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.

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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
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 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

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
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 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.ffcmh.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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