





NWIC

National Wraparound
Implementation Center

Advancing Systems  *Enhancing the Workforce*  *Improving Outcomes*

So You Think You Can Wrap?

What do Care Coordinators do again?

Bonnie Evans, NWIC and Natalie Richey, USM



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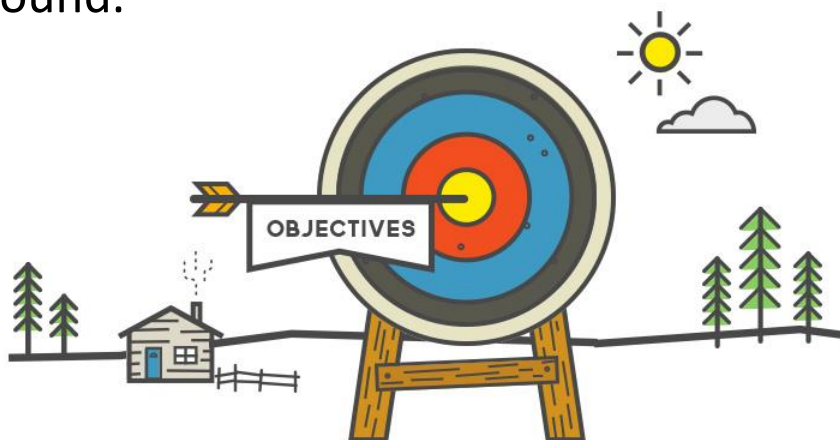
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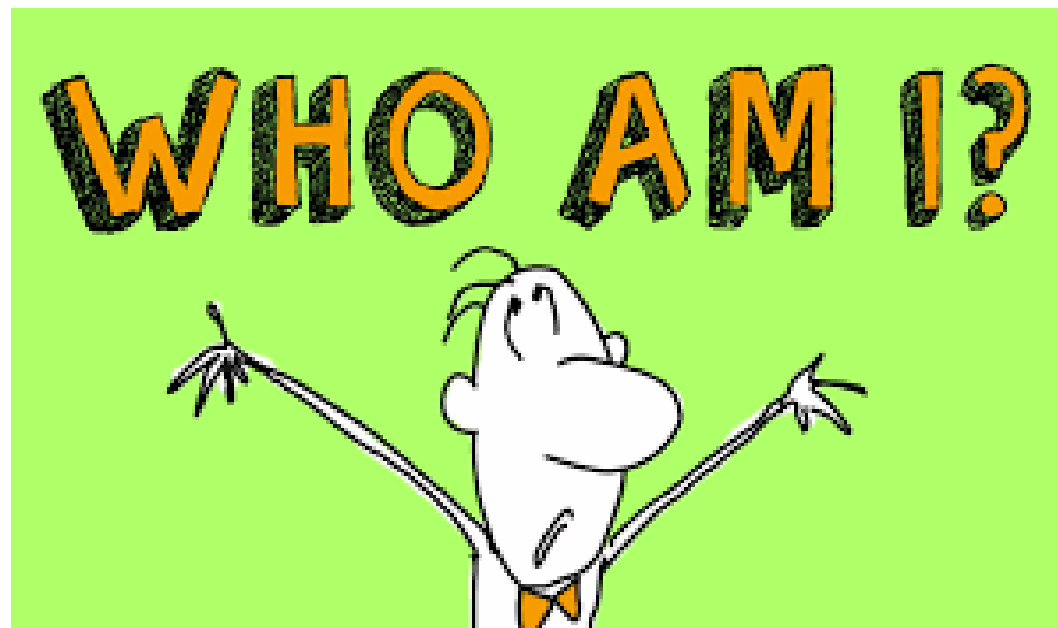


Objectives

- Learn about the role and responsibilities of Care Coordinators across all four phases of Wraparound.
- Get a deeper understanding of the essential activities, products and details associated with each phase as well as tools that can be employed to help keep track of the process.
- Opportunity to engage in small group activities and leave the session with a comprehensive understanding of what to do in their position
- Understand why these tasks are essential to creating positive and sustainable outcomes for the children, families and teams they partner with Wraparound.







Take a moment and write down what your role is as a Care Coordinator in Wraparound.

