

Family Voice and Choice • Natural Supports



**WAYNE COUNTY SYSTEM OF CARE
SYSTEMS IN ACTION FOR CHILDREN, YOUTH AND FAMILIES**

Wraparound Guidebook

for Parents and Youth



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Outcome Based • Interagency Collaboration

Individualized • Community Based • Culturally Competent

Team Based • Strength-Based • System Persistence

WHAT IS WRAPAROUND?

The first thing you should know about Wraparound (WA) is that it's NOT a program or a service. It is a **PROCESS**, or **A WAY** of working with you(r) child and family. This process is based on the idea that services should be tailored to meet the individual needs of children, youth and families. Wraparound acknowledges that each family is unique and special and needs to be treated as such.

Often in Wraparound, one or more agencies are involved, meaning they talk to each other and function as a team to help the family and each other work toward common goals. A Wraparound Facilitator (or nominated Facilitator) works with the family to uncover and discover their strengths, identify needs, set goals and develop strength-based options to meet the needs.

In this process, you and your child will build a Child and Family Team (CFT). This is done by including people that care about your family and have high hopes for your child. They will speak the truth in a respectful way and will get behind you to help your child and family move forward. This is YOUR team! Together, you and your team will make a Wraparound Plan of Care for your child and family. This plan uses the needs that were identified by your family to create goals. Wraparound also uses your strengths to develop strategies to meet those goals. This is called **STRENGTH-BASED** planning. This Wraparound Plan is your family's road map throughout the process.

The Wraparound Process Has Many Parts, Including:

- Deciding who is on your team
- Getting together with your team at times and places that are convenient and comfortable for you and your family
- Identifying strengths of your child and family
- Setting outcomes (What changes do you want to see as a result of being involved in Wraparound?)
- Listing needs by looking at all areas of your family's life (These areas are called LIFE DOMAINS)
- Choosing which needs to work on first
- Setting ground rules for CFT's
- Brainstorming options (there may be many, many ways to meet each need – be creative!)
- Designing strength-based strategies (ways to meet needs and make progress)
- Making a safety plan to be sure your child, family and community remain safe (and that your lives are less stressful)
- Meet as a team to work on and update the Plan of Care as needed



Wraparound looks different for every family, but below are the parts of the process that all youth and families go through as a result of being in Wraparound. Take a look at each step in the Wraparound process and think of how it may look for you and your family once you begin. Remember, no two Wraparound Plans look exactly the same, just as no two families are exactly the same. This is called **INDIVIDUALIZED** planning.

DECIDING WHO IS ON YOUR TEAM

The people you choose to be a part of your team could possibly include close friends, neighbors, family, church members, staff from your child's school, etc. These should be people who know you and your family and will support you through the Wraparound process. Another suggestion is to include the people who are already involved and working with you and your family such as a teacher, therapist, case manager, probation officer, parent support parent, etc. It can take a bit before you feel like your team is gelling, but it helps if you start with team members that you feel comfortable meeting with. Remember, other people can be added later.

Youth Advocates are young people that can participate on your CFT as well, if you and your family desire. They are there to bring additional support, knowledge and their personal experience with being connected to Community Mental Health (CMH) services either directly or indirectly. The benefits of having them participate on your team are: they are there as additional support for your youth. They are there to give another youth perspective and help advocate for your young person, helping them feel comfortable in the Wraparound process.

Parent Support Partners (PSP's) can also be requested to be part of your Child and Family Team. This person would come alongside your family and help with specific outcomes you and your family are wanting to accomplish but need a bit of assistance with. Parent Support Partners have firsthand experience with CMH in some capacity so they are able to bring a wealth of knowledge to your team and share their insight, they are also familiar with special education laws when working with CMH services. PSP's

IDENTIFYING STRENGTHS

Identifying and using your family's strengths are a huge part of Wraparound. In this process, you will hear your facilitator ask you things such as: what you like, what you're good at, what your interests and hobbies are, what you're passionate about, how your family celebrates holidays,

etc. All this is done to learn about your child and family strengths! Remember, Wraparound is a **STRENGTH-BASED** process, so it's important to capture everything you're great at as an individual, as well as a family.



The Facilitator Looks for Strengths in Order To:

- Learn about your family
- Get a balanced picture of your family (maybe people have only heard the negatives and problems)
- Know what your strengths are and how to best use them as the team puts together the plan of care
- Discover what resources your family already has such as: other family members and their skills/talents, neighbors, community resources and whatever has helped in the past.

*THE STRENGTHS OF YOUR FAMILY AND OF YOUR CHILD'S TEAM
ARE THE MOST USEFUL PARTS OF MAKING PLANS THAT WORK*

LISTING NEEDS

Once the team has done a strengths discovery, it is time to find out what the needs are for your family and your child. This is done by going through the **LIFE DOMAINS** such as: **Home/Family, School/Job, Financial, Medical, Legal, Emotional/Behavioral, Social/Fun and Spiritual/Cultural**. Be sure to include the needs of ALL your family members across these areas. This is called a **FAMILY-CENTERED** approach. Below are a list of Needs Statements other families have used while in Wraparound.

