkit: [www.sefbhn.org](http://www.sefbhn.org) (scroll to the bottom right and click on Wraparound, then go to the Champion Toolkit to access the Coaching Tools).
- Throughout the Coaching Manuals there are several references to forms. This material is also available on the [www.sefbhn.org](http://www.sefbhn.org) website under the Organizational Toolkit in the forms tab.

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## MODULE 7

# FOLLOW-UP TEAM MEETING

A follow-up team meeting is a necessity to the Wraparound process. It supports the family and team with continuous movement towards the family vision. Follow-up team meetings continue to keep everyone collaborating and on the same page with the family. Continuous follow-up meetings provide guidance to the family on an on-going basis. Meetings help the family feel supported because their team of people is rallying around them and cheering them on. The purpose of a follow-up team meeting is to celebrate accomplishments since the team last met, review the plan to ensure it is still benefitting the family and check to see if progress is being made. The meeting also identifies any new needs that may arise and provides an opportunity to plan. Team meetings help break down barriers to reaching the family's vision. Since the last team meeting the case manager should have maintained contact with all team members on a weekly basis to monitor movement of the plan and assess for any barriers.

The case manager will have some experience facilitating team meetings at this point in the process. The case manager should be more comfortable standing up in front of the team and leading the team in the brainstorming process. However, the case manager may still need continued coaching on facilitation. The coach should support case managers in the learning process through several methods. The coach should first utilize the Wraparound Coaching video as an initial guide to the Follow-up Team Meeting Coaching Tool. The coach should have the case manager review the video on the follow-up team meeting and

encourage them to take notes. There will be a short role play at the end of the video. The coach should provide the case manager with the coaching tool to review while watching the role play. The coach should instruct the case manager to look for the action steps being completed. Case managers will not see every step being completed due to this being a short example, but the case manager will be able to obtain an idea of what should take place during a follow-up team meeting. A typical follow-up team meeting can take between one hour and one and a half hours to complete, depending on the participation of the team.

Although different, the follow-up team meeting is very similar to an initial team meeting in several ways. The case manager will coordinate the follow-up team meeting and facilitate the process. The case manager will stand up in front of the team with a flip chart for facilitation. The case manager should always start the meeting in a strengths-based manner.

During the follow-up team meeting the case manager will lead the team in identifying accomplishments over the past month. The meeting is also an opportunity to continue to identify strengths of the family and team and add those strengths to the list developed at the initial team meeting. The list of strengths should continuously be updated throughout the process. The case manager should also work with the team to identify any barriers to action steps that have not been completed. Once barriers have been identified, the team will work together to overcome those barriers. Wraparound plans should be updated to reflect any changes made. The team will discuss any new needs the family may have and work together to develop a plan to address those newly identified needs. The new needs

will be incorporated into the existing Wraparound plan. After watching the video, the coach should discuss the following questions with the case manager.

***Review the following information with the case manager.***

## **Discussion Activity 7.1: Team Planning**

The coach's tasks in assisting the case manager's role during implementation is to recognize the strengths and areas of improvement with the case manager's skill sets. Coaching involves working with them on improving these skills and exploring the levels of confidence and areas of insecurity. Also:

- At this point a mutual discussion of the state of the relationship between the coach and the case manager is important. What is helpful and what can be enhanced.
- Assisting the case manager's insight that Wraparound is a process and not just a set of activities and skill sets.
- Paying attention to the team relationships is important and how each of these relationships affects the other.
- Emphasis is on the shared experience of both individuals processing both the cognitive and emotional aspects of the case manager's experience of the Wraparound process with each individual participant.
- Ask questions that encourage exploring details about the family, potential team members, and emerging relationships of those involved.
- Listen and ask open ended questions.
- Have a discussion regarding the case manager's ability to discover solutions on their own.
- Practice the Motivational Interviewing process.
- Remain emotionally present.
- Nurture, support, and encourage the case manager.
- Foster the reflective process to be internalized by the case manager.
- Explore this parallel process and allow time for both of you to discuss your personal reflection.

