

Department Overview

The Wraparound Services Department serves students in grades kindergarten through graduation, and their families, by providing school social work services, 21st Century Community Learning Centers, Truancy Intervention Program, the Surrogate Parent Program, Private School Collaboration, Youth Mental Health First Aid Training, SafeTALK training, oversight of services for students in foster care, and service plan technical support.

Performance Measures

Communication: The Wraparound Services Department maintains ongoing communication with schools, parents, community partners, and one another through monthly meetings, email messages, phone calls, and home visits with clients.

Consistency: The Wraparound Services Department demonstrates consistency by using pre-developed intake forms, parent letters, school communications, and customer service forms.

Customer Service: The Wraparound Services Department utilizes a phone survey, staff survey, and end-of-case surveys to analyze customer service and plan for improvement.

Department Services



- Individualized case management/client services.
- Individualized student support groups.
- Parent support groups.
- Student observations and confidential file review.
- Attendance at special education meetings, RPC meetings, and school staffings.
- Client transports.
- Provide assistance to clients at medical, mental health, and court appointments.
- Instructors for SafeTALK and Youth Mental Health First Aid.
- Truancy intervention services.
- Oversight of districtwide foster care services.
- Oversight and management of 21st Century Community Learning Center grants and support to the seventeen schools that received grant funding.
- Private school collaboration as required by IDEA.
- Service plan technical support to school staff and related services personnel.
- Maintain a pool of volunteer surrogate parents who attend special education meetings when there is no parent to represent the student.