

# WRAPAROUND COACHING MANUAL

Wraparound Florida Training  
& Coaching Video Companion

Module 8:  
Documentation

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.

### **Created by**

Julie Radlauer-Doerfler

Jody Olayinka-Lebrun

John Mayo

### **Prepared by**

Rubi Garcia

*Sponsored by Collectively and State of Florida, Department of Children and Families*



**P: 954-649-1902**

**E: [hello@collectivelyus.org](mailto:hello@collectivelyus.org)**

# TABLE OF CONTENTS

MODULE 8 PROGRESS NOTES .....4

## MODULE 8

# PROGRESS NOTES

Wraparound documentation is a cornerstone to the process. Documentation is important to any system and Wraparound is no different. The old cliché goes, “if it is not written down, it didn’t happen.” Documentation gives substance to workforce activities and allows for an exchange of knowledge. Documentation also supports the coach when monitoring fidelity of the model. Effective documentation should display the values and principles of the Wraparound model in each progress notes. This allows the coach to know that the case manager understands and follows the values and guiding principles of the Wraparound process. Effective documentation that utilizes Wraparound terminology allows the coach to see the progress of the individual through the different phases of the Wraparound process. This assures the coach that the case manager understands the activities and the phases of the Wraparound process. If the documentation does not include necessary components that reflect Wraparound fidelity, the coach will know that more training is necessary.

When initially starting the coaching process with case managers, the coach should pay attention to the Coaching Tool for Progress Notes. It is important that coaches help case managers understand the documentation requirements when they begin implementing the process. When coaching around documentation is provided in the beginning of the coaching process, the case manager will be mindful of their documentation throughout the

process. The case manager should not wait until after the follow-up team meeting to complete the required documentation on the Coaching Tool.

The coach should utilize different methods to support the case manager in learning how to document Wraparound activities effectively. The coach should start with utilizing the Wraparound Coaching video as an initial guide to the Coaching Tool. The coach should have case managers review the video on documentation and encourage them to take notes. After watching the video, the coach should discuss the following questions from Discussion Activity 8.1 (located below) with the case manager.

### **Discussion Activity 8.1: Progress Notes**

The coaching task with progress notes is to have conversations with the case manager regarding their strengths and potential areas of improvement. Focus should be on assessing the level of time management skills, improving strengths of best practice documentation, and on documenting the Wraparound process. Also:

- Checking up on the trusting relationship between coach and case manager.
- Paying attention regarding documentation of the relationships of the team is important and how each of these relationships affects the other.
- Emphasis is on the shared experience of processing both the cognitive and emotional aspects of the case manager's experience of the Wraparound process with each individual participant.
- Establish consistent and predictable meetings and times.
- Teach and guide regarding specific aspects of the Wraparound process.
- Nurture, support, and encourage the case manager.
- Explore this parallel process (of the supervisor-CM relationship and the CM-client relationship) and allow time for both of you to discuss your personal reflection.

The recipient's case record must contain the recipient's Wraparound or Targeted Case Management certification form, assessment, service plan, service plan review(s) and documentation of the home visit as required by Medicaid. The service documentation must include the following information for each case management activity:

- When the action occurred, for how long and who was present.
- Notes should show actions in terms of purpose and intent to meet the goals of the individualized care plan.
- Document progress (or lack of it) on a goal area.
- Document risk, as applicable.
- Document family progression to manage their own care.
- Document the case manager and Family Partner's activities with or on behalf of the youth as related to providing Wraparound.

All documentation in the client's medical record must be detailed, clearly identifiable, contain Wraparound language and comply with Medicaid, state, legal, other funding sources and agency mandates. Wraparound activities should be strengths-based and clearly identifiable in progress notes.

Documentation should reflect the facilitation of the Wraparound process, progress towards the goal or lack of progress with the reason for setbacks. When applicable, a plan to overcome barriers to progress should be identified. The case manager is also responsible for the monitoring of services, updating the assessment and service plan and collaboration with team members. Before transition from services, it is necessary to document

preparation for transition and identification of what has taken place while the family participated in the Wraparound process.

