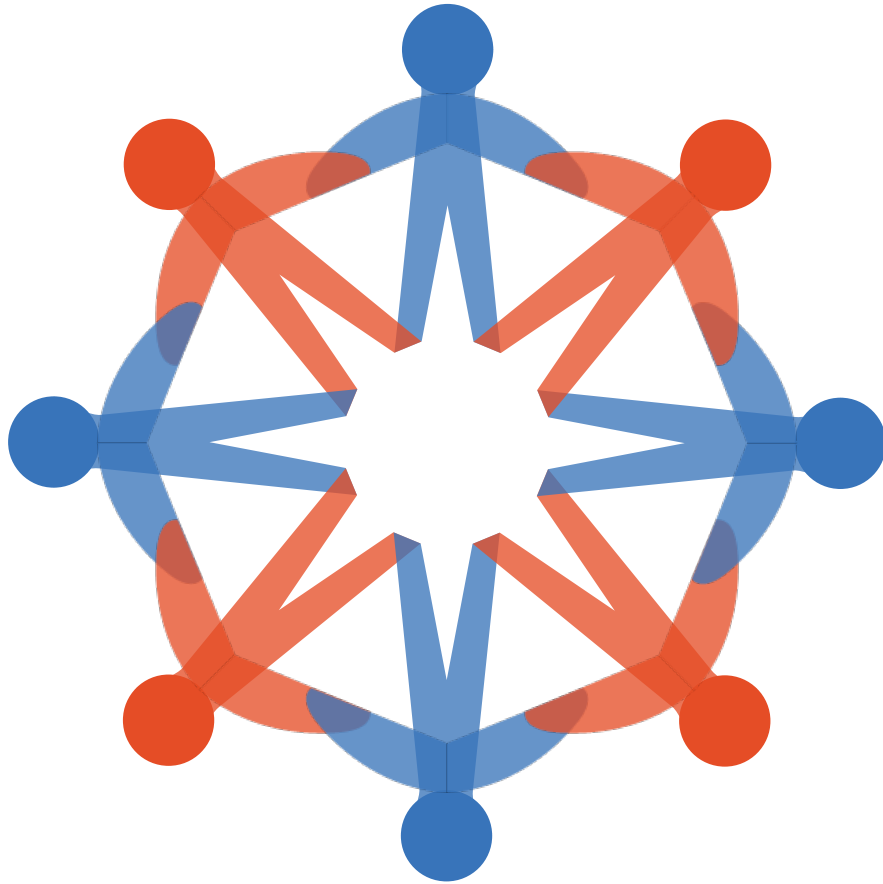


Systems of Care: **Care Coordination Task List**



SYSTEMS OF CARE

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Phase 1: Engagement

Timeframe: up to 30 days before initial CFTM; initial face-to-face meeting(s)

BEFORE INITIAL FACE-TO-FACE

- Contact (email, phone, letter, in person) family within 7 days after receiving the referral from HFS to introduce Pathways to Success and Wraparound and schedule initial face-to-face meeting(s). A minimum of 3 contact attempts per week must be made until contact is successful.
- If possible, obtain IM+CANS and review family's needs and strengths
- Prepare Forms: consents, authorizations, Crisis Prevention and Safety Plan (CPSP), Strengths Needs and Cultural Discovery (SNCD), and any agency-specific forms

DURING INITIAL FACE-TO-FACE(S)

- Explain Wraparound roles, phases, and Child & Family Team
- Obtain Pathways to Success Program Consent form from minimally one guardian
- Explain confidentiality, consents, and release of information forms; gather signatures
- Collaborate with family to prioritize identified needs and strengths
- Initiate processes
 - Explain utility of SNCD and complete within 21 days of enrollment
 - Develop initial CPSP within 10 days of enrollment
- Create Family Vision statement
- Identify formal and natural supports
- Schedule initial Child & Family Team Meeting (CFTM) to occur within 30 days of enrollment

AFTER INITIAL FACE-TO-FACE(S)

- Secure location for initial CFTM
- Contact potential Child & Family Team members
- Prepare agenda, needed documents, and facilitation aids
 - Update IM+CANS prior to initial CFTM
- Maintain phone contact with family to gather additional information and build relationships
- Review agenda with youth and family
- Send out agenda and copy of the IM+CANS prior to CFTM

