

WRAPAROUND COACHING MANUAL

Wraparound Florida Training
& Coaching Video Companion

Module 9:
Transition Planning

Prepared For:



FLORIDA DEPARTMENT
OF CHILDREN AND FAMILIES
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 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 (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 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

TABLE OF CONTENTS

| | |
|---|----------|
| MODULE 9 TRANSITION PLAN..... | 4 |
| EXAMPLE 24: WRAPAROUND TRANSITION READINESS SCALE | 17 |
| EXAMPLE 25: DISCHARGE PLAN/SUMMARY VS TRANSITION PLAN | 21 |
| EXAMPLE 26: CHILD AND FAMILY TRANSITION PLAN | 24 |
| EXAMPLE 27: CHILD AND FAMILY TRANSITION PLAN | 28 |
| EXAMPLE 28: TIPS & TOOLS FOR SUCCESSFUL TRANSITION | 34 |

MODULE 9

TRANSITION PLAN

Transition is an exciting time in the Wraparound process. It means that the family has made significant progress and they are ready to support themselves through future challenges. The case manager should start preparing the family for transition during their first engagement with the family. Vroon Vandenberg (VDB) states the wraparound phases and activities performed with purposeful transition in mind have the potential to help families achieve incredible outcomes.

Services are time limited and the case manager must work to teach families how to advocate for themselves when professionals are no longer involved. The Wraparound process is a teaching model and the case manager must work to ensure that families have the tools and skills necessary for continued success. The case manager should monitor the progress of the family in their ability to meet their own needs on an ongoing basis throughout the process.

When coaching around transition planning, it is important to support case managers in the learning process through several methods. First, utilize the Wraparound Coaching video as an initial guide to the Coaching Tool. Have case managers review the video on transition planning and encourage the case manager to take notes. There will be a short role play at the end of the video. Provide the case manager with the Coaching Tool to review while watching the role play. Instruct case managers to look for the action steps being completed. The 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 the transition planning meeting. A typical transition planning team meeting can take about 1 hour, depending on the participation of the team. After watching the video, discuss the questions in Discussion 9.1 (located on the following page) with the case manager:

Transition planning is not discharge planning (see Discharge Plan Summary-vs-Transition Plan on page 25). Discharge planning is a simple act of closing a client's file within the organization. There are organizational documents that must be completed, and the discharge summary outlines what services were provided to the client during their time in services. The discharge summary is typically developed by the case manager and does not always have a client signature. The client does not have to be present and it is uncommon for a client to receive a copy. A transition plan is a document that is developed with participation from the client and the team. The transition plan is developed prior to discharge. Some services are still provided after the transition plan is developed. The goal of a transition plan is to develop a detailed strengths-based plan to support the client's transition from formal Wraparound to meeting their own needs. The client always signs the transition plan and they receive a copy. The plan is not completed without the client present.

Discussion Activity 9.1: Transition Plan

At the transition phase the coach assists the case manager in reviewing the plan and the family's readiness to move out of intensive services. It is important to discuss relationship aspects between the case manager and the family, what parts of the process need to be celebrated, and what has been learned by both the coach and case manager. Take time to review what they are both doing for self-care. Also:

