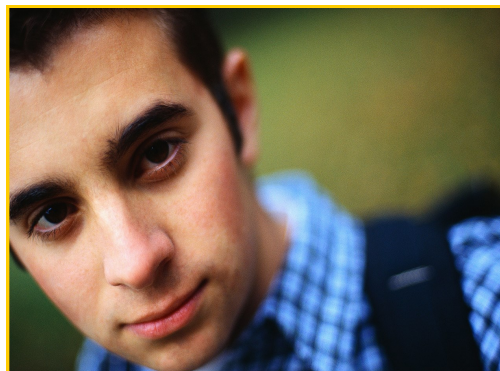




San Francisco Department of Public Health Behavioral Health Services



Family Mosaic Project Wraparound Family Handbook





WELCOME TO THE FAMILY MOSAIC PROJECT!

Vision Statement

The Family Mosaic Project is committed to working with you to provide comprehensive mental health services that meet your family's needs. Our services are provided with dignity and respect and our goals are simple. We want to keep youth in schools, out of trouble, and safe at home with their families and caregivers.

Mission Statement

It is well known that youth thrive best in their natural homes and communities. Family Mosaic Project partners with families and communities in San Francisco in order to promote permanency and stability for youth at risk of out-of-home placements. Our program seeks to achieve the following goals for youth and families:

- Stabilize home environments
- Improve functioning in homes, schools and communities
- Create and improve permanent relationships amongst family members and identified natural supports

FAMILY MOSAIC PROJECT WRAPAROUND PRINCIPLES AND PRACTICES



- **Family Voice and Choice:** The family makes the decisions about services and goals.
- **Team-Based:** The Wraparound team consists of individuals agreed upon by the family.
- **Natural Supports:** The Wraparound team seeks out participation from caring family and community members.
- **Collaboration:** Team members work together in developing, implementing, monitoring and evaluating the Wraparound plan.
- **Community-Based:** The Wraparound team implements services that are accessible and convenient to the family.
- **Individualized:** The team develops a tailored plan to address the goals identified by the family and team members.
- **Strength-Based:** The Wraparound plan builds on the strengths, knowledge and skills of the family.
- **Persistence:** Despite challenges, the team works together until the Wraparound goals have been met.
- **Outcome-Based:** Family and team goals are observed and measured throughout the Wraparound process.

What is the Wraparound Process?



The Wraparound process helps caring individuals involved with your family work together towards a common goal. At the beginning, a Care Coordinator and Behavioral Support Counselor will be assigned to your family. Your Care Coordinator and Behavioral Support Counselor will be your primary partners throughout the Wraparound process and will help organize all of your team meetings. Ways to make sure that your child and family can succeed at home, school and in the community will be identified early on in the process.

What Do I Need to Know?

- You will be asked to help develop a team and make decisions with the team.
- You will be asked to identify your family's strengths and needs.
- You and your team will consider a variety of action steps to meet your needs.
- Your Wraparound plan will change regularly based on your needs.
- You and your team will have the opportunity to evaluate the outcomes.

What Can I Expect?

- You can expect a Care Coordinator and Behavioral Support Counselor to get to know you and your family.
- You can expect to have regular team meetings.
- You can expect to receive copies of all plans and reports including your Wraparound Plan and your Strengths and Needs Assessment.
- You can expect your first team meeting to take place within 4 weeks of your initial conversation with your Care Coordinator.
- You can expect that your Care Coordinator will ask you to sign papers so that he or she can speak with other people in your team.
- Throughout the Wraparound process, you can expect to be respected and that your voice be heard.

3 Phases of Wraparound

1. Engagement Phase (1-4 weeks)

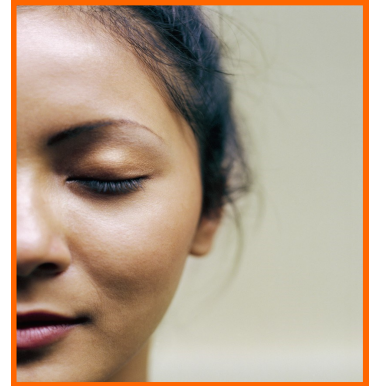
- Welcome and orient your family to Wraparound
- Understand your family's strengths and needs
- Address any urgent safety issues for your family
- Review consents and paperwork with your family
- Develop your family's Wraparound team

2. Action Phase (12-16 months)

- Engage in regular child and family team meetings
- Develop your family's Wraparound goals
- Implement action plans for your family and team
- Monitor outcomes for your family
- Adjust the Wraparound plan as needed

3. Transition Phase (1-2 months)

- Natural supports remain in charge of the plan
- Permanency has been achieved for your family
- Your family's resource guide has been created
- Celebration or graduation occurs



“It was difficult at first having our team up in our personal business, but after the first few meetings, we realized our team was here to help.. “

- Wraparound Parent

Who is on the Wraparound Team?

Care Coordinator: This is the point person for the Wraparound team. He or she coordinates all team meetings, oversees services, and monitors the Wraparound plan.

Behavioral Support Counselor: This person provides mentoring, coaching and behavioral interventions based on the Wraparound plan. He or she also helps connect the family with local resources in the community.

Family and Natural Supports: These are individuals who have been identified by the family to be part of the team. They can be people from the extended family, church, community, or anyone else who can help support the family during the Wraparound process.

Providers: These are professionals who temporarily serve an important role for the family. They may be individuals from school, the Department of Human Services, and/or Department of Juvenile Probation. A doctor, psychiatrist, and/or public health nurse may also be part of the Wraparound team.

What Services are Provided In Wraparound?

Together, you and your Wraparound team will decide on what services would be helpful for your family. Some of the services that Wraparound provide include:

- Case Management
- Behavioral Interventions
- Skill Building
- Medication Support
- School Support
- Safety Planning
- Individual Therapy
- Family Therapy
- Vocational Therapy
- Linkage to Resources

Wraparound services are unique to your family's needs. They are meant to be helpful and are only provided with your approval. If, for any reason, you are not satisfied with services, please see your intake packet for our "*Grievance Procedure*".



"We saw big changes in our son. He stopped getting angry, went to school, and treated me more respectfully. It was a lot of work. But we did it!"

- Wraparound Parent

Confidentiality

Wraparound services are strictly confidential. However, at times it is beneficial to discuss your family's progress towards goals with other providers. In these instances, we ask for your permission at the beginning of the Wraparound process. At all times, we are committed to respecting you and your family and ensuring that your voice is respected and heard.



Contact Information

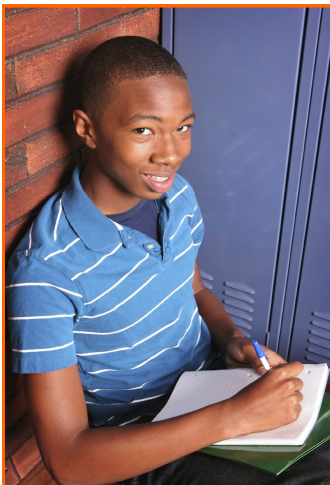
Family Mosaic Project

1309 Evans Avenue, San Francisco, CA 94124

415-206-7600

Care Coordinator's Name: _____ Phone Number: _____

Behavioral Support Counselor's Name: _____ Phone Number: _____



Important Resources for Your Family

CBHS Behavioral Health 24-Hour Access Helpline

(415) 255-3737

Comprehensive Child Crisis Services

(415) 970-3800

Juvenile Probation Department

(415) 753-7800

CBHS Office of Consumer Relations

(415) 255-3433