The Phases of Wraparound



Phase
1

Engagement and Team Preparation

Phase
2

Initial Plan Development

Phase
3

Implementation

Phase
4

Transition

Time



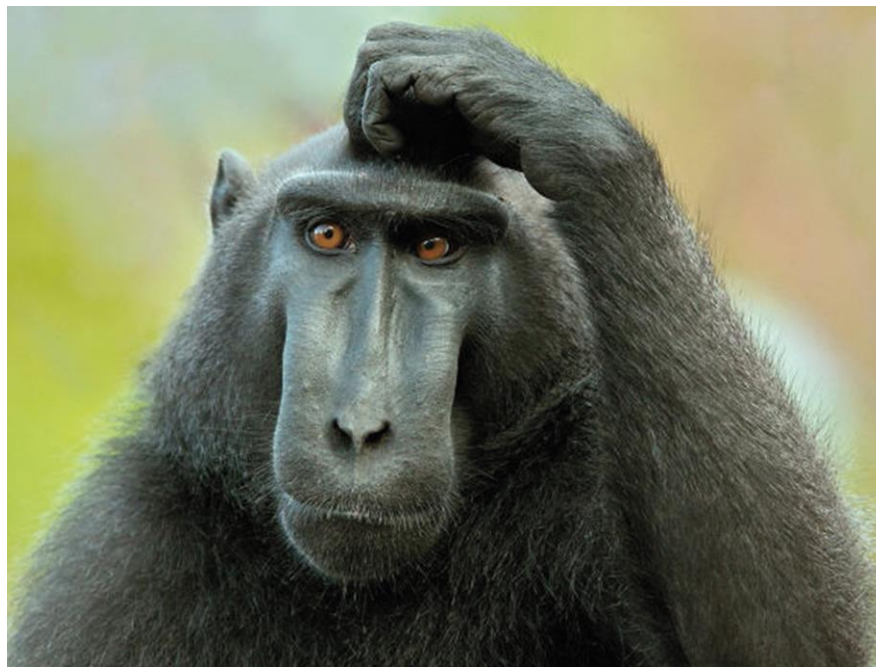


Phase 1: Engagement & Team Preparation





How did you do?



Phase 1: Engagement & Team Preparation



- Review the referral.
- Call the family and schedule the initial face-to-face meeting.
- Engage the family to gather to their family story.
- Guide the family in developing their family vision.
- Create an initial crisis/safety plan with the family .
- Explain Wraparound and your role as a Care Coordinator.
- Talk to the family about building a team with both formal and informal supports and get releases signed.
- Reach out to formal and informal supports and invite them to join the team.
- Talk with the family about logistics, agenda and schedule the initial Child and Family Team Meeting.