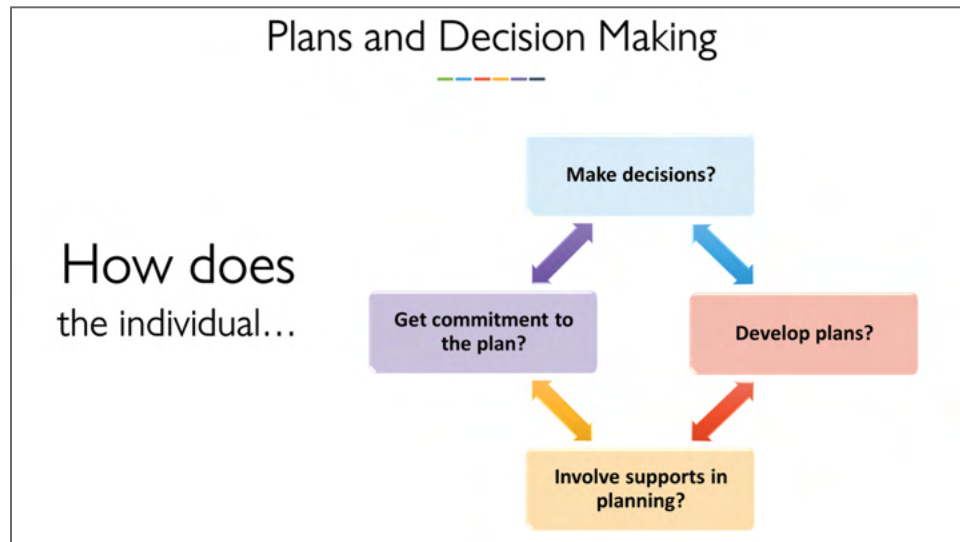
- Review the relationship between coach and case manager.
- Paying attention to the relationships is important and how each of these relationships affects the other.
- Emphasis is on the shared experience of both individuals processing both the cognitive and emotional aspects of the case manager's experience of the Wraparound process.
- Ask questions that encourage exploring details about the family, potential team members, and emerging relationships of those involved.
- Listen and ask open-ended questions, practice Motivational Interviewing to help the case manager review areas of strengths and needs for improvement.
- Teach and guide regarding specific aspects of the Wraparound process now that you have all four phases to review.
- Apply the integration of emotion and cognition (head and heart).
- 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.
- Attend to how reactions to the content of the family and team experience affect the process of Wraparound.

Figure 9.1 Transition Assets and Outcomes

One of the tools that Vroon Vandenberg uses to assess transitional readiness is the Transition Assets Tool. The items listed above are assessed on the tool to determine readiness for transition from formal Wraparound. Whether the tool is formally used in the process or it is just used as a guide to support transition, these are the skills that families should possess prior to transition from services. In the beginning case managers may do more for the family, but quickly they will move into teaching families how to meet their own needs. By transition the family should be doing most of the work with minimal assistance from professionals. The case manager should constantly look for teachable moments for the family to practice their new skills and then celebrate when the family takes the lead. The goal is to teach the family how to continue the Wraparound process after formal Wraparound ends. The case manager should model the process and include them in the facilitation of their team. Once a family starts solving challenges on their own, and getting

their own needs met with minimal assistance from the case manager, the family is ready for transition.

Figure 9.2 Plans and Decision Making



Throughout the process the case manager should look for changes in the client's skills and comfort to identify what they need. The case manager should look to see when they develop plans to meet those needs. The case manager will also need to pay attention to when the client can identify what supports they need to involve and how those supports can assist them. By transition from services, the client has proven that they can run their own team meetings and support their own success. The goal is for the client to facilitate the team meeting by the end of the process.

Figure 9.3 Plans and Decision Making

Every transition plan should be individualized to each client and family. No two clients are the same. Clients make decisions and use supports differently to meet their needs. The team must help the client develop a transition plan that the client feels comfortable with. When the client understands how they access support, there is a greater chance for future success. This culture of support includes how clients seek support, make decisions, communicate their needs and monitor progress. The transition plan is something they will feel comfortable utilizing when the next crisis happens, and they will know how to seek the assistance they need. Sample forms including the transition plan can be found in the toolkits on the Southeast Florida Behavioral Health Network's website www.sefbhn.org (just click on the Wraparound section at the bottom of the page).

The case manager should work with the client and team to develop a formal transition plan for the client and their family. The purpose of a transition plan is to develop a detailed strengths-based plan to support the client's transition from formal Wraparound to meeting

their own needs. The Wraparound case manager completes this form with full participation from the client, family and available team members. The client and family guide the plan.

The transition plan is developed during the last team meeting and that meeting is called the transition planning team meeting. During the transition planning team meeting the team will discuss accomplishments, contributions of the team members and lessons learned during the process; noting what worked and what did not work.

The transition plan will be the clients “go to” resource guide when new challenges happen. The plan should be detailed and comprehensive but easy enough for the client to follow.

