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# Child Mental Health Wraparound

A guide for youth and families

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Thank you for your interest in the Child Mental Health Wraparound program, or CMHW. This handbook has been created as a supplementary guide to the *Wraparound Process User's Guide: A Handbook for Families* from the National Wraparound Initiative.

To start, we would like to thank the Family and Youth Empowerment team for their input in the creation of this guide for youth and families. Nothing about us without us is a slogan that reminds us that the voice of youth and family is important in every aspect of care. We are thankful for the Family and Youth Empowerment team's feedback and suggestions that have come to the development of this guide.

This guide will explain each of the services under the CMHW and what those individuals can do in partnership with you and your family. The services provided through the CMHW are in addition to your current services that are available through your child/youth's Medicaid package. The CMHW additional services can help bridge gaps that you might be experiencing in the care of your child/youth.

Wraparound is a team-based approach that helps people come together and all work towards a common goal, or your family's vision. The wraparound process is led by a wraparound facilitator who will help you and your child/youth build a team of the people that provide you with support. These people may include your friends, family, therapists, faith-based support and other caseworkers and services that you are receiving. The goal is to have one plan that is created with you and your team and is shared with everyone so those who are supporting you can all stay on the same page. Too often families must navigate too many systems who each have their own specific plans. Wraparound bridges that gap, to create one plan where everything can be found.



### **Following supports and services in Medicaid services:**

Facilitation

Support for the unpaid caregiver

Respite transportation

Options to add habilitation, training and unpaid caregiver, and respite. These options are designed to be added if you feel that they will benefit your family. Habilitation, training for the unpaid caregiver, and respite are all part of wraparound.

The next few pages will walk you through what each service does and how they can help, commonly asked questions and answers and information about how to let us know about your experience in the CMHW program.

## What does a wraparound facilitator do?

Wraparound facilitators guide the wraparound process. They help you build a team of people around all the areas of you and your child/youth's life.

Your wraparound facilitator will pull from the talents and strengths of your family, as well as your team members to make sure you have a team that includes natural supports, such as friends, family members, people who support you in your community and the professional helpers in you and your child/youth's life such as school or paid service providers.

At the first visit with your wraparound facilitator, they will partner with you to create a crisis/safety plan. The wraparound facilitator will get to know your family, help you develop your family vision, discover strengths of your family and help you decide on needs that you and your child want help planning around. They also help you pick who you would like to add to your team.

Your first child and family team meeting should be held within 30 days of your start in wraparound. Your facilitator will support you in planning for your first CFTM, making sure the location and time is convenient, and will prepare your family and your team members for the meeting. They will help establishing a few ground rules with you to keep the meeting a confidential safe space so you, your family and your team can begin to develop your plan of care that is the best fit.

After your first CFTM, your wraparound facilitator will check in weekly with your team members and your family to make sure tasks are completed, as well as monitor if things are working. You will have a CFTM every month where you, your wraparound facilitator and team members will share progress and update the plan of care.

The goal of wraparound and role of the facilitator is to help empower your family and youth to feel connected to your community, know where to find support when you need it, and transition to a place where not as many formal supports are needed.

## What is habilitation and what does a habilitation provider do?

Habilitation builds up and strengthens a child/youth's functioning, quality of life, social skills and resilience. The habilitation provider helps the child/youth learn how to:

- > Identify feelings
- > Manage anger and emotions
- > Give and receive feedback, criticism or praise
- > Problem-solve and improve decision-making
- > Resist negative peer pressure and develop pro-social peer skills
- > Improve communication skills
- > Build and promote positive coping skills
- > Have positive interactions with peers and adults

## What are the things a habilitation provider cannot do?

During the CFTM ideas are brainstormed to meet the needs of you and your family. Everyone on your team will play a specific role and will have things they can do and things they can't do. Habilitation services have some limits that you as a caregiver need to know about. If any of the following ideas are brainstormed, your team will work to make sure you have the right person in place to get where you and your family want to go. The following things are not allowed by your habilitation provider. If these things come up your team will plan on who can help, to get the following things done.

Habilitation providers can only provide services to your child/youth in wraparound. If siblings are around, we need to make sure you are there to provide supervision for siblings. If you are looking for services for siblings your wraparound facilitator can link you to services within your community.

Habilitation providers cannot provide service that are vocational/educational in nature, such as tutoring or applying for paid work.

Cleaning house, learning self-care task like showering, brushing hair, brushing teeth are called activities of daily living, habilitation providers do not help with these tasks. Services are available through your Medicaid plan to help with these types of activities.

Habilitation services should never be provided in the habilitation provider's home or during the school day while your child is learning in the classroom. If support is needed at school, your wraparound facilitator can help connect you to those supports through your school system.