Phase 1 Products & Details

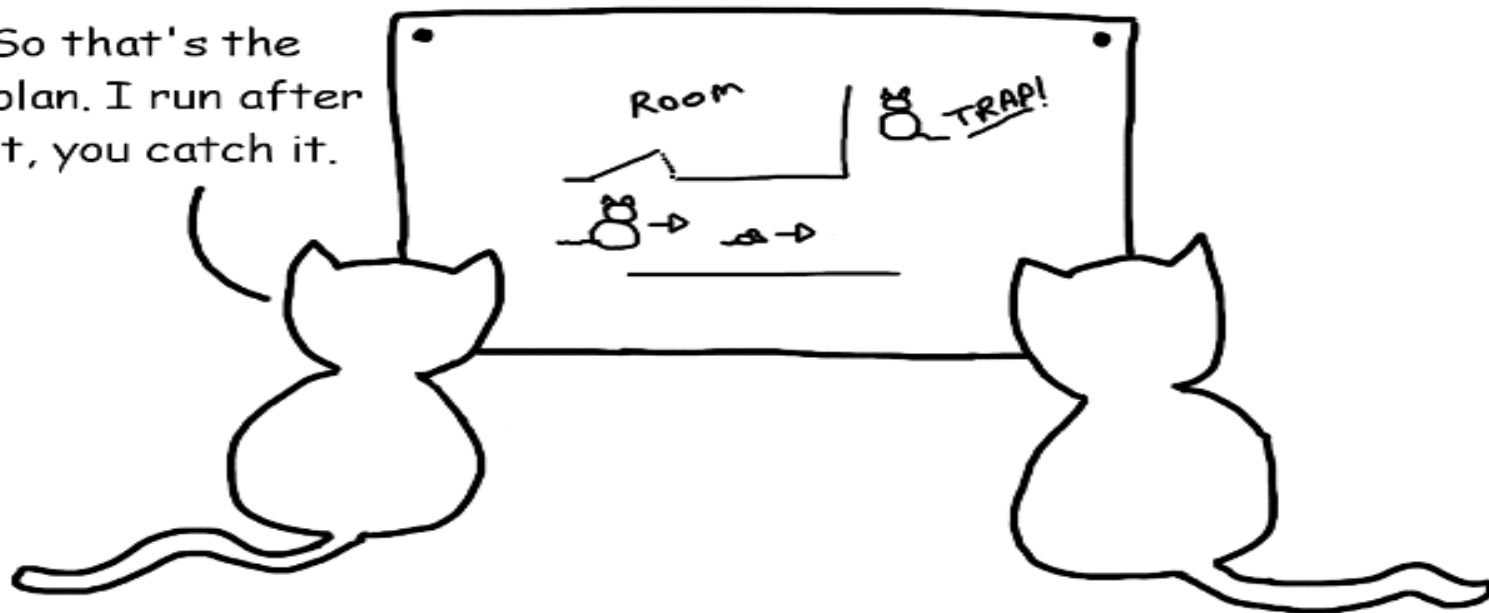


- Completed Products
 - A written family story/narrative
 - List of potential team members-both formal and informal
 - A Strengths List with strengths of all family and team members
 - A crisis/safety plan
 - Initial needs list for all family members
- Details
 - Signed releases for team members
 - Roster of team members names, phone numbers & addresses
 - Reach out to everyone to assure maximum team participation in meeting.
 - Prepare visuals that will be used during the initial CFTM.



Phase 2: Initial Plan Development

So that's the
plan. I run after
it, you catch it.

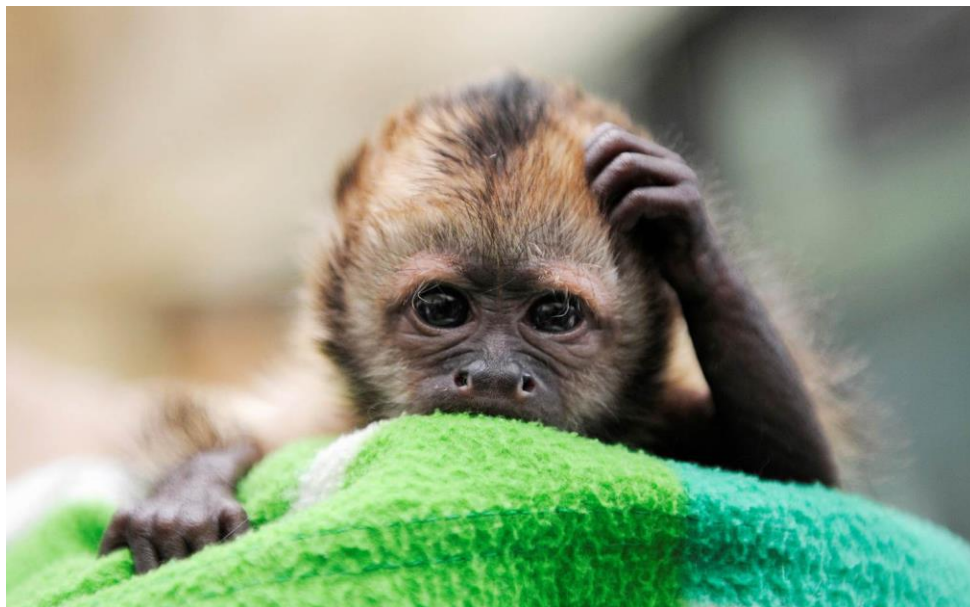


The soul never thinks without a picture.

— Aristotle



How did you do?