The coach should review the Coaching Tool with the case manager so that the case manager will become familiar with the tool and understand what is being asked of them. The coach should also review the transition plan document (See blank Wraparound Transition Plan). This will provide the case manager with an overview of the form and what each section is stating. In order to capture everything on the coaching tool, the case manager will need to complete the transition plan and a progress note together. The progress note should be detailed regarding what took place. There are a few areas on the coaching tool that will not be captured on the transition plan and thus must be written in the progress note. These include the review of the Strengths, Needs, and Culture Discovery (SNCD), planning for the commencement ceremony and checking for satisfaction. The transition plan components include:

| | |
|--|--|
| <p>Reason the case came to services and goals developed to meet the needs with brief outcome:</p> | <p>This section provides a brief summary of the reason the client came to the attention of the provider, goals they worked on and the outcome of the goals at transition. This provides the family with a story line from where they started to where they are at commencement. This also provides the client with a roadmap of where they need to go next.</p> |
| <p>Client and family accomplishments during the wraparound process:</p> | <p>This is where the case manager documents the skills that were developed, changes that were made by the client and family, increase in supports, ability to self-advocate, successes that were celebrated throughout the Wraparound process and anything else the client and family would like to list as an accomplishment.</p> |
| <p>Family strengths:</p> | <p>This is where the team lists all the strengths that were captured throughout the process during the team meetings. The team should add to the list during this meeting.</p> |
| <p>Planning for possible crisis:</p> | <p>The case manager and team should try to predict future crisis situations after formal Wraparound ends. This is what the client and family worry about for the future based on history. The team should put a detailed plan together that will support the client and family to prevent the crisis from occurring. If a situation was starting the family would utilize this plan.</p> |
| <p>Family supports:</p> | <p>The team should work together to identify who will support the family after wraparound ends. These should be natural supports (family, friends and community). The plan should have names, phone numbers and identify how the support will help the client and their family.</p> |
| <p>Continued services in the home to address needs:</p> | <p>This section will identify service providers that will continue providing services to the family after the case manager is no longer involved with the family. The plan should have names, phone numbers and identify what role the provider plays with the client and their family.</p> |

| | |
|--|--|
| How the family will continue the wraparound process after formal wraparound: | This section describes how the family plans to continue the Wraparound process after formal Wraparound ends. This could be the family having family nights, the family calling on their supports when a need comes up or any other method that involves pulling supports together to develop a plan to meet their needs. |
| Plan for future needs (Ex: Behavioral, Financial, Transportation, etc.) (List Community Resources): | This section plans for needs that the family feels may be a concern in the future. These needs can be behavioral health needs, financial needs, transportation needs or educational needs to name a few. The needs are determined by the family. The team should list as many community resources as possible to meet the need, including names and phone numbers. |

During the transition planning team meeting the team will plan to celebrate the hard work of the client, family and team. The graduation celebration should be individualized to the client and be representative of the culture and strengths of the client, family and the team. Celebrations typically include food, a certificate of commencement from the process and something representative of the hard work conducted by the client and family. Celebrations should include all team members available. While the team is celebrating the hard work of the family, the family is also thanking the team for their support. This is the starting point for the client and their family in their next chapter of life. They will continue to work towards their vision on their own and by this time should be prepared to do so.

One method the coach can use to assist the case manager in developing the skills necessary to facilitate an effective transition planning team meeting and formulate the transition plan is for the case manager to shadow a more seasoned staff member. The case manager can observe the seasoned case manager and then the case manager can write

their own transition plan and progress note based on what they witnessed. The coach should review the case manager's transition plan and progress note and provide constructive feedback and support. Typically, the case manager will have missed some steps on the plan and coaching tool, and this is an opportunity for the coach to go back over the forms and help the case manager revise the plan to be more effective. The case manager can have the coaching tool with them as they write the plan and progress note for reference.

Another effective way to support the learning process is through a group activity. The case manager will facilitate a mock transition plan team meeting. This can be done during a staff meeting. The coach should provide the group with a scenario. Each person in the group will have a role to play. This does not have to be the length of a traditional transition planning team meeting. This can take about 30 minutes, depending on the group participation. The case manager should facilitate the development of the transition plan with the team. After the meeting, the case manager should type up the mock transition plan and progress note. The coach should review the mock transition plan and progress note and score it. The coach should debrief the activity shortly afterwards and provide constructive feedback. The case manager can have the coaching tool with them as they write the plan and progress note for reference. This provides the case manager hands on experience prior to performing the activity live in a real client situation.

