



*Lookout Mountain Care Management Entity*

*"Committed to Strengthening and Empowering Families Statewide"*

# Family Orientation Handbook

# Your Team

## A Family Guide to Wraparound

### Care Coordinator:

Name: Phone: Email:

### Family Support Partner (FSP)

Name: Phone: Email:

### Supervisor:

Name: Phone: Email:

### Community Team Members:

Name: Phone: Email:

Name: Phone: Email:

Name: Phone: Email:

Name: Phone: Email:

Name: Phone: Email:

Name: Phone: Email:

Name: Phone: Email:

Name: Phone: Email:

Crisis Contacts:

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# A Family Guide to Wraparound

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# Welcome to LM CME

## A Family Guide to Wraparound

Welcome,

Thank you for choosing Lookout Mountain Care Management Entity (LM CME) as your coordination and family support provider. My staff and our team of dedicated, strength based, culturally aware individuals look forward to assisting you and your family in achieving your goals, finding a new level of recovery and engaging you in a new and creative process to address your needs. Through the High Fidelity Wraparound process, you and your family will discover how the utilization of the ten principals and a team-based planning will assist you in your journey towards recovery.

You will meet a Care Coordinator (CC) and a Family Support Partner (FSP) as part of your CME staff team. We also have a Lead Family Contact (LFC) and an Outreach Specialist (OS) to support the staff team efforts in making community connections in support of your needs and expectations.

At any time you have a concern or complaint, we follow the LMCS complaint process which will be fully disclosed in this packet.

We look forward to working with you and your family in a new and creative way.

Sincerely,

Heather T. Stanley ATR-BC, LPAT  
Director LM CME

# The Journey to Recovery

## A Family Guide to Wraparound



# Recovery

Recovery

Recovery

# Recovery

It is a word families rarely hear from treatment providers and communities when talking about a family member's experience with mental health disorders. Many families hear a lot about symptoms, behaviors, failures, managing medications, and treatments, but it is rare that anyone ever shares a vision of hope and healing from a perspective of recovery. As a result, many families come to us feeling lost, especially when it seems all resources have been exhausted to help the one they love.

At Lookout Mountain Care Management Entity (LM CME), we understand this journey can be difficult and sometimes it feels like there is no hope left. Many of our staff have personal experience as individuals or family members of individuals who live with mental health needs. While each family's journey is different, many of us understand the challenges that come with working with systems that were not created with our needs in mind. We also know the frustration and isolation that come from the stigma and misunderstanding around mental health.

Even though the journey can be difficult and frustrating, we believe recovery is possible, not only for our loved ones, but for our families as well. Recovery is not only the goal, but it is the expectation for children and families whose lives are touched by mental illness.

We are honored to have the opportunity to be a part of your family's journey to recovery. It is our hope to not only help you envision what recovery looks like for your family, but to also assist you in building a support system that can help you achieve your family's dreams, now and for years to come.



# What is LM CME?

## A Family Guide to Wraparound

### What is Lookout Mountain Care Management Entity (LM CME)?

LM CME is a program of Lookout Mountain Community Services (LMCS). We are funded by the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) to provide care coordination to families statewide. LM CME uses multiple approaches to help children, youth, and young adults with complex behavioral health needs achieve recovery and wellness.

#### Our Vision

Our vision is for children, young adults and caregivers to receive the support and encouragement they need to achieve recovery and maintain wellness.

#### Our Mission

To work beside caregivers, children and young adults to ensure:

- access to timely and appropriate care
- services and supports are based on their individual needs
- resources and supportive connections are in place to sustain long-term recovery

#### How does LM CME help?

Our focus is to ensure children, youth and young adults get the care they need while supporting the family in the recovery process. To accomplish this goal LM CME uses:

1. evidenced-based and evidence-supported approaches to coordinate care, including: High Fidelity Wraparound (Wrap), Intensive Customized Care Coordination (IC3), and Transitions to Independence (TIP)
2. a youth-guided, family-driven, strength-based, individualized, collaborative and culturally proficient approach to coordinate care between agencies and providers
3. intensive home and community-based services and peer support as alternatives to costly out-of-home placements

# Meet the LM CME staff

## A Family Guide to Wraparound

### Wrap Supervisor (WS)

Wrap Supervisors are local level administrators that supervise Care Coordinators(CC) & Family Support Partners(FSP). They provide support to county teams by meeting weekly and by helping to identify strengths, needs & strategies to achieve goals. WSs also meet with community partners to ensure lines of communication are open & flowing.