When the initial Wraparound Plan was completed, the team made their first attempt at helping the family to achieve their vision. The Wraparound Plan must be regularly reviewed and modified based on information gathered from implementing the interventions. Team meetings occur on a monthly basis to monitor the progress on the plan and to ensure that the plan is still valid for the family. This also ensures that the team continues to move forward with meeting the goals that were set at the initial team meeting. The purpose of meeting so frequently is to identify what has been completed, what still needs to be completed, identify any barriers to completion of action steps and to develop a plan to overcome those barriers. The team sets goals to be accomplished within the next 30 days so that the team continues making progress. Often, situations change for families and their plans should reflect those changes. If the current goals are no longer applicable to the family, the case manager should work with the team to identify new goals to work on with achievable interventions.

Not every change to a plan will require a formal team meeting. When action steps are accomplished, the goal is achieved. Additionally, sometimes the family decides they would like a referral made to a different organization than specified on the plan, in this instance, the plan may be updated to reflect the new changes without a formal team meeting. The case manager will need to update the other team members of any changes that are made to the plan.

Sometimes plans don't work. If a plan isn't working, it doesn't mean that the family failed or that the family is non-compliant. Plans fail, people don't. If the plan isn't working, the case manager should bring the team back together to revise the plan. The case manager will

guide the team in identifying barriers to the plan and brainstorm other options to reach the goal. If the goal changes, the plan should reflect the changes. Sometimes a plan doesn't work due to crisis situations. If a crisis occurs that interferes with making progress on the plan, the case manager should assist the family in developing a crisis plan to prevent the crisis from happening in the future. The crisis plan is a pro-active tool that the family can use when they notice a crisis is about to occur. This is a great tool to combine with the Wraparound plan. Wraparound strongly believes in the principle of persistence when it comes to planning. If the plan does not work, the team simply gets back together and tries to devise a plan that will work, no matter how many times it takes.

The follow-up team meeting agenda is different than the agenda for the initial team meeting and there are different expectations for the case manager on the coaching tool. The coach should review the typical agenda with the case manager in detail. This will help the learning process and support the case manager when they are ready to perform the activity during a live session. This is what a typical agenda looks like with details (See the Example follow-up and on-going CFT Agenda blank copy in this manual).

### **Team Meeting Agenda**

- I. Introductions, strengths and review of accomplishments and contributions of team members.
  - This is the opportunity for everyone on the team to introduce themselves and state their role on the team. This allows all team members to know who they are working with, especially if there are any additional team members since the last team meeting. During introductions the team members should add to the list of client or family strengths. Next, the case manager should review and



celebrate accomplishments that have occurred since the last team meeting. In a brainstorming process, the case manager will ask team members to identify and present good news and positive developments since the last meeting.

2. Review of previously developed ground rules and confidentiality.
  - The ground rules are important to team meetings and should be addressed prior to every team meeting to ensure that the meeting stays strengths-based and productive. Depending on how the previous meeting went, the follow-up meeting may be a good time to adjust the ground rules to ensure the meeting continues to be beneficial for all team members.
3. Review of the family and team mission.
  - The long-range vision is what the family chose to achieve by the end of the Wraparound process. The initial Wraparound plan was developed to support the long-range vision. The family knows their family best, and they know what life will look like when barriers are removed, and the correct interventions are in place. The team should continue to keep this vision in mind when making decisions. The case manager should ask the family if the vision is still valid to ensure that the plan will continue to meet their needs. The family can adjust their vision at any point in the process. If they do, the vision should be updated on the plan and the plan adjusted to meet their new vision.
4. Review of service plan (identified needs), achievements, barriers and changes needed to the plan.
  - The case manager will lead the team in reviewing the Wraparound plan in detail. The team should celebrate all action steps that have been accomplished. Sometimes action steps have not been accomplished due to barriers. These barriers should be identified at this time and together the team will develop a plan to overcome those barriers. Sometimes the action steps are no longer valid or desired by the team, if this is the case, the case manager should lead the team

in brainstorming new options to accomplish the new goal. Adjustments may involve stopping an intervention, modifying an intervention by time and/or location, adding another component or continuing an intervention longer than originally planned.

5. Identify any new needs.

- The case manager should ask the team if there are any new needs that have come up since the last team meeting requiring immediate attention. The team may have new needs that they want to be addressed during this meeting. If this is the case, the case manager will need to add these new needs to the current plan.

