

National Wraparound Initiative 2010
Webinar Series

*Family Partners in
Wraparound: Who are they
and what do they do?*

*An opportunity to examine and operationalize this role
in organizations and communities.*

Marlene Penn & Trina Osher

Co-Chairs NWI Family Partner Task Force

Tracy Little

Wraparound Fidelity Coordinator, Brevard Family Partnership



How well do you know the phases of the wraparound process?

- 📌 Not at all
- 📌 Some
- 📌 A lot

Formal Presentation Will Cover

- ✚ VERY Brief history of the family-partner task force.
- ✚ Definition of family partner role.
- ✚ Key characteristics and responsibilities of the role.
- ✚ Applying the 10 principles of wraparound to the family partner role.
- ✚ Activities of a family partner within the four phases of wraparound.
- ✚ Infrastructure support for family partners.
- ✚ Critical issues related to practice.

History of the Family-partner Task Force

- ✚ National Wraparound Initiative established the Family Partner Task Force in June 2006 to work on creating a model for how parent or family partners should operate within the wraparound process.
- ✚ The Task Force updates its Work Plan annually. These are on the NWI website.
- ✚ Delphi Process to obtain input from its members and achieve consensus on its products.
- ✚ The first task defined the role and described key responsibilities.

Definition of Family Partner in the Wraparound Process

- ✦ The Family Partner is a family member who is a formal member of the wraparound team.
- ✦ The Family Partner's role is to:
 - ✦ serve the family;
 - ✦ help them engage and actively participate on the team; and
 - ✦ make informed decisions that drive the process.
- ✦ Family Partners have a strong connection to the community and are very knowledgeable about resources, services, and supports for families.
- ✦ The Family Partner's personal experience is critical to their earning the respect of families and establishing a trusting relationship that the family values.

Key Characteristics and Responsibilities

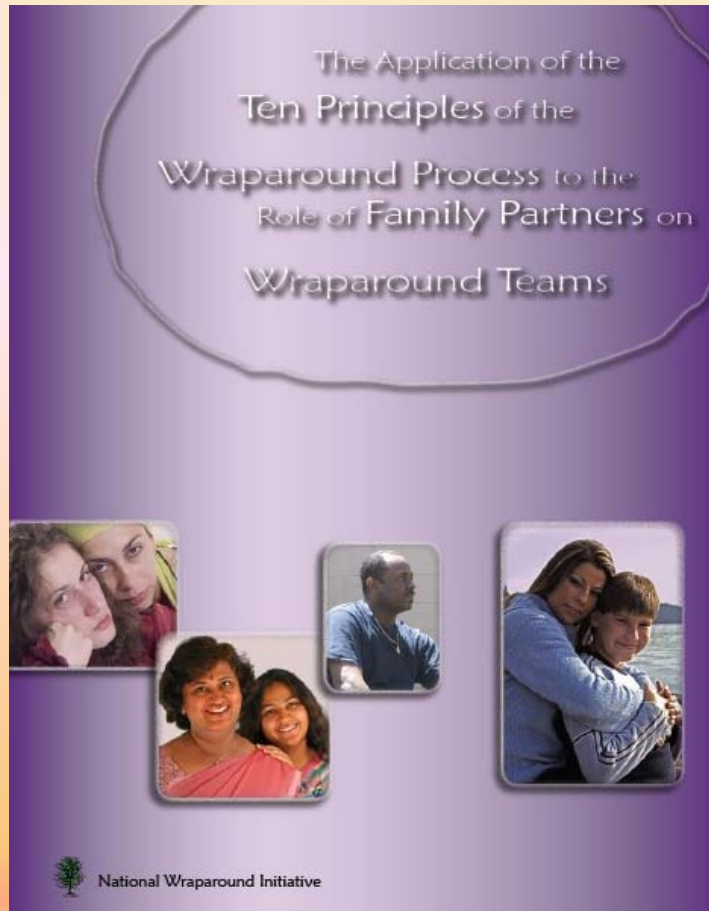
- ✚ A compassionate, empathetic, and attentive listener.
- ✚ A reflective, objective, and non-judgmental coach or mentor.
- ✚ A mediator, facilitator, or bridge between families and agencies.
- ✚ Ensures each family is heard and their individual needs are being addressed and met.
- ✚ Provides families with accurate knowledge about policies, systems, and services.
- ✚ Communicates with and educates agency staff on family voice and choice.
- ✚ Displays good verbal skills and accurately portrays the family point of view in many venues.
- ✚ Works in close partnership with the wraparound facilitator.

Do your family partners in your community receive training that is specific to their role in the wraparound process?

