



Community Wraparound Family Guide

400 N. Erie Blvd., Suite A
Hamilton, Ohio 45011
513-887-5510
Fax 513-887-3709



BCESC is the Fiscal
Administrative Agent for
the Butler County Family
& Children First Council

COMMUNITY WRAPAROUND IN BUTLER COUNTY

Ohio families whose children have more complex needs are entitled to their county's service coordination process. In Butler County, the Family and Children First Council has chosen **wraparound** as the model to help families with this service coordination. Wraparound is a team planning **process** that follows a series of steps to help children and their families realize their hopes and dreams. With help from a wraparound **facilitator**, people who have a stake in your family's long term success come together as a team to plan and problem solve.

This **family guide** was developed as a handbook for family members. Use it to help your family make sure the process follows closely to the principles and activities of wraparound.

10 Principles of the Wraparound Process: Wraparound in Butler County is based on the National Wraparound Initiative. We have developed our service coordination process to closely follow nationally accepted principles of wraparound. They are:

1. **Family voice and choice.** Everyone in the family will be asked to share their opinions throughout the wraparound process. The planning will be driven by the family's opinions and choices.
2. **Team based.** The wraparound team consists of any person chosen by the family interested in helping them reach their goals. It is important to have the right people on the team and at the table when planning.
3. **Natural supports.** The team looks for team members in the family's community, friends, and extended family who may be able to help with planning and implementing solutions both now and in the future.
4. **Collaboration.** Team members will work together to develop, implement and monitor a single wraparound plan that blends the perspectives, ideas and resources of the team, and coordinates and shares the responsibility for completing tasks and assignments in the plan.
5. **Community-based.** The team will create a plan that includes activities and supports in the home and local community to ensure the child is safe and that his/her needs are being met. The team's focus is to make sure kids grow up in their homes and communities.
6. **Culturally competent.** The team creates a plan that is based on the values, beliefs, and culture of the family and their community.
7. **Individualized.** To achieve the goals laid out in the wraparound plan, the team thinks creatively and develops and implements a tailored set of strategies, supports, and services.
8. **Strengths based.** The wraparound process and the wraparound plan identify, build on, and enhance the capabilities, knowledge, skills, and assets of the child and family, their community, and other team members.
9. **Persistence.** Despite challenges, the team sticks with working toward the goals included in the wraparound plan and provides care unconditionally until the team reaches agreement that a formal wraparound process is no longer required.
10. **Outcome based.** Goals and strategies of the wraparound plan will be stated in ways that are observable or measurable. The team monitors progress in terms of these measures and revises the plan accordingly.





The Wraparound Process

Referral Received

After a referral is received for our program, the **wraparound administrator** will contact you to provide a brief overview of the wraparound process and to **hear from you** what you are looking for and where we may be able to help. The wraparound administrator will ask about the **concerns** you have for your family and answer any questions you may have about the wraparound planning process. The wraparound administrator will help you **decide** if you think the wraparound planning process could be a match for your family in addressing your concerns. If not, the wraparound administrator can make suggestions or **link** you to other resources that might match your needs. Following this, the wraparound administrator will call you with the wraparound facilitator who is to start working with your family.

Family Discovery and Team Preparation

Your wraparound **facilitator** will contact you in order to set up a time to get to know your **family**. When they meet with you and your family, they will gather additional information about your family, your traditions, your **hopes**, what you like to do, how you cope, where you have had successes in the past, and the things that make your family **unique**. They do this in order to better help them guide the wraparound planning process and help your team plan based on the unique qualities and preferences of your family. They will write your story into a document we call the **Family Discovery** which your team will read at the first team meeting. Your Family Discovery is a narrative that focuses on the **strengths** and unique qualities of your family as well as the **needs** of your family. Your facilitator will discuss with you who you want to include on your **team**. The wraparound team consists of any person whether they are professionals or family/community members, who are interested in helping your family reach their goals. Families do have the option of asking for a parent partner, a trained parent through our program who can provide support and information, to participate as a team member. Don't worry if your team is small in the beginning. One of the goals in wraparound is to develop support for you and your family and make sure the right people are involved in planning.

If you are interested in pursuing the wraparound planning process, the wraparound facilitator will have you complete some **questionnaires** that help us understand how your child is doing, his or her strengths, how you feel addressing your child's needs and also in working with others in the community. You will be asked to complete a release in order for your facilitator to be able to contact team members you have chosen to participate in the wraparound planning process. The wraparound facilitator will also go over with you your **rights** and responsibilities as you participate in wraparound.