## What is training and support to the unpaid caregiver? What do they do?

Training and support for the unpaid caregiver, sometimes called family support and training, is for a person who is providing unpaid support, companionship, or supervision for your youth. This service provides education and support to the caregiver that builds confidence, stamina and empowerment. Unpaid caregivers may include parents, grandparents, aunts and uncles, friends of family are some examples.

Training and support for the unpaid caregiver services may include:

- > Learning communication and crisis de-escalation skills geared for working with youth's mental health needs
- > Practical living and decision-making skills
- > Child development parenting skills
- > Home management skills
- > Use of community resources and development of informal supports
- > Conflict resolution skills
- > Coping skills
- > Gaining an understanding of the child/youth's mental health needs

Services may be provided to you as the caregiver in the home, your child/youth's school or community.

This service is only available for caregivers who are not paid to take care of your youth.

## **Training and support to the unpaid caregiver fees**

Training and support to the unpaid caregiver can also help support parents and other unpaid caregivers to attend classes or conferences to help you learn how to best meet the needs of your youth. If you decide you would like to learn specific skills that will support your child, funds are available up to \$500 per care plan year for parents, family and unpaid nonfamily caregivers. Your wraparound facilitator can help you plan at your child and family team meeting how to best plan to use this service.

## **What is respite? What can a respite provider do?**

Respite is a special name for a short-term break for caregivers. Families sometimes need a break to look after other needs. There are many options to ensure that families can find the best fit when needing a short-term break. Most respite breaks are planned; however, on rare occasions, something unexpected may occur. Unexpected respite can be used if your family has an unplanned emergency where no one else is available to provide care for your child, thus putting your child's health and safety at risk. An example of an unplanned emergency could be if you are needed to care for another family member who is in immediate need due to their own emergency, and, without unexpected respite, your child would have nowhere to go when you were attending to the situation or person in need.

Respite can be provided for a few hours at a time or for overnight stays. It can be provided in your home, community or at an approved respite facility. Respite provides supervision for your child/youth in the wrap-around program and makes sure they have someone to help if needed with all the things you do on any given day (grooming, hygiene, meal prep and clean up, medication and general supervision).

Fun for your child/youth is also an important part of respite even if it's for a few hours or for a few days. This can allow you to take care of things that may come up unexpectedly or give you some time for your own self-care.

It's important to know that respite is not allowed as day care for you to attend work or school. It's also not allowed to take the place of help that is provided in an acute care or residential facility if your child is in need of treatment.

## **What is facility-based respite transportation?**

Facility-based respite transportation services are offered to enable families to access facility-based respite care services when no other transportation is available for your child/youth. This service is to assist with transportation to/from the youth's home within 120 miles of the facility-based respite care location. Whenever possible, family, neighbors or friends should be asked before moving forward with this service request. Your child/youth can be picked up at your home and returned to your home after their stay in a facility-based respite facility.

## **How do I pick a provider of CMHW services? What's the pick list?**

When you apply for the CMHW program, the access site will present you with a pick list for wraparound facilitation. The pick list includes all wraparound facilitation providers who are approved for the county where you live. You can ask your access site for brochures from the agencies listed, or request to contact and interview the wraparound providers that are listed. The access site will capture your choice with your initials and signature on the pick list form. That form is then sent with your application so DMHA can see who you have picked as your provider.

Your first CFTM should occur within the first 30 to 45 days of the CMHW program. You and your team will brainstorm how the services, supports and community will help you and your family meet your needs. During this brainstorming process you might find areas or gaps in support, this is a great time to consider if habilita-

tion, training and support and respite can fill those gaps for you and your family.

If you wish to add any of the three CMHW services ask your wraparound facilitator to share the pick list for the services, you wish to add. The wraparound facilitator will then print the pick list for the service or services so you can see who the available providers are in your county. You can request to interview potential providers to see if they are a good fit or request a brochure to find out more about their organization. Many providers have added a specialty comment on the pick list to share a little about their agency. Once you have found a provider that you would like to partner with, the wraparound facilitator will have you initial and sign the pick list. That signed document is sent to DMHA so we can approve your chosen provider and add them to your team.

If your chosen provider of any CMHW wraparound services doesn't seem to be a good fit after you begin your partnership, you can change providers at any time. If you wish to change providers, ask your wrap-around facilitator to provide you with a new pick list so you can make those changes.

## How do I file a complaint about a CMHW provider?

If you wish to share a concern or complaint related to the CMHW program or one of its providers, please see below.

- > Express concerns to the wraparound facilitator, who then makes a report to DMHA.
- > Send email to [DMHAYouthservices@fssa.in.gov](mailto:DMHAYouthservices@fssa.in.gov).

The following information is requested:

- > Description of the concern, complaint or grievance
- > Your name and the name of your child/youth
- > Name of the provider

Your contact information (email or telephone) contact information is optional but helpful if the DMHA staff member investigating the complaint has additional or clarifying questions. Information regarding the identity of the individual may be kept confidential. DMHA will start the review of the complaint within 72 hours of receipt of the complaint.