### Care Coordinator (CC)

The Care Coordinator is the person who will facilitate the Wraparound process and work with you to support every aspect of your Wraparound experience. CCs do the following:

- *Coordinate meetings*
- *Help you identify your strengths, goals, and needs*
- *Help you develop an initial safety and crisis plan*
- *Help you build your Wraparound team*
- *Help you create your Wraparound plan*
- *Manage meetings*
- *Participate in your plan*
- *Follow up on your plan*
- *Ensure key documents are where they should be*
- *Get plans and funding approved*

Sometimes the CC just runs the meetings and other staff do the rest. Other times, CCs work with you to support every aspect of your Wraparound experience. CCs usually are college graduates and many have advanced degrees.

### Family Support Partner (FSP)

Family Support Partners are flexible and always prepared to do whatever the Wraparound plan requires. They will work with you and your family on anything—from helping meet your most basic life needs to making friends, getting jobs and supporting positive life changes. FSPs provide support by connecting families to resources and helping address needs.

### Lead Family Contact (LFC)

The Lead Family Contacts main goal in Wraparound is to help support the idea of “Family Voice, Family Choice.” This means that the LFC works with families to be sure that the teams hear what they need, helps them gain the information to be stronger advocates for themselves and their families. The LFC also supports families by organizing activities, developing leadership opportunities and ensuring that families have a voice in planning and carrying out services.

### Outreach Specialist (OS)

The Outreach Specialist works with staff and partners to ensure youth and young adults have a voice in treatment as well as program planning. The OS also organizes group activities, develops training and encourages participation in leadership opportunities.

### System of Care Coordinator (SOCC)

The SOCC is responsible for building and supporting relationships with community partners and the development of the local provider network. SOCCs oversee the implementation of various activities that are critical to CME development across Georgia. The SOCC responsibilities include, but are not limited to:

- *Develops and supports local behavioral health provider network services to enhance service delivery and family choice*
- *Organizes community stakeholders and resources to identify proactive program solutions*
- *Establishes and maintains relationships with other child-serving agencies and organizations in order to meet community and family needs*
- *Assists local and state partners with system development strategies*
- *Reports to all funding sources*
- *Participates in Local Interagency Planning Teams (LIPT)*
- *Participates in the Regional Advisory Board*



# Guiding Principles

## A Family Guide to Wraparound

**Family Voice & Choice**  
The child and family are active partners in making treatment decisions.

**Team Based**  
The approach must involve a team consisting of members of those social systems (family, school, community, neighbors, church) who are most important to the child.

**Community Based**  
Mental health treatment success is best achieved in the community in which the child lives.

**Strengths Based**  
Mental health treatment success can be best achieved if we focus not only on the problems of a child and family but also what is going well and is healthy about the family.

**Natural Supports**  
The use of informal community supports such as neighbors or friends is important to the success of children.

**Collaboration**  
The child is best treated if all of the important systems in his/her life are working together towards similar goals.

**Individualized**  
Every child has different needs and abilities. Treatment plans will reflect that individuality

**Outcome Based Services**  
Goals and services must be measured and treatment adjusted to improve outcomes. You will be asked to participate in an ongoing evaluation that will help ensure that you are receiving the services you need and are satisfied with everything you are receiving.

**Persistence**  
Unconditional commitment to continue to help the families through necessary services to meet treatment goals. Youth receiving CBAY services cannot be discharged for the same reason they were referred. This is also known as the No Eject, No Reject policy.

