



## **The Wings' Behavioral Health Home Team**

**1-800-823-2988 OR 941-2988**

**Care/Case Coordinator (CC):** The former term for this position was Case Manager. The new term is Care Coordinator and they have a specific job to do for your family, which is to:

- Facilitate Strengths and Needs Discoveries in order to create a holistic Comprehensive Assessment our planning process is called Wraparound-the care coordinator will tell you more about this!
- Work with you to build a team that will help address any identified needs and/or barriers.
- Work with the youth to involve them in their plan as much as possible
- With you and your team, they develop a plan called an Individual Plan of Care (IPC) that will address the needs identified in the Comprehensive Assessment.
- Advocate for you – they support your voice, your ideas and the choices you make for your child.
- Find services and supports that might be used in the IPC, and make referrals for those supports.
- Coordinate services and supports on your behalf.
- Monitor referrals and existing services to ensure your satisfaction with the services being provided to your family.
- Attend meetings with you – school meetings, medication management meetings, treatment team meetings, etc.... All kinds of meetings!
- Work with you to assess if the services are right for your family and adjust the IPC as necessary.

**Family Support Partner (FSP):** These folks are parents of children with special needs who have lived experience navigating through the mental health and other systems with their own children. The support they provide can be flexible – they may only attend one meeting or make one phone call, but can also be a longer term team member. This role can fulfill a variety of things that parent's need, which could include:

- Offering emotional support – They understand. They have walked your walk.
- Assisting in exploring resources and other supports for you.
- Lending an understanding ear; they can be a person who can simply listen or be a shoulder to cry on.
- Being a cheerleader when things are going well.
- Being part of your team, helping brainstorm ideas.
- Helping to think about and build a natural support team.
- Attendance at meetings if a Care Coordinator is unable to be there.
- The FSP is assigned to more families than the Care Coordinators. They do not work with all families at once, only those who reach out to them for support or who they are actively supporting. All families are welcome to give them a call if you do not hear from them.
- They are available should you want to talk with them or ask questions, please, feel free to call them!
- They can also assist you if the care coordinator is not available.

**Nurse Care Manager (NCM):** The NCM works as a medical consultant to the team. They are available to the FSP's, the CC's, and to families who have questions about medical issues and needs. They serve as liaisons to Primary Care Practices on behalf of and at the request of families. Our NCM's can be reached by phone and can attend some meetings, though their availability is limited. They are available should you want to talk with them or ask questions, please, feel free to call them!

**Clinical Supervisor:** The Clinical Supervisor directly supervises the FSP and CC. They offer clinical insight into the work that we do, they help brainstorm issues and contribute to the team. They are here as support to families calling in crisis if a CC or FSP is not available. Review and approval of all Comprehensive Assessments and Individual Plan of Care (IPC) is completed by the Clinical Supervisor, who makes sure they are in compliance with all rules and regulations and agency philosophy. They are available should you want to talk with them or ask questions, please, feel free to call them, they can also assist you if the care coordinator is not available.

**Other Support Staff:** We have several additional support staff available to families in need of assistance, including a Program Manager, Psychiatric and Medical Consultant, Executive Director, Administrative Coordinator, Operations Manager, Referral Specialist and a Receptionist who are all 100% dedicated to assisting your family. Our office hours are 8:00-5:00. If you urgently need someone, make sure you let the receptionist know and she will find someone to assist you.