The facilitator will contact the team members you have **chosen** and gather information from them regarding your family's strengths and needs and also include this in the Family Discovery. You will be given an opportunity to read the Family Discovery before the first meeting to make any necessary changes. Your facilitator will then discuss **scheduling** a time and place that works best for you and as many of the other people who are invited to the first team meeting. We can meet in your home, at our office, at school, the library, a therapist's office, or wherever you think best meets your team's availability.

Initial Plan Development

At the first team meeting, the facilitator will guide your team in reviewing your **family's strengths and needs**, developing a **long range vision** of where you want your family to go, and begin working on this vision by breaking it down into smaller goals and action steps. Your team includes people who are providing services to your family as well as people who are connected to you in a supportive role such as friends, family, neighbors or faith supports. The first few meetings in the wraparound process will focus on developing a **plan of action** for the specific needs of your family. The team will meet weekly or at least every other week, while the plan is being developed. The following list will give you an idea of how the first meetings in the process will look:

- Everyone introduces themselves and explains their **role** or the part they will play on the team.
- The facilitator will explain matters discussed in wraparound are confidential and the obligation to report allegations of abuse or harm. Wraparound meetings discuss plans for your family in a group setting but your privacy will also be respected.
- **Ground rules** are established by the team of how meetings will occur. These rules help the team work well together.
- The team will review the **strengths** list that was developed in the Family Discovery. Team members may have additional strengths to add to the list.
- The team will come up with a **long range vision** that describes what the team will accomplish or work toward in the wraparound process.
- The team will review the **needs** list that was developed in the Family Discovery. Team members may have additional needs to add.
- The team will decide which need to focus on **first**.
- A **goal** or goals will be set around the need.
- The team will talk about the family's strengths as well as the team members' strengths (things they do well or what is working well) and **barriers** (things that get in the way) in reaching the goal.
- The team will **brainstorm** solutions keeping the strengths and barriers in mind.
- The team will develop **action steps** to meet the goals on the plan.
- The team will talk about any **resources** that may be needed to make the plan happen.
- Team members will complete a team commitment form listing what they agree to do and by when.
- The team will decide ways to **measure** if the plan is working.
- Each person will leave the meeting with their **team commitment form**, how to contact other team members, and a date when the next meeting is scheduled.
- The facilitator will put the wraparound plan together along with any additional meeting minutes and a copy will be given to each team member at the next meeting.
- The facilitator will review whether there are any safety issues which need to be addressed by the team.

Implementing the Plan

As the plan is written, revised and updated, the team will continue to review the progress. When the team meets, it will follow a similar format:

- Review your **accomplishments**: what is working well since we last met. This helps the team focus in a positive direction.
- **Assess** whether your plan has been helpful in achieving your goals. This involves looking at the strategies we developed, were they helpful, did people do what they promised, and can we see an improvement.

- **Adjust** the action steps that aren't working within the plan and/or explore additional ways to achieve our goals. This may involve brainstorming again, re-thinking how we looked at the situation, problem solving barriers that were encountered in implementing the strategies, assessing whether the strategies were a good fit for the goal, and were they timely.
- **Assign** new tasks to team members. This may involve new commitments or actions to implement that address the needs your team has identified.

This will be the pattern of our meetings. In addition, your facilitator will lead your team in creating a crisis or safety plan to address situations you have identified. As part of the meetings, the facilitator will **guide** the team in evaluating the progress of the wraparound team. You will be asked to **evaluate** how the meetings are going and how well the team is working together to achieve the goals. The team will develop observable ways to **measure** the progress on goals and chart it for the team. Periodically, the parent and the youth will complete follow-up questionnaires from the ones you completed at the start of wraparound. The facilitator then will share the results as an additional measure of the **progress** of the team. In between meetings, you and your team will complete the tasks in the plan, communicate about the implementation of the action steps, and professionals will continue to provide treatment or services.

Transition

Even though **transitions** happen throughout the process, there is a point when you will no longer need to meet regularly as a team. Your facilitator will help guide you to this point. The team will begin the transition process once a wraparound plan has been created to address the needs of your family and progress has been made on the goals in the plan. It is to be expected that some of these needs may be **ongoing** concerns that will continue after wraparound closes. Therefore the time to transition is not once all of the needs are met, but rather once a **solid plan** is in place to address them. You will discuss with your team your readiness to transition and knowing what to do or who to call should new situations arise. Your facilitator will have you complete some questionnaires to help measure the change that has occurred throughout the wraparound planning process. You will review your crisis plan, if created, to make sure it is effective and everyone knows what to do should a crisis occur. Your team will create a **transition plan** together that describes what was accomplished throughout the process, **lessons learned**, the plan to call a team meeting if needed, as well as updated list of your family's strengths and needs. The team will review this plan together and have a **celebration** to acknowledge everyone's hard work and success throughout the process.



