# Team Roles in Wraparound

The Institute for Innovation and Implementation

Wraparound is ...

Wraparound is an ecologically based process and approach to care planning that builds on the collective action of a committed group of family, friends, community, professional, and cross-system supports mobilizing resources and talents from a variety of sources resulting in the creation of a plan of care that is the best fit between the family vision and story, team mission, strengths, needs, and strategies.

Wraparound Principles
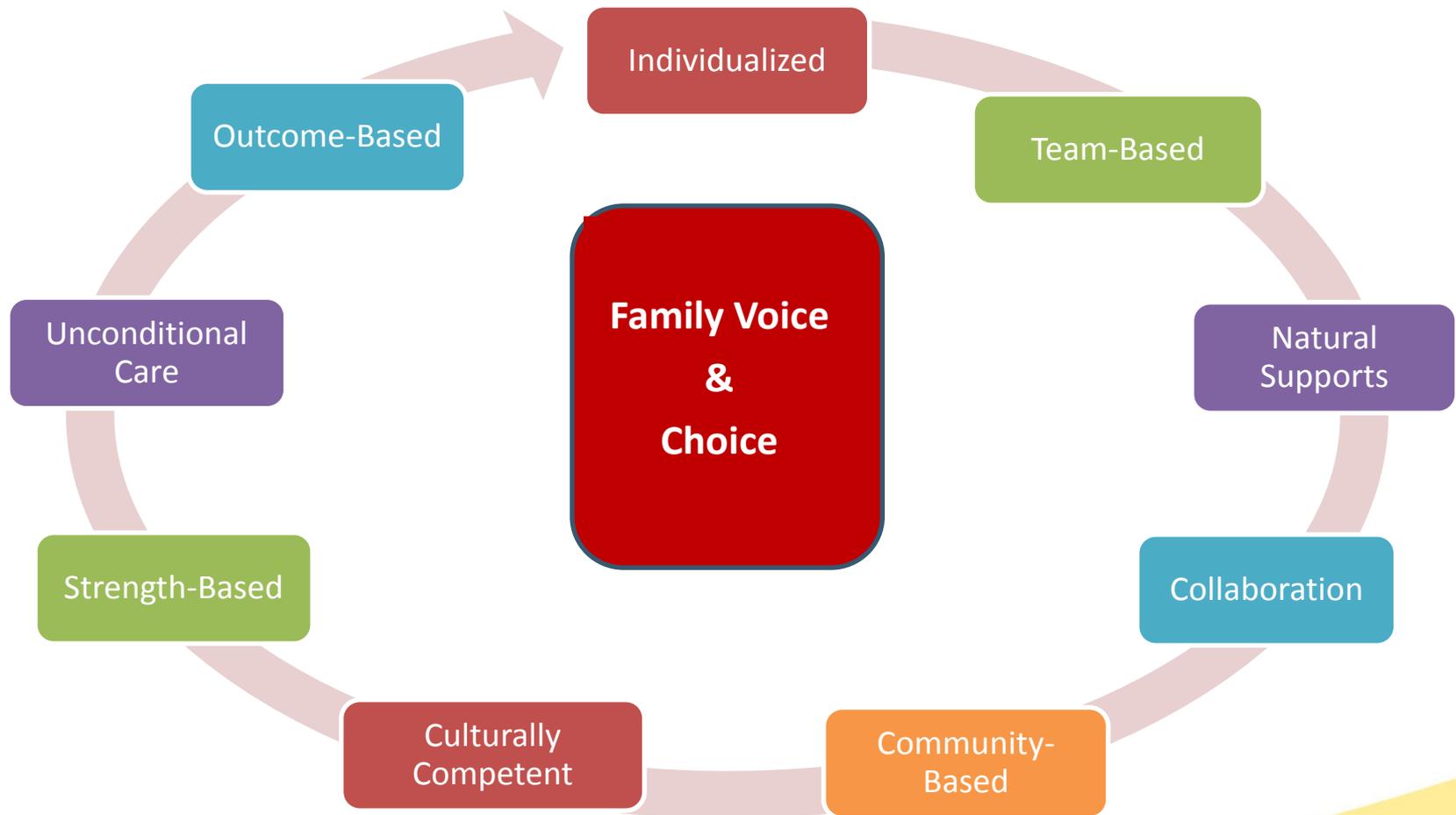
What Makes Wraparound Unique?

