

Wraparound Process



What is a “Wraparound Process”?

The Wraparound Process was created for children with emotional/behavioral disabilities and their families. It is community-based, and involves your family and a group of people (called a **Wraparound Team**). Friends, extended family, and professionals who are already working with your family, are welcome to be part of the Team.

Working as a Team, the group will decide what services and supports to use that will help your child and family:

- ★ reach your hopes and dreams,
- ★ bring you toward a common goal, and
- ★ make sure your child will continue to live in his/her home and community.

With help from one or more **facilitators**, the Team will discuss their ideas regarding your family’s situation, and will coordinate the activities you agree to.

The process for writing a Wraparound Plan isn’t always the same. Some things will change, such as the facilitator, the way the Plan will look, the people involved, and the family. Even so, Wraparound Teams all use the same **wraparound principles** and follow the same basic **phases** and activities. Also, the Plan will **ALWAYS** be built around the ideas, wishes, and values of your child and family. The **wraparound principles**, **phases** and activities, and process are explained in more detail on the following pages.

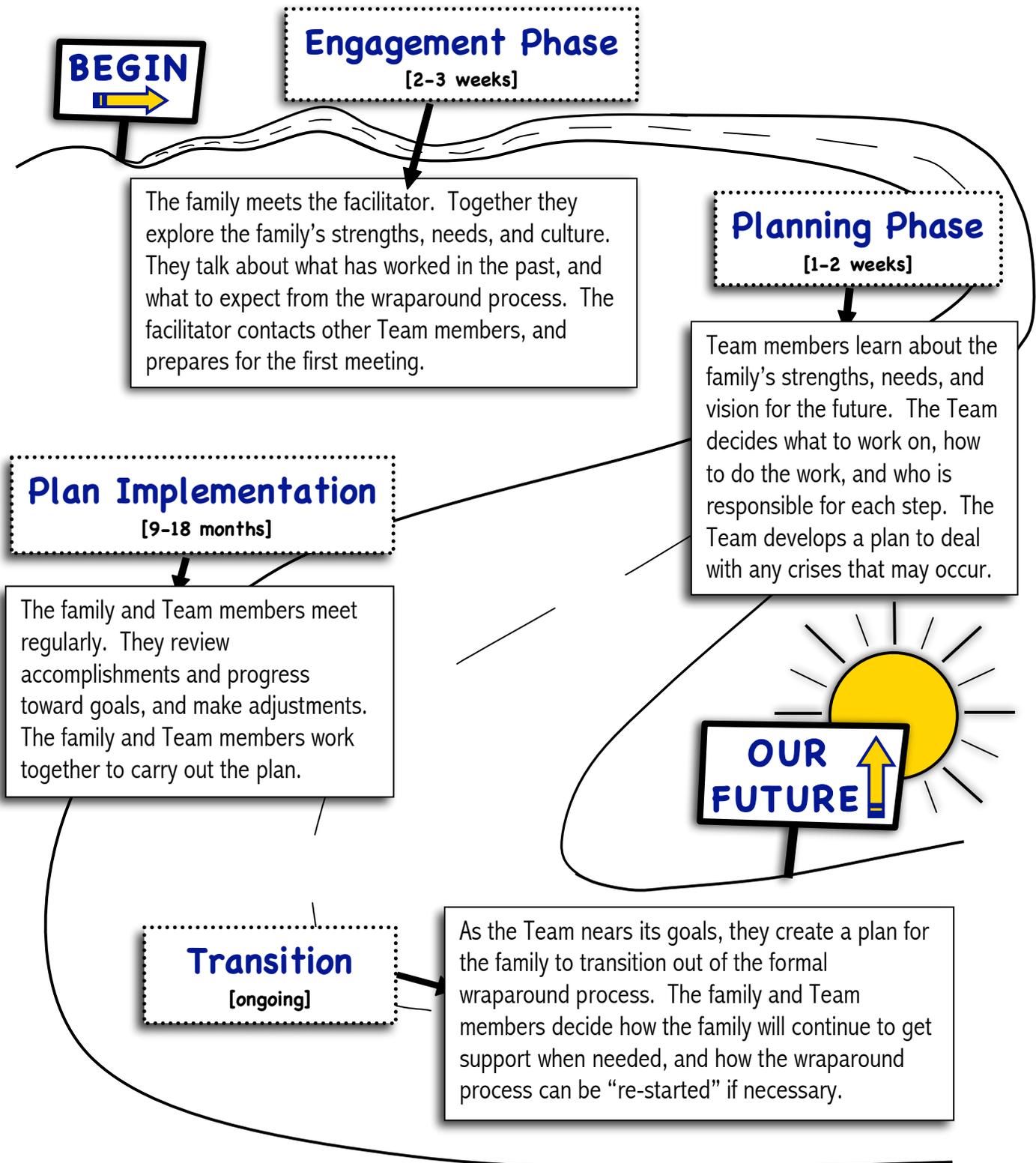
Maine Contacts

- ★ **Maine Wraparound Initiative**
www.maine.gov/dhhs/ocfs/wraparound/

National Contacts

- ★ **National Federation of Families for Children’s Mental Health**
www.ffcmh.org * 240-403-1901 * email: ffcmh@ffcmh.org
- ★ **The National Wraparound Initiative**
www rtc.pdx.edu/nwi
- ★ **Child, Adolescent and Family Branch**
Center for Mental Health Services
U.S. Substance Abuse and Mental Health Services Administration
www.systemsofcare.samhsa.gov * 240-276-1980