6. Prioritize new needs and develop a plan to meet those needs.

- The team may have multiple new needs they would like to address; however, the plan can be overwhelming if all the new needs are added at once. The case manager will need to guide the family in selecting what they would like to work on first. Like the initial plan developed, the case manager will lead the team in a brainstorming session to come up with as many options as possible to meet the needs and the family will determine what options best match their family. Once the options are selected, the team will determine who will do what, when and how it will be completed. The plan should utilize the client and family strengths and use measurable SMART (specific, measurable, achievable, realistic and time framed) goals.

7. Develop a short-term plan for the next 30 days.

- Wraparound plans are not designed to be completed in 30 days. Every little step is movement towards achieving the long-range vision. The case manager will need to lead the team in developing a short-term plan for the next 30 days. Every team member should have a part on that plan. The 30-day plan can be as

simple as each team member completing 1-2 action steps from the plan. This keeps the team moving towards achieving their goals.

8. Open floor/Parking Lot.

- These are items that team members wish to bring to the table, but they may not be on the agenda. Since it is the case manager's job to follow the agenda, those items are placed on the parking lot for a later time. If time permits, the team will discuss all topics that were placed on the parking lot. If time does not allow for the items on the parking lot to be discussed or the items are not appropriate to be discussed in a team meeting, the case manager will schedule a meeting to address those topics with the appropriate team members.

9. Discuss team satisfaction with the team meeting process and ideas to improve meetings.

- This is where the case manager should solicit feedback from the team on how the team meeting went. It is important to discuss satisfaction with the process now that the team has a better understanding of Wraparound. This allows the team to provide feedback regarding their satisfaction with the meeting and the process and to offer suggestions moving forward.

The follow-up team meeting agenda should align with the coaching tool. The coach should review the agenda and the coaching tool with the case manager and practice using a mock role play. This should take place during a group activity, but if necessary, can be done individually with the coach. Role plays are a great way for case managers to practice the skills and to become comfortable with facilitation. The coach should get as many people involved as possible to play team members during the mock role play. The SNCD and Wraparound Plan example for Kevin (included at the end of this manual) should be utilized for this role play. The coach should have the group read the SNCD for Kevin as a large

group, making note of strengths, culture and needs. The team will then review the Wraparound Plan for Kevin. Team members should be assigned roles from the SNCD. The case manager will facilitate the follow-up team meeting using the typical follow-up team meeting agenda. The team should use the strengths and needs identified in the SNCD for the team meeting. The team will ad lib their roles. The facilitator should prepare for the role play in advance and ensure all materials and the flip chart is prepared to be presented. The coach should support the case manager during the preparation process. The coach should provide the team with a copy of the coaching tools to utilize when observing the case manager and they should be encouraged to provide constructive feedback to the case manager. The case manager can also have a copy of the coaching tools for reference, if desired. The case manager should go through each agenda items and after the team meeting the group will hold a group discussion. Constructive feedback should be given at this time.

When the case manager performs this activity for the first time with a live team, the coach will be there to offer support. The coach should let the case manager know that they are not alone. The coach should realize that the case manager may be nervous that the coach is there scoring them thus the coach should make the process as comfortable as possible. The coach should provide the case manager with the on-going support that they need and answer any questions they may have prior to the follow -up team meeting.

The coach should provide the case manager with a list of key activities to remember when holding follow-up team meetings.

- The case manager should thank everyone for attending.

- The case manager should explain the purpose of the meeting (to monitor the plan and address any needs of the plan or any new needs that have come up since the last meeting).
- The case manager should explain that the meeting is strengths-based.
- The case manager should explain confidentiality and the times that it may be broken (safety or legal mandates).
- The case manager should have everyone sign a sign-in sheet agreeing to maintain confidentiality.
- The case manager should pass out the agenda and any documents the family feels comfortable sharing (SNCD, crisis plan).
- The case manager should explain that they are going to follow the agenda to ensure that there is enough time for the plan to be reviewed, revised as needed and to respect everyone's time.
- The case manager should let the team know that items not on the agenda will be placed in the parking lot. If there is enough time the team will address these items at the end of the meeting or after the meeting.
- The case manager should do introductions and ask each person to add strengths about the child/youth and or family. Write any new strengths on a flip chart for a visual.
- The case manager should review the ground rules that were developed last meeting and ask if any new rules should be added.
- The case manager should discuss any accomplishments the youth and family or team has achieved since the last meeting (skill development, something achieved not on the plan, received an award or scheduled their own appointment, etc.).
- The case manager should review the plan in detail and ask if anything was completed and if any barriers were identified.