It is always helpful for the case manager to have examples to reference. The coach should provide the case manager with examples of effective completed transition plans for their toolkit (See example transition plan for Kevin in this manual). It is also beneficial for

the coach to provide the case manager with helpful tools on transition as they work through the Wraparound process (see tips and tools for a successful transition in this manual). The more resources the case manager has in their toolkit the more prepared the case manager will be when providing the process to clients and preparing them for transition from formal Wraparound.

When case managers perform this activity for the first time with a live team, the coach should be available to offer support along the way. The coach should let the case manager know that they are not alone, and this is not a pass or fail test. This is something that they can do again if they need to. Typically, the documents can be revised as needed until the case manager passes with a proficient score. The coach should realize that the case manager may be nervous that the coach is scoring them. The coach should make the process as comfortable as possible and provide opportunities to practice before performing the activity. The coach should provide the case manager with the on-going support they need and answer any questions they may have prior to the development of the transition documents.

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

- The case manager should facilitate a transition team meeting and develop a formal transition plan in partnership with the client and team.
- The case manager should thank everyone for attending the meeting.
- The case manager should explain the purpose of the meeting (to develop a transition plan for the client).

- 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 that the client and family feel comfortable passing out (typically the Wraparound plan and Crisis plan).
- The case manager should explain that the case manager will keep to the agenda to ensure there is time for the plan to be developed and to respect everyone's time.
- The case manager should review the ground rules that were developed in the last meeting.
- The case manager should do introductions and ask each person to add strengths about the client and family. Write the strengths on a flip chart for a visual. This will be the completion of the list of strengths and will be included in the transition plan.
- The case manager should discuss and celebrate accomplishments of the client, family and team.
- The case manager should update the Strengths, Needs and Culture Discovery to show progress made, accomplishments, goal achievement and that the client/family has successfully completed the Wraparound process.
- The case manager should review the Wraparound plan and celebrate goals completed and the hard work of the team.
- The case manager should develop a detailed formal transition plan along with the client/family, so they have a road map to use when needed.
- The case manager should schedule a time to hold a celebration for the client's commencement from the formal Wraparound process.

- The case manager should have the client and family choose what kind of celebration they want (something that is doable).
- The case manager should type up the formal transition plan, take it to the client for review, approval and signatures. The client and appropriate team members should be provided a copy.
- On the day of the celebration, the case manager should facilitate a fun celebration, provide the client/family with a formal certificate of completion, and provide the client/family with a resource guide to utilize to meet future needs.
- The case manager and the family should celebrate the team members for their hard work as well. This is typically done with food.
- The transition plan and a progress note must be completed together to reflect all action steps on the coaching tool.

EXAMPLE 24: WRAPAROUND TRANSITION READINESS SCALE

Instructions for Completion: (this is not a requirement of the process but is a helpful tool when working with families with complex needs)

- 1. Become familiar with the scale and items for scoring each component. The Transition Readiness Scale utilizes a Likert scale with five being the best score.**
- 2. Do the first assessment within 30 days of initial plan development. Complete assessment by entering the date in appropriate top row box for each indicator. This is considered the baseline assessment. For example, if a family feels that they know how to set their own vision well, they would place the date of the first score in the first row in the 5th column (the top right corner). Should they did not feel quite as comfortable Developing Short-term Objectives, they would place the date in the bottom row perhaps in the box in the 2nd column.**
- 3. Do a second assessment four to 6 weeks later, entering the date in appropriate column and row. This means that there will be a second date in the row for each indicator and this should provide a good visual description of progress. Record accomplishments and specific descriptions for increased skills in celebrations section (attach extra sheets).**
- 4. Continue scoring every four to six weeks adding accomplishments with each assessment. This form will hold five assessments. If you complete more than that with a family just add extra columns to each indicator.**
- 5. The purpose of the scale is to help families see visual progress in their ability to learn skills related to purposeful transition and independence. The celebrations and the findings should be shared with your supervisor and the team on a regular basis.**

(chart on following page)