Based on 4 Key Elements:

1. Wraparound is *Grounded in a Strengths Perspective*
2. Wraparound is *Driven by Underlying Needs*
3. Wraparound is *Supported by an Effective Team Process*
4. Wraparound is *Determined by Families*

For wraparound to be considered high-fidelity and quality practice, all 4 elements must be present

The Wraparound Team is…

A group of people chosen with the family and connected to them through natural, community, and formal support relationships who identify strengths, develop and implement the family's plan, address unmet needs, and work toward the family's vision. Ideally, the team should be comprised of an equal number of informal and formal supports (50-50) and informal supports should increase over time.

The Role of All Team Members

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

Who's On the Wraparound Team?
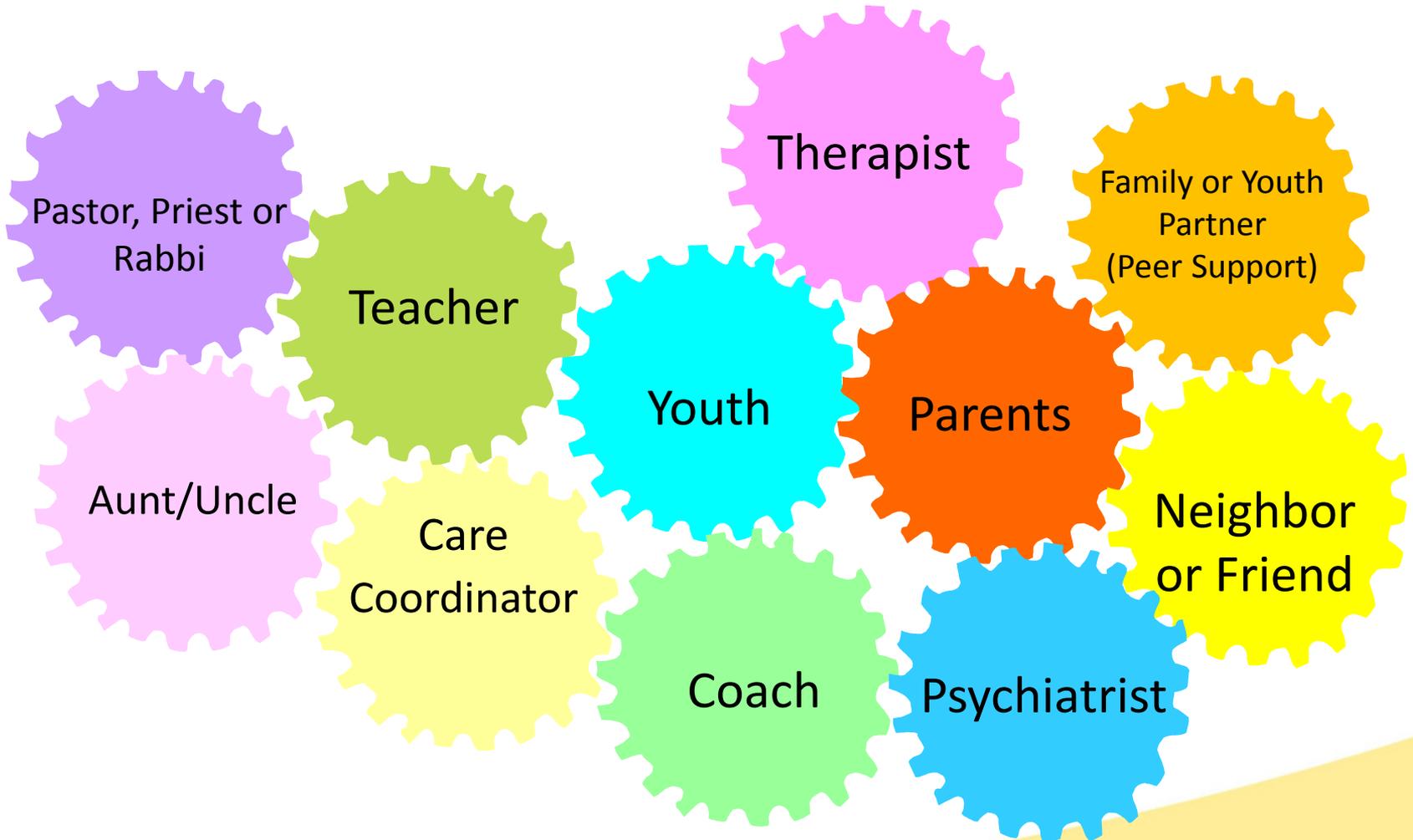
How Do We Fully Engage Families in the Team Process?

