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12-1-03

The Family's Guide to Wraparound Sacramento



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Notes

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What is Wraparound?

Wraparound helps families achieve their dream of a better future. Families are supported to develop an effective support network, increase their sense of competence, develop new skills, and have access to the resources they need. With planning, problems can be managed or avoided.



In wraparound, we work together as a team to identify strengths, needs and goals. The team develops, facilitates, and continually evaluates a comprehensive plan of services and resources. Each plan is tailored to meet the specific needs of the child and family

How Wraparound Works

Each family participates in a Child and Family Team that includes people who will work with you, and will arrange services and supports that “wrap around” your child and family – in your home and in the community where you live.

Together, your child and family team will help your child and family to reach your goals and achieve a better life. The services provided are inspired by the *needs* of each family served.

You and your Child and Family Team will determine when flexible funds and or staff support are the best way to meet your family’s needs after considering the following guidelines:

- Your goals are specific, and are stated in concrete terms so that success in achieving them can be measured over time. You and your team will know when your goals are met
- Using flexible funds and agency staff supports the goals in your family’s wraparound plan
- The resources will help you and your family, have the knowledge, skill or resources that give you more stability so that you can focus on planning for a future when you will need less or no professional involvement in your family’s life.
- Funds and resources are used in a way that match what your family will be able to keep going after wraparound ends
- No cost and community resources have been explored (your team will help with this)
- Your plan will identify how and when natural resources like family, friends, church or other community resources will replace flexible funds and staff support

has experience with the providers who are working with you and your family

Stewardship and Your Family's Plan

Stewardship means being responsible for something that belongs to someone else. It implies accountability to the true owner for what we do with the resources we are in charge of. Because wraparound is funded with public dollars, we are accountable to the taxpayers and community to use that funding in ways that help children and families to achieve stability, self reliance and connections so that that they don't need intensive professional supports to meet their ongoing needs.



In Wraparound, the whole team is responsible to make sure that the resources available from the wraparound provider (funds and staff support) help achieve the goals set by you and your family. The goals should be clearly stated in your family's plan and result in increasing your independence from professional resources. This will be measured over time if the goals in your wraparound plan are achieved. Flexible funds refer to dollars available that can be used to obtain services or resources to meet specific family needs when no other resource is available.

Team membership. At its core, the Child and Family Team includes the child, the parents and/or caregivers, a family facilitator and a family specialist. The team will also include other people who will help you achieve success – such as a family partner, a neighbor, relative, or a friend, social worker, probation officer, therapist, teacher, and any other person important in the child or parent's life.

Building on family strengths. Action plans are built around your family's talents, interests, personal connections, spiritual beliefs and those things that make your family unique.

Family centered. Services are designed to address the strengths, needs and preferences of the whole family, not just of the child's. Families are included as part of the decision making process.

Individualized planning. The plans reflect the unique strengths, needs, goals and priorities of each family. Every wraparound plan is different.

The wraparound steps include:

- Making a plan ahead of time with your team about how your child and family can stay safe and handle problems you can predict will happen
- Deciding who is on your team

- Getting together with your team at times and places that are convenient and comfortable to you
- Identifying strengths of your child and family
- Setting goals (the changes you want to accomplish during the time you are involved in wrap-around)
- Listing needs by looking at all areas of your child's and your family's life. These areas are called *life domains*
- Choosing which life domains to work on first
- Brainstorming options to identify possible solutions to meet child and family needs
- Making action plans and trying them out

Take a look at how these steps in wraparound planning might work for you and your family. Remember, no two wraparound plans look exactly the same, just as no two families are exactly the same – that's why we call it *individualized* planning.

Making a Safety Plan

Keeping your child and family safe is the most important part of wraparound planning. You may have lived through frightening situations with your child, and you may be wor-

- Delegate a person to act in your behalf during the complaint, grievance, or State Fair Hearing process

NOTE: Your child's Mental Health Services will NOT be affected in any way by filing a complaint or grievance.

What you can do:

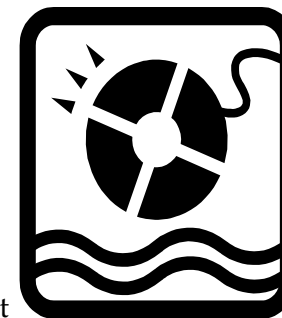
- Read everything carefully. Be sure you understand and really do agree with anything that you are given before you sign it
- Remember that although you may be under a lot of stress, you are your child's best advocate
- Educate yourself about the flow of information about your child and family. Carefully consider what reports go to which person, agency, school, and so forth. Think about where the information will go before you sign permission for information about your family is collected or given out
- Resolve disputes promptly. If you disagree with a decision, speak first to the person most immediately involved. If that doesn't solve the problem, speak to the supervisor before you file a complaint
- Request help from a family partner who knows the rules, understands the system of care, and

using. Don't be afraid to ask for help. You will always be your own best advocate, and your team is there to help you to be a strong advocate for your family. Remember this is a process that will help you and your family to be empowered both now and for the future.