WRAPAROUND TRANSITION READINESS SCALE

| Family Assets | Items | Rating Scale |
|-------------------------------|--------------------------|---|
| Vision Goals | Sets own vision | |
| | Identifies priority need | |
| | Sets goals | |
| | Develops short term | |
| | Objectives | |
| | | 1 _____ 2 _____ 3 _____ 4 _____ 5 _____ |
| Advocates | Defines ask | |
| | Meets requirements | |
| | Follows through | |
| | Asks for help when need | |
| | | 1 _____ 2 _____ 3 _____ 4 _____ 5 _____ |

| | |
|------------------|---------------------------|
| | Knows what need |
| Navigates | Finds right person to ask |
| Systems | Follows through |
| | Overcomes obstacles |

1 _____ 2 _____ 3 _____ 4 _____ 5 _____

| | |
|-------------------|-------------------------|
| | Matches need to support |
| Culture of | Plan to communicate |
| Support | Plan to plan |
| | Plan for follow through |

1 _____ 2 _____ 3 _____ 4 _____ 5 _____

| | |
|------------------|------------------------|
| | Identifies needs |
| Accesses | Develops plans |
| Resources | Ensures implementation |
| | Ensures progress |

1 _____ 2 _____ 3 _____ 4 _____ 5 _____

| | |
|----------------|--------------------------|
| | Knows needs |
| Manages | Prevention |
| Crisis | De-escalation |
| | Safety and asks for help |

1 _____ 2 _____ 3 _____ 4 _____ 5 _____

| | |
|-------------------|-------------------------|
| | Communication plan |
| Communicat | Follows through plan |
| es Manages | Supports implementation |
| support | Maintains support |

1 _____ 2 _____ 3 _____ 4 _____ 5 _____

| | |
|-----------------|-------------------------|
| | Matches need to support |
| Develop/ | Knows what supports |
| Maintain | need |
| Support | Maintains relationships |
| System | Makes new supports |

1 _____ 2 _____ 3 _____ 4 _____ 5 _____

Celebrations:

Accomplishments

Date:

EXAMPLE 25: DISCHARGE PLAN/SUMMARY VS TRANSITION PLAN

| | Discharge Plan/Summary | Transition Plan |
|----------------------------|---|--|
| Goal: | To indicate a client is discharged from a specific service (successful/unsuccessful service completion). | To develop a detailed strengths-based plan to support the family's transition from formal Wraparound to meeting their own needs. |
| Purpose: | To signal that the client is no longer receiving services from a specific provider. | To prepare a plan that the family can utilize to meet their own needs after formal Wraparound ends. |
| When completed: | When the client is ready for final discharge. When no other service will be provided. | At the transition child and family team meeting, prior to the commencement celebration. Continued services should be documented |
| When not completed: | When a client is still receiving services. | When a client has not engaged in the Wraparound process, client declines services or when a client is not ready for transition from formal Wraparound. |
| Participants: | CM completes this form along with the client/guardian. Can be completed without the client, if the client declines to participate or the client is unavailable. The agency guides the plan. | CM completes this form with full participation from the client, family and available team members. The family guides the plan. |

| | | |
|--------------------------------|--|---|
| <p>Plan Components:</p> | <ul style="list-style-type: none"> • Presenting problem. • Summary of services provided to the client. • Clinical status at discharge. • Reason for discharge. • Referrals made for the client. • Recommendations made for the client. | <ul style="list-style-type: none"> • Brief description of the reason for referral. • Brief description of the goals that were developed and action taken to meet them, what worked and what did not. • Overview of accomplishments made while in formal Wraparound (new skills, new connections made, successes for the family). • Overview of the child and family strengths (things the family can use to meet a future need). • Development of a crisis plan to meet an anticipated crisis (family identifies crisis and what they want to do to address the crisis if it happens). • Identification of natural supports in the family's life and how those natural supports help the family meet needs. • Identification of services that will continue in the home or community and the role of each provider. • Identify the family's plan to continue the Wraparound process to meet continued and future needs. • Develop a plan for the family to know where to turn for anticipated needs and how to access support. |
|--------------------------------|--|---|

| | | |
|---|--|--|
| Who signs the plan | Case Manager, Supervisor, Client and legal guardian. If the client and legal guardian does not sign, the reason must be indicated on the form. | Case Manager, Supervisor, Client, legal guardian and available team members. |
| Who is provided a copy of the plan | Client/Legal Guardian and a copy goes in the client's record. | Family, appropriate team members and a copy goes in the client's record. |

