



# NWIC

National Wraparound  
Implementation Center

*Advancing Systems*  *Enhancing the Workforce*  *Improving Outcomes*

## What Supervisors Need to Know, Feel, and Understand: Breaking Down Wraparound Implementation and the Real World



UW Medicine  
SCHOOL OF MEDICINE



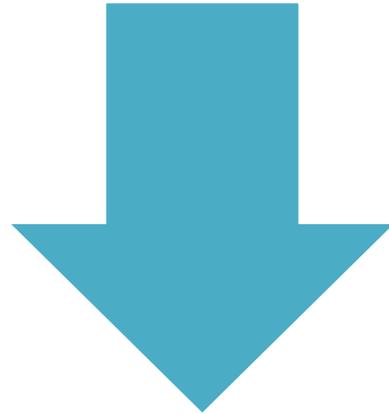
THE INSTITUTE FOR INNOVATION & IMPLEMENTATION



# Just a few Questions...

1. What is the one thing you wished someone had told you about Wraparound before you began?
2. What is the one thing you understand now but wished you had understood about supervision before you became a supervisor?
3. What is one thing you are still confused about or an area you would like to grow as a supervisor of care coordinators responsible for Wraparound implementation?

# Supervision shift



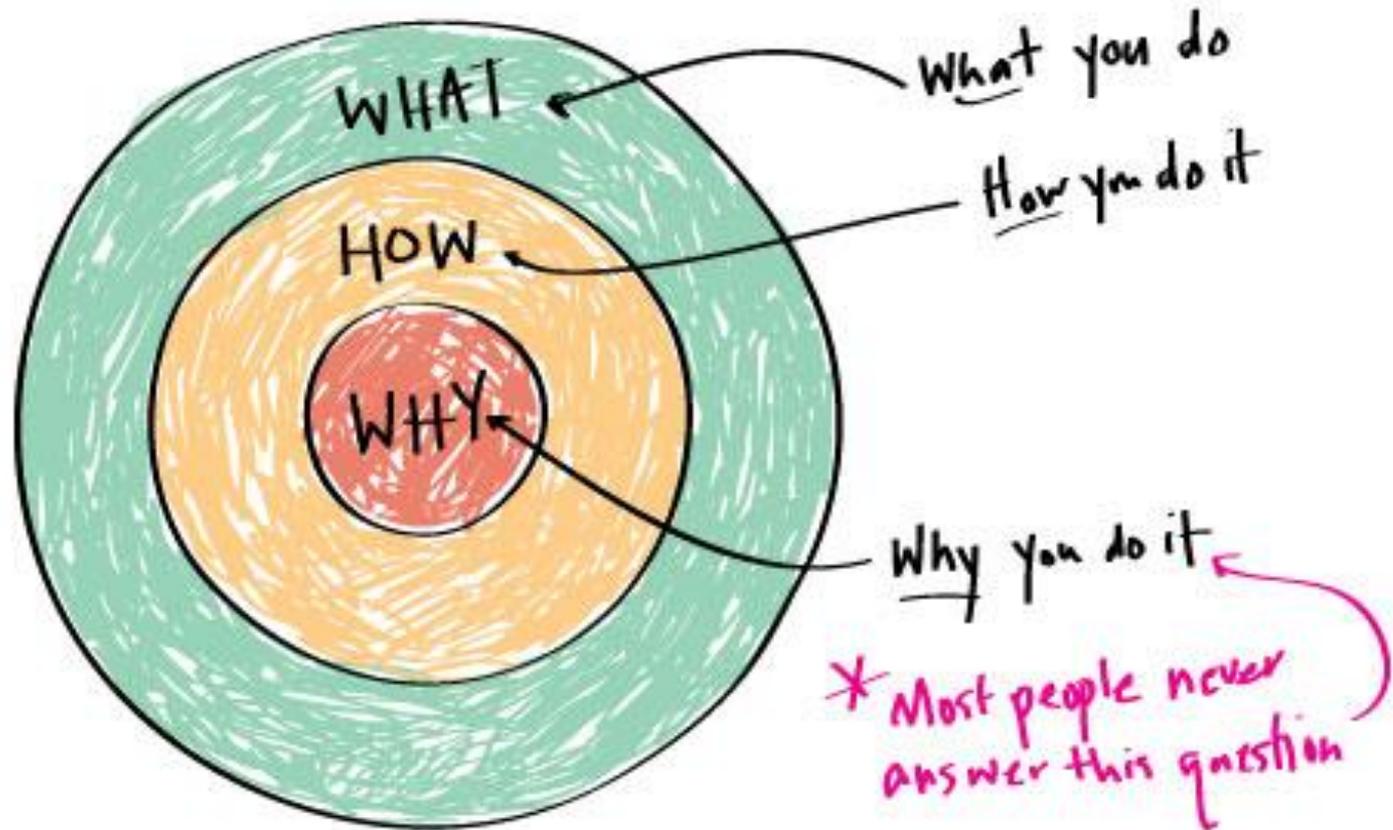
Less talking  
about families'  
behavior and no  
planning for  
families