Phase 2: Initial Plan Development

- Welcome and introductions.
- Establish ground rules.
- Share family story, review strengths and ask about additional strengths
- Review family vision and develop a team mission.
- Prioritize need statements for the family.
- Develop measurable outcome statements.
- Lead the team in brainstorming a mix of formal and informal strategies.
- Select strategies, discuss any mandates and assign tasks to everyone.
- Review and update the crisis/safety plan.
- Schedule the next CFTM no more than 30 days out.



Phase 2 Products and Details

- Completed Products
 - A written Plan of Care that includes
 - The family vision and team mission statement
 - Strengths of all family and team members
 - Need statements
 - Options/actions to meet needs
 - An updated crisis plan
- Details
 - Distribute Plan of Care to all family & team members
 - A schedule for future meetings



Phase 3: Implementation





How did you do?



Phase 3: Implementation



Between meetings:

- Check in with team members around plan implementation
- Gather successes and challenges to be addressed in CFTM
- Collect data on outcome statements for reporting in CFTM

During CFTMs:

- Report positive accomplishments and celebrate successes.
- Add newfound strengths
- Review progress towards the family vision, team mission, need statements and outcome statements.
- Check in on strategy/task accomplishments.
- Facilitate a discussion around any needed changes.
- Review and modify crisis/safety plan.
- Explore new team members-especially informal/natural supports.
- Schedule the next CFTM no more than 30 days out.



Phase 3 Products and Details

- Completed Products
 - Ongoing progress notes detailing conversations with team members and progress tracking
 - Updated Plan of Care following each CFTM
 - Ongoing record of team member participation detailing who has attended & who has not
- Details
 - Schedule check ins with the family and team between each CFTM
 - Respond to crises and hold an emergency CFTM within 72 hours if a crisis occurs.
 - Orient new team members to the process.

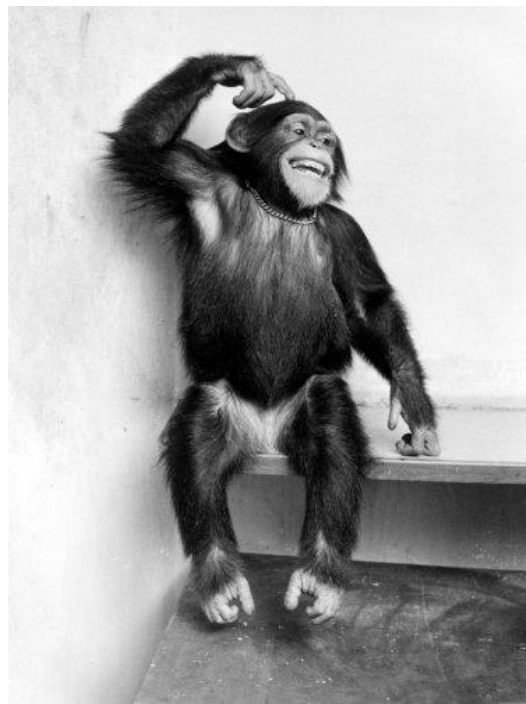


Phase 4: Transition





How did you do?



Phase 4: Transition



- Ask about each team member's sense of progress towards family vision, team mission and need met.
- Review the reason for referral and determine if the situation has changed.
- Lead a discussion about life without formal Wraparound and any fears team members may have.
- Identify additional informal supports and community resources that can remain involved post Wraparound
- Revise the crisis plan so that it can be used post Wraparound.
- Lead the team in developing a commencement event to mark the end of formal Wraparound.
- Celebrate together as a team!!!



Phase 4 Products and Details

- Completed Products
 - Written Transition Plan detailing how to access ongoing services/supports
 - Updated crisis/safety plan Contact information for all team members
 - Formal discharge plan detailing strengths & interventions that were & weren't successful.
- Details
 - Written letters of introduction for anticipated next formal service access
 - Create a celebratory event to mark the end of Wraparound.

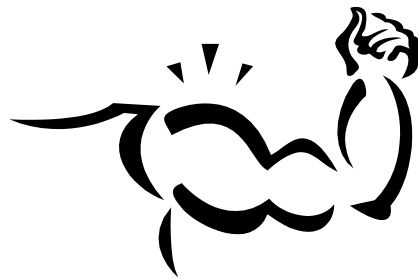


**Putting the Pieces
Together!**

Remember those Wraparound Key Elements???