| | |
|--------------------------------------|--|
| Family strengths: | |
| Planning for Possible Crisis: | <p>What crisis situations are expected:</p> <p>Plan to prevent crisis situations:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> |

| | |
|--|--|
| Family Supports (who will support the family after wraparound ends; friends/family/etc.): | Support Name: _____ Role: _____ Phone Number: _____ Support Name: _____ Role: _____ Phone Number: _____ Support Name: _____ Role: _____ Phone Number: _____ Support Name: _____ Role: _____ Phone Number: _____ |
| Continued services in the home or community to address needs: | Provider Name: _____ Role: _____ Phone Number: _____ Agency: _____ Provider Name: _____ Role: _____ Phone Number: _____ Agency: _____ Provider Name: _____ Role: _____ Phone Number: _____ Agency: _____ |

EXAMPLE 27: CHILD AND FAMILY TRANSITION PLAN

| | | |
|---------------------------------|--------------------------------|------------------------|
| Client Name: Kevin Smith | Medical Record #: 12345 | Date: 8/17/2017 |
|---------------------------------|--------------------------------|------------------------|

| | |
|--|--|
| <p>Reason the family came to services and goals developed to meet the needs</p> | <p>Reason for Services:</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 and behavioral needs that have gone unaddressed and needs coordination of services to improve his quality of life. Kevin is having behavioral concerns such as being verbally and physically aggressive, legal involvement and leaving the home without permission. He is reported to be disruptive in school and was recently caught vandalizing the school.</p> <p>The child and family worked on the following goals:</p> <p>Goal: Improve his performance and behaviors in the school setting.</p> <p>Achieved: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partial</p> <p>Comment: Kevin has been able to improve his grades and he is on track for promotion. Kevin has not been suspended in 4 months.</p> <p>Goal: Complete probation successfully</p> <p>Achieved: <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Partial</p> <p>Comment: Kevin has completed his community service and has had 3 negative drug screens. Kevin is still completing his therapy requirement. Once all requirements have been met the JPO will recommend termination of probation.</p> <p>Goal: Enhance his anger management skills.</p> <p>Achieved: <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Partial</p> <p>Comment: Kevin has improved in the home and at school. Kevin is still working with his therapist but has gained coping skills. Kevin has not been physically aggressive in 4 months. The</p> |
|--|--|

| | |
|--|---|
| <p>Child and family accomplishments during the wraparound process: (Family/child/skills learned/ changes made/etc.)</p> | <p>Kevin is on track for graduation and he is preparing for high school next year. Kevin is involved with soccer and continues to volunteer at the animal shelter. Kevin was offered a job cleaning the dog cages on the weekends. The family reestablished their relationship with their family members. The family is more knowledgeable about available resources and has accessed them. The parents are no longer seeking a residential placement for Kevin. The mother can schedule school meetings without assistance, and she can navigate the IEP process.</p> |
| <p>Family strengths:</p> | <p>The family can meet their basic needs. The parents are employed. Kevin can care for animals. Kevin has positive friendships. The family has extended family to support them. The family cares for each other and helps each other when needed. The family is involved in social activities. The family can plan to meet desired goals and for possible crisis situations. The family spends time together doing a recreational activity once a week. The family listens to each other and offers support. Kevin is good at soccer. The mother is a good cook and cooks for the family every night.</p> |

| | |
|--|--|
| <p>Planning for Possible Crisis</p> | <p>What crisis situations are expected:</p> <ol style="list-style-type: none"> 1. Kevin will become angry and start yelling, hitting his siblings and destroying property. <p>Plan for possible crisis:</p> <ol style="list-style-type: none"> 1. The parents and Kevin will develop a list of activities that Kevin can engage in when he is starting to get upset and have them readily available on the fridge. 2. Once Kevin starts to show signs that he is getting upset, the mother will remove his siblings from the room. The father will take the lead and interact with Kevin. If the father is not home, the mother will take the lead but will not raise her voice or repeat herself numerous times. 3. When Kevin is getting upset, he will ask to go to his room and play video games. He will be allowed to play his video games for 15 minutes. 4. Once Kevin is engaged in an activity, mom will call her mother Julia to talk so she remains calm. 5. If the activity does not work, Kevin will be redirected to another activity from the activity list. The parents will allow Kevin to do an activity of his choice from the list (or suggest an alternative activity if time or situation is a concern), but Kevin will be given a time limit of 30 minutes. 6. If Kevin is still upset after engaging in a choice activity for 30 minutes, states he does not want to or he becomes more upset, the parents will suggest Kevin call his Uncle Jim. Uncle Jim will talk to Kevin. If needed, uncle Jim will come to the home and go for a walk with Kevin. If uncle Jim is unable to come over for a walk or not available, Kevin will ask to go to his room for alone time. The parents will allow Kevin time alone, undisturbed for 30 minutes. 7. If Kevin is unable to be calm, is a danger to himself, others or property within 30 minutes, the family will call the Mobile crisis team (number listed below) |
|--|--|