📌 Yes

📌 No

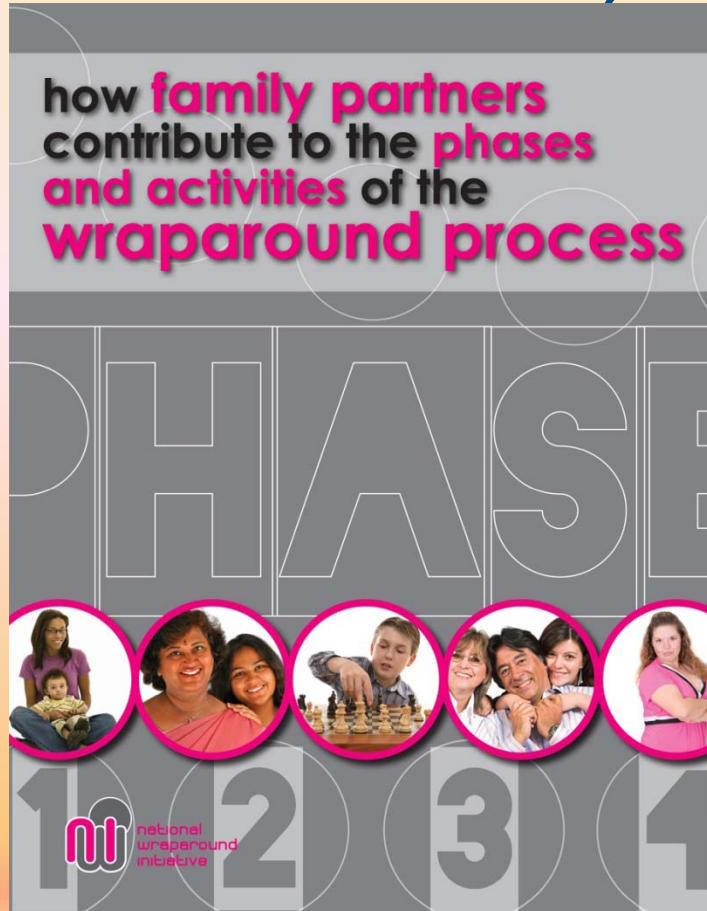
10 Principles of Wraparound and the Family Partner Role



- ✦ Developed using a modified Delphi process to gain maximum consensus from a broad constituency.
- ✦ Based on existing NWI documents describing the 10 Principles of Wraparound

[www.nwi.pdx.edu/NWI-book/Chapters/Penn-4b.1-\(family-part-10-principles\).pdf](http://www.nwi.pdx.edu/NWI-book/Chapters/Penn-4b.1-(family-part-10-principles).pdf)

How Family Partners Contribute to the Phases and Activities of the Wraparound Process



- ✦ Developed using a modified Delphi process to gain maximum consensus from a broad constituency.
- ✦ Based on existing NWI documents describing the 4 Phases of the wraparound process.

Do wraparound facilitators receive training about working with a family partner?

📌 Yes

📌 No

Phase 1

Engagement and
Team Preparation

Wraparound
Facilitator

Family Partner

- Phase 1 establishes trust and shared vision among team members and prepares the team to collaborate according to the Principles of Wraparound.
- The family partner begins to prepare the family for effective self-advocacy by helping them to comfortably participate in the conversation about strengths, needs, culture, and vision.

Phase 1 Practice Examples

- ✦ Engagement from the word “go”
- ✦ Strength and Cultural Discovery
- ✦ Beginning to build the child and family team

Phase 2

Initial Plan
Development

Wraparound
Facilitator

Family Partner

- This is when the child family teams begin to meet.
- The family partner encourages and coaches the family to speak about how practical each proposed strategy is in the context of the family's day to day activities.
- The family partner agrees to take responsibility for follow up tasks that are compatible with their role description and expectations.

Phase 2 Practice Examples

- 📌 Ensuring voice, choice and ownership for families
- 📌 Helping families prioritize their needs
- 📌 Begin developing the Road Map

Do you feel clear about the purpose, role, and responsibilities of family partners on wraparound teams?

📌 Yes

📌 No

Phase 3



- ✚ During phase 3, the wraparound plan is implemented, reviewed, and revised as needed.
- ✚ The family partner encourages the family to bring any concerns they have to the attention of the team so they can be resolved.
- ✚ The family partner maintains a strategic partnership with the facilitator.
- ✚ The family partner continues to mentor and coach the family in their journey towards self-empowerment and independence.

Phase 3 Practice Examples

- 📌 Advocacy skills and tools
- 📌 Mentoring and supporting families using their own voice in advocating for themselves.
- 📌 Continued family empowerment

Phase 4

Transition

Wraparound
Facilitator

Family Partner

- Transition out of wraparound is continual during the process. Phase 4 plans for transition to a mix of formal and natural supports in the community.
- The family partner focuses on making sure the family is well prepared for and feels comfortable with continuing to move forward more independently without the support of a formal wraparound team.

Phase 4 Practice Examples

- 📌 Graduation celebration
- 📌 Continued family team meetings
- 📌 Alumni Group/Resource Center
- 📌 Ongoing peer support and services

Are there family run groups or organizations where families transitioning out of wraparound can continue to receive peer support?

📌 Yes

📌 No

Infrastructure and Support necessary for Family Partners

- ✦ Cannot work in a vacuum.
- ✦ Require support and supervision.
- ✦ Parameters of the position must be clearly defined.
- ✦ Role must be understood by all the wraparound partners and the families being served.
- ✦ Sustainable and appropriate infrastructure is necessary to prevent frustration and failure.
- ✦ NWI Family Partner Task Force to work collaboratively with **National Initiative for Parent Support Providers**

Critical Practice Issues

- ✦ Training
- ✦ Background checks
- ✦ Workforce issues such as:
 - ✦ Supervision;
 - ✦ Compensation;
 - ✦ Credentials;
 - ✦ Other conditions of employment
- ✦ Strategic partnerships - including with youth partners and advocates

Join the National Wraparound Initiative

- ✦ Go to WWW.NWI.PDX.EDU

Join the Family Partner Task Force

- ✦ Click on "members" tab on the main page
- ✦ Click on "Work Groups" tab
- ✦ Select "Family partner task force" from the list and click on it
- ✦ Click on "Subscribe to Forum"

Useful Websites

- 📌 www.nwi.pdx.edu
- 📌 www.tapartnership.org
- 📌 www.ffcmmh.org
- 📌 www.systemsofcare.samhsa.gov
- 📌 www.neglected-delinquent.org
- 📌 www.ncmhjj.com
- 📌 www.CASEL.org
- 📌 www.policyresearchinc.org/fcnhome



The **National Wraparound Initiative** is based in Portland, Oregon. For more information, visit our website:

www.nwi.pdx.edu



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