



HOW TO ACCESS ORANGE COUNTY SYSTEM OF CARE WRAPAROUND SERVICES A Guide for Referral Sources

Orange County's System of Care is the new process through which services are assigned and provided to youth with serious and complex mental health needs. Services for eligible youth are provided through a Wraparound approach.

As of September 2010, Orange County's Children's Single Point of Access (SPOA) application and the System of Care application have been combined into one form and process. Please use the System of Care referral application and process to refer a child, youth or young adult age 5-21 for Single Point of Access services.

Instructions on how to make a referral are on page 3.

WHO IS ELIGIBLE FOR ORANGE COUNTY SYSTEM OF CARE WRAPAROUND SERVICES?

A child, youth, or young adult ages 5-21, that is a resident of Orange County, and meets the following criteria, may be eligible for System of Care Wraparound, and receive care coordination and individualized family support services. This includes Young Adults, ages 18-21, who previously accessed services only through our adult service system. Youth in residential care outside of Orange County, who will be returning to Orange County, are also eligible for System of Care Wraparound Services.

Eligibility for System of Care Wraparound Services requires ALL of the following:

1. **Diagnosis of Serious Emotional Disturbance (SED)** The identified youth/young adult must have an AXIS I diagnosis as defined by the Diagnostic and Statistical Manual (DSM) IV-TR and a Global Assessment Functioning (GAF) score of 50 or below. Although subjective, the GAF score is a snapshot that will be used as part of the picture, with other factors, to determine the seriousness of the mental health diagnosis, and help intake staff determine eligibility. *Referral sources are strongly encouraged to connect to a Mental Health provider to determine diagnosis and treatment needs prior to referral to System of Care. The System of Care Intake team may provide assistance obtaining a diagnosis when obstacles such as insurance or transportation prevent a family from obtaining an assessment. Please call us if you are facing barriers in obtaining a diagnosis.*
2. **Involved with two or more systems** : Department of Social Services, Probation, Mental Health, Schools.
3. **AND Current challenges in successful living in the community, reflected by:**
 - History of Psychiatric Hospitalization** (Recent admission, extended stay, e.g. 2 in the past 2 years)
 - And/Or*
 - Lack of engagement and/or follow-through with Mental Health Outpatient treatment and other community-based services, despite multiple attempts**
 - And/Or*
 - High risk for out-of-home placement**

WHAT DOES A REFERRAL TO SYSTEM OF CARE WRAPAROUND SERVICES MEAN?

In System of Care Wraparound, a Care Coordinator and Family Partner work with the eligible child or youth (age 5-17) and their family, and a team chosen by the family, on goals to help them be successful in the community. The planning team usually includes the referral source. After the initial wraparound planning meeting, ongoing team meetings are held to ensure follow-through, coordination of services, and to provide critical support to the youth and family. Wraparound is a best practice that works, but it is not appropriate for everyone. System of Care Wraparound is the highest level of community-based care available in Orange County, and is often used to avoid out of home placement.

Transition-Age Youth (TAY) (18 – 21) will be assigned to a Transition Care Coordinator to assist with accessing available community-based services and supports. If the TAY's family is involved a Family Partner may be assigned to help support them as they support the TAY. The Transition Coordinator will meet with the young adult (and their family if the TAY chooses to have them there) to help them assess their strengths and needs prior to the initial wraparound meeting. An individualized plan will be developed at the first Wraparound Team meeting. Ongoing team meetings will be conducted and organized by the Transition Coordinator. When needed, the Transition Coordinator, will assist the TAY with a referral to Adult Single Point of Access (SPOA) for Housing or Case Management Services.

When making a referral to System of Care Wraparound, please consider the following:

1. Is the need great enough that initial and ongoing team meetings are needed to develop and maintain a coordinated plan to address challenges?
2. Does the family's or the Transition Age Youth's support system consist mostly of paid service providers, and would expanding/linking to natural and community supports help their long-term success?
3. As someone who understands the challenges and needs faced by this youth and family, if possible and appropriate will you commit to the Wraparound planning process and ongoing team meetings, to help and support this youth or TAY and their family?
4. For providers: Does the Child and Adolescent Needs and Strengths Assessment (CANS), or the Daily Living Assessment-20 (DLA-20) support the assignment of a Care Coordinator (case management services)?

