



NWIC

National Wraparound
Implementation Center

Advancing Systems  *Enhancing the Workforce*  *Improving Outcomes*

Setting Your Organization Up for Success!!!

First Steps to Create a Culture that Supports Wraparound

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Objectives



- Explore both structural and individual considerations and approaches for creating a supportive implementation climate.
- Review the data around staff perceptions of organizational leadership and other factors influencing the internal setting.
- Develop tangible strategies that can be used to support quality implementation of Wraparound.

Did you know?



Successful implementation of a new EBP can be impacted by staffs' view of their supervisor?

Staff need to know you:

1. Have a plan
2. Can set clear standards
3. Can remove obstacles to implementation
4. Can answer questions
5. Know what you are talking about



AND... did you also know?



Successful implementation of a new EBP can be impacted by staffs' belief that the model actually works and can meet the needs of youth they are supporting.



So...



As a supervisor you need to have knowledge of the practice model, create a plan for implementation, and be willing to look for answers.

Developing a Supportive Implementation Climate



Key Areas for Supervisors to Focus

- Commitment for Change
- Compatibility
- Priority of Installation
- Rewards & Incentives
- Goals & Feedback
- Learning Environment



Let's talk about how we do this



Commitment for Change



How can we as supervisors:

- Foster a sense of dissatisfaction with the status quo?
- Cultivate 'buy in' from staff to implement Wraparound?
- Reduce staff fear of change?



Compatibility

How can we as supervisors:

- Help staff to see the degree of alignment between the values of Wraparound and their own values, beliefs and norms?
- Ensure meaning and values of Wraparound are communicated and modeled for Care Coordinators?





Priority of Installation

How can we as supervisors:

- Create a shared perception that implementation of Wraparound is of the highest priority?
- Ensure staff see Wraparound as their job rather than a distraction from their 'real' work.

NOW

LATER





Goals & Feedback

How can we as supervisors:

- Ensure CCs know what is expected of them in their role?
- Communicate what will be measured, monitored and reported out?
- Establish incremental goals that are specific and attainable?
- Provide feedback on progress towards these goals?





Rewards & Incentives

How can we as supervisors:

- Recognize and acknowledge staff for implementation of Wraparound?
- Encourage and motivate staff to implement Wraparound?
- Incentivize implementation of the practice model?



Learning Environment



How can we as supervisors:

- Demonstrate that we are willing to learn alongside CCs?
- Help Care Coordinators feel like essential, valued and knowledgeable partners in the implementation process?
- Ensure that Care Coordinators feel safe to try out new things in their practice and ask questions?
- Use past implementation successes and challenges to inform our efforts?



**Change starts with
you, but it doesn't
start until you do.**

-Tom Ziglar



Stepping Up

- What 2 areas do you need to strengthen as a supervisor?
- What steps will you take around each of those areas to create a positive climate for Wraparound?



References



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Resources

- The Institute for Innovation and Implementation
 - <http://ssw.umaryland.edu/theinstitute>
- National Wraparound Implementation Center (NWIC)
 - www.NWIC.org
- National Wraparound Initiative
 - <http://www.nwi.pdx.edu>
- Wraparound resources
 - www.paperboat.com
 - <http://www.milwaukeecounty.org/WraparoundMilwaukee7851.htm>

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