The Wraparound Road Map: An Overview





10 Principles of the Wraparound Process

1. **Family voice and choice.** Your family's and child's ideas are most important in the Wraparound Process. Planning is based on the views of family members. The Team tries to come up with choices for the plan that reflect your family's values and preferences.
2. **Team based.** Your family agrees to the people who were picked to be part of the **Wraparound Team**. It is made up of formal, informal, and community support and service relationships.
3. **Natural supports.** Your family is encouraged to invite friends and supports from the community to be part of the Team. The Wraparound Plan reflects activities and interventions that use sources of **natural support**.
4. **Collaboration.** Team members work together and share responsibility to develop, implement, monitor, and evaluate a Wraparound Plan. The Plan combines the ideas, requirements, and resources of all Team members. The Plan guides the work of each Team member toward meeting the Team's goals.
5. **Community based.** The **Wraparound Team** uses service and support strategies that take place in the most inclusive, most responsive, most accessible, and least restrictive settings possible; and that safely encourage the addition of your child and family into home and community life.
6. **Culturally competent.** The Wraparound Process respects and builds on the values, preferences, beliefs, culture, and identity of your child and family, and your community.
7. **Individualized.** To achieve the goals laid out in the Wraparound Plan, the Team develops and uses a customized set of strategies, supports, and services.
8. **Strengths based.** The Wraparound Process and the Wraparound Plan identifies and increases the capabilities, knowledge, skills, and assets of your child and family, your community, and other Team members.
9. **Persistence.** Despite challenges, the Team continues to work toward the goals included in the Wraparound Plan until the Team agrees that a formal Wraparound Process is no longer needed.
10. **Outcome based.** The Team matches the Wraparound Plan's goals and strategies with observable and/or measurable levels of success. That information is then used to monitor progress and revise the Plan accordingly.

- Quick Guide to the Wraparound Process -

Phase One: Engagement & Team Preparation

You and your child will meet with a facilitator, either separately or together. The facilitator will talk with you about:

- ★ your family's story,
- ★ your family's strengths,
- ★ each family member's strengths,
- ★ people who care about your family,
- ★ people who have been helpful to each family member in the past,
- ★ each family member's needs (what they need the most help with),
- ★ your concerns and worries,
- ★ what you would like your life to look like in the future,
- ★ who to have on the **Wraparound Team**, and
- ★ where to hold meetings (place where the family feels comfortable).

A temporary Crisis Plan will be written (if needed).

The **facilitator** will then meet with the people you listed as possible **Wraparound Team** members.

Phase One may take a number of meetings, but should take no more than 1-2 weeks.

Phase Two: Initial Plan Development

All Team members will be present for the first **Wraparound Team** meeting. The Team will:

- ★ introduce themselves and go over the list of strengths that the facilitator has put together, including all Team members' ideas,
- ★ create a Team Mission Statement that lists the most important goals that all Team members will work on together, and what they hope your family will get out of this process,
- ★ look at each family member's needs,
- ★ come up with a list of ways to meet those needs, using your family's strengths,
- ★ decide what the outcome will look like when you have succeeded,
- ★ choose a task for each Team member to work on, and
- ★ plan the action steps they will follow in order to be successful.

When the meeting is over, everyone will know what they have to do and how to contact other Team members.

Phase Two may take 1-2 Team meetings and should be finished within 1-2 weeks.

- Quick Guide to the Wraparound Process – (continued)

Phase Three: Plan Implementation

The Team will meet regularly to go over the written **Plan of Care**. Each Team member will agree to work on some of the **action steps**, and will commit to doing the work necessary for those steps. When the Team meets, there are four things you will do:

1. review all accomplishments (what has been done and what's been going well),
2. decide if the Plan has been working toward reaching the goals,
3. adjust things that aren't working within the Plan, and
4. assign any new tasks to Team members.

Phase Three requires regular Team meetings. Team members complete action steps assigned to them. This phase continues until all results are met.

Phase Four: Transition

Even though transitions happen during the process, there is a point when the Team will not need to meet regularly. When it looks like all goals have been met, the Team may decide to have one final meeting to say you are ready to move on, or to have a small celebration. As a family, you will get a record of everything that happened throughout your Wraparound Process, as well as a list of what worked. The Team will also make a plan for the future, including who to call if you need help or if you need to meet again as a Team.