- Ensure the family (parents and youth) have <u>ACCESS</u> to the people and processes in which decisions are made as well as access to needed resources and services.

- Ensure the family <u>VOICE</u> is heard and they are full partners in decision making in charge of their own lives.

- Ensure the family has <u>OWNERSHIP</u> of the planning process in partnership with the team and is in agreement and committed to carry out the plan.

Collaborative Partnerships

"Equal partners does not mean that parents and professionals assume each others roles, but rather respect each others roles and contributions.

While professionals bring technical knowledge and expertise to the relationship, parents offer the most intimate knowledge of their children, and often special skills."

Allen & Petr, 1995

Role of the Family

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

Families Should Expect…

- To be active and fully engaged members of **their** wraparound team
- To be respected and **their** voice reflected in the plan of care
- For meetings to be held at <u>times</u> and <u>locations</u> most convenient to them
- The youth should be present at **their** own CFT meeting
  - even if they are in an out-of-home setting, including a hospital or detention settings
  - The care coordinator should work around common reasons given for the youth's absence, such as:
    - He/she is in school at this time
    - He/she had a doctor's appointment
    - He/she doesn't want to come

Role of the Care Coordinator

Team

- Bring people together
- Engage various perspectives
- Create sense of joint ownership
- Manage conflict
- Blend perspectives

Plan

- Develop results
- Hold people accountable
- Get everyone to do something different
- Arrange services & interventions
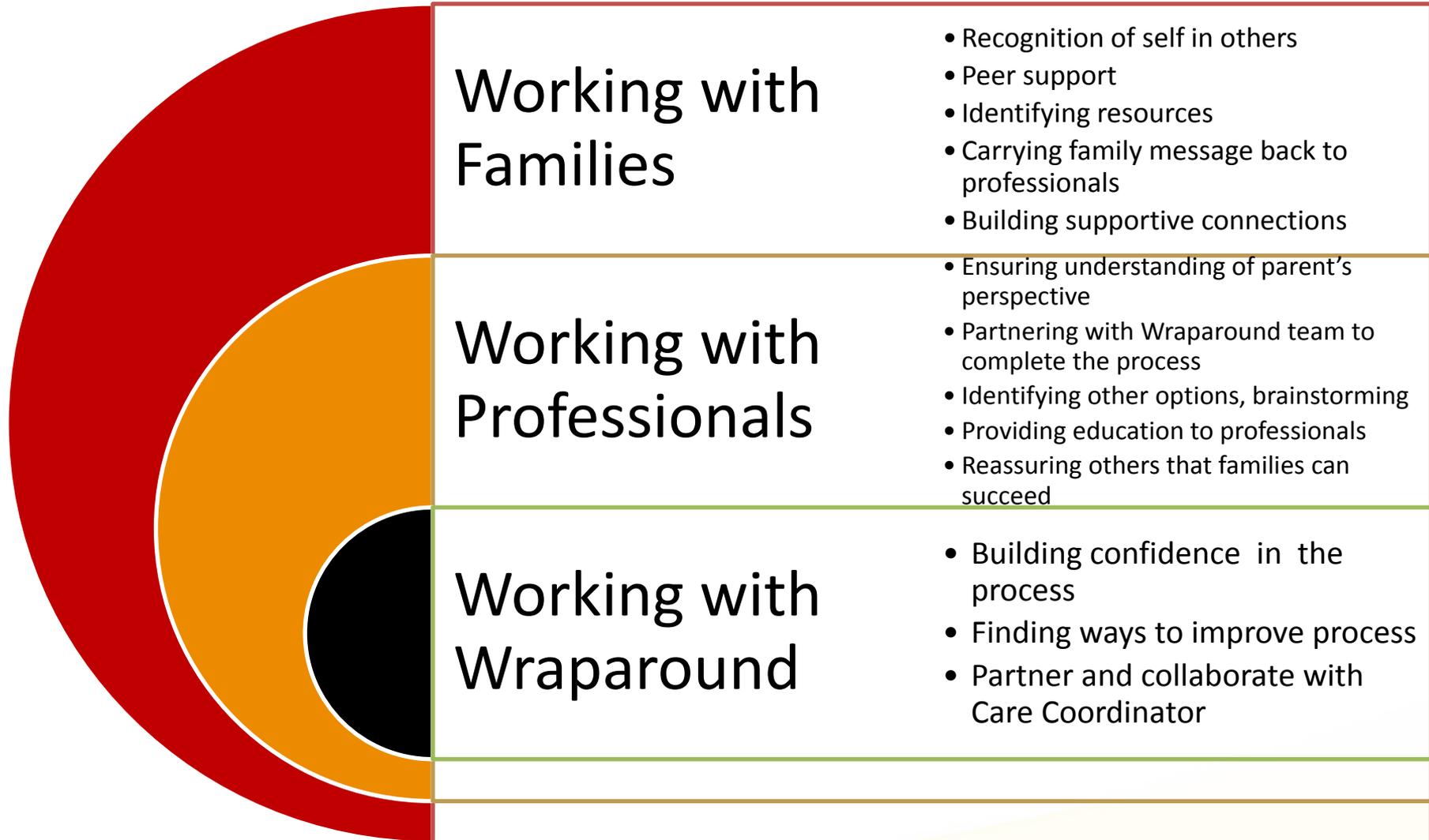- Reinforce pro-action (avoid reaction)
- Document commitments