Grounded in a Strengths Perspective



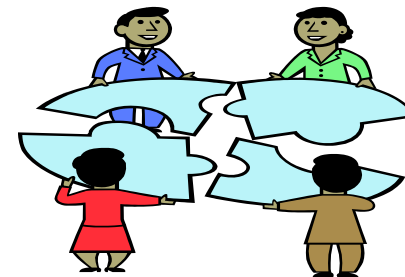
Driven by Underlying Needs



Supported by an Effective Team Process

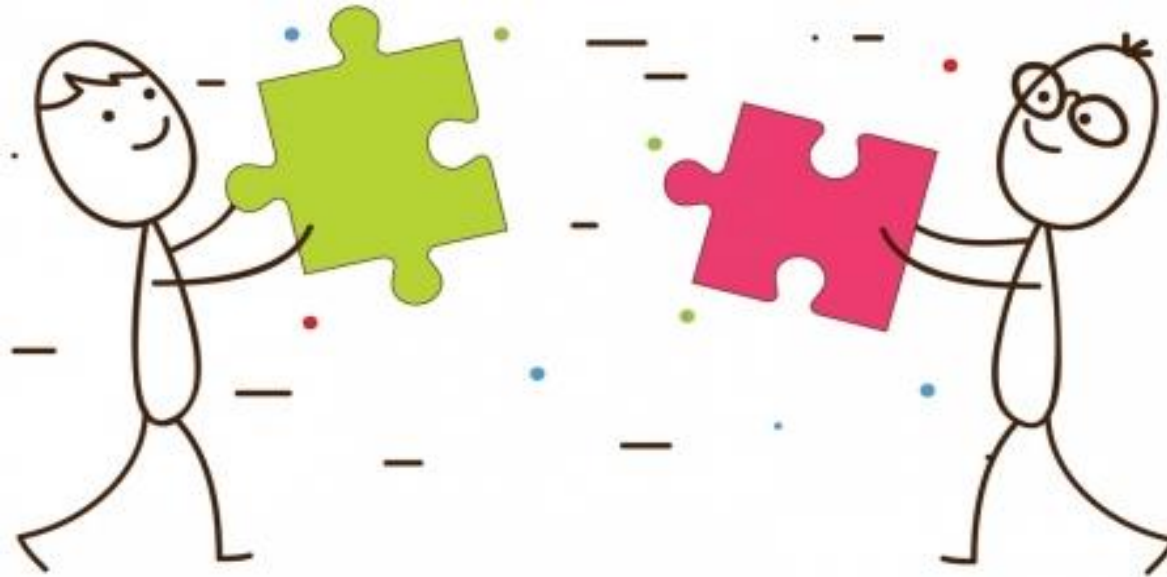


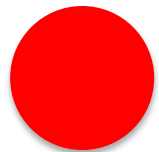
Determined by Families





Which **Task** with Which **Key** **Element?**

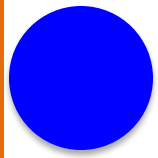




Grounded in a Strengths Perspective



- Wraparound is a strength based process reflecting a basic commitment to strength seeking, strength generating and strength building.
- Strengths of the identified youth or family are not the only strengths that are the focus of service delivery and decision making.
- Strengths of the family, all team members, the service environment and the community are purposefully and transparently used in all decision making and service delivery options.



Driven by Underlying Needs

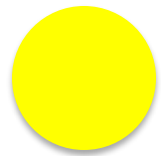


- Wraparound is an organizing process designed to meet needs.
- A core concept in effective Wraparound implementation is the concept of underlying needs rather than superficial or simply spoken needs.
- Rather than focusing on surface needs, the team inclusive of the family will develop an understanding and construct responses to address the underlying causes of behavior or situations.
- The concept of need is used because it avoids judging people or families for current conditions and all Wraparound activity is focused on meeting needs rather than containing problems.

Supported by an Effective Team Process



- Wraparound is not a process that can be done by a single individual, family, or organization.
- The process is predicated on the notion that a group of people working together around common goals, objectives and team norms are likely to produce more effective outcomes.