## Wraparound Fidelity Index survey

The wraparound evaluation and research team and Indiana's Division of Mental Health and Addiction are working together to assess the quality of wraparound. We are hoping that you can provide us with feedback so we can better serve families like yours.

A great way to do that is to sign the Wraparound Fidelity Index consent to contact form during your application for wraparound. The access site will provide you with an explanation of this form and include the best way to contact you. You can choose to receive a phone call, text or email, whichever works best for you! If you choose to participate, you could receive a \$10 Amazon gift card! The wraparound evaluation and research team may contact you after about three to six months from when you and your family start in wraparound.

Please note that all your feedback is **completely confidential** and will not be shared with anyone on your wraparound team. This data is used alongside hundreds of other surveys to determine what is working well with Indiana's wraparound program, as well as what can be improved.

We look forward to hearing from you and adding your thoughts and suggestions into our efforts to better wraparound. If you have any questions or additional comments, please reach out to the wraparound evaluation and research team at 206-543-0999 or by email at [wrapeval@uw.edu](mailto:wrapeval@uw.edu).

## Commonly asked questions

**Q:** How long does the wraparound process last?

**A:** On average, a family participates in wrap-around for about 12 months. You and your team work together so you and your youth/child feel more confident managing crisis, see a decrease in at risk behaviors, see an increase in community connections. Your team will track the changes through the child and family team meeting process so you can see where you started and where you are in meeting your family vision.

**Q:** Is the Child Mental Health Wraparound program voluntary?

**A:** Yes.

**Q:** I don't feel like I have any friends or family that I could include on my team. How can my wraparound facilitator help me find these people?

**A:** Your wraparound facilitator will support you in looking at how you've coped and managed even in the toughest of times, their job is to help discover, uncover, reconnect and reframe your story so that you and your family have support outside of paid professionals.

**Q:** At what age can my child pick team members or friends to join our team?

**A:** This is a decision that would be determined at the CFTM. Teams often include a youth's friend or peers, or adults they trust. This is something the CFT would set safety nets around for confidentiality.

**Q:** What if I don't get along with the other parent? Can we have two separate teams?

**A:** In wraparound, decisions are made through the CFTM process. It's best to have one team. You and your team can make individualized creative decision to accommodate parents who may not see everything eye-to-eye.

**Q:** Does this program pay for interpreters or American Sign Language?

**A:** The wraparound facilitation provider agency can assist you in finding an interpreter. Any Medicaid provider is responsible for providing access to an interpreter when requested. Other resources include Luna Language Services or Indiana 211.

**Q:** What is a wraparound transition plan?

**A:** In wraparound, we want family's to be supported by their community and services that are the right amount at the right time. When you see that you are getting close to meeting your family vision, you and your team will plan for more community support and less paid people in your life. This is called transition planning. Transition planning is a time to celebrate all the hard work that has been done, but to also plan what support looks like for you and your family moving forward. You will discuss what needs you want to plan around in the future and develop a plan for after graduation from the wraparound process.

## What else is available to support my child/youth?

Your child/youth has their full array of services available from their Medicaid package. There are services that you can access as well to help support you and your family while in wraparound. Ask your wraparound facilitator about the follow supports and services that are available to you under your child/youth's Medicaid rehabilitation option package. These services are provided by local community mental health centers. The CMHW services are your choice to add and are in addition to the services that your child is eligible to receive.

- > Behavioral health counseling and therapy
- > Addiction counseling (group setting)
- > Addiction counseling (individual setting)
- > Behavioral health level of need redetermination
- > Skills training and development
- > Case management
- > State-wide resources for parents and caregivers

### National Alliance on Mental Illness of Indiana

[www.namiindiana.org/programs](http://www.namiindiana.org/programs)

### IN\*SOURCE Special Education Parent Support

Helps parents of children navigate the complicated special education process in the state of Indiana. Bridging the gap between schools and parents and striving to connect the dots that become the individual path to success for children.

[insource.org](http://insource.org)

### Be Well Indiana

Mental health and wellness resources, substance use and recovery resources, tips from experts, a mental health assessment and Indiana unemployment resources.

[bewellindiana.org](http://bewellindiana.org)

### Indiana 211

Free and confidential services that helps Hoosiers across Indiana find the local resources they need. Dial 2-1-1 to connect with a navigator 24/7.

[in211.communityos.org](http://in211.communityos.org)

### Indiana Family to Family

We serve families whose children may have physical, behavioral, developmental and emotional disabilities, chronic or terminal illnesses, mental health concerns, learning disabilities and educational delays, risk factors or signs of a suspected disability, and a health condition that requires more frequent medical attention. As a parent or family member/caregiver, once you contact Indiana Family to Family, you will be connected with a resource specialist who is an experienced and extensively trained parent of a child with additional health or education needs. Our focus is families with children age birth to 22.

<https://www.inf2f.org/>