Meeting

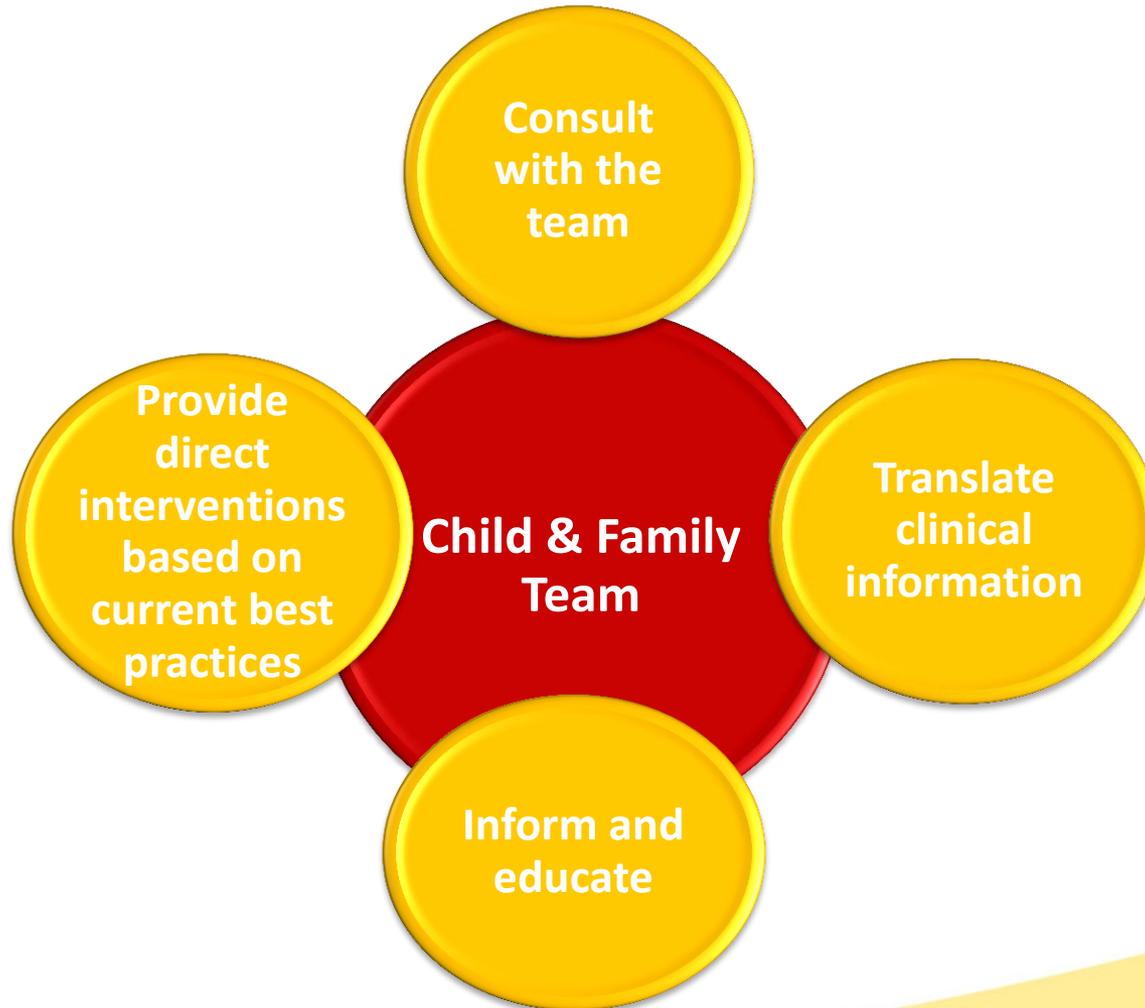- Host meetings
- Follow the process
- Follow timelines
- Facilitate decision making
- Manage time