Phase 2: Planning

Timeframe: 1-2 Child & Family Team Meetings

CONDUCT INITIAL CFTM(S)

*Timeframes: must be held within 30 days of effective enrollment date
within 1-2 weeks if multiple CFTM needed.*

- Introduce and orient new team members
- Review Wraparound roles, phases, and responsibilities
- Establish ground rules
- Gather team successes
- Share Family Vision and gather baseline
- Create measurement scale for progress (Family Vision, Team Mission, and Individualized Plan of Care)
- Develop Team Mission and baseline
- Elicit team strengths
- Utilize SNCD to communicate family's story
- Creation of Individualized Plan of Care and gather baseline
 - Exploration of IM+CANS
 - Identify potential supports and services
- Build on Crisis Prevention Plan
- Identify and summarize tasks
- Review potential team members
 - Gather release of information(s)
- Schedule next meeting
- Obtain team signatures

AFTER INITIAL CHILD & FAMILY TEAM MEETING(S)

- Update the following:
 - SNCD
 - IM+CANS and IPOC
 - CPSP
 - CFTM Agenda
- Send updated forms to Child & Family Team members within 48 hours after the meeting

Phase 3: Implementation

Timeframe: typically, 9-12 months

FACILITATION OF ONGOING CFTMS, COMPLETION OF AGENDA ITEMS & FOLLOW-UP

*Timeframes: every 30 days for HFW and every 60 days for ICC
as well as 48 hours after MCR event for both HFW and ICC*

- Measure plans – review, monitor, and update
 - SNCD
 - Crisis Prevention Plan and Crisis Safety Plan, as needed
 - Family Vision
 - Team Mission
 - IM+CANS and IPOC

AFTER CHILD & FAMILY TEAM MEETING(S)

- Update the following:
 - SNCD
 - IM+CANS
 - IPOC
 - CPSP
 - CFTM Agenda
- Send updated forms to team members

CONSISTENT COMMUNICATION WITH FAMILY

*Timeframes: in-person contact 2x a month, telephonic 1x a month for HFW
& in-person contact 1x a month, telephonic 3x a month for ICC*

- Phone calls
- Face-to-face visits
- Gather information
 - Needs & Strengths
 - Potential Crisis Concerns
 - Strengths, Needs & Cultural Discovery
 - Progress
- Follow-up on tasks

CONTACT WITH TEAM MEMBERS

- Gather updates
- Follow-up on tasks
- Gather input around CFTM

MANAGING & RESPONDING TO CRISIS EVENTS

- Contact family and CFT
- Schedule CFTM within 48 hours of crisis event
- Communicate and collaborate with MCR and inpatient hospital (if applicable) on crisis event and plan for discharge
- Review and update CPSP
- Explore additional services

Phase 4: Transition

Timeframe: 30-60 days

- Facilitate Child & Family Team Meeting(s)
- Adapt plans for transition
 - Crisis Prevention and Safety Plan
 - IM+CANS/IPOC
 - Strengths, Needs & Cultural Discovery
- Complete Transition Plan
- Conduct warm hand-off
- Celebration

Appendix A: Core CCS Activities & Requirements

Requirement	CCSW (Tier 1)	CCSI (Tier 2)
Care Coordinator caseload	1:10 average, 1:12 maximum	1:25 average; 1:30 maximum
Supervisor caseload	1:8 average, 1:10 maximum	1:8 average, 1:10 maximum
Initial outreach to family	7 days after receiving referral	7 days after receiving referral
Initial Crisis Prevention and Safety Plan (CPSP)	10 days after enrollment	10 days after enrollment
Initial strengths, needs, and cultural discovery process completed	21 days after enrollment	21 days after enrollment
CFT meeting frequency	Initial: 30 days after enrollment Ongoing: Every 30 days or 48 hrs. after MCR event	Initial: 30 days after enrollment Ongoing: Every 60 days or 48 hrs. after MCR event
IM+CANS Review	Every 30 days	Every 60 days
CPSP Review	Every 30 days	Every 60 days
In-person contacts	2 x month	1 x month
Telephonic contacts	2 x month	3 x month