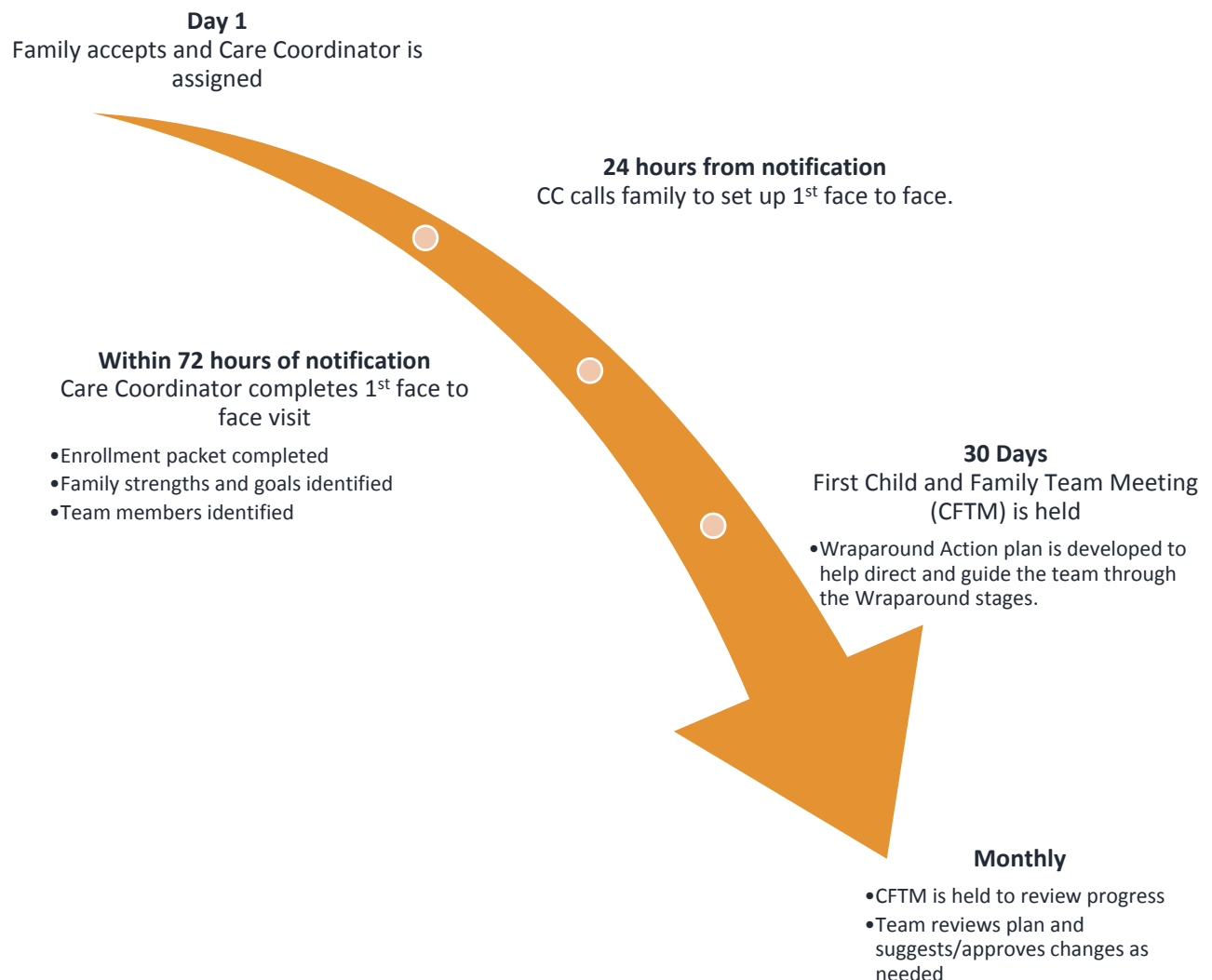
**Culturally Proficient**  
The process must be built on each family's unique values, preferences, and strengths.

# What can you expect?

## A Family Guide to Wraparound

**Your Lookout Mountain Care Management Entity (LM CME) Care Coordinator will work with you to coordinate the best services for you and your family.**

- The Care Coordinator will set up the first meeting with you to explain their role and complete registration paperwork.
- All meetings will be scheduled at a time and place that work best for you.
- The initial meetings will consist of necessary paperwork to get your child enrolled in LM CME and a discussion to reveal the strengths in your life.
- Please be aware that you will be expected to complete various forms throughout your enrollment in LM CME....it is always necessary to track progress and success!
- The Care Coordinator and Family Support Partner will help you put together your Child and Family Team.
- The Child and Family Team, with you, will develop your individualized, strengths-based, Wraparound Action Plan.