Note: As System of Care services are finite, the CANS assessment (for children under 18) or the DLA-20 assessment (for TAY ages 18-21) will be used to assess for level of need for all eligible referred children, youth, and young adults.

HOW DO I MAKE A REFERRAL TO SYSTEM OF CARE?

- After you have identified the child, youth, or the Transition Age Youth in need of services, talk with them and their family (if the family is involved in the case of the TAY) about System of Care Wraparound Services. Give them the System of Care Wraparound brochure and the letter written from Voices United 4 Change, (VU4C), Orange County's parent and youth advisory group. Explain the partnership they can expect by participating.
- Tell the parent about the role of family support in this process. Let them know that a team consisting of a Care Coordinator and a Family Partner will meet with them as a first step to begin the wraparound process after a referral is made. A Transition Coordinator will meet with 18-21 year olds, to provide peer support.
- Talk to the family about Wraparound, and the Team Planning Process. Explain that the Care Coordinator and Family Partner, or the Transition Coordinator for TAY, will help coordinate the services they are or will be receiving, and that ongoing team meetings will be scheduled to review the plan as the family works towards their vision. Encourage the family and child or youth, or the TAY, to think about people who help and support them and ask them to begin think about who they want to invite to be part of their team. The entire family is welcome to participate. The more family and natural supports, the better.

- Review and complete the Referral and Authorization for Release of Information forms with the family and child or youth, or with the TAY. Give the family or the TAY a copy of these documents. If possible, the **Referral** should be completed electronically.
<https://soc.orangecountygov.com/SOC/portlets/pace/ExternalReferral.aspx> is the address for the electronic referral. **Please note:** at the top of the first page of the referral there is a **Link** to download the **Authorization for Release of Information Form**. Download, complete and fax the Authorization for Release of Information to System of Care Intake at 845-457-4951.
- If you prefer to fax a referral please call the System of Care House and a referral form will be mailed to you. The phone # is 845-360-6710.
- We must have both the referral and the consent to begin to process the referral.
- The System of Care Intake team will process this referral and may contact you to gather more information within a few days after you make a referral. If the referral meets criteria listed above a Family Partner at the System of Care intake will reach out to the family by phone, to confirm their interest in services and to schedule a meeting. If the referral is for a TAY, a Transition Coordinator will reach out by phone to schedule the meeting. The first meeting is an engagement and information gathering meeting.
- If System of Care Intake or the assigned Family Partner or Transition Coordinator cannot reach the family or the TAY they will contact you to ask for your help.
- If at any time you have questions or concerns about the status of a referral, about the intake process, or if you want to provide us with new information, please call 845-360-6710. We look forward to working in partnership together.

WHAT IF A CHILD OR YOUTH or Transition Age Youth HAS NEEDS THAT DO NOT REQUIRE WRAPAROUND CARE?

We are here for you. Every child, youth, or transition age youth's needs are important, even when they don't fit neatly into one program's eligibility criteria. Orange County has an extensive System of Care, with services available in many different systems. Our System of Care Intake can provide assistance in helping you to navigate the services and supports that are appropriate to meet the needs of the child or youth and their family or the TAY that you are concerned about. You can call our System of Care Intake at 845.360.6710, and receive:

- a) One-stop telephone access to multiple county agencies, and Orange County's Family Support program.
- b) Referral and linkage to community-based services, and specific answers to questions about services available through the County Departments of Probation, Social Services, and Mental Health.
- c) Cross-system guidance, case conferencing, and troubleshooting when necessary, or if you are experiencing difficulty accessing services in Orange County.

Note to Referral Sources As the referral source, you are the first point of contact for our System of Care. You play a key role in the success of the System of Care for children or youth and their families or TAY in Orange County! As the initial point of contact, your enthusiasm during the referral process, the explanation you provide families or TAY regarding System of Care, and your continued participation during the Wraparound Planning Process will ensure quality of care for all participants. Please call us if you have questions.

Thank you for your support of this process.

REV 08.12.13