- The case manager should plan to address barriers.
- The case manager should congratulate the team for all accomplishments on the plan.
- The case manager should ask if there are any new needs and develop a plan to address the new needs.
- Once the needs are identified, the case manager should have the team brainstorm all options/interventions to meet the needs. Write everything on the flip chart.
- The case manager should have the family choose what interventions they feel they want to utilize.
- After the plan is developed, the case manager should ask the family if they feel this plan is achievable and if they feel it's a good plan for their family. If they say no, re-plan.
- The case manager should ask the team about their thoughts about the planning process and if they have any suggestions for the next meeting.
- The case manager should schedule the next meeting with the team.

## EXAMPLE 21: FOLLOW-UP & ONGOING CFT AGENDA

**Individual/Family:****Date:****Topics:**

1. Introductions, strengths and review of accomplishments and contributions of team members.
2. Review of previously developed ground rules and confidentiality.
3. Review of the family and team mission.
4. Review of service plan (identified needs), achievements, barriers and changes needed to the plan.
5. Identify any new needs.
6. Prioritize new needs and develop a plan to meet those needs.
7. Develop a short-term plan for the next 30 days.
8. Discuss team satisfaction with the team meeting process and ideas to improve meetings.

9. Schedule next team meeting.



## EXAMPLE 22: SNCD KEVIN

<b>Client Name:</b> Kevin Smith	<b>Medical Record #:</b> 12345	<b>Date:</b> 1/15/2017
<b>Facilitator Name:</b>	<b>D.O.B.:</b> 1/1/2003	<b>Initial:</b>
<p><b>Presenting problem/Need:</b></p> <p>Kevin was referred by his parents due to them feeling that Kevin needs a locked residential treatment facility. They reported that they feel this will help Kevin become more stable. The parents report that Kevin is having mental health needs that have been unmet and he needs services. Kevin is having behavioral concerns including being verbally and physically aggressive, legal involvement and leaving the home without permission. He is reported to be disruptive in school and recently was caught vandalizing the school.</p> <p><b>Long term goal:</b> "For the family relationship to be stronger"</p>		

## I. FAMILY

Kevin Smith is a 14-year-old male. He was adopted when he was 3 years old by Ron and Karla Smith after being placed in foster care due to physical abuse and severe neglect. He has 2 siblings (Brian 10 and Cindy 11), who are the biological children of Ron and Karla. The family currently resides in Palm Beach County. Kevin reports that he likes his siblings but feels that they get "special treatment" from his parents. He stated that he tries to help his siblings, but they destroy his stuff. The parents reported that the siblings use to be close in the past. He stated that Cindy looks up to Kevin. The family has a pet dog, Rocky, that Kevin spends time with. Rocky sleeps with Kevin and Kevin stated that Rocky is the only one who cares about him. The family stated that Kevin is "extremely" kind to Rocky and they don't understand why Kevin is kind to the dog but not to his family. The family reported that they used to be close with the maternal grandmother Karen and the uncle, Jim. In the past, the maternal grandmother watched the kids on the weekends and uncle Jim used to play soccer with Kevin. The parents report that it was Kevin's behaviors that caused the distance between them and their family. The family reported that they do not have any other supports.

Kevin's biological mother was unable to care for Kevin due to being homeless and unemployed. The biological mother was reported to have become involved in a violent relationship and Kevin was physically abused. When Kevin was placed in foster care, he was one year old and "extremely" underweight. The biological father has not been in Kevin's life since birth. The biological father is currently serving time in prison for attempted murder. Kevin is reported to have one older brother and one older sister from his biological parents. It is reported that both siblings are still in foster care. Ron and Karla stated that they considered adopting all 3 but were unable at the time. Kevin had contact with his siblings before the adoption but not since the adoption was finalized. Kevin reported that he knows his paternal side of the biological family but does not have contact with them after the adoption. Kevin was initially placed with his paternal aunt Holly after being removed from his mother however Holly was unable to keep Kevin long term. Kevin was eventually placed up for adoption. The paternal aunt was unable to adopt Kevin, so Kevin was placed with Ron and Karla for adoption.