You are entitled to:

- Respectful treatment by all mental health staff
- Service provided in a safe environment
- Informed consent to treatment and informed consent to prescribed medications
- Confidential care and record keeping
- Participate in planning your child's treatment
- Request a change in the level of care, change of therapist, and a second opinion
- Consideration of a problem or concern you have about services by the staff person or agency providing care
- Register a complaint or file a grievance regarding services
- File for a state fair hearing when services are denied, reduced, terminated, or there are other problems

ried about what could happen because of certain behaviors. You and your team will talk about things that have happened in the past and what might happen in the future, things that could possibly be challenging, and what this would look like for you in your home or for your child in school.



The safety plan. Even if your family is currently stable, it is important to have a safety plan that addresses past behaviors and crises. Be sure to confront and share your fears; this way your team can work together to prepare for whatever may happen.

The safety plan will identify what steps you and your family will 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 all safe and will be a plan that will work any time of the day or night, any day of the week. It will be straight forward, easy to follow, and will include "who, what, when, and where." (For example, who will help? Who will call whom? When will the calls be made?) Your job is to make sure that you 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 safety plan that will work for you and your family, or it will not keep you safe.*

Safety plans are always open to change and improvement. As you and your team members get to know one another better, the safety plan should be changed to be more strength-based. It should also be changed when it does not work.

On-call service. EMQ- Sacramento maintains an agency on-call system that makes it possible for you to access help after normal working hours, weekends, and holidays. The on-call numbers and pager numbers are found in your safety plan. When you contact the on-call service, you should receive a call within 10 minutes. (If for any reason you are not responded to, you need to call again. We ask that you bring this or any on-call related problem to the attention of your team facilitator on the next business day. This will ensure the quality control of the service for all families.)

When you call, you and the on-call facilitator will decide the next step(s); a staff member may be dispatched if needed. Technology isn't always reliable; you will also have a back-up pager number to use if you get no response within 10 minutes. Your facilitator will explain the on-call system and give you their agency phone numbers; learn the procedure and keep the number handy. For the sake of safety, always remember, if you or someone else is in danger, you should call 911 first.

they are involved with, such as mental health, Child Protective Services, or juvenile probation

- Facilitating self-help support groups and providing educational programs and trainings that meet the needs of the families
- Helping engage families in positive relationships with the service team and provide information to families that will enable and empower them to make informed decisions regarding their child's mental health treatment
- Coaching families through grievance or complaint procedures when needed
- Providing non-judgmental, unconditional support while encouraging families to learn to achieve self-sufficiency and advocate for themselves

Rights and Responsibilities

You and your child have specific rights when you participate in mental health services. Your family partner and other members of the team can help you to know and understand your rights and all the terms or conditions that apply to the services your child and family are



Team meetings and take responsibility for assisting the family as they implement their action plan. Services are provided in the home and in the community in accordance with the identified needs of the family, and always support the family toward self-sufficiency.

Family specialists assist in the creation and implementation of positive behavior support plans and strategies that support the family in meeting their goals.

Family specialists also serve on on-call teams, and provide support and crisis management to the family in the home or community whenever needed.

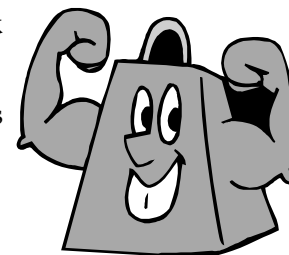
EMQ family partner. EMQ family partners are staff members who have current or previous experience as the parent or caregiver of a child who received public mental health services. The family partner's role is to assist team members understand and adhere to wraparound family-centered values.

Family partners fulfill their role by:

- Communicating observations to various members of the Child and Family Teams to ensure that all members of the team are aware of and sensitive to the family's reaction to the process
- Providing support and information that help families understand and navigate the systems

Identifying Strengths

Your wraparound facilitator will ask you questions about things such as your likes and dislikes, your hobbies and interests, what you are good at doing, etc. These kinds of questions will be asked of each family member. This is done to discover your family's strengths. Remember, wraparound is a *strength based* process. Action plans use the things your family likes, is good at, and has interest in, as well as what has worked for you in the past.