# What Can You Expect?

## A Family Guide to Wraparound

### Confidentiality

All discussions and information pertaining to your child and family are authorized and consented by you. You are asked to sign consent forms at the beginning of the program. This will allow your team to compile the necessary information to develop your family's Wraparound plan. Information about you and your family will always remain confidential unless your child threatens to harm him/herself or others, or there is reasonable suspicion of abuse or neglect.

### Family Satisfaction

As an LM CME participant you will be asked to complete surveys. The results of these surveys will help LM CME make improvements in the support that is provided to families. LM CME holds certain standards when it comes to working with families. As stated previously, there are guiding principles and values that must be followed (refer to the Guiding Principles on pg. 9). Your participation in these surveys will allow us to monitor the fidelity and effectiveness of the project.

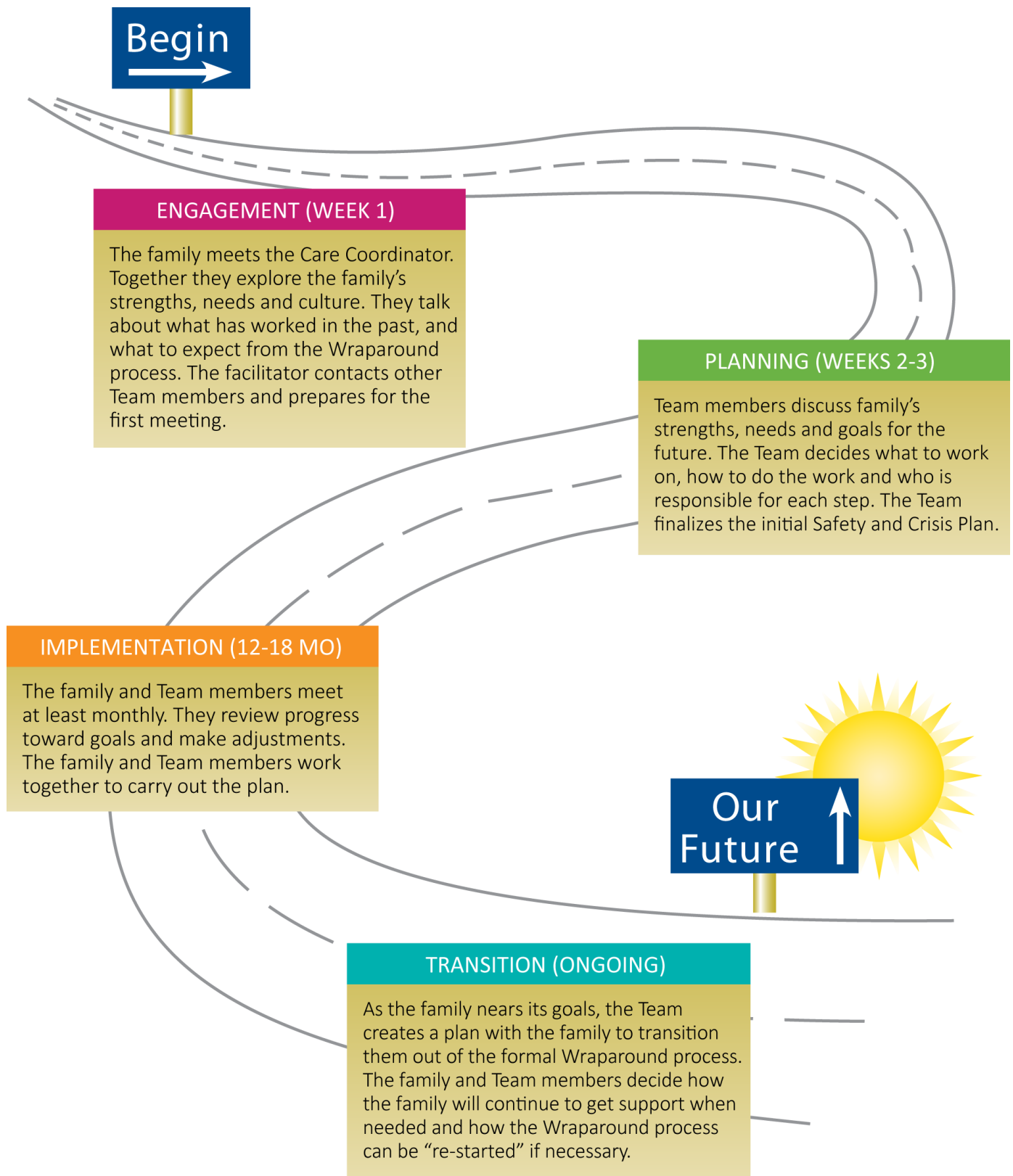
### Cultural Proficiency

The process must be built on each family's unique values, preferences, and strengths. We will make every effort to provide materials and educational opportunities in preferred languages and will strive to be conscious of specific cultural aspects.



# Stages of Wraparound

## A Family Guide to Wraparound





# Wraparound Checklist

## A Family Guide to Wraparound

### Phase 1

#### Engagement & team preparation

##### What happens

- Meet with the Care Coordinator (CC), review Family Orientation Handbook, share your family's story, complete ROI and Registration Paperwork
- Address your family's immediate needs, including potential crises, and put together an initial crisis plan
- Create a strengths list
- Create a Team member list
- Select a date and place for the first Child and Family Team Meeting to be held within 30 days
- CC will invite team members
- Work with Care Coordinator to set agenda for first Child and Family Team Meeting