### Timeframes

Best practice is for the case manager to complete progress notes and any other documentation as soon as possible following a case management activity. Typically, organizations follow Medicaid guidelines, however not every organization works with Medicaid. Case managers should follow their organizational guidelines and comply with the contractual requirements identified through the funding source. The sooner the activity is documented the more accurate the information. It is beneficial for case managers to complete their documentation with the client and their family present. This collaborative documentation allows the client and family to review what is being documented and they can make any necessary changes to fully reflect what has taken place.

Documentation should reflect the steps of Wraparound being implemented in a way that supports success and purposeful transition. Wraparound promotes better outcomes for long term success and higher family and team satisfaction when the process is provided to meet fidelity standards.

The coach should review the progress note coaching tool with the case manager in detail and provide examples of what each action step is requiring of the case manager. This will allow for the case manager to have a better understanding of the material and what is being required of them. This will also help the case manager feel more confident when submitting their documentation for scoring. The case manager should also review approved

documentation from more seasoned staff to obtain a better understanding of the documentation expectations.

### **I. Documented preparing family for Strengths, Needs, and Culture Discovery (SNCD)**

It's important to identify who was present when preparing the family for the SNCD. The note should mention that the purpose of the visit with the family was specified. The case manager should ensure that they have enough information in their note to outline what took place during the meeting and how they prepared the family to be active participants in the SNCD process. The note should show that the case manager explained what the SNCD looks like and what life domains will be captured. The case manager should document that they checked that the family is comfortable with the process and answered any questions from the family.

- **Example Note:** The case manager met with the mother and youth to prepare them for the Strength, Needs, and Culture Discovery (SNCD). The purpose of the SNCD is to assess the strengths, needs and culture of the family. The case manager explained that the SNCD is helpful in guiding the process, as it tells the family's story across different life domains. The case manager explained that unless the team understands the family, plans may not be effective. The case manager explained that the SNCD will help the team develop a plan with interventions that match the family's culture. Everyone in the family was encouraged to express themselves and contribute to the SNCD. The case manager explained to the family what the SNCD looks like and what life domains will be captured. The case manager assisted the family in preparing to identify their strengths, needs and helped them understand how to prioritize their needs. The family identified collateral sources of information



and all releases of information were obtained. The case manager and the family discussed the comfort with the SNCD process and answered questions about where the children would be during the meeting. The case manager scheduled to meet with the family on 1/7/2018 at 4:30pm to complete the SNCD.

## **2. Prepared family for first and follow-up team meetings**

When documenting that the case manager met with the family to prepare them for team meetings, the notes should have enough detail to show what they said to prepare the family and other team members for team meetings. The case manager should document the efforts made to prepare the family to take a leadership role in the team meeting. The notes should also show that the case manager explained the purpose of the team meeting and how the client will have the final say in plan development. The progress note would also need to include details about how the case manager reviewed the agenda with the family and that the case manager answered any questions the family had.

- Example Note: The case manager met with the mother and youth for the purpose of preparing the family for the upcoming team meeting on 1/30/2017 at 4:00 pm. The case manager and the family reviewed the final version of the SNCD, and the family signed the SNCD. The case manager and the family determined who should receive a copy. The case manager and the family discussed the purpose of the team meeting and how the client will have the final decision on the plan development. It was discussed with the family that they can take charge of the meeting at any point and that in the future they will be able to lead their own team meeting. The case manager and the family discussed what takes place at the team meeting, the structure, how to engage each team member and how the team will develop the Wraparound plan with the family. The case manager and the family reviewed the agenda for the team meeting and the family was encouraged to add to the agenda.

It was discussed with the family which team members have been invited and the case manager encouraged the family to invite people who they feel support them. The case manager informed the family that the case manager would be contacting each team member to review the agenda. The case manager asked the family if they felt comfortable and if they had any questions. The family was informed that they could call anytime if they have questions.

### **3. Engaging team members prior to the first team meeting was documented**

Case managers should document all conversations with each team member. The case manager must show that they made all efforts to engage potential team members in the process and that they encouraged team members to participate in the team meeting. The note should include details regarding how the case manager explained the role of the team member and how the process is beneficial to their role on the team. The notes should indicate that feedback was solicited and include any statements made by the team member in the progress note.

