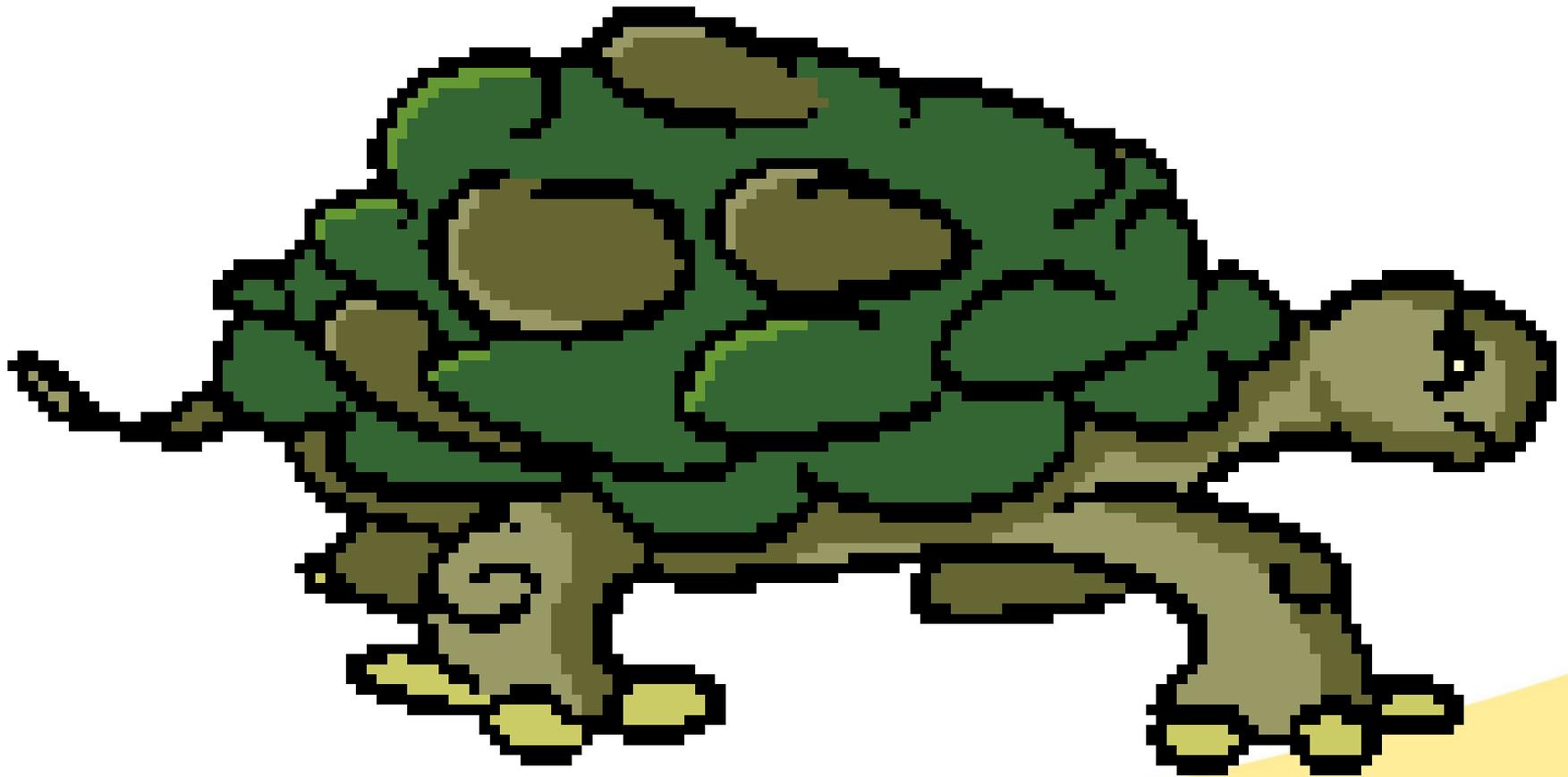


# What is this thing called Wraparound?

An overview of the Wraparound process



# What Do We Know About Turtles?



# What is Wraparound?

Wraparound is an ecologically based process and approach to care planning that builds on the collective action of a committed group of family, friends, community, professional, and cross-system supports mobilizing resources and talents from a variety of sources resulting in the creation of a plan of care that is the best fit between the family vision and story, team mission, strengths, needs, and strategies.