Phase Four is the final step in this process. Completion may be done in one meeting or may take several weeks.

Wraparound Checklist

Phase One: Engagement & Team Preparation

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What Happens:

- Meet with the facilitator and explain your family's story
- Address your family's immediate needs and crises and put together an initial crisis plan
- Create a strengths list
- Create a Team member list
- Select a date and place for the first meeting
- Decide who will contact the possible Team members

Documents Created:

- Summary of strengths
- Strengths, Needs, and Culture Discovery (SNCD)
- List of potential youth/child & family Team members
- Crisis Plan (if needed)

Forms Used:

- Form providing initial permission to provide services
- Release(s) allowing facilitator to speak with other Team members

Phase Two: Initial Plan Development

2

What Happens:

- Participate in one or two youth/family Team meetings
- Review your strengths
- Develop a Team Mission Statement that reflects what you and other Team members hope to get out of this
- Review needs that reflect your concerns and worries
- Pick only a few needs to work on, so you and the Team don't become overwhelmed
- Come up with a few different ideas on how to meet those needs
- Choose a way to meet those needs that matches your strengths
- Assign all Team members something to do from the Plan

- All Team members get a copy of the Wraparound Plan of Care

Documents Created:

- Plan of Care that includes the Team's mission, most important needs, and what each Team member is responsible to do and when they need to do it
- Written Crisis Plan that includes who will be responsible for what when things go wrong, and who should be called in what order
- Schedule of future Team meetings

Forms Used:

- Permission(s) and release(s) if new service providers are called

Wraparound Checklist

-- (continued)

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Phase Three: Plan Implementation

What Happens:

- Check to be sure that activities that were promised are being provided
- Review accomplishments and record them
- Evaluate the Plan:
 - Is the Team meeting often enough to check on follow-through
 - Are the actions meeting your needs
- Adjust the Plan based on the feedback
- Assign new Plan actions and record them at each Team meeting
- All Team members get copies of the minutes and updated Plan of Care

- Write and send out regular progress reports
- Your family and Team practice what to do if a crisis occurs

Documents Created:

- Team minutes that detail Team accomplishments, changes to the Plan and schedule of meetings
- Regular progress reports that reflect progress made from the original Plan

Forms Used:

- Updated releases for Team members especially if new ones are added

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Phase Four: Transition

What Happens:

- You have held practice crisis drills and are confident you know what to do if things go wrong
- You have a way to access services in the future
- You have a way to connect with other families who have been through the process
- Your concerns have been considered
- You have a list of Team member phone numbers to contact, if needed
- You have discussed leaving the Wraparound Process with the Team
- You have written documents that describe your strengths and accomplishments

Documents Created:

- Transition Plan that describes how ongoing services will be accessed if necessary
- Crisis Plan that includes a communication plan for those who will be contacted in the event of an emergency
- Follow-up phone numbers for all Team members who might be contacted
- Formal Discharge Plan that describes strengths of the family, the actions that were successful, and those that weren't

Forms Used:

- Discharge Summary

Wraparound Terms

Action Steps

Statements in a wraparound plan that describe specific activities that will be done, who will do them, and within what time frame.

Facilitator

A person who is trained to coordinate the wraparound process for a family. This person may also be called Care Coordinator, Navigator, Wraparound Specialist, Resource Facilitator, or some other term. The person who does the facilitator's job may change over time, depending on what the family thinks is working best. For example, after a time of holding meetings, a parent, caregiver, or other Team member may take over facilitating Team meetings.

Formal Supports

Services and supports provided by professionals (or others who are "paid for their help"). These professionals have agreed to follow the rules of state or federal agencies, national professional associations, or the general public.

Natural Supports

The immediate family, people, or organizations in the family's community, social or spiritual connections (such as friends, extended family members, ministers, neighbors, and so on).

Phase

One of the steps in a sequence of the Wraparound Process.

Plan of Care or

Wraparound Plan

A document that describes the family, the Team, and the work that has to be done so the family's needs can be met. The plan also lists what has to be done in order for the family to reach their long-term vision.

Wraparound Principles

A set of 10 statements that explains the reasons for wraparound, and that guides the activities of the Wraparound Process.

Wraparound Team

A group of people that the family helps to choose -- connected to them through natural, community, and formal support relationships -- who develop and carry out the family's Plan, deal with unmet needs, and work toward the family's vision.



For more information on the Wraparound Process and other topics of importance related to children's behavioral health and mental health, contact Maine Parent Federation by telephone at 1-800-870-7746 (Statewide), 207-623-2144 or by email: parentconnect@mpf.org.

Adapted with permission: Miles, P., Bruns, E. J., Osher, T.W., Walker, J.S., & National Wraparound Initiative Advisory Group (2006). *The Wraparound Process User's Guide: A Handbook for Families*. Portland, OR: National Wraparound Initiative, Research and Training Center on Family Support and Children's Mental Health, Portland State University.

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