The parents reported that they feel that life would be better when the family can communicate with each other in a positive way. Kevin stated that his life would be better when his parents will listen to his feelings and not dismiss him. He also stated that he wanted his parents to "show some trust." The family reported that they feel that their strength is being open to anything that can help them be a better family.

## 2. FAMILY

The parents reported that Kevin started having behavioral concerns two year ago. The mother reported that when Kevin is upset, he will start raising his voice and he will breathe fast. He will become sarcastic and slam doors. She stated that not too long after that he will start using profanity and threaten people. The mother stated that when this happens, she does not know what to do and there is usually a "screaming match" in the house. Kevin stated that he does not like when his mom keeps asking him "what's wrong with you" or telling him that he "needs to relax." He also stated that he gets mad when his younger sister makes comments when he is already annoyed. Kevin leaves the house without permission and the parents are unable to locate him. Kevin typically returns home about 12:00 am.

Kevin and his parents are unable to talk to each other without yelling and Kevin will use profanity towards his parents and siblings. Kevin has thrown things at his sister but has not caused any physical harm. He has punched his younger brother in the mouth and busted his lip. Kevin stated that he hit his brother because his brother was breaking his video games and his parents didn't do anything about it. Kevin made comments about wanting to hurt himself and his parents but has never acted on those statements. The parents have called the police on Kevin several times during arguments. Kevin has made threats of harming himself or others however the police were always able to deescalate the situation and he was not arrested, or baker acted. He stated that he can talk to his dad more than his mom however he feels that his dad no longer has time for him. The father reports that he does not want to "reward" Kevin's behaviors with positive attention.

The parents report that they used to discipline the children by taking away privileges, but that does not work with Kevin any longer. The parents reported that it still works for his siblings. The parents are not sure what to do for Kevin. The parents report that they must go to their room and close the door when they are stressed because they do not want to "say things we don't want to say."

It is unknown if either of his biological parents had any mental health or substance abuse concerns. His adoptive parents report that they do not have any mental health or substance abuse concerns. The family denies any sexual abuse.

**3. FINANCIAL/PHYSICAL NEEDS**

Kevin's financial and physical needs are being met by his parents. Kevin has Medicaid and the family receives an adoption subsidy. Both parents are employed full time. The mother works as a secretary and the father is an accountant. The family has two cars. The mother stated that if there is an emergency, she can call her mother Karen for help.

**4. SPIRITUAL/CULTURAL**

The family reports that they believe in God but have not attended church in over a year. They reported that they used to be active members of Mount Bethel Church. Kevin was baptized at that church when he was ten. The family reports that they celebrate all traditional holidays except Halloween. The parents reported that Halloween is too dangerous, and the candy is not good for the kids. They typically spend Christmas with extended family. The family reports that they eat together as a family for dinner and on the weekends. The family reported that they enjoy camping but have not gone in several years. The family also reported that in the past they used to have movie nights and the mother stated that she would like to have that happen again. Kevin stated that he spends most of his time, when he is not in school, in the house playing video games in his room. The father stated that the home is a "busy home" with his siblings having extracurricular activities daily, ensuring dinner is served and "arguing" with Kevin.

The family speaks English, but the father is fluent in Spanish. The parents stated that education is important to them, as this is the only way one can get ahead in life. The mother stated that she wants the family to be able to laugh together daily and not have so much arguing in the home. The parents reported that they make decisions as a couple and they are always on the same page. The parents reported that the home used to be quiet and that they went on vacations every summer. The family stated that their favorite spot was Gatlinburg, TN. They were able to hike and camp in the mountains.

**5. SOCIAL/FRIENDS**

Kevin enjoys playing soccer and, he used to play on a team. He won several trophies for playing soccer. His parents took him off the team when Kevin's grades started to drop in school as they felt he needed to focus more on school. He stated that playing soccer calmed him down when he was upset. He stated that he also likes listening to music and going fishing at a lake near the house. Kevin has two friends and they reside in the neighborhood. The parents report that "those kids are bad influences" on Kevin and that he engages in harmful behaviors with them. Kevin stated that his friends listen to him and they do not make him do anything he doesn't want to do. He stated that his parents refused to meet his friends.

Kevin used to be close with his uncle Jim and they would practice soccer together. Kevin stated that he wished he could live with his uncle. After Kevin was no longer allowed to play soccer, the relationship with his uncle became strained. He stated that his parents did not allow him to spend time with his uncle doing sports. He stated that he had to spend most of his time doing schoolwork and he was "sick of" doing schoolwork all the time. Kevin is reported to be able to make friends easily. He reports that he doesn't want to make friends because he isn't "allowed" to spend time with them anyway.