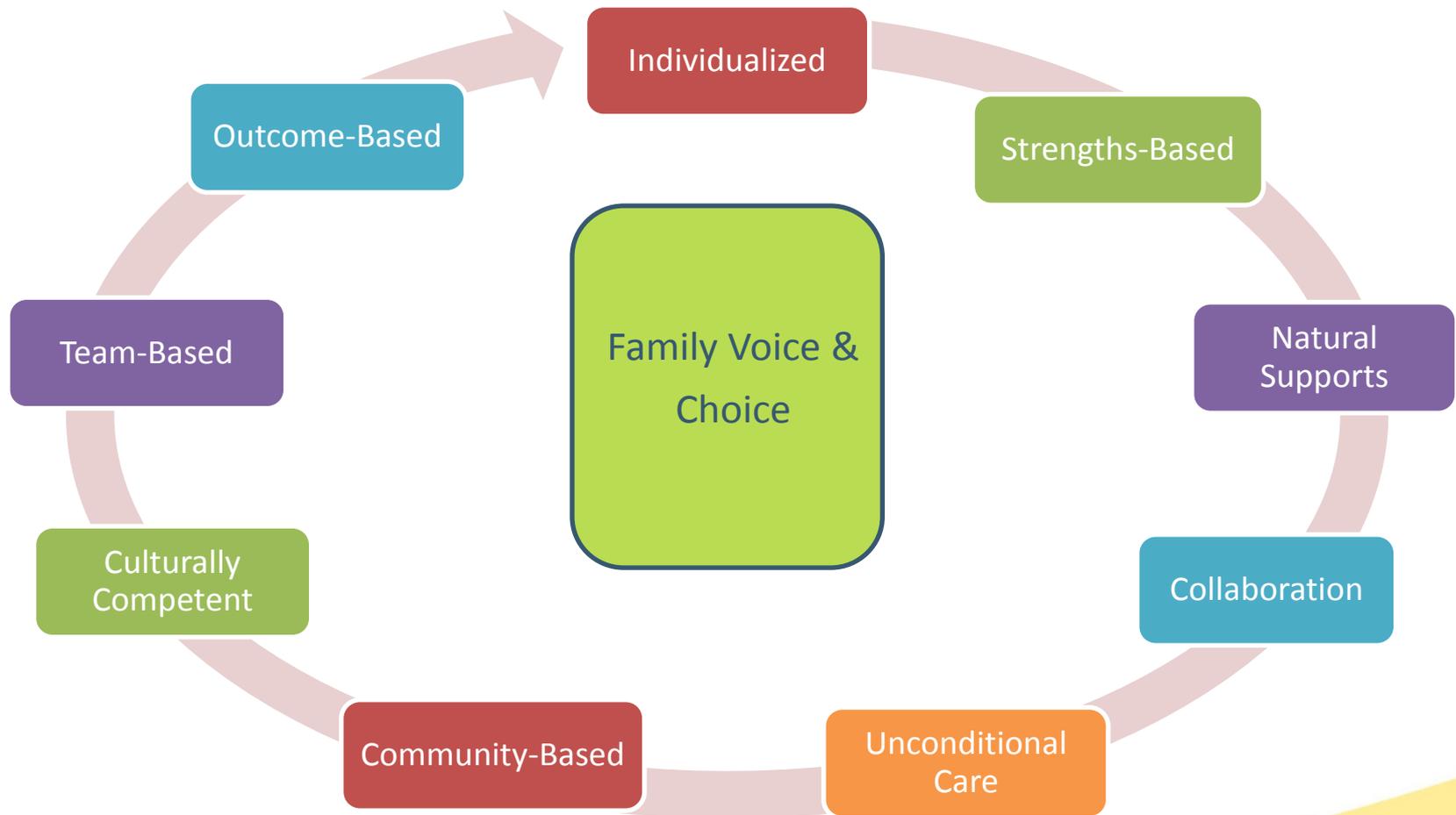
# Why are we here?