The facilitator looks for strengths in order to:

- Learn about your family and child
- Get a balanced picture of your family (maybe people have only heard the negatives and problems)
- Discover what resources your family already has

Resources may include other family members and their skills and talents, neighbors, community resources – and whatever has helped in the past. *Your family's strengths are what make wraparound plans work.*

Setting Goals

The family sets the goals and chooses services with the assistance and support of the other members of the Child and Family Team. It is important for your team to talk about and really understand what you want to achieve.



Some goals may be determined by court mandates and these will be part of your wraparound plan, along with the outcomes that are important to your child and family. Your job is to let your team know what resources you need to do what you are being asked to do.

Never agree to do something that you feel you can't or don't want to do. Ask for support or resources (such as transportation or child care) if that can make a difference.

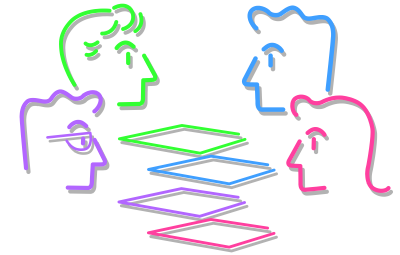
If you are not sure what it is you are suppose to do, or how to do it, always ask questions. This is your plan, your life, so the goals need to work for your child and family.

Here are two examples of goals from other wraparound plans:

- Mike will attend school all day every day and complete all required credits with a grade of "C" or above.
- The family will eat dinner together at the kitchen

Wraparound Staff Roles

Family facilitator. The family facilitator works with family members and involved professionals to bring together a team that creates a circle of support around the family to meet complex needs.



The family facilitator functions as a service coordinator and helps develop an atmosphere that encourages acceptance of differences without being judged and shamed. It is his or her role to walk the team through a series of steps to develop and implement an individualized family plan.

The family facilitator also educates the team about the values of wraparound and remains actively connected with all the team members to assure the follow through of assigned tasks, set up meetings, and keep open communication among all Child and Family Team members.

Family specialist. The Family Specialist provides specific, intensive, individualized services to the child and family in their home and in the community.

When there are no other formal or informal resources available to the team the family specialist will provide direct services to the family. They participate in Child and Family

- Master karate
- Take up jogging
- Become a peer conflict resolution person
- Start an “anger journal”
- Work out at the health club

Now the team will look at the list of brainstormed strategies and decide which ones to use to meet the needs. From the list of all possible strategies, choose only those that you can match with someone’s strengths (look at the list of strengths that were listed earlier). Do not choose an option just because someone likes it, or because a service or program has an opening. *When an option matches strengths of your family members, it is much more likely that it will work to meet the need.*

For example, if your child 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 might be:

- Become a peer conflict resolution person
- Tape-record thought for later discussion

Putting him in a room by himself for time-outs would probably not work since we know how verbal he is.

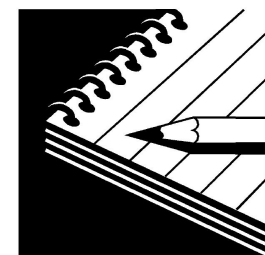
table every evening with no food fights, shouting, or physical aggression.

Listing Needs

Once the team has decided on the goals, it is time to find out what the child, the family, and the team needs to achieve the goals.

Here are some examples of needs from other wraparound plans:

- A way to get to the doctor
- Help to get your child up in the morning
- Someone to talk to when you are upset
- Help with homework
- The right medicine at the right time
- Skills to plan better and make better decisions



Be careful not to mix up needs with services. For example, a tutor, a mentor, a Big Brother, a therapist are *services*, not needs (they are possible ways to meet a need).

Be sure that your team looks at all of the areas of your child and family’s life when listing needs. In wraparound, these

areas are called *life domains* and include topics such as home and family, schools or job, financial, medical, legal, emotional and behavioral, social and fun, and spiritual and cultural. Be sure to include needs of all your family members across all these areas. Wraparound is a *family-centered* approach.

Later, your team will talk about services, supports, and community resources as possible ways to meet the needs that you have listed so that you can move towards reaching your goals.



Once you have listed the needs, the team determines the importance of each need. The team needs to think about how these needs relate to achieving the goals you decided on earlier. Be sure that you choose the needs that are important to your child and family, especially so you can reach the goals you have chosen. Remember, this is your plan. You and your family have to live the plan.

Designing Strength-Based Strategies

Next the team will take a close look at how to meet the needs that were chosen (three to five top needs might be a practical number to work on). A strategy is a plan of action intended to accomplish a specific goal. For each of these needs, the team should list all possible strategies that might help meet that need.

This can be done quickly, without any judging, criticizing, or discussion. Just 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. This is called *brainstorming*. The team can get as creative and inventive as possible! No options are too far out.



For example, if a top need was “help with handling anger,” some options might be:

- Take an anger management class
- Tape-record thoughts to discuss later with an adult
- Learn bio-feedback