##### Documents created

- Safety and Crisis Plan
- Child and family Timeline

##### Forms used

- Release of Information (ROI) and other intake paperwork
- Financial Application and Beacon Health Options Registration Paperwork
- Consent forms
- HIPPA and Handbook acknowledgement form

### Phase 2

#### Initial plan development

##### What happens

- First Child and Family Team Meeting
- Review Child, Family and Team strengths
- Review Family Vision Statement
- Develop a Team Mission Statement
- Review needs, goals and barriers
- Address ways to meet needs, goals and barriers
- Assign all Team members tasks to help you meet your goals
- All Team members agree on Plan
- All Team members receive a copy of the Wraparound Action Plan
- Schedule next Child and Family Team Meeting

##### Documents created

- Wraparound Action Plan
- Approved Safety and Crisis Plan
- Schedule of future Team meetings
- Confidentiality Agreement, signed by all team members
- Authorization Paperwork, completed by CC

# Wraparound Checklist

## A Family Guide to Wraparound



### Phase 3

#### Plan Implementation

##### What happens

- Access and evaluate requested services
- Review accomplishments
- Adjust the Plan (if needed)
- Make new team assignments
- Your family and team practice what to do if a crisis occurs
- All team members receive copies of the updated Wrap Action Plan

##### Documents created

- Updated Wraparound Action Plan
- Updated Safety and Crisis Plan (as necessary)

##### Forms used

- Confidentiality Form
- Updated ROI (if new team members are added)

### Phase 4

#### Transition

##### What happens

- You have discussed leaving the Wraparound process with the Team
- You are able to recognize triggers that may result in a crisis, therefore, preventing the crisis. You are able to take the steps necessary to keep your child safe should a crisis occur.
- You are able access appropriate services to meet your family's needs
- You have a way to connect with other families who have been through the process
- Your family vision has been met
- You have a contact list of natural supports