Expectations and Roles

The wraparound process is a **team-based activity** that helps groups of people involved in your family's life work together with a **common vision**. As discussed earlier, 'team-based' is one of the key principles in the wraparound planning process. For wraparound to be most successful, it requires all members of the wraparound team to participate to their fullest potential. There are many different types of team members on wraparound teams. The most successful teams in wraparound are ones that contain a **balance** of family, **natural supports**, and professionals that all care about seeing your family become successful in your community, home, and school. Each team member has a specific **role** in carrying out the vision of the team. It is important for you to understand the role of each team member as you move throughout the wraparound process. The wraparound facilitator is trained to facilitate the team through a process that is **organized** and **structured**.

What is the role of the facilitator?

- To get to know your family and **understand** your strengths, your needs, and the way that you live.
- Help your family identify key people to have on your wraparound planning team.
- Orient new team members to the wraparound process.
- Hold and **facilitate** regular team meetings with you and all of your team members.
- **Ensure** that meetings are organized, productive, and that team members show each other respect.
- Lead the team in **problem solving** and brainstorming solutions.
- Lead the team in developing action steps to meet your family's needs.
- Lead the team in developing plans for times of **crisis** and maintaining **safety**.
- Distribute meeting minutes, copies of your wraparound plan and crisis plan as your team completes them.
- Hold team members **accountable** for their commitments to the wraparound plan.
- Lead the team in **measuring** whether your plan is successful.

What is the role of the family?

- To **identify** individuals and supports to have on your wraparound team.
- To participate in regular wraparound team meetings and **voice** whether you think ideas discussed will work for your family.
- To **consider** the youth's voice of what they want or how to include them in the development of the plan.
- To be open to new ideas and **consider** all possible solutions to obstacles.
- To be **honest** about your ideas and concerns.
- To be accountable along with other team members for the **commitments** you make.

What is the role of a team member?

- To think as **creatively** as possible when developing a plan of action for the family.
- To effectively **partner** with other team members and possibly offer help in a different way.
- To **participate** in regular wraparound team meetings.
- To be willing to take **responsibility** for your commitments that are part of the wraparound plan.
- To be **honest** about your ideas and **voice** your concerns.

What are some of the other roles you may come in contact with in wraparound?

- The wraparound administrator supervises your facilitator and may sit in on a meeting to see how they are doing. They can also be an additional resource in helping to brainstorm solutions to situations your team is dealing with or in thinking of creative ways of maintaining youth in their home and community.

- Wraparound also works with the Community Resource Team which includes representatives of the different child-serving systems and a parent representative that your team may meet with when having difficulty in finding resources or ideas for your wraparound plan.
- Wraparound also works with the Clinical Committee which includes representatives of the child-serving systems who can assist teams who are having extreme difficulties maintaining a youth in their home and options for more intensive treatment.



Big Ideas

In wraparound, we also believe in some key ideas about people and planning. You may hear some of these statements from your facilitator as you engage in the wraparound planning process:

- *'Hole in the heart needs'*. Deeper needs that underlie how people act or lead them to feel the way they do.
- *'Bad behavior' comes from unmet needs*. What some people may label as a bad behavior, we view as the person trying to meet a need in a way that is seen as unhealthy, inappropriate or negatively affects others. What is more **helpful** is to focus on ways to teach or provide more healthy or appropriate ways for the person to meet this need.
- *The biggest unmet need is loneliness*. What we often find is that a great deal of behavior that others find negative comes from the person feeling lonely or isolated from others. What is more helpful is to find ways to help them feel **connected** to others and that they are valued and important. Many of our families feel alone as they try to help their child succeed. Connections to other parents through a parent partner or the Ohio Families Organizing for Change, a parent network, are potential ways to gain this support. Parent partners also help parents develop natural supports that can continue beyond the wraparound planning process.
- *Getting a service doesn't necessarily mean your needs will be met*. Services can be helpful to meeting needs but we find there may also be other solutions or additional ways to meet this need or ways that may be more sustainable over time or utilize more natural or informal supports.
- *All behavior is communicative*. People's behavior communicates things that are going on inside them. Especially with youth who may not have the words to express these things, we need to pay attention to their behavior and seek to **understand** what they are trying to communicate.
- *People don't fail, plans fail*. In wraparound, we have a commitment to find ways to help youth and families succeed. From our perspective, we don't look at the person as failing if our plan has not worked out as hoped but instead we need to develop a **better plan** to help the person succeed.
- *No shame/no blame*. In wraparound, you will hear team members say no shame, no blame. What we believe is that it is not helpful to spend time blaming others or making them feel bad about something. It is better to focus on **problem solving** how to help the youth or family to be more successful and move forward.