Role of the Peer Parent Support Partner

Working with Families

- Recognition of self in others
- Peer support
- Identifying resources
- Carrying family message back to professionals
- Building supportive connections

Working with Professionals

- Ensuring understanding of parent's perspective
- Partnering with Wraparound team to complete the process
- Identifying other options, brainstorming
- Providing education to professionals
- Reassuring others that families can succeed

Working with Wraparound

- Building confidence in the process
- Finding ways to improve process
- Partner and collaborate with Care Coordinator

Role of the Clinician or Therapist

Role of Mandated Team Members

Families
- Support
- Bring historical perspective
- Translate system needs into family language

Process
- Identify strengths
- Define initial conditions in a way that empowers families
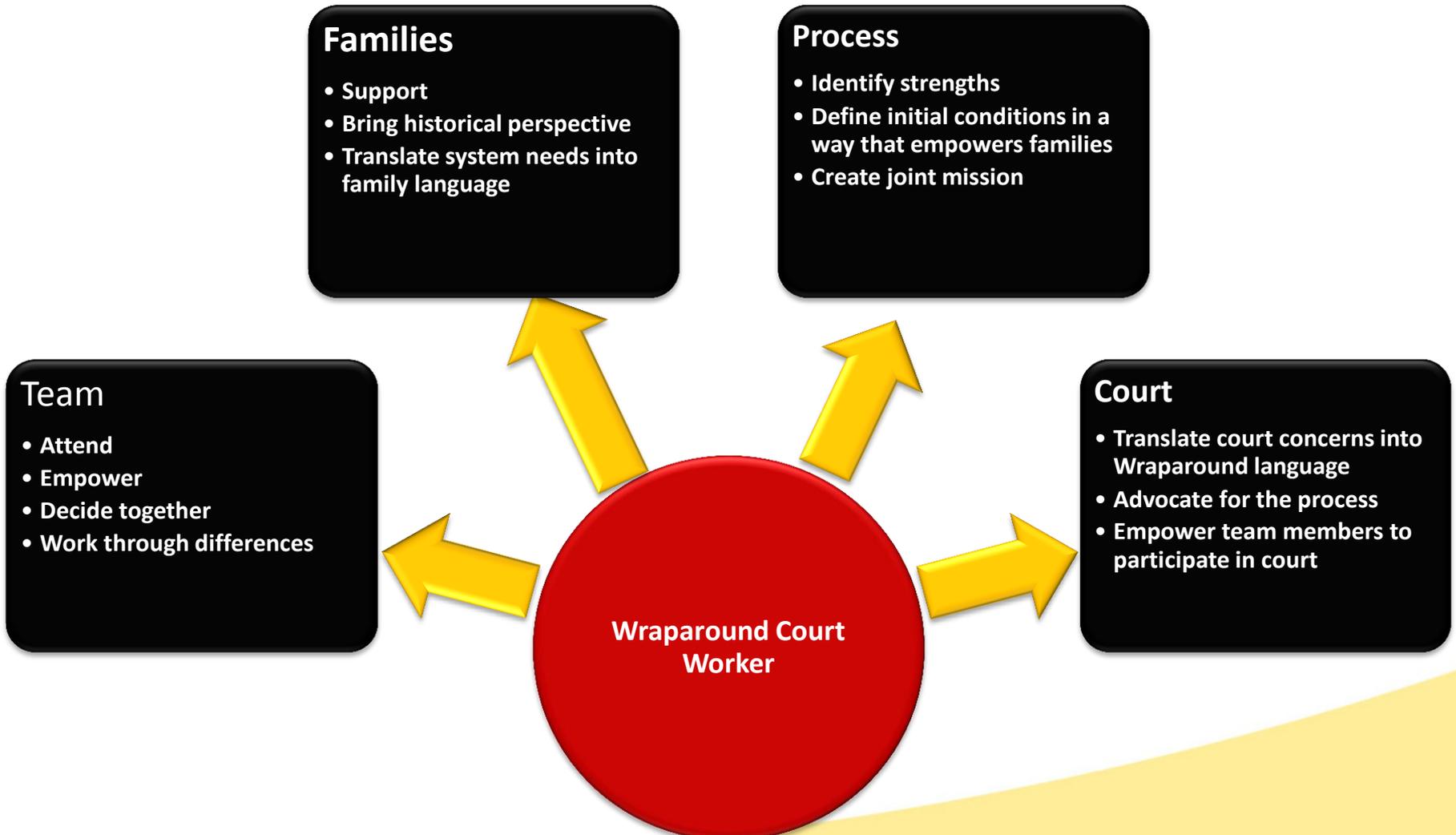- Create joint mission

Team
- Attend
- Empower
- Decide together
- Work through differences

Court
- Translate court concerns into Wraparound language
- Advocate for the process
- Empower team members to participate in court

Wraparound Court Worker

Role of a Direct Supports*

Teach Skills
- Professionals
- Families
- Young people

Get Stuff
- Community
- Financial
- Personal
- Goods
- People

Build Relationships
- Create ongoing networks

Assure Safety
- Hold regular rehearsals and practice

Reflect Youth Perspective
- When others can't

Assess situation
- Get more information

*A Note About Direct Supports

- They can be formal or informal supports (paid vs. unpaid)

- At some time or another, everyone on the team may be called on to offer direct supports

- The point is… sometimes you need to do what's helpful rather than your team role