##### Documents created

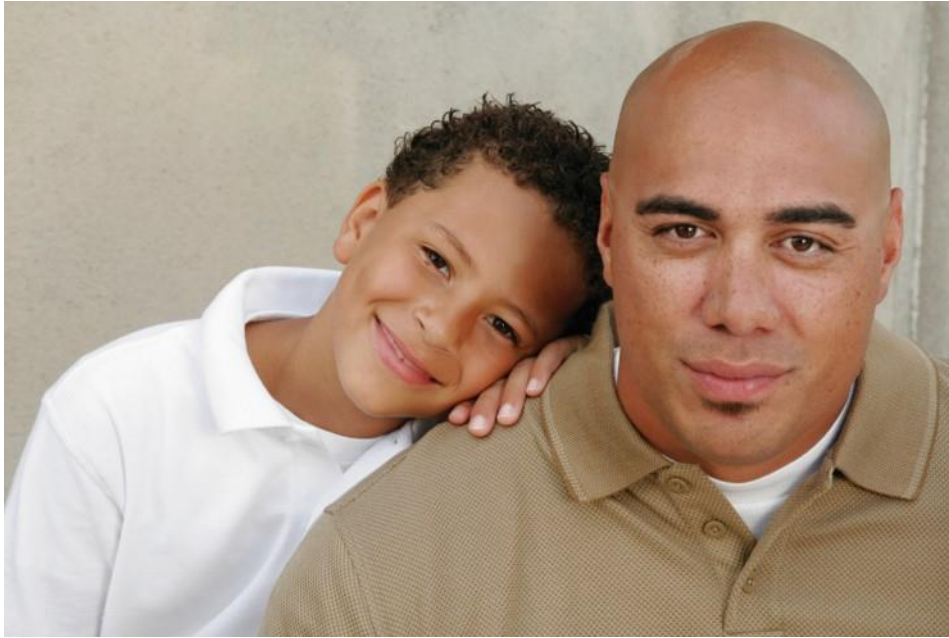
- Final Wraparound Action Plan
- Updated Safety and Crisis Plan

##### Forms used

- Transition Packet containing: Final Wraparound Action Plan, Updated Safety and Crisis Plan, Community resources and transition certificate.

# Let Your Voice Be Heard!

## A Family Guide to Wraparound



### Evaluation

Occasionally, you will be asked to participate in surveys and evaluations of Lookout Mountain Care Management Entity (LM CME). Your perspective is the most valuable information we have to know how we're doing. Your participation allows us to continue to provide services that are:

- youth-guided
- family-driven
- strengths-based
- culturally proficient

Your participation is needed to:

- let us know what is working
- allow us to provide better care
- tell us what services are missing
- help us know where to focus our efforts and resources

Evaluation helps us provide evidence that LM CME works. Your input is crucial, and it helps ensure we can secure future funding for LM CME and continue to provide Wraparound services to families across Georgia.

# Advocacy and Support

## A Family Guide to Wraparound

### Georgia Parent Support Network (GPSN)

Georgia Parent Support Network (GPSN) was founded in 1989 by thirty parents and professionals who shared a vision of family involvement in issues that affect children and youth with mental health disabilities.

GPSN has grown to more than 3,500 members. The members sit on almost every policy-making board where decisions affecting children and youth are made.

GPSN continues to grow and is constantly redefining the family advocacy role to determine how families can and should be involved to ensure that the needs of families whose children suffer from severe emotional disturbances are met.

GPSN is a member of the National Federation of Families. There are local chapters of the Federation of Families that meet near you.

### Northwest Georgia Federation of Families

The Northwest Georgia Federation of Families coordinates and hosts a variety of activities throughout northwest Georgia with the goal of improving behavioral health services for all children.

Listed below are a few ways this chapter supports families and communities:

- Advocates for improved services for families and children
- Raises awareness about the needs of families
- Provides training to promote family leadership in the community
- Encourages, supports, and provides hope to families

### Helpful Links

**Caring for Every Child's Mental Health Campaign**  
[Samhsa.gov/children](http://Samhsa.gov/children)

**Georgia Parent Support Network, Inc. (GPSN)**  
Phone: 404-758-4500  
Toll Free: 800-832-8645  
[gpsn.org](http://gpsn.org)

**National Alliance on Mental Illness (NAMI)**  
[NAMI.org](http://NAMI.org)

**NAMI Rome**  
Phone: 706-506-5010  
[namirome.org](http://namirome.org)

**National Council for Community Behavioral Healthcare**  
Phone: 202-684-7457  
[TheNationalCouncil.org](http://TheNationalCouncil.org)

**The National Directory of Family-Run & Youth-Guided Organizations for Children's Mental Health**  
[familyorgdirectory.fmhi.usf.edu/](http://familyorgdirectory.fmhi.usf.edu/)

