

Department of Human Services
Statewide Wraparound Initiative

Wraparound Care Coordinator Roles & Responsibilities
(based on Wraparound model)

The care coordinator is responsible for developing and organizing Child and Family Teams to assess and meet the multiple needs of children who have or at risk of developing behavioral and emotional problems. The care coordinator facilitates Child and Family Team meetings at which the team identifies strengths and needs across all relevant life domains and organizes, initiates, reviews, and revises documented planning. The care coordinator fulfills three unique roles:

- Coordinating services such as access to assessments and treatment services;
- Coordinating services across the multitude of systems with which the individual is involved;
- Coordinating care with child welfare concerning placement determinations.

The care coordinator fulfills these roles by completing the following responsibilities:

1. Assess child, youth, and family strengths and needs.
2. Gather and ensure the availability of documentation (assessments, reports, concurrent planning) from all involved child-serving systems.
3. Elicit values and incorporate divergent perspectives in developing individualized service coordination planning.
4. Document strengths-based planning by the Child & Family Team across all relevant life domains in a Service Coordination Plan.
5. Identify and bring together Child & Family Team members.
6. Develop with the Child & Family Team a coordinated proactive crisis/safety plan that addresses immediate and ongoing needs.
7. Provide documentation of Child & Family Team meetings to team members and others as needed to support communication, inclusion and accountability.
8. Coordinate and manage the scheduling of Child & Family Team meetings.
9. Facilitate Child & Family Team meetings.
10. Manage a diverse caseload of up to 15 clients and ensure that frequency of meetings is responsive to need for planning (Bruns EJ,

- Suter JC, Leverentz-Brady KM: Relations Between Program and System Variables and Fidelity to the Wraparound Process for Children and Families. *Psychiatric Services* 57:1586-1593, 2006). **
11. Foster and maintain ongoing relationships with and communication between Child & Family Team members (the family, providers, agency representatives, natural supports, family, and peer delivered services).
 12. Ensure that applicable documentation and service standards are met related to the Child & Family Team process.
 13. Participate in related planning facilitated by involved providers and agency partners, e.g. case plan, IEP, multidisciplinary treatment review meeting, etc.
 14. Represent the Child & Family Team at community and provider meetings when needed.
 15. Collect or ensure the collection of required data and outcome measures.
 16. Monitor implementation of the Service Coordination Plan by responsible team members.
 17. Ensure that the Service Coordination Plan reflects decisions, agreements, and outcomes of prior planning; review and revise the plan with the Child & Family Team as needed.
 18. Monitor the authorization of identified services and supports.
 19. Monitor utilization management and review of identified services and supports.
 20. Utilize and monitor the use of flexible funding.
 21. Monitor access and referral to recommended services and supports.
 22. Solicit and ensure that family and child perspectives fully inform the Child and Family Team.
 23. Broker linkages to needed community supports and services of behalf of the family and child.
 24. Attend trainings and continuing education relevant to job duties.
 25. Possess the necessary skills to fulfill job duties.
 26. Actively participate in the Statewide Wraparound Initiative demonstration project.

** Current caseload sizes for children receiving ICTS care coordination vary widely across the state, e.g., service capacity, model employed, additional work duties of staff, defined job responsibilities of care coordinator. Based on information provided by MHOs, caseload sizes range from 12-26. This does not include additional job duties where applicable.