- Example Note: Case manager contacted the probation officer, Mr. Kevin, as he was an identified potential team member. The purpose of the call was to invite him to attend the initial team meeting and to prepare him for what to expect. Case manager introduced and explained the Wraparound process to the probation officer. The case manager expressed the importance of the probation officer's attendance and how it would be beneficial to the family and his court mandates. The case manager discussed the purpose of the initial team meeting and how decisions would be made. The case manager reviewed the proposed agenda with probation and solicited feedback. The case manager answered questions that the probation officer had at this time about the agenda for the next team meeting.

#### **4. The family was debriefed on the team meeting soon after the meeting to determine their satisfaction with the process and plan**

After every team meeting it is best practice to meet with the family to review what occurred and to ensure the family is comfortable with the process. In this progress note the case manager should document that they met with the family after every team meeting to check in on their satisfaction with the process and to answer any lingering questions. The case manager should document important details of the conversation that took place and include any statements made by the family in the progress note.

- Example Note: The case manager met with the family following the team meeting for the purpose of checking their satisfaction with the team meeting and to answer pending questions. The case manager discussed the outcome of the initial team meeting and asked if the family felt it was helpful to them. The family reported that it was helpful and that they will work on completing their tasks. The family stated that they are considering adding a team member and the case manager encouraged them to do this. The case manager stated that assistance is available if the family wanted help. The family stated that they felt comfortable.

#### **5. The Case Manager reviewed and arranged for anticipated needed supports for family members or other team members**

When documenting efforts to monitor progress, document when the case manager assesses for anticipated needs or barriers. The case manager should show that they had conversations with team members about any concerns that may have occurred when completing action steps on the plan. The case manager should show efforts to brainstorm solutions and that arrangements for the right resources are in place. The case manager

should clearly document what interventions are in place and what participants were involved.

- Example Note: The case manager contacted the family to follow up regarding the Wraparound plan and to identify any barriers. The case manager spoke with the mother and learned that the family needed assistance with contacting Community Action due to them not feeling comfortable making the call alone. The mother stated that she didn't know what to say so the case manager arranged to meet with the mother on 2/5/17 and to call together. The mother was also nervous about enrolling Kevin in the Diversion Program. The case manager encouraged the mother to contact the Juvenile Probation Officer (JPO) if there were any concerns.

#### **6. With increasing family involvement monitor progress on the objectives**

When documenting efforts to monitor progress towards achieving the plan, the case manager should document important details showing that monitoring took place. In the progress note it is important to demonstrate who the contact was and if it occurred in person or by phone. It is also necessary to discuss efforts made towards service goals, barriers that are being faced, brainstorming of solutions to those barriers, assistance in arranging services, making appointments, confirming service delivery dates, encouragement to client/collaterals to carry out tasks they agreed to and other case management activities as needed by the client.

- Example Note: The case manager contacted the mother for the purpose of monitoring the service plan. The mother stated that she has started working on what she was asked to do. The mother stated that she did enroll Kevin in baseball. He will have tryouts on 2/15/17. The mother stated that she scheduled a school meeting to discuss Kevin's IEP on 3/15/18 and requested that the case manager

attend. The mother did not report any barriers towards completing the Wraparound plan tasks. The case manager informed the mother that she can contact the case manager if she needs assistance. The case manager encouraged the mother to continue working on the tasks prior to the next team.

## **7. With increasing family involvement, review if services and supports are meeting needs and supporting progress toward family vision**

When documenting efforts, the case manager should ensure that the plan is meeting the needs of the family and the progress note should be clear regarding what goal and action step is being addressed. The case manager should specify their source of information. It should be documented if this was completed in a team setting or with individual team members. The case manager should document successes, completed action steps, incomplete action steps and reasons why actions steps have not been completed. The notes should specify any barriers and the plan to overcome those barriers. The notes should document any revisions that are made to the plan.

- Example Note: The case manager facilitated a follow-up team meeting to monitor the plan and ensure that the plan continues to meet the needs of the client and family. The mother, youth, therapist, dependency case manager and case manager were present. The case manager and the team discussed accomplishments since the last meeting and celebrated with praise and applause. The case manager and the team reviewed the Wraparound plan, services, supports and made revisions as the family was unable to complete one task due to transportation that "fell through." The case manager and the team discussed other barriers to action steps that were not achieved and together came up with options to overcome the barriers. The plan was revised to better meet the client and family's needs.