**National Federation of Families**  
[www.ffcmh.org](http://www.ffcmh.org)

**Northwest Georgia Federation of Families**  
Phone: 706-844-2989  
Email: [hopes@lmcs.org](mailto:hopes@lmcs.org)

**Parent to Parent of Georgia**  
800-229-2038  
[p2pga.org](http://p2pga.org)

**SAMHSA**  
Substance Abuse Mental Health & Safety Administration  
[www.systemofcare.samhsa.gov](http://www.systemofcare.samhsa.gov)



# Common Acronyms

## A Family Guide to Wraparound

BIP	Balancing Incentive Program
CBAY	Community Based Alternatives for Youth. A family driven team approach which allows youth to “waive” institutional care at a PRTF and be served in the community by DBHDD approved providers.
CANS	Child Adolescent Needs and Strengths Assessment
CC	Care Coordinator
CFT	Child and Family Team
CFTM	Child and Family Team Meeting
CME	Care Management Entity - In Georgia CMEs are a structure that creates a single locus of accountability to serve youth & families in the community. CMEs support the organization, management, delivery & financing of services & supports across multiple providers & systems.
Tier 1/2+ provider (formally known as Core Provider)	Local behavioral health provider approved, contracted, and monitored by DBHDD to provide a comprehensive menu of behavioral health services to children, families, and adults in assigned communities.
CPS-P	Certified Peer Specialist - Parent
CSB	Community Service Board
DFCS	Department of Family and Children Services
DJJ	Department of Juvenile Justice
Flex Funds	Discretionary funds to help families & youth access support that Medicaid typically will not cover.
FSP	Family Support Partner
GCAL	Georgia Crisis and Access Line
LFC	Lead Family Contact
OS	Outreach Specialist
PRTF	Psychiatric Residential Treatment Facility
Respite	Short-term, temporary relief for those who are caring for family members who might otherwise require permanent placement in a facility outside the home.
ROI	Release of Information
SEBD	Severe Emotional and Behavioral Disturbance
SED	Severe Emotional Disturbance
SOC	System of Care
WS	Wrap Supervisor

# Notes

## A Family Guide to Wraparound

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# About LMCS

## LMCS Orientation Handbook



## About Us

Lookout Mountain Community Services (LMCS) is a public, state-funded treatment provider, providing mental health, substance abuse, and developmental disabilities services to individuals since 1965.

As one of the many community service boards (CSB) in the state of Georgia, LMCS serves as part of a safety net that offers care and recovery support to individuals. LMCS provides a wide range of services to children, adolescents, emerging adults, and adults, and functions as the clinical home for individuals enrolled in its services.

## Our Mission

Through partnerships with consumers, families, and communities, Lookout Mountain Community Services will provide quality, accessible and cost-effective services to the residents of our service area by empowering our consumers to improve the quality of their lives based on their individual strengths, needs, abilities, and preferences.

## Our Vision

To provide superior services in a fiscally responsible and professional manner.

# Confidentiality

## LMCS Orientation Handbook



Lookout Mountain Community Services (LMCS) staff are committed to protecting your right to confidentiality.

We will always protect your confidentiality unless doing so would pose a threat to you or to others. Please know that we are mandated to report any suspected child and/or adult abuse or neglect.

Our staff will not discuss your personal information with anyone or send out information about you unless you sign a release form giving us permission to do so. The release form should state precisely what information is to be shared, with whom it is to be shared, and for what purpose. On rare occasions, the release of your record may be ordered by a court of law. If you have concerns about this or any other limits to your confidentiality, be sure to discuss your concerns with our staff.

LMCS staff members may on occasion advocate for you by making court appearances as part of the person-centered service plan. Information about you would be released only with your permission. Court appearances regarding forensic issues are not among the routine services provided by LMCS.