I Need:

- To know there is someone I can talk to when I get upset
- A way to make sure my son takes the right medicine at the right time
- Help with making friends and keeping them
- To be able to send my daughter on the bus without getting kicked off
- To feel in control of age appropriate things
- To learn how to be independent from my mother

- To have good friends who don't get him in trouble

Be careful not to list or name services as needs. For example, I need: a tutor, mentor, Big Brother, therapist, etc. These are SERVICES, not needs. Services are one of many ways to meet a need. This is the time to list exactly WHAT the need is and WHEN it is needed. Note: Wraparound does not have funds within their budget to personally purchase items such as: stove, refrigerator, beds, doors, etc. for your family. However, facilitators will work with you to locate community resources to help meet that need if that is one of them.

CHOOSING WHICH NEEDS TO WORK ON FIRST

Once you have listed your needs, the team votes to determine the importance of each need and rates them accordingly. There are many ways that a team can vote, i.e. majority rules, consensus, etc. however the family's voice is the loudest. Remember, this is your plan. You and your family have to live the plan. Everyone else is there to provide the support and resources to help you and your family carry it out.

BRAINSTORMING OPTIONS

Your team will then take a closer look at your needs that were chosen. Starting with the top three or four needs might be a good place to start. For each one of the needs, the team should list ALL POSSIBLE OPTIONS that might help meet that particular need, this I called **brainstorming**.

Brainstorming is done quickly, without any judging, criticizing, or discussion. Suggest ideas, no matter how crazy or silly or impractical they may seem. The facilitator should write down every suggestion so the entire team can see the list. The team can get as creative and inventive as possible!



For example, if a top need was "I need to know that I can control my anger", some options that might come up through **brainstorming** may be:

- Take an anger management class
- Write out/tape record your thoughts and discuss them with an adult
- Design a volcano
- Learn bio-feedback
- Master karate
- Take up jogging
- Become a peer conflict resolution person
- Start an "Anger Journal"

CREATING STRENGTH-BASED STRATEGIES

Now the team will look at the list of brainstormed options and decide which strategies (options) to use to meet the need. From the list of all possible options, choose only those that you can match with strengths (look at the list of strengths that were listed earlier). Do not choose an option just because someone likes it, or because that service or program has an opening.

When an option matches the strengths of your family members, it is much more likely that it will work, to meet the need.

For example, if Tommy is outspoken, honest, stands up for other kids, and thinks it would be neat to be a lawyer when he grows up, options (to help with handling anger) that match his strengths may be:

- Become a youth advocate
- Write out/tape record thoughts for later discussion
- Set up small debates with other youth

A strategy such as: Putting Tommy in a room by himself for time-outs would probably not work, since we know how verbal he is. This strategy would also not speak to one of his strengths.

SETTING OUTCOMES

This activity is sometimes overlooked, but it is VERY important for these reasons:

- 1) The quality of the Wraparound Plan depends on doing this activity
- 2) The outcomes you decide on will determine what services your child and family will receive
- 3) The outcomes are like a map, they guide your team where you want to go and when they are accomplished, you and your team can see the successes. If one or more of your outcomes were not able to be accomplished, your team will know they need to create new strategies or ways to meet your family's needs (or think about what else may be happening that is keeping your child & family from reaching the outcomes). At that time, further brainstorming will need to take place.

Outcomes in Wraparound may also have names like **MISSION STATEMENTS** and **GOALS**. Your facilitator can explain them to you. Just remember that it is important that your team talks about outcomes, and that you have outcomes that are important to you and your family. Sometimes goals are also determined by court mandates. These can become part of your Wraparound Plan. **Your job is to let your team know what supports and resources you need in order to be able to do what you are being asked to do.** If a court mandate has been given to your family that you are unable to carry through on due to money, transportation or lack of resources please let your team know. So that as a team you can problem solve and bring the issue(s) to the appropriate people.

MAKING A SUPPORT PLAN

Safety is a very important part of Wraparound. You have probably lived through some serious situations with your child and may be concerned about what will happen because of certain behaviors. You and your team will talk about things that could possibly get out of hand in the future and ways to plan for it. Be sure to imagine the very worst of your fears – this way your team can help plan for whatever may happen. Then as a team you will develop a Support plan

The **SUPPORT PLAN** will tell the steps you and your family can take **to prevent a crisis**, as well as **steps to take if something does happen**. It will tell who else will help to keep you safe, and should cover both day and night, any day of the week. It will be simple, easy to follow and will include “who, what, when and where”. (For example, **Who** will help? **What** behavior determines a phone call? **Where** should people go when it’s occurring, for safety, help, etc? and **When** will the call be made?) The job of the team is to make sure that you and your family have all the supports and resources you need to carry out the plan. If there is even one part of it that you think will not work for your family, be sure to let your team know. **You need a support plan that will work for you and your family, or it will not keep you safe.**

FINALLY, be sure to let your team know what you really think and what your family really needs. Let them know what is working and what isn’t working, and why. Be sure to celebrate every step toward success, no matter how large or small! As your team begins to meet more and more of your family’s needs, you will begin to talk about transitioning out of Wraparound. This conversation is something that is taking place throughout the Wraparound process as well. Your family is making and reaching outcomes and excelling! As a result, a successful graduation from Wraparound takes place. Prior to the graduation celebration, the team comes together to decide how they are going to celebrate the success of the family and what that is going to look like. A graduation is then held to celebrate and highlight ALL the accomplishments and strides the family has made while in Wraparound!



Hang in There! Your Family is Worth It! Your Child is Worth It! You Can Do It!