More direction  
and reflection on  
staff's ability to  
implement  
Wraparound with  
consistency and  
quality



# It's Developmental





Transformational leadership is a process that encourages "leaders and their staff to raise one another to higher levels of morale and motivation."



# Transformational Leadership



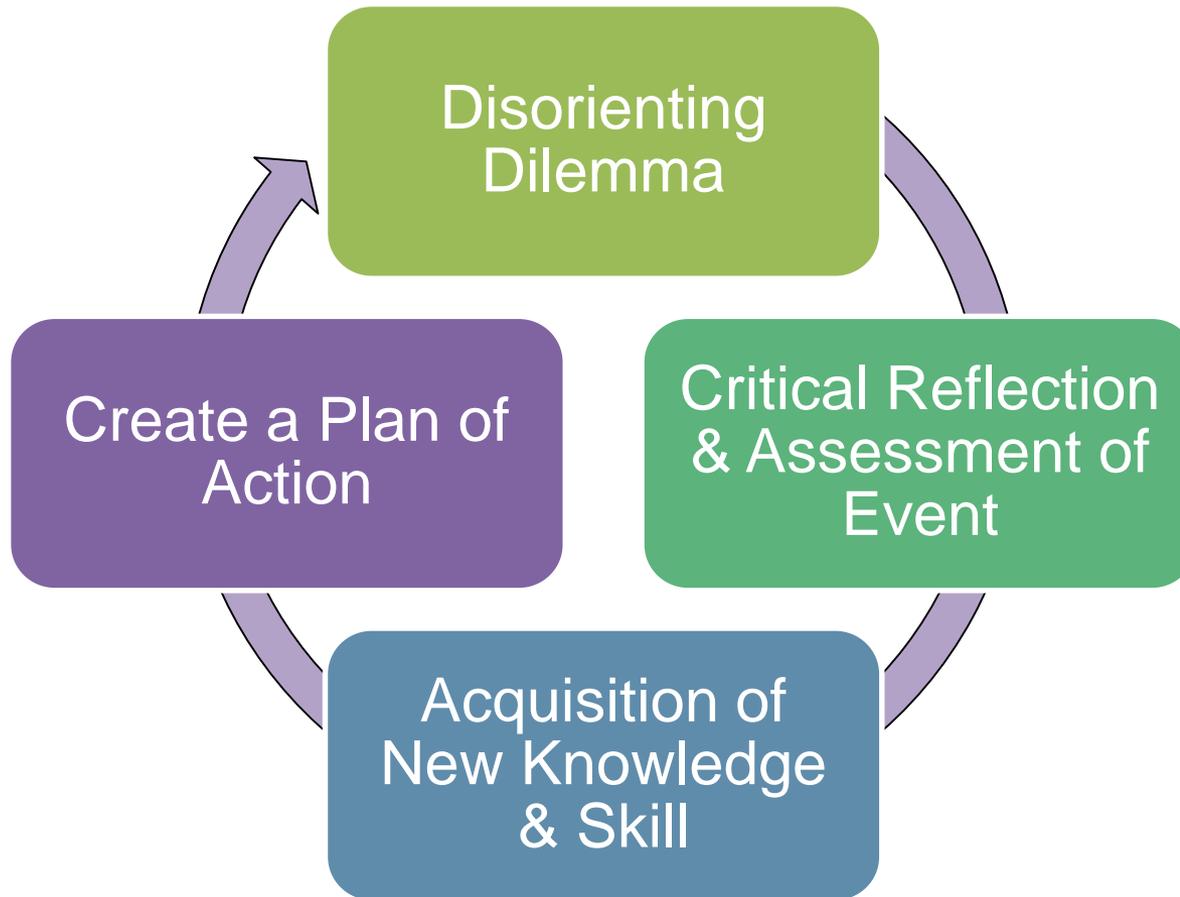
Transformational leadership serves to enhance the motivation, morale, and job-performance of staff through:

- connecting the staff's sense of identity and self to a project and to the collective identity of the organization;
- being a role model for staff to inspire them and to raise their interest in the project;
- challenging staff to take greater ownership for their work; and
- understanding the strengths and weaknesses of staff, allowing the leader to align staff with tasks that enhance their performance.

# Transformational Learning



Recognize staff experiences and opportunities for learning:



# Shifts are hard sometimes



We feel more comfortable in our capacity to direct staff around families than with pushing staff to develop skills associated with quality practice.



Let's address concerns:





*Out to Lunch*

# The power of Wraparound...



...is in the connection not only between the values of Wraparound and the work being done but also between the individual elements of Wraparound.



Values & Principles of Wraparound	
Team Based	Unconditional Care
Natural Supports	Individualized
Family Voice and Choice	Collaboration
Cultural Competency	Outcome Based
Strengths based	Community Based

While leaning on the values is a good starting place, it only takes you so far.

Let's start to apply what  
we learned thus far



1. What value is compromised?
2. Define what you'd like to see.
3. Why does it matter?

# Let's brainstorm!

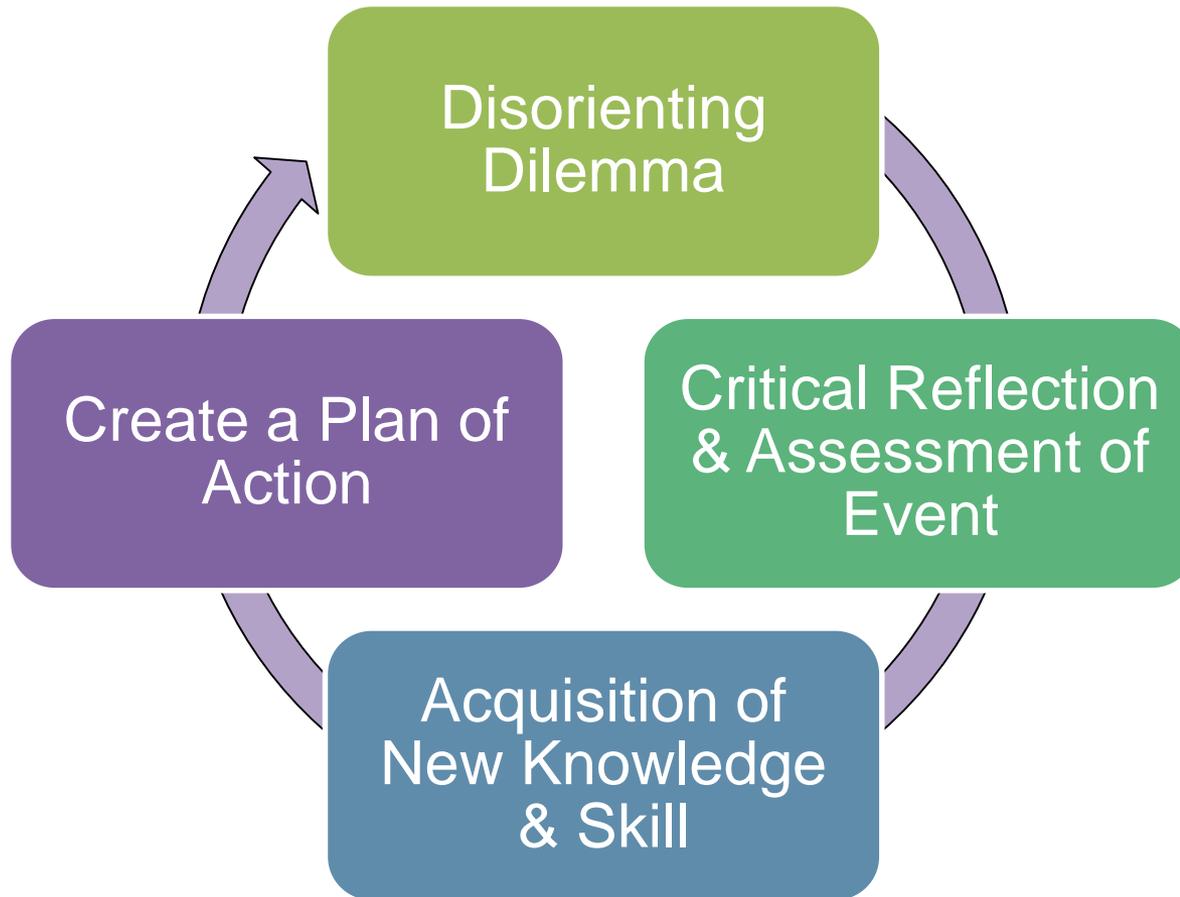


1. How can you reliably ensure your staff do not operationalize any of the values and principles of Wraparound?
2. Be brutally honest, of those listed, what would your staff say you currently do?
3. What can you commit to stop doing upon returning to your office that shifts their perception of how the values are expected to be operationalized?