# Your Rights

## LMCS Orientation Handbook



When receiving services at Lookout Mountain Community Services, your rights are protected by state and federal laws. A full copy of your rights is available upon request. Below is a simplified outline of those rights. Your rights include:

- The right to quality care suited to your needs.
- The right to receive services that respect your dignity, and protect your privacy, health and safety.
- The right to the provision of services and treatment in the least-restrictive environment.
- The right to be informed of the benefits and risks of your service plan.
- The right to participate in the development and implementation of your service plan.
- The right to refuse service, unless a physician feels that refusal would be unsafe for you or others.
- The right to affordable, prompt, and confidential services.
- The right to review and obtain copies of your records, unless the physician believes it is not in your best interest.
- The right to free language translation services, including sign language interpretation.
- The right to exercise all civil, political, personal, and property rights to which you are entitled as a citizen.
- The right to remain free of physical restraints and/or corporal punishment or time-out procedures unless such measures are required for your safety or that of others.
- The right to remain free of threats either overt or implied.
- The right to be free of physical, sexual, verbal, psychological, or financial abuse, retaliation, harassment, physical punishment, neglect, humiliation, or threatening or exploitative actions.
- The right to be free from fear-eliciting procedures of any kind.

# Your Rights

## LMCS Orientation Handbook



- The right to receive services which are sensitive to the diversity of culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language.
- The right to a tobacco-free environment in all LMCS facilities and vehicles.
- The right to participate in satisfaction surveys.
- The right to file a complaint (without fear of retaliation) if you think your rights have been restricted or denied.
- The right to be promptly and fully informed of any changes in the person-centered service plan.
- The right to be fully informed of the charges for services.
- The right to obtain a copy of the agency's performance improvement report and current Strategic Plan. Visit the agency's website at [www.lmcs.org](http://www.lmcs.org).
- The right to set progressive treatment goals and review accomplishments on a regular basis.
- The right to have all treatment, services, medications, and policies explained using language that is meaningful to you.
- The right to receive open, honest communication from staff providing services.
- The right to be notified when scheduled appointments will be delayed or to receive at least 24-hours notice, when possible, if the appointment is to be cancelled or rescheduled.

If you are an individual in our Drug Abuse Treatment and Education Program, your rights also include the following:

- The right to contact Healthcare Facility Regulation to obtain licensing information or to file a complaint. Contact information is as follows:  
Healthcare Facility Regulation  
2 Peachtree St. NW  
Suite 32  
Atlanta, GA 30307  
Phone: 1-404-657-5728  
1-800-878-6442
- The right to obtain a copy of the program's most recent completed report of licensing inspection upon written request.



## Your Responsibilities

- To be honest with the staff providing services.
- To notify the Care Coordinator when services are received from any other providers, including medications prescribed.
- To engage in the process of developing and implementing the person-centered service plan.
- To respect the right and confidentiality of other individuals.
- To pay assessed fees, if applicable.
- To keep all scheduled appointments or give at least a 24-hour notice if canceling or rescheduling an appointment.

## Code of Ethics

LMCS staff are expected to conduct themselves in a professional and respectful manner, maintaining the highest standards of ethical conduct. Employees must meet all requirements for education, training, experience, and competence for their current job position. Ongoing training is provided to staff to ensure quality services to all individuals

# Complaints

## LMCS Orientation Handbook

Lookout Mountain Community Services would like to provide you with the best care available. We are willing to listen to any concerns or complaints you have regarding services. Procedures and response times for individual complaints are fully explained in Lookout Mountain Community Services' Policies and Procedures which are available at each program site.

If you or your representative believe your rights have been violated, you may follow these steps:

Step 1. Talk to your Care Coordinator or his/her supervisor to discuss your concerns and to work on a solution.

Step 2. If the staff and supervisor are unable to satisfactorily resolve your concerns, you may file a formal complaint with the Individual Rights Representative by telephone or in writing. A management team member will be notified and will follow up on your complaint.

Step 3. If your complaint is not satisfactorily resolved through the management team member, you may file a written request for a review by the Individual Rights Representative and the Chief Executive Officer.

Step 4. If you believe that the matter still has not been adequately resolved, you may file a written appeal to the Lookout Mountain Community Service Board.

Step 5. Unresolved complaints may be filed with the Region One Board of Department of Behavioral Health and Developmental Disabilities (DBHDD) at (877) 217-4462.

**For questions or assistance in filing a complaint, you may contact the LMCS Individual Rights Representative at (706) 638-5584.**





# Notes

## LMCS Orientation Handbook

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Department of Behavioral  
Health and Developmental  
Disabilities