**6. VOCATIONAL**

Kevin is not involved in vocational activities at this time. Kevin stated that he wants to be a video game developer when he grows up. He also wants to do something on the side with animals. Both parents are employed.

**7. EDUCATIONAL**

Kevin is in the 8th grade at Palm Beach Middle School. He is one year behind due to failing last school year. Kevin is attending school daily however he is not completing his assignments. He is at risk of failing this grade as well. He has a history of getting all A's and B's. He has been getting suspended frequently from school for fighting, not following directions and vandalizing the school after school hours. Kevin reports that he likes his PE coach and that they both like soccer. The school offered to have Kevin stay after school for tutoring, but Kevin reported that he refused but did not state why. Kevin stated that he does not have a favorite subject, but he does enjoy spending time in the computer lab. Kevin is in mainstream classes without any accommodations.

**8. LEGAL**

He is currently on probation for the vandalism charge. It was reported that Kevin was high on weed when he caused damage to the school. Kevin has recently smoked marijuana and did not pass his last drug screen. The JPO, Mr. Carlton stated that if Kevin continues to display these behaviors, he may recommend a DJJ residential placement. Kevin must complete community service hours, write a letter of apology and pay restitution for the damage he caused at school. This is Kevin's first charge. The JPO stated that Kevin has been on probation for 5 months and he has not started to complete any of his stipulations. The next court date is 3/10/17.

**9. RESIDENCE/NEIGHBORHOOD**

Kevin and his family reside in 4-bedroom home in a mixed neighborhood. He has his own room and he has decorated it with posters. The home has all necessary furnishings for comfort. The home has a fenced yard and a pool. Kevin's windows are fixed with alarms from the outside. The parents wanted to ensure that they would hear if Kevin was to sneak out at night. If Kevin opens his window after hours, an alarm will sound in their bedroom. The home has an alarm system however the parents have learned that Kevin knows the code. The home is located near a park and a shopping center. The home is also a half mile away from a lake that Kevin likes to fish in.

**10. MEDICAL**

Kevin is up to date with his physical and immunizations. He is also up to date with his dental. Kevin has asthma and uses an albuterol inhaler when needed. The medical doctor is Dr. Johnson from Pediatric Associates. He goes to Sage Dental. The parents reported that it is unknown if his biological parents have any medical concerns. Kevin has glasses for reading, but he does not wear them. Kevin is 5'9 and has an average build.

## II. BEHAVIORAL

Kevin had an assessment with a psychiatrist from ABC Psychiatry last year and he was diagnosed with Oppositional Defiant Disorder and a mood disorder. Risperdal was recommended at that time. Kevin is not currently on any medication because he refuses to take them. Kevin stated that he does not "need crazy pills." His parents are unable to get him to understand the need for medications. Kevin has been participating in therapy with Ms. Tina for the past 3 months, but little progress has been made. The therapist stated that Kevin is just now starting to share with her. Kevin stated that he would prefer a male therapist, as a female cannot understand him. The agency currently does not have an available male therapist.

Kevin stated that he gets angry when "everyone" tells him what to do. Kevin stated that no one listens to him and that no one cares about what he wants. He stated that he has expressed his feelings to his parents many times, but he is "always" dismissed. He stated that if "my parents don't care, why should I care." The parents report that they can't handle Kevin's behaviors anymore and that they want him to go to a residential treatment program or they will place Kevin back in "the system." Kevin reported that his parents use "the system" as a threat often and he "really doesn't care anymore if they do send me away." The parents report that they are exhausted trying to "deal" with Kevin. They reported that they do not have the ability to care for him and to protect his siblings from him. The family reports that they do not have anyone who can help them, because they have "burned their bridges" with family and friends. Kevin stated that when he is mad, he just wants to be left alone.

### **Family Strengths:**

The parents report that they care about Kevin and want the best for him. Kevin is attending school and can make passing grades. Kevin is good at soccer and technology. The family enjoys hiking and camping. The family has their basic needs met. The family has extended family members to call in case of an emergency.

