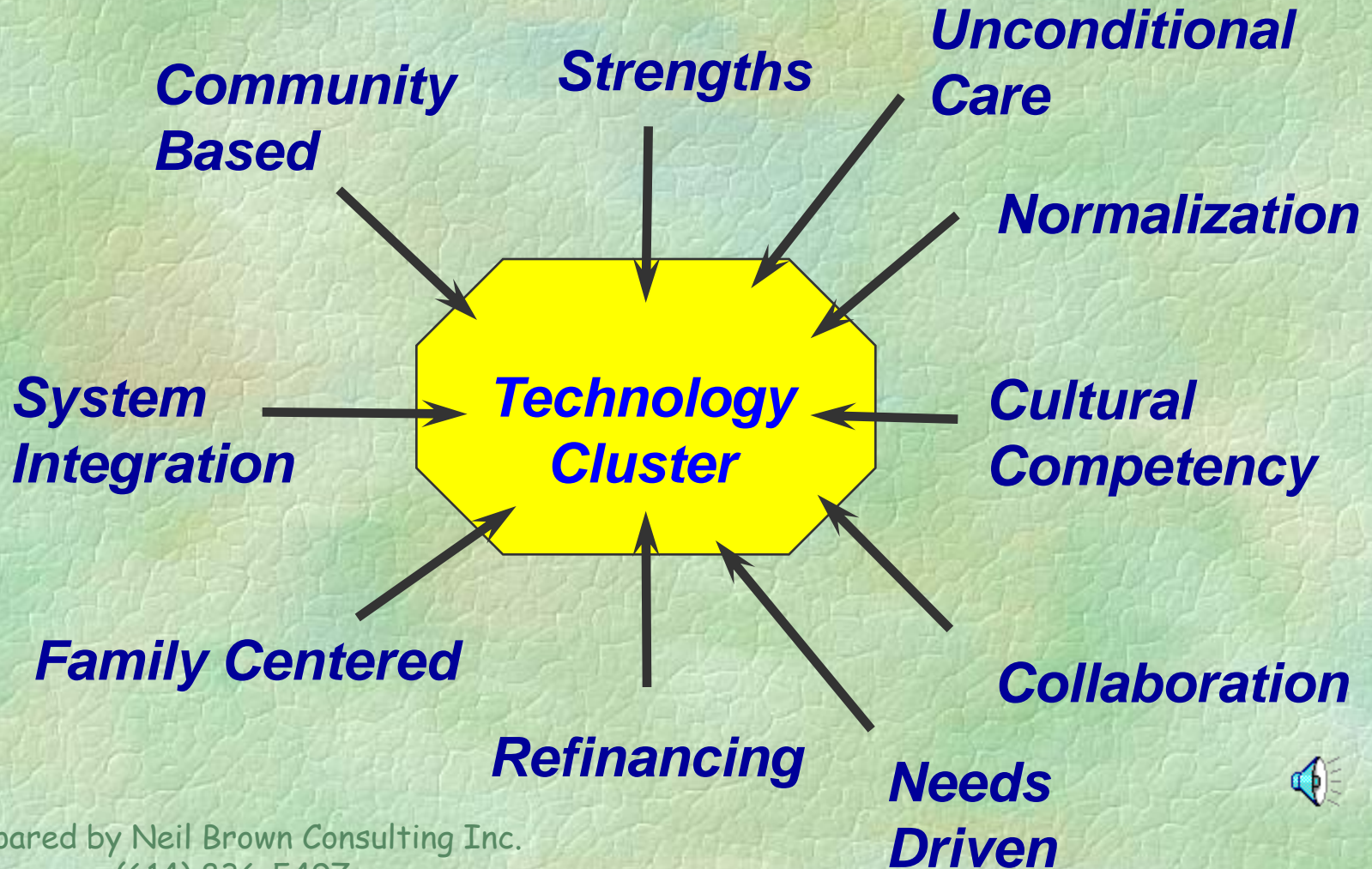


Negotiating the Jungle: Wraparound, An Approach to Care

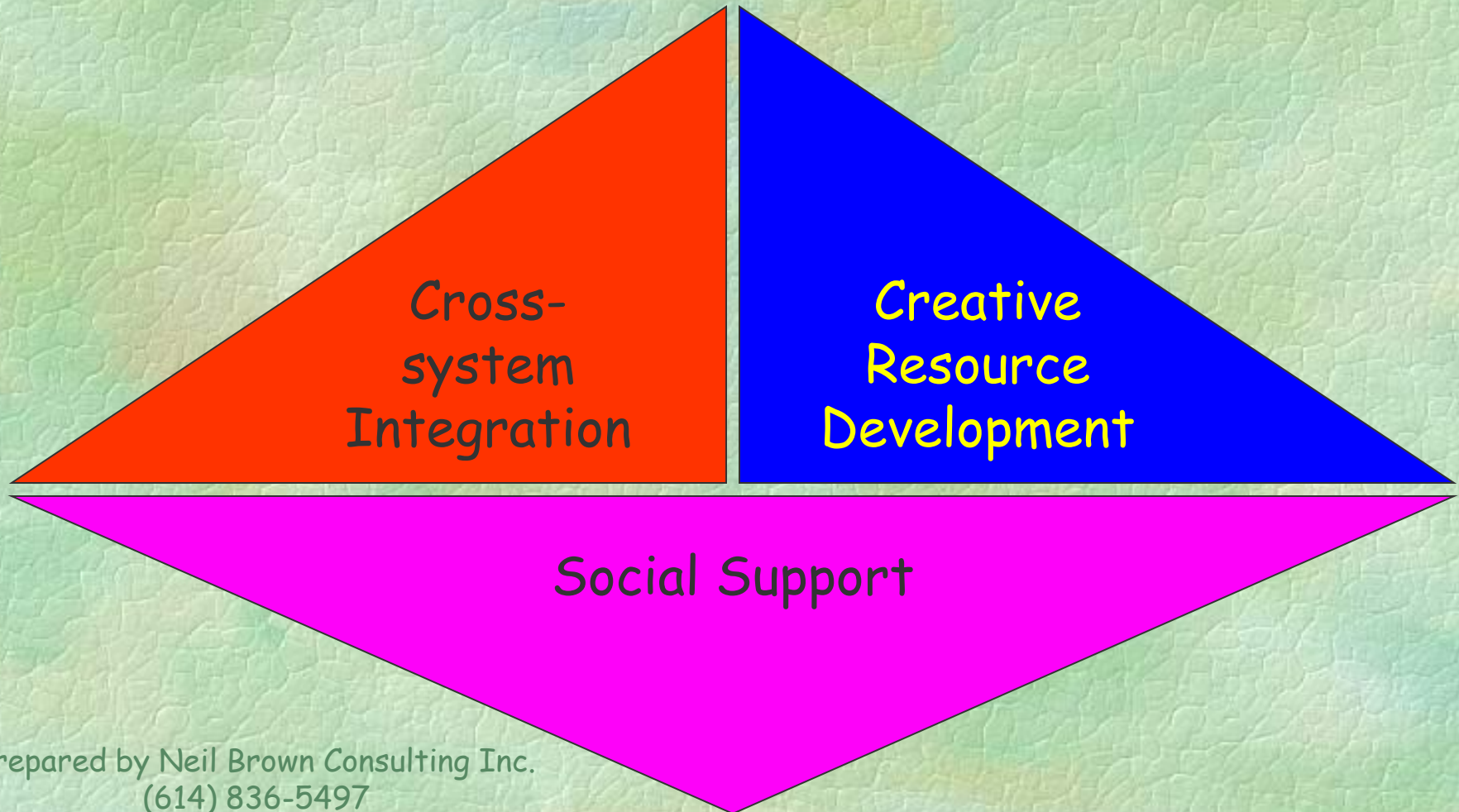
Lucas County
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Wraparound: A Cluster of Technologies



The Three Cornerstones of Wraparound



Wraparound Care:

- Isn't
 - A New Funding Source
 - A Way to get "Stuff"
 - Only for a small group of kids
 - Family Therapy
 - Case Management
 - An intervention or specific program

Wraparound Care:

- Is
 - Hard work for everyone
 - A way to organize approaches
 - A Proven process which associates with good outcomes
 - A philosophy of care & response which impacts direct service, supervisory and policy levels

Key Innovations in Wraparound

- Child and family teams
- Single plans for multiple systems
- Strength-based point of service planning
- Cross system integration
- Incorporation of natural and informal resources
- Unconditional care

Phases of the Wraparound Process

- Phase One: Engagement
 - Facilitator manages developing strengths inventory, developing and recruiting the team
- Phase Two: Planning
 - One to two meeting to develop an initial plan
- Phase Three: Implementation
 - Series of on-going meeting to adapt and refine the plan
- Phase Four: Transition
 - Planned move to the next level of support

The Wraparound Equation

- Strengths + Team + Needs + Plan + Unconditional Care = Wraparound

Key Assumptions in Strength Discovery

- All people have strengths
- Each person's strengths are unique
- Change is supported by building on strengths
- People know their own strengths and needs
- Exploring strengths identifies commonalities
- All environments have strengths to be built upon

Key Elements of Strength Discovery

- Attitudes and Values
 - Sets the tone & style of the interaction
- Skills and Abilities
 - Building blocks of change
- Attributes and History
 - Point the way to natural connections
- Preferences
 - Build participation and validity

Common Challenges in Strengths Discovery

- Not enough detailed information
- Inadequate balance between descriptive and functional strengths
- Using team time to develop strengths inventory
- Assuming rather than building parent partnership
- Not taking the time to prepare team members

Key Elements of Wraparound Teams

- Family Driven Process
- Cross System Involvement
- Inclusion of Natural Helpers
- Capacity to generate creative action plans
- Flexible location, timing and structure of meetings
- Intensiveness
- Skills, creativity & willingness of participants
- Training in Wraparound Ideas

The Process Elements

Access

Parent/child had valid option at inclusion in decision making process.