## **8. With increasing family involvement, honor team members for contributions and frequently celebrates youth/family successes**

The case manager should document the success that has been made towards the plan. The progress note should capture skills learned, new members to the team, barriers that were overcome and things the team is proud of. The note should specify what the team did to celebrate and continue to encourage forward movement. This could be by applause, verbal praise or a celebration with food. There should be enough detail in the progress note to outline what took place and how the team members responded.

- Example Note: The case manager facilitated a follow-up team meeting to monitor the plan and ensure the plan continues to meet the needs of the client and family. The mother, youth, therapist, dependency case manager and the case manager were present. The case manager started the meeting by celebrating the accomplishments of the family and team and celebrated with applause. The mother stated that they were better prepared for the IEP meeting and that they were able to advocate for their son to have extra accommodations in school including extra time for testing. James stated that he was able to bring up his grades and he is now a peer mentor to younger kids in school. The dependency case manager stated that she was able to get the judge to give the mother permission to complete her anger management with her current therapist.

## **9. Demonstrates consistent contact with all team members**

Collaboration is vital to the Wraparound process. Without continued communication among all team members, the Wraparound process will not have the best outcomes for the family. In the progress notes the case manager should document all contact they have with team members. Sometimes this is done with regular scheduled conference calls and it

should be a regular practice among team members. The case manager should document who they spoke to, the topic of the discussion, and any plans that were developed during that conversation. If any plans were made when collaborating with a team member, there should be documentation indicating follow up. The file should have numerous notes documenting contact with team members regularly throughout the process.

- Example Note: The case manager contacted the mother, youth, dependency case manager and the therapist by phone for a weekly status check call. The team discussed current efforts being made towards the service plan. The team addressed any barriers and developed solutions to the barriers identified. Each team member reported that they are actively working on tasks assigned. The team scheduled a follow-up status check call for next week.

#### **10. There is evidence of assessing for transition readiness prior to graduation**

Assessing for transition readiness must be seen in progress notes throughout the Wraparound process. The case manager will need to provide a detailed account of monitoring when a client is ready to transition from formal Wraparound. The case manager will need to document the family's level of skills with identifying their own needs and vision, advocating for themselves in the community and their knowledge and ability to navigate community resources. The case manager should document any supports that will be utilized and how those supports plan to assist the family in meeting their needs.

- Example Note: The case manager met with the youth, mother, dependency case manager and therapist for a team meeting to discuss the plan and readiness for graduation. The team discussed the progress made towards the plan and the family's vision. The team completed a transition readiness assessment. The case manager and the team discussed the family's level of skills with identifying their own needs and

vision, advocating for themselves in the community and their knowledge and ability to navigate community resources. The team discussed the family's efforts to utilize their support network. The family stated that they have developed goals when a need comes up and they put together actions steps to overcome those needs. The family stated that they still have crisis situations, however, they know who to call to help them.

### **11. Help family identify their culture of support to sustain Wraparound process after commencement**

When documenting efforts to help the family identify their culture of support, be detailed regarding what that looks like for the family. The case manager should identify what transition from formal Wraparound looks like for the family. They should document that they assisted the family in developing a plan to obtain continued support after formal Wraparound ends. The case manager will need to identify how the family prefers to seek support and from whom. The case manager should document that they helped the family determine how they would like to make decisions and communicate those decisions to their supports.

- Example Note: The case manager met with the family for the purpose of preparing the family for transition. The case manager and the family discussed what transition from formal Wraparound looks like and developed a plan for the family to obtain continued support after formal Wraparound ends. The case manager and the family identified who will support the family with specific needs. The case manager and the family developed a plan to ask their supports for help. The case manager and the family discussed how the family would like to make decisions and communicate those decisions to their supports. The case manager and the family discussed anticipated needs and how the family can pull their supports together to develop a



plan to meet their needs. The team completed the transition plan form together to ensure that the family has access to support in the future.

## **12. Transition Wraparound process to family's culture of support**

In the progress note the case manager should state who was present and the purpose of the visit with the family and team. The note should reflect that the client is being transitioned from formal Wraparound. The case manager will need to document how the family plans to continue the Wraparound process after formal Wraparound ends. In the progress note, the case manager should document that a transition plan was developed with the client, family and team members. The note should provide a summary of what the transition plan included.