| | |
|---|--|
| <p>Family Supports (who will support the family after wraparound ends; friends/family/etc.):</p> | <p>Support Name: Grandmother Karen Role: Transportation and advocacy Phone Number: 555-123-4567</p> <p>Support Name: Uncle Jim Role: Mentor; support for Kevin and crisis plan participant Phone Number: 555-778-1215</p> <p>Support Name: Soccer Coach Randy Role: Mentor and support for Kevin Phone Number: 555-797-0201</p> |
| <p>Continued services in the home to address needs</p> | <p>Provider Name: Therapist Paul Hargrove Agency: ABC Life Center Phone Number: 555-225-2526</p> |
| <p>How will the family continue the wraparound process after formal wraparound?</p> | <p>The family will have a family meeting every Friday to discuss the week and plan for the weekend.</p> |

| | |
|--|---|
| <p>Plan for future needs (who to call/where to turn):</p> | <p>Financial: The family will utilize their community resource guide to locate and contact resources to meet their needs.</p> <p>Behavioral: Provider Name: Therapist Paul Hargrove Agency: ABC Life Center Phone Number: 555-225-2526 Support Name: Uncle Jim Role: Mentor; support for the child and crisis plan participant Phone Number: 555-778-1215</p> <p>Educational: The family will talk to the school guidance counselor, Ms. Roberts (555-129-0101)</p> <p>Other: If the family needs assistance, they will call ABC Counseling and Case Management for guidance.</p> |
|--|---|

Mobile Crisis Team Available 24 hours / 7 days a week
Insert your community's mobile crisis team information

**If you feel that you need services in the future you can call _____ and request to talk to intake to request services.

Client Signature & Date

Guardian Signature & Date

Guardian Signature & Date

Support Signature & Date

Support Signature & Date

WCM Signature & Date

EXAMPLE 28: TIPS & TOOLS FOR SUCCESSFUL TRANSITION

Transition should begin during the early phases of Wraparound. This means that as you explain the Wraparound process and speak with families about natural supports, they should get a clear understanding of why natural supports are so important. Families need to understand that you will not be in their lives forever and part of your job is to make sure that they have the continued support that they need, even when you are no longer their facilitator. Here are some useful tips on successful transition:

- When the facilitator begins to think a family is ready for transition that facilitator should begin having the family complete some of the tasks that the facilitator may have been completing (have families make phone calls for themselves to ensure they are comfortable).
- A formal transition meeting should occur prior to the last time you see the family. This meeting should be where you create the transition plan and give a copy to the family.
- When explaining transition to the family it is helpful to have them see it as part of the process. When a family has been successful in the wraparound process you can talk about where they were when you started with them, how hard they have worked and that now they are ready for the next phase of their life (leaving the negative behind them).
- The final meeting with the family should be a celebration of their hard work. This celebration should include some of the following:
 - Host a party (if you don't have flex funds ask team members to bring something), make sure that all team members are invited to attend this celebration.

- Provide the family members with a certificate of completion from the Wraparound process (if other team members have worked hard giving them each a certificate is a nice gesture-especially moms and dads). Try to have the certificates framed.
- Process the family success by having each team member talk about why they are proud of the hard work of the child or family. This can be an exercise where you go around the room and share thoughts with the child and family.
- Create a Star of Success (cut out a star and have each team member write a positive about the child) then present the child with the star keepsake.
- Have the team identify something that is motivating to the client and purchase it through flex funds to show your support for their hard work.