Voice

Parent/child were heard, listened to at all junctures of planning.

Ownership

Parent/Child agree with and are committed to any plan concerning them.

Holistic Reframing

Start of a facilitated, participatory, ongoing process in which the child/family voice their needs & begin to take ownership for their problems & solutions along with the gathered community

Life Domains

- Place to Live
- Family
- Social
- School/Work
- Emotional
- Legal
- Safety
- Cultural/Ethnic
- Other

Planning Process

"Bundling" of the reframing options tied to life domains to produce an individual based, in-depth plan with various levels of crisis contingency planning for anticipated possible crises or problems

Team Building

A critical interaction of process & environmental elements in which the child parents & other hands-on representatives of formal & informal community agents having contact with this child & family work together over time to support the child in the community

Best Practice Targets for Wraparound Teams

- More informal supports on each team than system representatives
- High ownership of process by family
- Location of meetings always set in community
- Family can call team meetings independent of service representative
- Each family has their own unique team

Common Challenges in Building Teams

- Identifying and linking to natural supports
- Relying too heavily on system providers
- Helping team members trust the process enough to try it
- Scheduling the meetings

Life Domain Areas for Planning

- Social/Fun
- Emotional
- Family
- A Place to Live
- School/Work
- Cultural
- Spiritual
- Safety
- Legal
- Medical/Health
- Finances
- Relationships
- Other

Needs Versus Services

- Expressed Need
 - Someone to talk to
 - Good friends for my child
 - Home tasks such as cooking, cleaning etc..
 - Finding a job
 - Keep my child from acting out
 - To know there are a people like me
- Reframed as Service
 - Therapist
 - Positive Peer Socialization Group
 - Parenting Skills Group or Class
 - Vocational Assessment
 - Point System Behavior Management Class
 - Support Group

Key Tips for Needs Identification

- Avoid assessing people's needs for them
- Allow the family to voice their own needs
- Record needs in the family's language
- Separate system needs from family needs
- Encourage the family to identify as many needs as possible, then prioritize
- Tie needs identification to the family's goals

Common Challenges in Needs Identification

- Confusing needs and services
- Balancing family, system, and community needs
- Preventing the team from developing a plan before all needs are examined
- Maintaining a family and parent focus rather than a child focus

Planning Effective Actions

- A guided process to determine actions that will meet the selected needs
- Utilize a brain storming process to tie strengths to needs in actions
- Seek ways to involve team members across roles and sectors
- Assure that ideas get generated and evaluated based on making a difference in regular life

Good Wraparound Plans

- Modify the family's/child's context in home, school or community
- Support skills development
- Creates a process which builds on family strengths
- Builds clear pathways for resource acquisition
- Join helpers from across sectors in concrete actions

Common Challenges in Wraparound Plans

- Throwing money at the problem
- Over reliance on an existing categorical service
- Neglecting crisis planning early in the process
- Power struggles with children, parents or systems
- Failing to meet parent's needs along with the child's needs
- Emphasis on consumer compliance rather than consumer support
- Building a system based team rather than a family based team

What to expect as a team member

■ Phase One

- Facilitator will contact you to:
 - Gather your perspective on the family story
 - Elicit strengths input
 - Learn your major concerns for the family
 - Learn what services/help you have been involved in
- What to do as a team member
 - Provide balanced input
 - Be clear about what you think is important
 - Prepare to see help as more than services

What to expect as a team member

- Phase Two

- You will participate in one or two planning meetings directed at putting together the first team plan

- What to do as a team member

- Bring your concerns and speak about them from a strengths based perspective
- Bring your best ideas about how to help, knowing that help is more than services
- Be prepared to commit to actions that team defines as helpful and the family agrees to

What to expect as a team member

- Phase Three

- You will participate in an on-going sequence of team meetings that are used to refine the plan and monitor progress

- What to do as a team member

- Attend meetings and participate as fully as you can
- Communicate with the facilitator when you can not attend
- Bring your flexibility and commitment

What to expect as a team member

- Phase Four

- You will support and participate in developing a plan, with the family, for what the next level of support will look like

- What to do as a team member

- Summarize progress from your organizational and personal perspective
- Bring ideas about how help happens with fewer formal services, if appropriate
- Continue to participate as a team member

Being a Great Team Member

- Play nice together
 - Bring Strengths to the table
 - Practice listening for what is said and unsaid in the team
- Speak to the truth from a strengths based perspective
- Recognize that you are more than the organization you represent

Thanks for joining us today

Good luck on your continued
journey toward an effective
System of Care