- To ensure parents/caregivers and youth have ACCESS to the people and processes in which decisions are made and are included in the decision making process
- To ensure family VOICE is heard and listened to at all phases of the process.
- To ensure the parent/youth have OWNERSHIP of the plan in partnership with the team and are committed to any plan concerning them.

# Wraparound Creates Possibilities to...

- View alternative ways to organize systems to provide help
- Partner with families in a different way
- Look beyond behaviors to more holistic needs
- Move from professional driven service delivery to genuine partnerships with families
- Focus on the youth in the context of home, school, and community
- Include non-traditional helpers in the process

# Principles of Wraparound



Exercise 1: Operationalizing the Principles

# What Makes Wrap Unique?

## 4 Key Elements

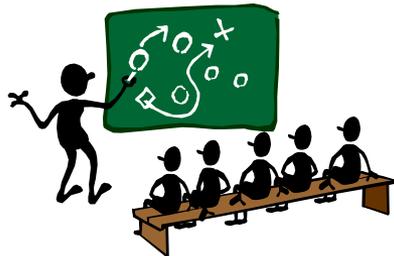
Grounded in a strength's perspective



Driven by underlying needs



Supported by an Effective Team Process

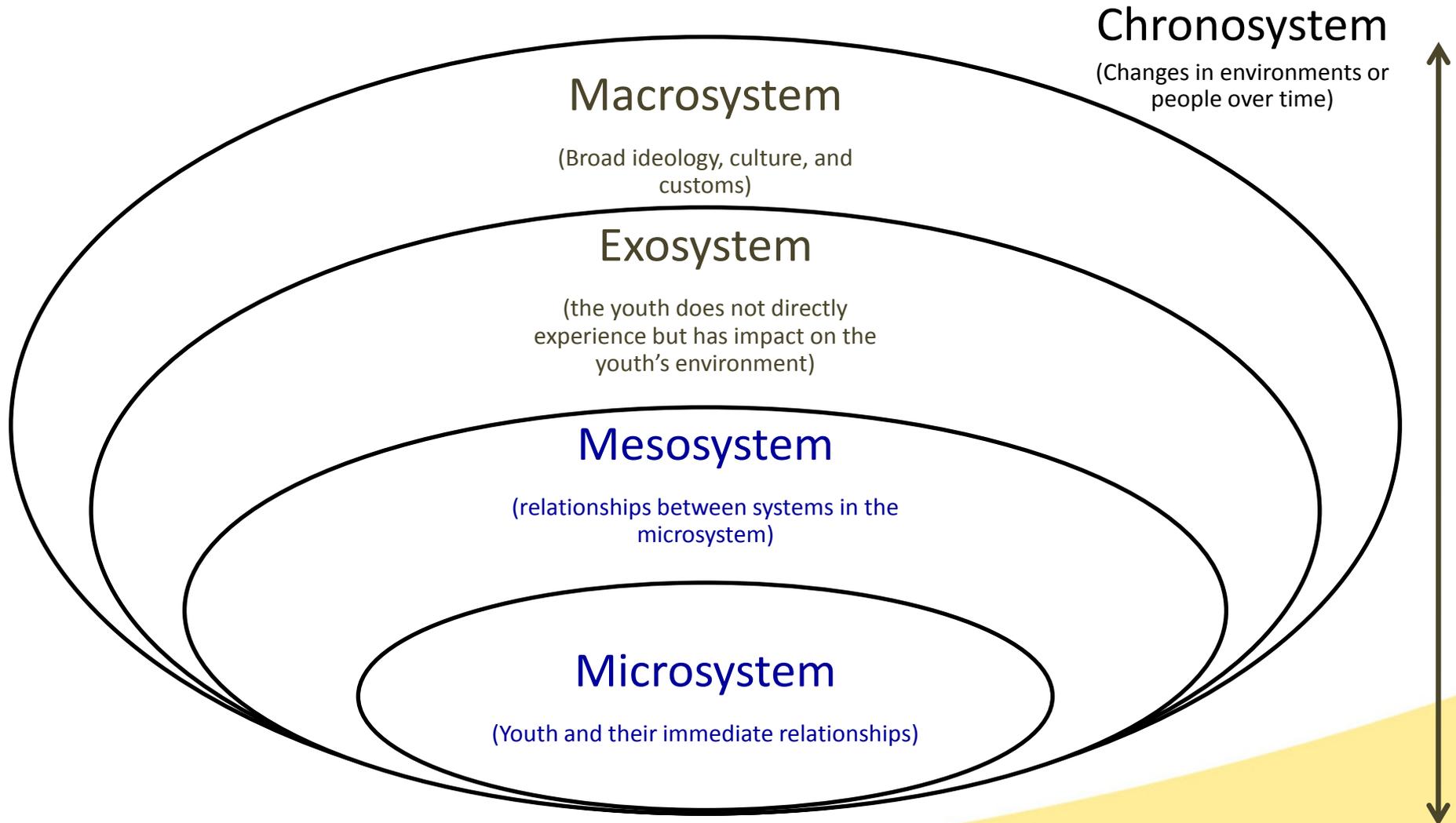


Determined by Families

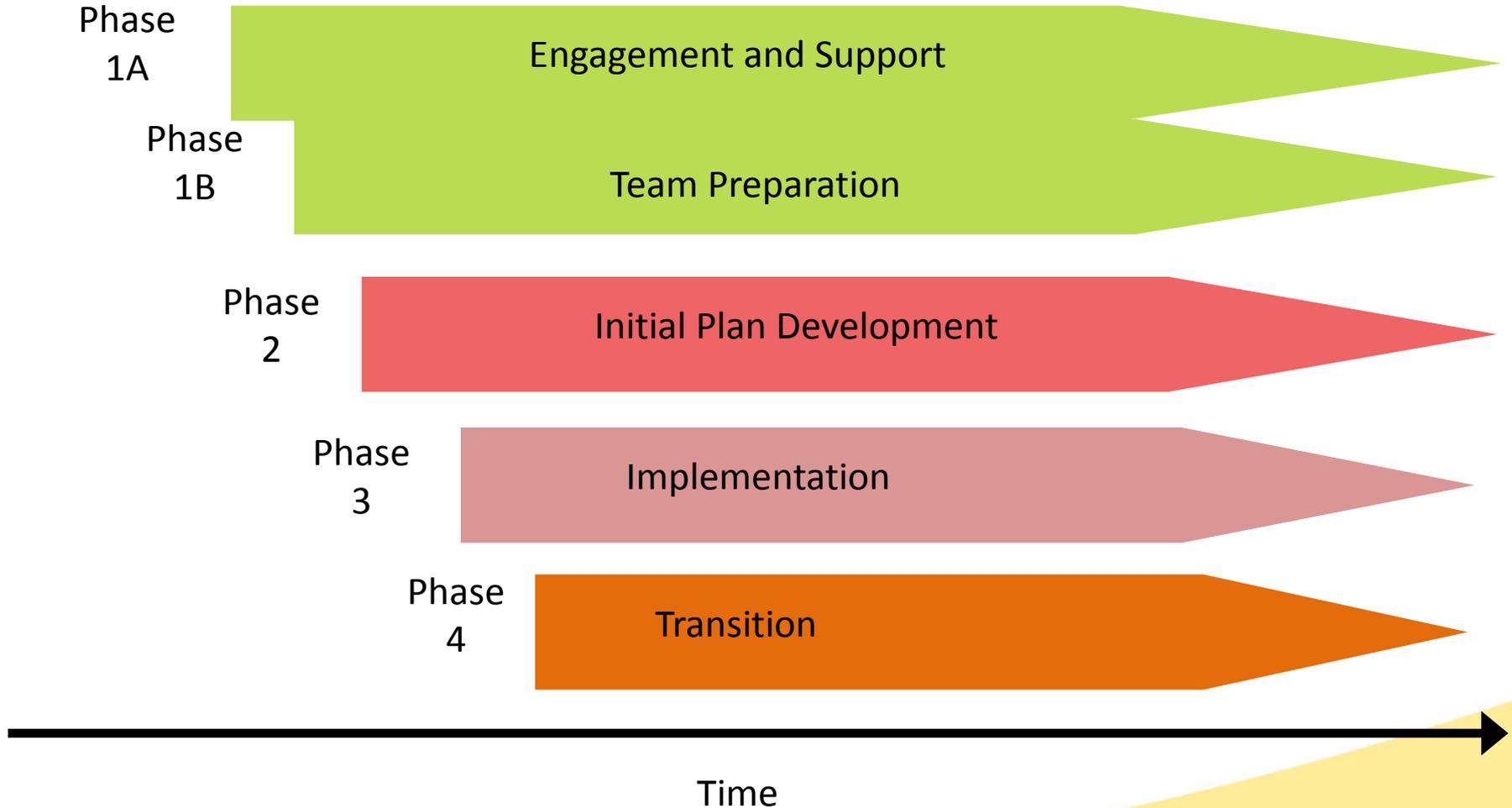


For wraparound to be considered high-fidelity and quality practice, all 4 elements must be present

# Ecological Framework



# The Phases of Wraparound





# Phase 1: Engagement & Team Preparation



2-3 face to face  
meetings with the  
family

# Essential Process Components

## Phase 1 A & B:

1. Starting with the family's view the family's story is heard and summarized from a variety of sources that elicits family possibilities, capabilities, interests & skills
2. Family's story is heard & summarized from by starting with the family's view and blending perspectives from a variety of involved sources in order to elicit shared perspective of the meaning behind a behavior and/or situation related to the family's current situation
3. Family's perspectives around success are summarized and reflected to the team and the team understands their roles and expectations within the wraparound process
4. The family's culture, values, traditions, and beliefs are elicited and summarized to inform immediate responses appropriate to the wraparound process

## Phase 1A Engagement:

# Parents say “This Seems Different”

They want to know:

- About my entire family not just my child
- My opinion about how we got here and the bumps along the way
- More about my child than just his/her diagnosis
- When and where it is convenient for our family to meet
- If I want to include my friends and family and...
- There is someone who has raised a child like mine- a parent peer support partner

# Phase 1B : Team Preparation: Families Want to...

- Not be overwhelmed by people or services-too much talking and not enough help
- Not have their caution confused with apathy or resistance
- Have others know they love their child and their attitude may come from being overwhelmed
- Know they are not alone in their journey
- Feel hopeful again



# Phase 2: Initial Plan Development



1-2 team meetings  
no more than a week  
apart

# Essential Process Components

## Phase 2:

1. Strengths of family, all team members and the family's community are collectively reviewed and matched to chosen strategies
2. Team develops an understanding of the underlying reasons behind situations and/or behaviors. Needs that are generated from underlying conditions and align with the family's vision are summarized, reviewed and prioritized and used as the basis for developing strategies
3. The family's interest is summarized and integrated into a team mission and subsequent strategies that includes the perspective of other team members
4. The family's perspective is reflected as critical to a successful process and is the basis for decision making & creative problem solving

## Phase 2: Planning: Families Want to...

- See movement in a direction that is hopeful
- Focus on what they can do well rather than what they haven't or can't do
- Have others pay attention to the worrisome details too
- Be respected and their opinions valued
- Have their safety concerns addressed by more than a phone number



# Phase 3: Plan Implementation

Child & Family Team meetings occurring at  
minimum every 30 days



# Essential Process Components

## Phase 3:

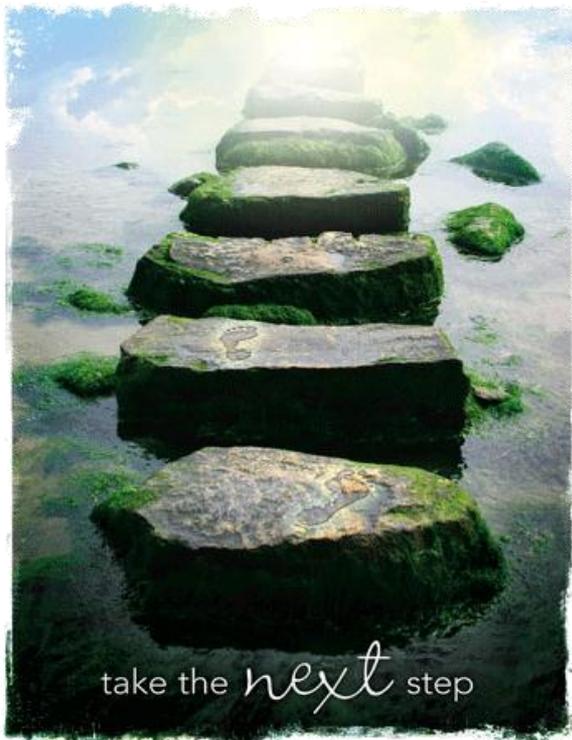
1. Team continues to identify and make meaningful use of strengths, supports and resources in an ongoing fashion.
2. Team deepens their understanding of the underlying reasons behind situations and adapts strategies based on that new information
3. Team delivers and modifies strategies that align with chosen outcomes and reflect family perspective
4. Family perspective is used in modifying the mix of strategies & supports to assure best fit with family preferences

## Phase 3: Implementation: Families Want to:

- See action - help happening sooner rather than later
- Know others understand the first plan may not be the best plan
- Be asked “is this working” and;
- “What can we do different?” and;
- “Are we making progress?”



# Phase 4: Transition



take the *next* step

The plan should be shifting over time in preparation for transition

# Essential Process Components

## Phase 4:

1. Purposeful connections including aftercare options are negotiated and made based on family strengths & preferences and reflect community capacity
2. Team forecasts potential unmet needs and strategizes options post wraparound
3. Team mission is achieved and family is closer to their stated vision
4. Family perspective of met need is used to identify and develop transition activities.

## Phase 4: Transition: Families Have:

- **Confidence** they have the right skills to solve problems and manage conflict
- **Independence** and a sense that they can do this on their own with realistic expectations for the future
- **Hope** and a new awareness of their own strengths and capabilities
- **Connection** to support when they hit the bumps—like parent peer to peer support

# Care Coordinators/Facilitators

Care Coordinators are individuals generally hired through a care management entity who are responsible for coordinating and facilitating the wraparound process throughout all of the phases which includes:

1. Bringing a team of people together around all the components of a family's life that incorporates their history, culture, relationships and other relevant information to address their challenges and formulate possible solutions
2. Facilitating collective action by mobilizing resources and talents from a variety of sources that start with the family and lead to the development of an effective team
3. Gathering information from multiple perspectives of important people in a family's life including family members, friends, community resources, system representatives, and service providers, that is integrated to create a future-oriented plan of care
4. Facilitating the development of a POC that results in the best fit between the family vision, team mission, strengths, needs, and strategies through a proactive and reactive planning process that is inclusive of a connected crisis plan

# Parent Peer Support Partner

*A Parent Peer Support Partner (PPSP) is a person who is parenting or has parented a child experiencing mental, emotional or behavioral health challenges and can articulate the understanding of their experience with another parent or family member. This person may be a birth parent, adoptive parent, family member standing in for an absent parent or a person chosen by the family or youth to have the role of parent.*

The Parent Peer Support Partner:

1. Utilizes personal life experience to provide parent peer support. This can be done both during and in between meetings.
2. Interrupts bias and helps reduce stigma with parents and professionals by using personal life experience.
3. Provides knowledge and skills to families to navigate the child serving systems and access to resources.
4. Provides hope to parents raising a youth with mental health and behavioral challenges.
5. Ensures the parents perspective is represented
6. Partner with parents and professionals to provide support and information.

# Benefits of Hiring Parent Support Partners in Wraparound

- Keep the process honest
- Reduce guilt, shame, and stigma
- Create a sense of urgency
- Engage parents through common experience
- Parents benefit from the support of another parent
- Their lived experience can increase the knowledge of the professionals
- They are change agents
- Inspire hope and decrease isolation
- Share the responsibility
- Use experience to increase the family's options
- Help staff understand the parent's perspective



# 2 Big Ideas

On why Partnership between Parent Support Partners and Care Coordinators is essential:

1. Wraparound is complex, it is more effective and mistakes can be avoided when the responsibility is shared between two people.
2. Getting teams to move forward is hard work; it helps to have a partner who can make the team work cohesively and more creatively.

# Wraparound Creates Change

Wraparound is grounded in theory of change which describes 2 interacting routes to change that lead to outcomes.

## **1. Services and support work better, individually and as a “package” that creates a best-fit between the components of the practice model**

- Service/support strategies match functional strengths and are designed to address identified needs to help the family move closer to their family vision.
- Improved access, engagement, retention, commitment to services/supports and families report a higher degree of cohesion between their needs and how they are being addressed
- Service practitioners change their approach based on information gathered through the team process to address needs and build on strengths
- Families experience the program-specific positive outcomes that the services/supports are designed to deliver

# Wraparound Creates Change, Cont.

Wraparound is grounded in theory of change which describes 2 interacting routes to change that lead to outcomes.

## **2. Participation in wraparound builds family assets:**

- Experience with proactive planning and coping
- Self-efficacy and empowerment
- Confirmation of family strengths as a foundation for achieving goals
- Connectedness-(increasing social support and decreasing loneliness)
- Family (and team) derive a changed meaning around the situation they are experiencing and that shifts their identity as a family and world view

# Conclusion

The ultimate goal of a family's participation in Wraparound is to increase the youth and parent's sense of:

Competence  
Independence  
Hope  
Connections



# References

Based on:

Bruns, E.J. Walker, J.S., VanDenburg, J.D., Rast, J., Osher, T.W., Miles, P., Adama, J., & National Wraparound Initiative Advisory Group.

*Phases and Activities of the Wraparound Process*

Miles, P., Bruns, E.J., Osher, T.W., Walker, J.S., & National Wraparound Initiative Advisory Group (2006). *The Wraparound Process User's Guide: A Handbook for Families*. Portland, OR: National Wraparound Initiative, Research and Training Center on Family Support and Children's Mental Health, Portland State University.



# Resources

- The Institute for Innovation and Implementation
  - <http://ssw.umaryland.edu/theinstitute>
- National Wraparound Initiative
  - <http://www.nwi.pdx.edu>
- Wraparound resources
  - [www.paperboat.com](http://www.paperboat.com)
  - <http://www.milwaukeecounty.org/WraparoundMilwaukee7851.htm>
- System of Care Resources
  - <http://systemsofcare.samhsa.gov/>
  - <http://youthmove.us/>
  - <http://www.tapartnership.org/>
  - <http://www.ffcmh.org/>



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