The Wraparound Team is committed to…

- One Family – One Plan – One Team

- Holding each other accountable

- Brainstorming creative ways to meet complex needs

- A common approach and goal

- Celebrating accomplishments together

- Tracking progress

How Do You Know You're on a High Functioning Team?

- Members of the team skip jargon and use language the family can understand
- Behavioral challenges are discussed in terms of underlying needs and finding solutions, not placement in more restrictive placement environments
- Discussions in the team are well distributed across members and each team member makes an extended or important contribution
- Objective or verifiable data is used as evidence of success, progress, or lack thereof
- Community team members and natural supports have a clear role on the team
- The plan of care represents a balance between formal services and informal supports
- Key natural supports for the family are team members and present
- In designing strategies, team members consider and build on strengths of the family (parent and youth)
- Providers and agency reps at the meeting demonstrate that they are working for the family and not there to rep a different agenda

"Coming together is a beginning. Keeping together is progress. Working together is success."
- Henry Ford

Resources

- www.nwi.pdx.edu
- http://ssw.umaryland.edu/theinstitute
- www.wrapinfo.org – Portal to
  - The R*esource Guide to Wraparound*
  - Website of the National Wraparound Initiative (NWI)
  - Wraparound Evaluation and Research Team (WERT) – wraparound fidelity tools
- Other wraparound resources:
  - www.paperboat.org
- Miles, P., Gresham, Oregon.

Contact Information

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