



What to Expect

when you are referred to services at CFP

1

Assessment

Day 1 - First an assessment will be done by a liaison or clinician to determine the needs of your family and if CFP is the right fit.

2

Referral

Day 1 - Now we need to connect you to the services and supports you choose. Your consent gives us permission to share information with the Community Team.

3

Community Team

Days 2 thru 7 - This is the team that approves Wraparound, oversees outcomes and provides resources for creative supports and strategies.

4

Services are Authorized

Day 10 - Services Coordinator authorizes Wraparound and sends to the Wraparound provider.

5

Wraparound Provider

Days 11 thru 12 - Wraparound Coordinator calls you to schedule first meeting and schedule your initial evaluation interview.

6

1st Wraparound Meeting

Within 10 days of authorization you will have your 1st meeting with your Wraparound Coordinator to develop your team. You will meet weekly the 1st month while developing your plan.

7

Parent Resource Connector

Confused about Wraparound and the referral process? Want to talk to someone who's been there? Contact The CFP Family Center to connect with a PRC who can help.

8

Evaluation

Within 7 days of the first visit with your Wraparound Coordinator, you will have your Initial Evaluation Interview. You will receive a gift card for participating.

9

Parent Support Partner

Feeling overwhelmed? A Parent Support Partner can join you on your Wraparound journey. They have been where you are!

10

Wraparound Plan

Within 30 days of starting Wraparound, your plan is ready to go! Your team will meet 1-3 times per month to measure progress and adjust the plan.

11

Feeling Stuck?

At any point in the Wraparound process, your team can schedule to come to the Community Team to get ideas, voice concerns or get more information.

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Contact Us At Any Time

By phone: 616.301.0598
By visiting: CFP Family Center,
1260 Ekhart NE, Grand Rapids, MI 49503
Or by going on-line: cfpsystemofcare.org

Meet the CFP Team



The **Community Team** is made up of families as well as cross-system leadership. It includes representation from juvenile justice, child welfare and mental health and others relevant to the local community and system, and these representatives are provided support and training so that they can participate fully and comfortably in their roles.

DeWanna Lancaster, who is the CFP Services Coordinator, also sits on this team.



Wraparound is not designed to be an additional service, but to actually organize existing services and match the best support to meet your family's needs. The **Wraparound Coordinator** helps you build a team of professionals, family, friends or others to identify strengths and needs and come up with solutions that work for everyone. The best part? YOU get a voice, it's community based, and the team stays committed to helping your family reach its goals.



Pic of WW Coordinators

Requested from Jason



A **Parent Support Partner** is a parent or caregiver who has lived experience. As part of your team they bring personal knowledge with them as they help you navigate the various systems and services involved. Count on your PSP to listen to, teach, train and empower you. The best part? PSPs remind you that if they can do it, so can you. They'll walk with you one step at a time, offering help and hope along the way.

Parent Resource Connectors also bring with them lived experience and can be a great source of connection. Whether it's helping parents who don't have a PSP to better understand the benefits of a System of Care or helping your team to find supportive community resources for you, PRC's can be an invaluable addition to your experience.



In order to know if our services are working well, we need to do an evaluation. Talking to you can provide us with immediate feedback around the quality of services and can also help us better understand the needs of families. First, we do what's called a "baseline" interview to gauge where you're at right now. Later, we'll follow up with you to see how things have changed. Interviews take no more than an hour and both parents and youth are asked questions. Answers are kept confidential and a gift card is received upon completion. To make it easier, we utilize parents who have been through the process, like **Amy O'Connor**, to do the interviews through our evaluation provider, Community Research Institute.