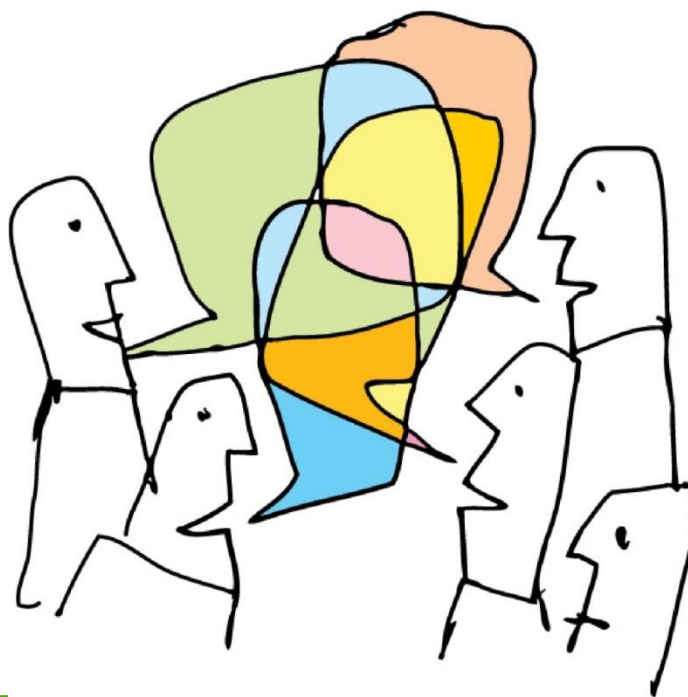
Determined by Families



- The final concept is that of family determination which means the family's perspective, preferences and opinions are first, understood, second, considered in decision making and third, able to influence team decision making.
- Families are supported to live in a community rather than a program.
- Is about Access, Voice, and Ownership.



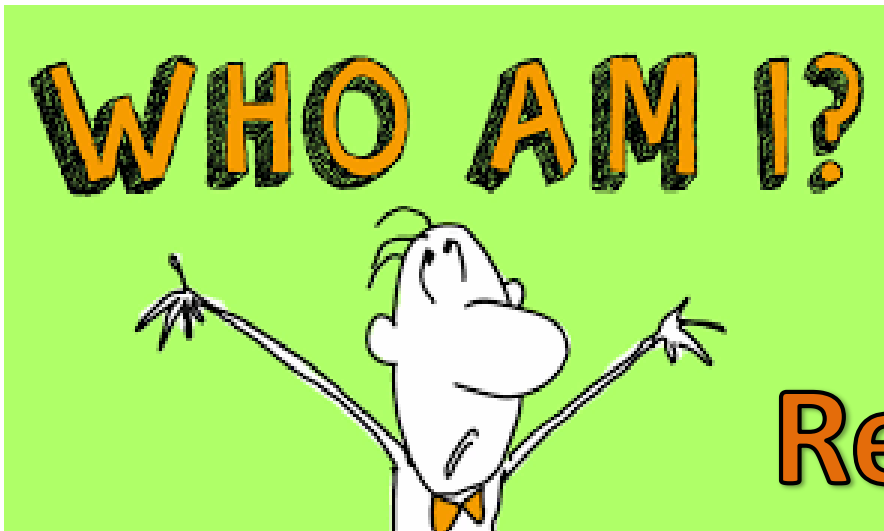
Let's Talk About It!





Questions?





Re-Visited...

Write down **2 ways** this session has shifted your perspective of your role and responsibilities as a Care Coordinator

What is **1** thing you will **do differently**, based on this session, when you return to your office?

OWN WHO YOU ARE



References



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..

Pires, S.A. *"Primer Hands On": Skill Building in Systems of Care*



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>
- Family Narratives Lab-Emory University Dept. of Psychology
 - <http://www.psychology.emory.edu/cognition/fivush/lab/FivushLabWebsite/index.html>
- Wraparound resources
 - www.paperboat.com
 - <http://www.milwaukeecounty.org/WraparoundMilwaukee7851.htm>

Contact Information



National Wraparound Implementation Center
(NWIC)

www.nwic.org

Email: nwic@ssw.umaryland.edu

The Institute for Innovation and
Implementation

University of Maryland, School of Social Work
525 W. Redwood St
Baltimore, MD 21201-1023

Email: theinstitute@ssw.umaryland.edu

Website: www.ssw.umaryland.edu/theinstitute