

Wraparound Orange

Community Coordinated Mental Health Services

Administrative Roles & Responsibilities

Section: 4

Subject: Audits & Inspections

Effective Date: 1/24/2011

Revised Date: N/A

Wraparound Orange conducts an open and transparent program. Transparency serves to build community trust and support. To this end Wraparound Services will expect and encourage regular audits, inspections and evaluations of their service programs. Evaluation is to be considered a learning process and tool that programs can use to enhance and improve services. Audits will be conducted as part of a supportive process and corrective action as needed will be considered an opportunity for learning.

Furthermore Wraparound Orange can use these instances as a tool to prove their adherence to contracts, grant requirements and promises made to the public. Results of audits and inspections will be available to the public by request. Results of quality assurance and audits will be reported to the Wraparound Orange Management Team on an on-going basis. Family and Youth input and comment will be invited and addressed by Orange County grant staff.

PROCEDURES:

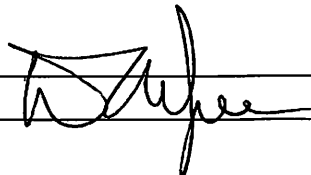
During site visits from the federal Substance Abuse and Mental Health Services Administration (SAMHSA), the Project Director will be responsible for managing audits and inspections and will act in a supportive role by performing the following services to collaborative service providers undergoing audit:

- Notification of upcoming audits
- Assistance to providers in preparing for audits
- Maintaining needed records and files as appropriate for inspectors
- Accompanying auditors to appropriate areas of inspection
- Assisting auditors throughout the inspection process
- Assisting auditors in the exit process
- Authoring responses to results, corrective action measures, etc.

REFERENCE: None

Attachments: None

DIVISION APPROVAL:



Date:

10/1/15

Wraparound Orange

Community Coordinated Mental Health Services

Section Title: Administrative Roles & Responsibilities

Section: 4

Subject: Client Grievances

Effective Date: 1/24/2011

Revised Date: 1/15/2014

PROCEDURES:

To maintain the integrity of the Wraparound process and ensure quality community-based care to the children and families of Wraparound Orange, it is the policy of Wraparound Orange that contracted Wraparound staff adheres to the following guidelines and procedures.

At Intake or application to a specific program, the client is informed of the grievance procedure through the Client Rights and Responsibilities form. Clients are encouraged to attempt first to resolve grievances informally with the Lead Wraparound Specialist/Supervisor. When requested, the client is given the Department Client Grievance Form to complete. The completed form is placed into a sealed envelope and given to the Clinical Director. The grievance is reviewed by the Clinical Director or designee and discussed with the involved employee and client. The Clinical Director or designee will decide upon the best course of action to satisfactorily remedy the grievance and inform the client in writing within 10 business days. If the client is still not satisfied, he/she may appeal the decision through the proper Division chain of command. The Project Director is the next level.

The grievance process includes acknowledgment by the client, in writing that the grievance was adequately addressed. Each program will track and submit grievance data to the Project Director or designee. All grievances and findings will be maintained in the program file for a period of two years.

REFERENCE: None

ATTACHMENT:

Client Grievance Form

Wraparound Orange

Community Coordinated Mental Health Services

Administrative Roles and Responsibilities

Section: 4

Subject: Family Driven/Youth Guided Services

Effective Date: 1/24/2011

Revised Date: N/A

PROCEDURES:

Wraparound Orange understands that service provision cannot be delivered effectively without heavy involvement and input from the youth/family being served. To this end all collaborating Wraparound staff must ensure that service recipients' goals and wishes are known and notated as a major part of the service planning and implementation process.

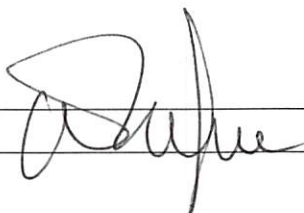
The Wraparound Orange Management Team must ensure that every step of the service continuum contains input from the family to ensure that they understand completely and approve of the services they are receiving. This input will be used as guidance for the service process in tandem with recommendations from the service providers.

1. Family/Youth files and notations shall reflect the wishes and goals of the family as well as the goals of the service provider for the family. Notes shall reflect the discussion and the final decisions made by the family/youth and provider together. These notations should be sought out during clinical peer review sessions and audits and inspections to ensure that these measures are effectively carried out.
2. Ongoing surveys will be conducted to obtain the opinions of the family/youth on how well these measures were carried out throughout the service provision period and will be tailored and individualized to each client.
3. Families and Youth will be informed of the grievance process upon their entry into services and that they may file a grievance if they feel their input is not being adequately considered during the service period.
4. Families and Youth will be recruited to serve on every governance structure level of the Wraparound Orange project. Ongoing community events will be utilized to recruit families for both the wraparound structure and the local chapter of the Federation of Families.

REFERENCE: None

ATTACHMENT: None

DIVISION APPROVAL:



DATE:

10/1/15

Wraparound Orange

Community Coordinated Mental Health Services

Administration Roles and Responsibilities

Section: 4

Subject: Mental Health/Medical Records Request

Effective Date: 11/2/2011

Revised Date: New

PROCEDURES:

Wraparound Orange has specific procedures for obtaining mental health/medical records from other agencies. Wraparound Staff will follow the procedures as outlined below.

At a minimum, it is necessary for Wraparound Orange to obtain documentation of a mental health disorder, for children enrolled in the program, when this documentation exists.

1. **Determination of the need for information** - The Wraparound Specialist and Family Partner will work with the primary care giver to determine if there is documentation of a mental health disorder for an enrolled child or if there is a need for copies of mental health/medical records.
2. **Obtaining appropriate release of information forms** – The Wraparound Specialist or Family Partner will obtain the guardian’s signature on the appropriate release of information form, from the agency that will be receiving the records request
3. **Review of Release Forms** – The Wraparound Specialist or Family Partner will provide the original release of information for to the Clinical Director of Wraparound Orange, who will ensure the form has been filled out accurately.
4. **Records Request** – The Clinical Director will provide the original request for information to the Project Coordinator who assumes the role of Records Coordinator. The Project Coordinator will send the request of information to the appropriate agency and will log the date it was sent.
5. **Receipt of Records** – The Project Coordinator will receive the records and provide to the Clinical Director. (The Project Coordinator will work with outside agencies to ensure the information is received in a reasonable amount of time, 2-4 weeks and will follow-up with the agencies when necessary).
6. **Review and Filing of Records** – The Clinical Director will review the records received and verify the diagnosis was documented by a credentialed individual (psychiatrist, psychologist or mental health worker) that is or has recently provided service to the child. The Clinical Director will place the records in the Wraparound Orange File.
7. **Documentation of Mental Health Diagnosis for the Evaluation Team** – The Clinical Director will complete the EDIF section on diagnosis whenever documentation is received and provide to the Evaluation Team as long as the parent/guardian has signed the proper Release of Information Form.

Records from outside agencies will remain in the Wraparound Orange file and will not be released to other agencies. Only the originator of the documents may release information to others.

REFERENCE:

None

ATTACHMENT:

None

DIVISION APPROVAL:

A handwritten signature in black ink, appearing to be 'R. J. [unclear]', written over a horizontal line.

DATE:

10/1/15