- Example Note: The case manager met with the family and the team members including neighbor, uncle and therapist for the purpose of preparing them for transition from formal Wraparound. The case manager and the family discussed how they would continue the Wraparound process to continue meeting their current needs and to plan for future needs. The family reported that they will have family meetings every Friday and they will invite any support that they feel would be beneficial to attend. The family stated that they will reach out to their supports as needed. The case manager and the family developed a transition plan for the family to utilize when new needs arise.

## **13. Continue to increase family and youth management of the team process and their overall Wraparound plan**

A goal of the Wraparound process is to provide the family with the tools and skills necessary to meet their own needs. To do this they will need to know how to conduct their own team meeting to identify their needs and to develop a plan to meet those needs.

The notes should document all efforts made to encourage the family to take a lead role in the team meetings while formal Wraparound is involved. This could be discussing how the case manager encouraged the family to facilitate the next team meeting or take a part in the meeting such as being a timekeeper. This could also be just teaching the family how to develop an agenda, helping them determine how to identify who would be important to have at their team meetings and showing the family how to invite team members to attend a team meeting. The progress notes should document the family's level of comfort in management of their own team meeting.

- Example Note: The case manager met with the family for the purpose of preparing them to facilitate the upcoming team meeting. The case manager praised the family for their willingness to lead their team meeting. The case manager worked with the family on the development of the agenda, helped them to identify who should be present and how to invite each team member to attend the meeting. The case manager practiced how the family will open the meeting and how each topic will be presented to the team. The case manager and the family practiced through role play facilitation of the meeting to ensure that they are comfortable with the process.

The above are examples of progress notes for each action step on the coaching tool. An effective way for a coach to support a case manager in learning to write effective progress notes is to have the case manager practice writing progress notes. The coach should have the case manager shadow a more seasoned case manager performing Wraparound activities and then have the case manager document what they witnessed. The coach can also provide the case manager with a brief scenario and ask the case manager to write a mock progress notes that would relate to that scenario. This allows the case manager to

practice their skills and become more comfortable with the requirements of the coaching tool. For both activities, the coach should review the progress notes written by the case manager and compare it to the coaching tool. The coach should then debrief with the case manager and provide constructive feedback.

The coach should work with the case manager to ensure that the case manager understands the key points that are expected for Wraparound documentation.

- The case manager should document everything that is done during the process and use Wraparound terminology in all documentation.
- During the initial visit with the individual/family the case manager should document that the family was prepared for the Strengths, Needs and Culture Discovery.
- The case manager should document that the case manager prepared the individual and the team for the initial and all follow-up team meetings.
- The case manager should document monitoring for the individual/family and the team satisfaction with the team meetings, this can be documented in the progress note completed for the team meeting since team satisfaction is solicited at the end of the meeting.
- The case manager should document all case management activities throughout the process including referrals, follow-up, advocating for the client and anything else to meet the individual/family needs.
- The case manager should document all monitoring towards progress, or lack of progress on the plan, barriers, plans to overcome those barriers and readiness for transition. This should be done continuously throughout the process and there should be multiple progress notes.

- The case manager should document all skills the individual/family has gained and resources the individual/family has learned to access on their own during the process.
- The case manager should document if the plan is meeting the individual/family's needs. This can be documented in the team meeting progress notes since the plan is reviewed during the meetings. If goals are reviewed at other times, it should be documented.
- The case manager should document when the individual/family and team are celebrated for their successes and contributions. The accomplishment should be documented so the reader can understand what is being celebrated and why. This can be documented at any time during the process, especially in the progress note for team meetings.
- The case manager should document all contact with team members (professionals, family and natural supports). The case manager should maintain contact with all team members on a regular basis. Typically contact is made on a weekly basis. This is to monitor movement, assess for barriers and to develop a plan to overcome barriers.
- The case manager should document any increase in natural support involvement and when the individual/family utilizes those natural supports.
- The case manager should document when the case manager assesses for transition readiness. This should be done several times throughout the process.
- The case manager should document the transition team meeting and include a summary of the transition plan in the progress note. The progress note should include that the case manager updated the SNCD, planned a commencement celebration and reviewed the process with the individual and team to determine satisfaction. The progress notes and the transition plan are scored together.

- The case manager should encourage the individual/family to take the lead of the process throughout Wraparound. When the individual/family takes a leadership role in something, it should be documented.