### **Family Identified priority needs:**

The parents report that their primary need currently is for Kevin to make better decisions in the home and community and to improve in school. Kevin stated that his priority is to get off probation and be allowed to do things again.

### **Potential Team Members Including Natural Supports:**

The team members identified are the mother Karla, father Ron, Kevin, Maternal grandmother Karen, Uncle Jim, therapist Tina, JPO Mr. Carlton and Case Manager.

<b>Date of initial home visit: 1/10/2017</b>	
<b>If no home visit was completed explain why: N/A</b>	
<b>If no home visit, date of first Face to Face visit: N/A</b>	
<p>My signature below indicates I understand that all information being released to me under Florida Statute 394.459(a) and Florida Administrative Code 10.E.38 (Confidentiality of Client Records) is confidential. I further affirm this information is being used for the sole purpose of case planning and/or treatment for the family identified. I have participated in the formulation of this assessment.</p>	
<hr/> Guardian Signature	
<hr/> Date	<hr/> Case Manager
<hr/> Guardian Signature	<hr/> Date
<hr/> Date	<hr/> Client Signature
<hr/> Case Manager Supervisor	<hr/> Date
<hr/> Date	



## EXAMPLE 23: COMPLETED WRAPAROUND PLAN

<b>Child &amp; Family's Name:</b> Kevin Smith	<b>Case Manager Name:</b> Learning community	<b>Date:</b> 2/7/2017	<b>Med rec #:</b> 12345
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**Long Term Vision (in client's words):** "For the family relationship to be stronger"

Life domain & family goal statement	Measurable goals/ objectives	Measurable objectives: referrals, services, community & natural supports, measurable action steps/frequency	Persons responsible & target date	G o a l m e t	Goal cont'd/revised & target date	Date goal closed
Education						

<p>Kevin will improve in school.</p>	<p>I want to go to 9th grade with my friends.</p>	<p>1.Kevin will attend school daily and he will be prepared for school with all required materials.</p> <p>2.Kevin will maintain a communication log that his mom and teacher; Ms. Shelby will use weekly. Kevin will provide it to his Ms. Shelby on Monday, the Ms. Shelby will give it back to Kevin on Friday and mom will send the communication log back on Monday.</p> <p>3.Kevin will complete all homework assignments within 1 hour of returning home from school. Kevin will meet with his tutor; Ms. Karen 3 days per week to complete missed assignments.The Ms. Karen will provide the completed assignments to the school.</p> <p>4.Mom will request a school meeting to address academic concerns and invite all team members.</p> <p>5.Wraparound case manager will refer Kevin to ABC mentoring within 2 weeks.</p> <p>New Action Step:</p> <p>6.Kevin will meet with his mentor Mr. Harvey 1 time per week.</p>	<p>1.Kevin-Daily — 2.Kevin, Mom, Ms. Shelby-Every Friday and Monday 3.Kevin-Daily Ms. Karen-Monday, Wednesday, Friday for 3 months (5/7/2017) 4.Mom-Request made by 2/12/17 5.Wraparound Case Manager-2 Weeks 6.Kevin and Mr. Harvey-Starting 3/8/19</p>	<p>Review and update as needed but no later than 7/7/2017</p> <p>1.Goal Continued 2.Goal Continued 3.Goal Continued 4.Completed 5.Completed</p>	<p>2/15/17 2/12/17</p>
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**Legal**

<p>Kevin will complete his probation successfully.</p>	<p>I want to get off probation.</p>	<p>1.Wraparound case manager will locate a program for Kevin to complete his community service hours.Wraparound case manager will start looking for an activity that involves animals.Wraparound case manager will make a list of community service opportunities. If a program involving animals cannot be located,Wraparound case manager will inform Kevin and Kevin will make the decision on what he wants to do from the list.</p> <p>2.The parents will ensure that Kevin is transported to the community service program. Uncle Jim will be a back-up transporter with advanced notice.</p> <p>3.The JPO, Mr. Hardwick will provide the funds for Kevin to purchase anything he would need for the community service program.</p> <p>4.The JPO, Mr. Hardwick will request that the court fees be waived at the next court hearing.</p> <p>5.Kevin will comply with his probation sanctions.</p> <p>6.Wraparound case manager will attend the next court date and report Kevin's progress to the judge.Wraparound case manager will provide the JPO, Mr. Hardwick with a monthly progress report.</p> <p>New Action Step:</p> <p>7.Kevin will volunteer at the Humane Society 2 days per week for 6 weeks for 5 hours each day.</p>	<p>1.Wraparound Case Manager- By 2/20/17 Kevin-Until completed</p> <p>2.Parents and Uncle Jim-As scheduled</p> <p>3.JPO, Mr. Hardwick- As needed upon request</p> <p>4.JPO, Mr. Hardwick-3/10/17</p> <p>5.Kevin-On-going until completed Start 2/8/17</p> <p>6.Wraparound case manager-Court: 3/10/17 Report: Monday</p> <p>7.Kevin- Saturday and Sunday</p>	<p>Review and update as needed but no later than 7/7/2017</p> <p>1.Completed</p> <p>2.Goal Continued</p> <p>3.Goal Continued</p> <p>4.Completed</p> <p>5.Goal Continued</p> <p>6.Attending Court Completed Monthly Report Goal Continued</p>	
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**Behavioral**