Wraparound Planning Checklist

Family Discovery and Team Preparation

- Meet with my facilitator; explain my family story and our unique qualities.
- Address immediate crises and know what to do should a crisis occur.
- Discuss any immediate need for referrals for services.
- Complete initial questionnaires and release of information for potential team members.
- Develop lists of strengths and underlying needs for my family.
- Review team members to be invited to the first team meeting, it's time and location.
- Review Family Discovery once written by my facilitator.

Initial Plan Development

- Participate in initial team meetings.
- Review lists of strengths and needs with my team.
- Agree on a long range vision for my family and want to accomplish with my team in the wraparound process.
- Pick most important needs to address and which one to start with first.
- Brainstorm strategies to meet the needs.
- Pick strategies that will fit my family, address our needs, and use our strengths in developing strategies.
- Discuss with team any barriers to implementing strategies and resources needed for the plan.
- Count on everyone having assignments for some strategies in the plan.
- Expect crisis and safety issues to be reviewed and a plan developed to address my concerns for safety.
- Review team meeting minutes or wraparound plan once distributed by my facilitator.

Implementing the Plan

- Participate in follow-up meetings to review how the plan is working and share accomplishments.
- Discuss how the services and strategies in the plan are helping my family.
- Make adjustments to the plan that address barriers encountered and hold team members accountable for doing what they say they are going to do.
- Team members leave with commitment forms that list their assignments as agreed upon in team planning.
- Crisis and safety plans are reviewed and opportunities to practice what to do if a crisis occurs are planned for and adjustments are made as needed.
- Agreed upon measures of progress are reviewed with my team and questionnaires are updated.
- Minutes are distributed to my team and the wraparound plan is updated.

Transition

- Supports and services are in place that address the most significant needs of my family.
- I know who to call and how to access services or supports should the need arise.
- I have a plan to call additional meetings if needed and a plan to address crisis situations.
- My team has written a transition plan that describes our accomplishments, lessons learned, and my family has completed final questionnaires.
- My team has a celebration recognizing our accomplishments and hard work.
- My facilitator provides a letter to future providers of the accomplishments of my family and lessons learned through the wraparound process.



A Quick List of Wraparound Terms

In wraparound and throughout this family guide, we use some specific terms related to the wraparound process. We have defined them here to help with your understanding of our wraparound planning process.

1. **Action Steps:** Statements in a wraparound plan that describe specific activities that will be taken, including who will do them and within what time frame.
2. **Crisis or Safety Plan:** Documents that describe the situations to look out for which could escalate into an unsafe or crisis situation, steps to take to prevent or reduce the chance that this might happen, as well as steps to take to manage the situation safely if it starts to occur.
3. **Family Discovery:** A document that briefly captures significant elements of the family's story, their values and family culture, and list of their strengths and needs.
4. **Long Range Vision:** A statement crafted by the wraparound team during the initial stage of the wraparound planning process that provides a one to two sentence summary of what the team is working toward with the youth and family.
5. **Parent Partner:** A parent trained through our program, who provides support and encouragement to other parents, can attend meetings with them, has knowledge of parent's and youth's educational rights, provides information on resources, and participates on their wraparound team as long as needed.
6. **Natural supports:** Individuals in the family's own community, such as friends, extended family members, ministers, neighbors, and so forth.
7. **Needs:** The underlying motivation that drives why we act the way we do. An area of our life that with growth, will improve our overall quality of life.
8. **Outcomes:** Child, family, or team goals stated in a way that can be observed & measured.
9. **Service Providers:** Individuals employed by an agency in your own community such as case managers, therapists, school personnel, or probation officers.
10. **Strengths:** Strengths are the skills, talents, gifts, and resources within the family, team members, and the community, used to accomplish the goals in the team's wraparound plan.
11. **Team Commitment Form:** A triplicate half-sheet completed at team meetings which describes the task or action step the team member is to complete, and when to complete it by, and provides the parent a written record of the commitment.
12. **Thermometer:** A visual tool used by your wraparound team to rate and measure what areas of your plan are working and capture outcomes so your plan can be adjusted accordingly.
13. **Wraparound Facilitator:** A person who is trained to coordinate and guide the wraparound process for an individual family.
14. **Wraparound Plan:** A written plan created and updated by your team capturing the goals and action steps needed to achieve your family's long range vision.
15. **Wraparound Team:** A team made up of your family, service providers, and natural supports that come together to use the wraparound process as a way to create a plan based on your family's strengths and needs.