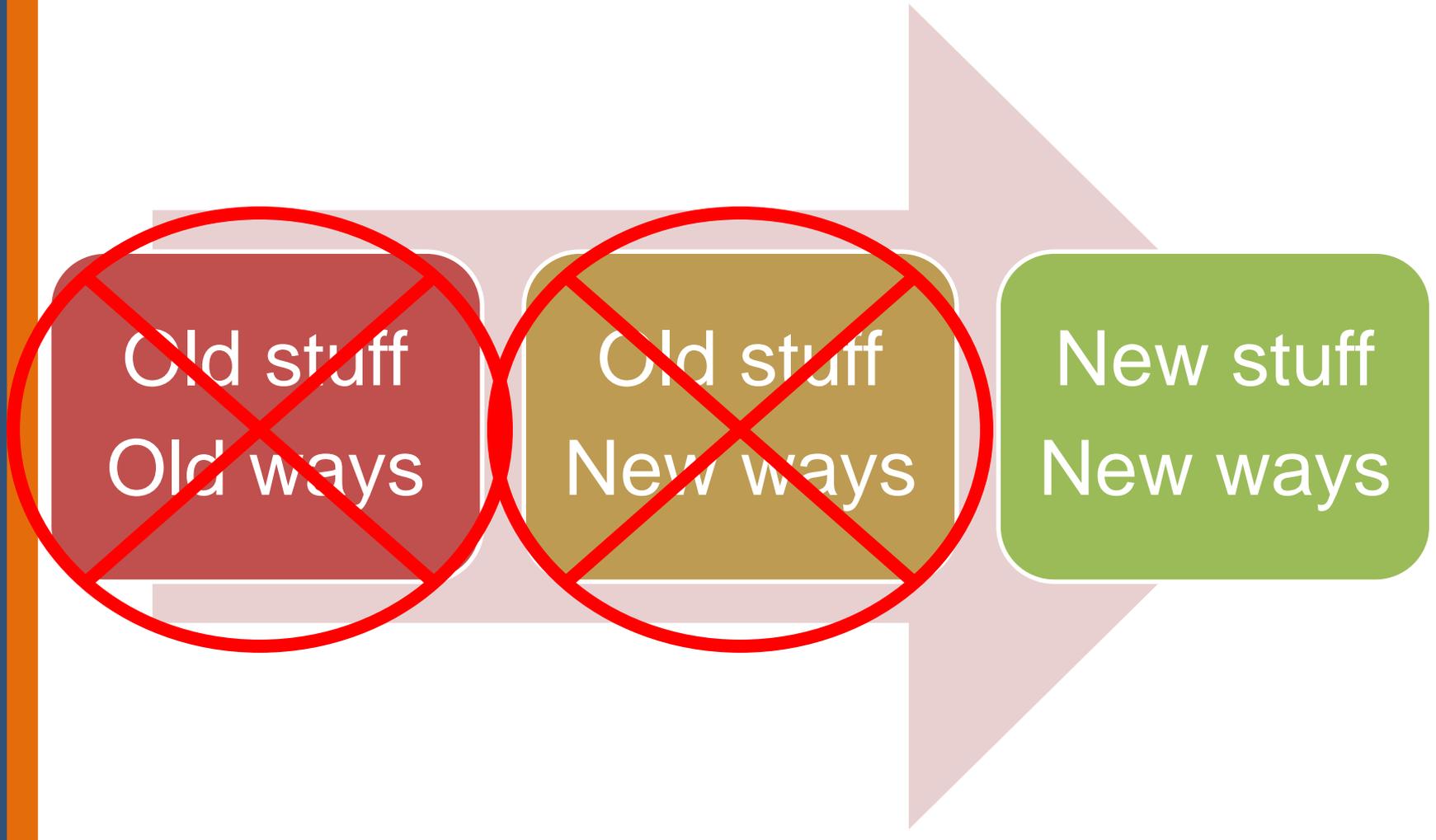
# Transformational Learning



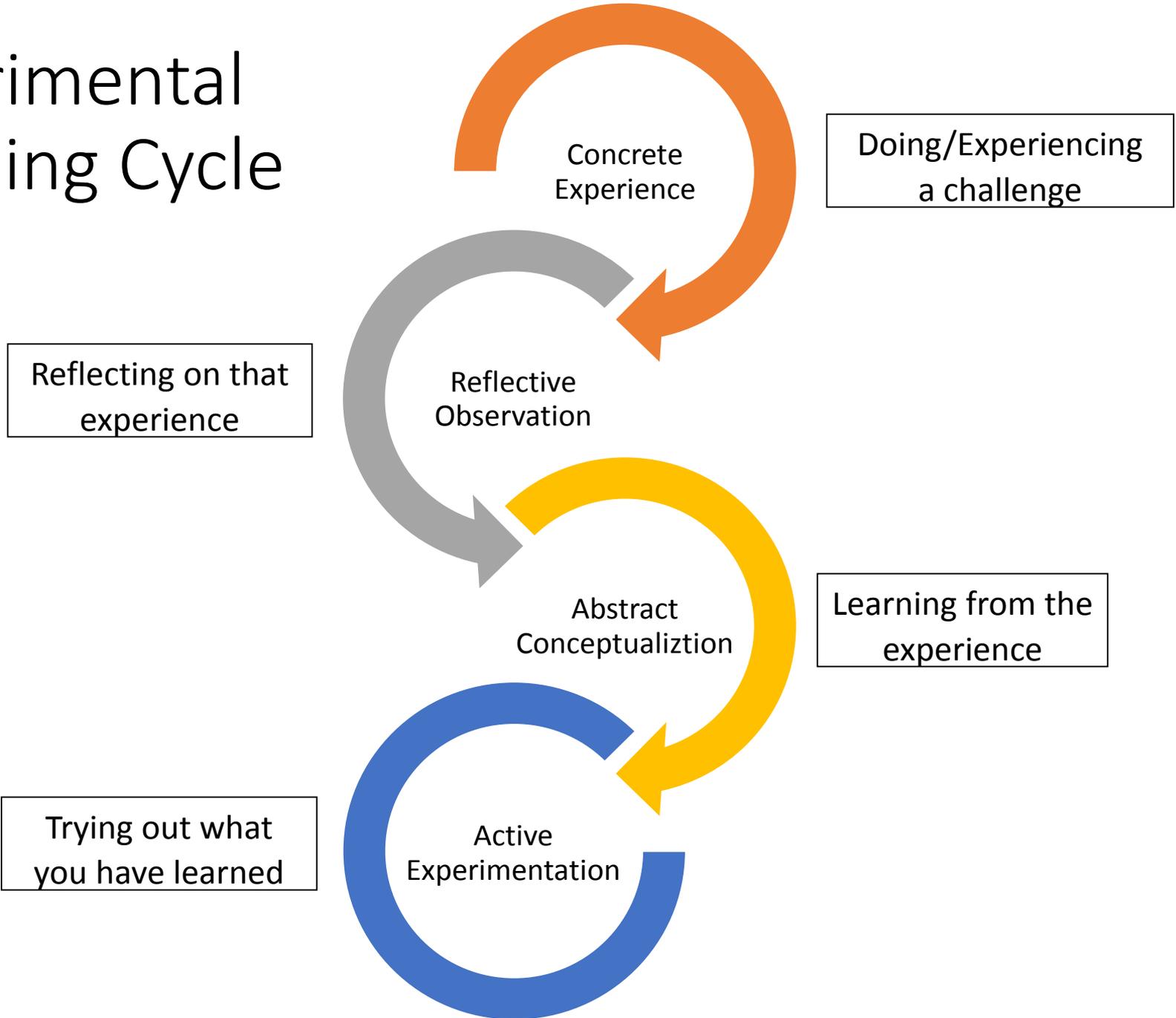
Recognize staff experiences and opportunities for learning:



# The Shift



# Experimental Learning Cycle



Show us what you've got...



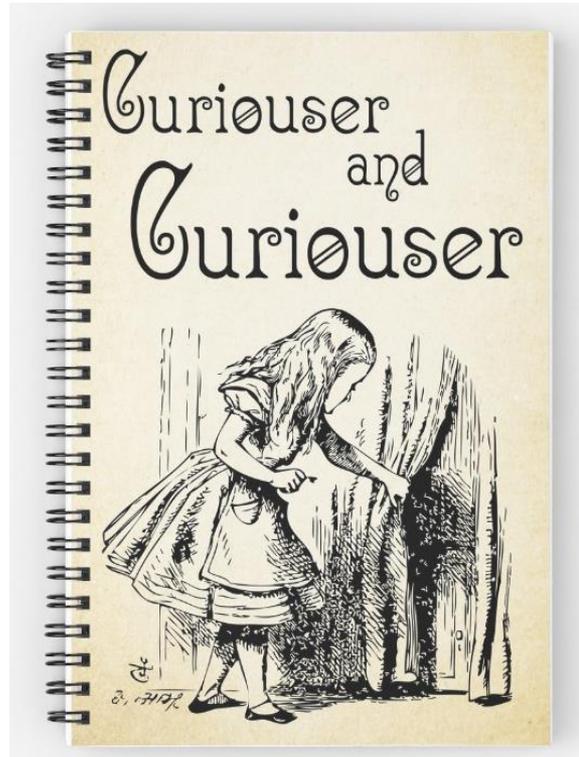
1. What value is compromised?
2. Define what you'd like to see.
3. Why does it matter?
4. Role Play Anyone?



## Impossible?

- "Alice laughed: "There's no use trying," she said; "one can't believe impossible things."
- "I daresay you haven't had much practice," said the Queen. "When I was younger, I always did it for half an hour a day. Why, sometimes I've believed as many as six impossible things before breakfast."
- *Alice in Wonderland.*

# It's been great!



What is one thing you will take back to your office and implement?

Why is that important?

# Resources



Burns, J.M, (1978), Leadership, N.Y, Harper and Row

Bass, B. M,(1985), Leadership and Performance, N.Y. Free Press.

Houser and Omen (2011). Evidence- Based Practice: An Implementation Practice Guide for Healthcare Organizations. Jones and Bartlett Learning, Sudbury, MA.

The Institute for Innovation and Implementation

–<http://ssw.umaryland.edu/theinstitute>

National Wraparound Implementation Center (NWIC)

–[www.nwic.org](http://www.nwic.org)

National Wraparound Initiative

–<http://www.nwi.pdx.edu>

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