<p>Kevin will enhance his coping skills.</p>	<p>The team would like Kevin to improve his anger, make better decisions and enhance his coping skills.</p>	<ol style="list-style-type: none"> <li>1.Wraparound case manager and therapist, Ms.Tammy will make a request for a male therapist to assigned to the case. If a male therapist is unable to be assigned within 2 weeks,Wraparound case manager will make a referral to a different agency.The current therapist, Ms.Tammy will continue to meet with Kevin until a male therapist is assigned. Kevin will meet with his therapist weekly and comply with the treatment plan. Update: Kevin will meet with his new therapist Mr.Williams 1 time per week and complete the treatment plan.</li> <li>2.Uncle Jim will research locations that Kevin can play soccer. Uncle Jim will provide information to the family in 3 weeks. Uncle Jim will provide the financial assistance for Kevin to play soccer.</li> <li>3.Kevin will try out for the soccer team. If he gets on a team the parents will take him to practice. Uncle Jim will practice soccer skills with Kevin twice per week, if Kevin completes his homework and does not have any new suspensions.</li> <li>4.Kevin will be allowed to call uncle Jim when he is getting upset. The parents will arrange the call. Uncle Jim will talk to Kevin and if needed, pick him up to spend time at Uncle Jim's house.</li> <li>5.When the parents see that Kevin is getting upset the father will ask Kevin to take a "chill out" break. Kevin will take a "chill out" break and listen to music, call his uncle, or play soccer in the backyard. Mom will remove the siblings from the room when disagreements occur.</li> <li>6.Wraparound case manager will research locations Kevin can volunteer at with animals within 1 week.Wraparound case manager will speak with the agency and advocate for the youth to volunteer and plan within 2 weeks. Once arrangements are made, Kevin will volunteer 1 time per week and the parents will arrange transportation.</li> </ol>	<ol style="list-style-type: none"> <li>1.Wraparound case manager/ Therapist, Ms.Tammy -by 2/10/17</li> <li>2.Uncle Jim-3 weeks</li> <li>3.Uncle Jim-3 weeks.</li> <li>4.Kevin/Uncle Jim-as needed</li> <li>5.Dad-On-going Mom- On-going Kevin- On-going</li> <li>6.Wraparound case manager-2 weeks Kevin- 1x per week Parents- 1x per week</li> </ol>	<p>Review and update as needed but no later than 7/7/2017</p> <ol style="list-style-type: none"> <li>1. Therapist referral completed New therapist assigned 3/6/17 Therapy Goal continued</li> <li>2. Completed</li> <li>3. Try outs completed. Soccer practice- Goal continued</li> <li>4. Goal continued</li> <li>5. Goal continued</li> <li>6. Goal completed</li> </ol>	
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\*Wraparound case manager will monitor the progress of the wraparound plan during face to face visits twice per month and maintaining communication with the team members through phone calls, in person meetings, and scheduled CFT meetings. The plan will be revised as needed to ensure the plan meet the needs of the child and family.

By signing below, I agree that I have participated in the development of this wraparound plan and agree to confidentiality:

Client: _____ _____	Date: _____ Date: _____	Supervisor:
Guardian: _____ _____	Date: _____ Date: _____	Team Member:
Guardian: _____ _____	Date: _____ Date: _____	Team Member:
Facilitator: _____ _____	Date: _____ Date: _____	Team Member: