Team Development & Wraparound

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Four Process Pillars of Wraparound

- Based on an Ecological Approach to Strengths
  - Youth
  - Family
  - System
  - Community

- Supported through effective Four Sector Teaming for Planning and Decision Making
  - Family
  - System
  - Natural Supports
  - Community

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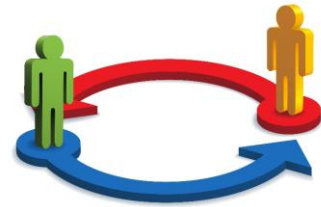
Four Pillars of Wraparound

- Driven by Underlying Need
  - Working through the why
  - Building understanding of
    - Pattern
    - Behavior
    - Verbal

- Determined by Family
  - Built on a foundation of active acceptance
  - Builds to a sense of right now agreement

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Some Definitions

- System Supports: Paid, often professionally trained to provide goal oriented services to families
  - Examples: Mental Health Centers, Schools, Clergy,
- Community Supports: services, organizations, people, groups that are available to members of the community
  - Examples: Churches, PTAs, Clubs, Neighborhood Centers,
- Natural Supports: Individuals who are connected to families by relationship rather than role or goal
  - Examples: Friends, Family, Buddies, Pets, Extended Family

- Informal Supports =Natural Supports and Community Supports

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Implementation Challenges in Child and Family Teams

- Natural Supports
  - Attendance
  - Participation
  - Activation
- System Participation
  - Doing something different
  - Changing perspectives
  - Billable versus non billable
- Communication & Implementation
  - How much do you need to know?
  - How much do you need to do?

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Activity

- Think about the last time you were hearing or involved in a personal situation that was complex, challenging, painful, or worrisome.

- How much did you hear? Who was involved? How did you get through it? How could it have been easier? Who was with you? Who do you wish would have been with you? Was there planning or problem solving involved?

- Now with the person you are sitting next to explain to them why does Wraparound include natural supports as part of team member development.

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Natural Supports & Wraparound

Myth	**Fact**
• Those who are supportive & positive should be involved in team meetings	• Those who are connected should be included in team meetings
• Natural supports will assure that system efforts are sustained after wraparound is complete	• Natural supports will help professionals make better decisions
• If natural supports are present in the family's life but not formally connected in Wraparound, that's enough	• Natural supports involved in planning increase the likelihood of fit between what you need & get

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Cautions

- Natural Supports aren't a "magic bullet"
  - Having friends, family & connections won't cure mental illness
- Natural Supports have much to do with self care and wellness
  - Rather than treatment or illness management
- Natural Supports may be natural but not supportive
  - There is no right answer about who your people are and how you find support from them
- Team development and engaging support systems can conflict
 - The need to team can conflict with the time it takes to do your homework

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Big Idea: Identifying & Engaging "Natural Supports" is Everyone's Business

- One Example
  - Parent Partners
    - Complete the Family Timeline: Get the story
      - Look for connections
    - Family Assessment of Support Tool (FAST)
  - Youth Partners, Community Workers
    - Connect and observe the child in home, school, community
      - Look for people and incidental contact
  - Clinicians
    - Complete a clinical interview, assessment
    - Review, synthesize and summarize past assessments
  - Facilitator
    - Record review, connection maps
    - Family dialogue
  - Everyone carries releases, everyone asks
    - Reaching out is everyone's business

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The Family Timeline
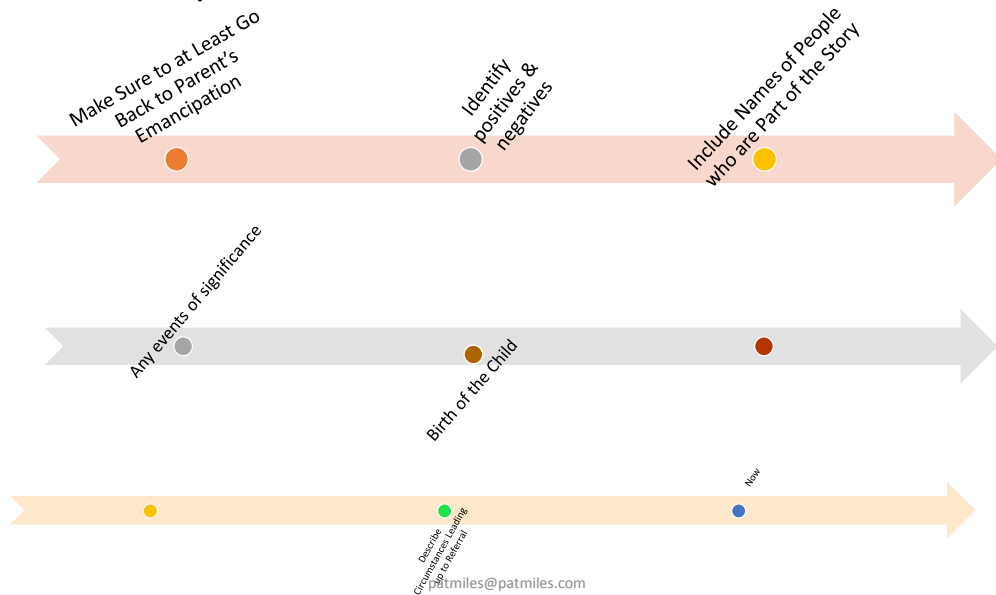
Rapid Research
Review the Timeline
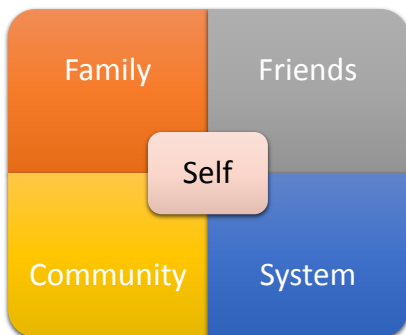Who are the Natural Supports?
Now identify benefits to family of their involvement

Mrs Born in Midwest

Mr Graduates &
Moves to local area

70

73

Mrs graduates
Starts art school

Mom & Dad meet
at art gallery

Drug use starts

D's birth

Parents broke up

Mrs. Arrested

Paternal Grandma

Foster Care

Reunified

Mom in recovery

85   87   89   90   91 91   92   94

Starts school
Referred for Spec Ed.
First week

Counseling

Vacation with Dad
Cut short

Best Teacher
Liked him

First Police call
Domestic
Calms down

Hospital/s

Placement

Wins computer graphics prize

Now

95   97   9
8   99   01   02   03   04

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The Connection & Support Map

Family   Friends

Self

Community   System

- Connections can be charted across four areas
  - Family: Who is your chosen and blood family?
  - Friends: Who are the people you feel mutually bonded to and connected?
  - Community: Who are the associates that you are have contact with?
  - System: Who are the paid professionals that you have connected with through your journey?
- Activity: Each person will be given a Connection & Support Map. Interview your partner and complete the Connection and Support Map

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Consider this situation

- Your father and mother live about 200 miles away. They are elderly. Dad's memory has been slipping recently and sometimes when you call home you recognize that things with either of them aren't so hot.
- You go home for long weekend and discover that your dad has been identified by the local memory clinic, following a fall in the home that required a short stay at the ER. They have a Wraparound program for people with dementia to reduce caregiver strain.
- Their staff have met with your parents, looked at strengths, looked at needs and developed a plan of care. Staff have been meeting regularly with your parents.
  - The plan includes people coming in to provide respite for your mother and assisting your mother with getting your dad loose clothes to wear. Additionally, doors outside have been "alarmed" due to your dad wandering. Other services include medicine for memory, visiting home nurse and some self care activities for your mother.
- This is the first you heard of it. When you asked the staff, they indicated that they thought it was really important to get the process going and they had to get the safety plan done right away. Besides your folks didn't tell them to call you. You're welcome to sit in for the meeting they're having….

Changing the Equation
Methods for Engaging Natural Supports

- Avoid terminology
  - Focus on friends & family
- Screen out no one
  - It's about involvement not our assessment of the system
- Speak to self interest
  - What are the benefits to the person to have involvement
- Ask for help
  - You need someone to help make sure you do a good job of Wraparound, family doesn't need those supports at the Wraparound table
- Get the story and generate the list
  - If you know the family story you'll know who should be involved
- Take responsibility for outreach and invitation
  - Orient friends and family to the process, not the family's burden to carry
- Stay persistent
  - If you hear a no, keep asking

Preparing Team Members for Participation

- Utilize the family story to explore potential team members
- Check with the family as to who should make the first "reach out"
    - Follow up accordingly
- Be prepared to spend time with each team member prior to the first meeting. Listen and note their concerns (potential needs) but do not engage in service planning or "family bashing"
- Explore each team member's strengths and their potential contribution to the family and team process
- Provide the family and each team member a clear explanation of the purpose and benefits of the team process

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Review the Team Preparation Hand-out

- Identify your last referral
- Work through each step as you would from a referring source
- Now identify how you could use this form with a natural support

Demographics Describe the youth and family in terms of age, culture, family composition.	Description of the family	Description of the Young Person
System Involvement How long have child & family serving systems been involved? Describe the events around the current involvement.	Family History of System Involvement	Circumstances around the Current System Entry
What is your Goal? Identify minimally what you are looking to accomplish and then identify your ideal result?	Describe an okay goal?	Describe an ideal goal?
What Have you Tried? List the things that have worked and those that haven't worked. Are you ready to stop doing things that don't work?	That Worked?	That Hasn't Worked?
Strengths List positive attributes of the youth & family. Identify times when they were able to avoid situations that brought then to the system.	Characteristics	Functional
Understanding Needs & Conditions Use this space to identify what you think the underlying cause of the situation is & what system issues exist.	Underlying Situation (Needs)	What System Barriers exist
What do you wish you could do? List at least 10 items patmiles@patmiles.com		

Keeping Team Members Engaged

- Set meeting dates well in advance
- Set agenda ahead of team and send out reminders prior to team meetings
- Develop ground rules for team behavior with the team
- Set a time frame for the meeting and stick to it
- Utilize organizational skills: The process must lead to a product
- Stay positive and give the members a compelling reason to return
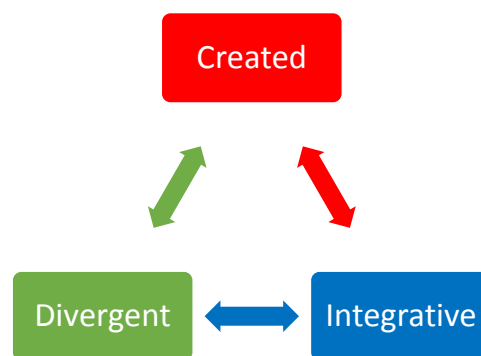
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Assuring Participation

- Remember everyone wants to be validated and serve a purpose
- Recognize and utilize each team member's strengths
- Utilize visuals to keep people focused and on task
- Assign tasks to each team member
- Document each person's tasks and distribute plan to each team member
- Schedule next one to two meetings before leaving
- Find a way to reach out between team meetings

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Item	Totally Disagree	Neither	Totally Agree
Teaming Questions			
I am prepared to open my decision making to the opinions of others.			
I can help the family & wraparound staff consider team members from community, system and family sectors.			
I feel confident that I can explain my system mandates in ways that extended family and community can understand.			
I am able to change my mind based on discussions with other team members.			
Strength, Needs, Culture, Questions			
I can maintain a strength based perspective in my dealings with and about the youth.			
I have enough information about the parents to recognize their strengths			
I can develop an appreciative stance about the family's identity, culture and history.			
I need help building a reasonable hunch about the underlying need that is causing this situation.			
Creativity Questions			
I am prepared to use strengths in developing strategies			
I am willing to try something new and novel for this youth and family			
I am willing to stop doing what hasn't been working			
I am willing to integrate my approaches with others to try and build a better response			
Other Concerns:			

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The Wraparound Product

- Created
  - Existing Service or Intervention
    - If it fits and it might work, use it. If it doesn't, don't.
  - Tailored intervention or service.
    - Adapt to the situation in terms of time, duration, amount/dosage or approach
  - Created Interventions
    - Experimental interventions or actions that have never been tried before.
  - Ratio should be 1/3, 1/3, 1/3.
- Integrative
  - All sectors should be seen in a creative Plan of Care
  - Every life domain for action should have at least two of three sectors represented
  - At least one task per plan in which two sectors share responsible for a task
  - 1/3, 1/3, 1/3 sharing of tasks in the Plan of Care
- Divergent
  - If you know what to do, do it
  - If you don't know what to do, do Wraparound
  - If you do know what to do, do that
  - Plans should demonstrate that a counterintuitive approach is being tested

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