

YOUTH EMPOWERMENT SERVICES



# Wraparound for Families



*“Wraparound teams see a family’s strengths and struggles, and let them know that both are important.”*

### Still Need a CANS Done For Your Child?

The Child and Adolescent Needs and Strengths (CANS) is a tool used to identify if your child has a functional impairment and assist in treatment planning. You can contact your existing mental health provider or talk to your local Children’s Mental Health office for more information. To find your local Children’s Mental Health office, call the Idaho Care-Line by dialing 211 or 1-800-926-2588.

### Understanding the Layout of This Handbook

This Wraparound Family Handbook has been broken into two parts. The first part tells you a little bit about the Wraparound process itself, and the second part helps you understand how your family will participate in the Wraparound process.

### Definitions to Know

- The terms “child” and “youth” are used interchangeably.
- “Family” refers to biological and adoptive family as well as primary caregivers for the child.
- The terms “Wraparound Care Coordinator” and “coordinator” are used interchangeably.



**YES Questions or Complaints:** 1-855-643-7233

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Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 211.

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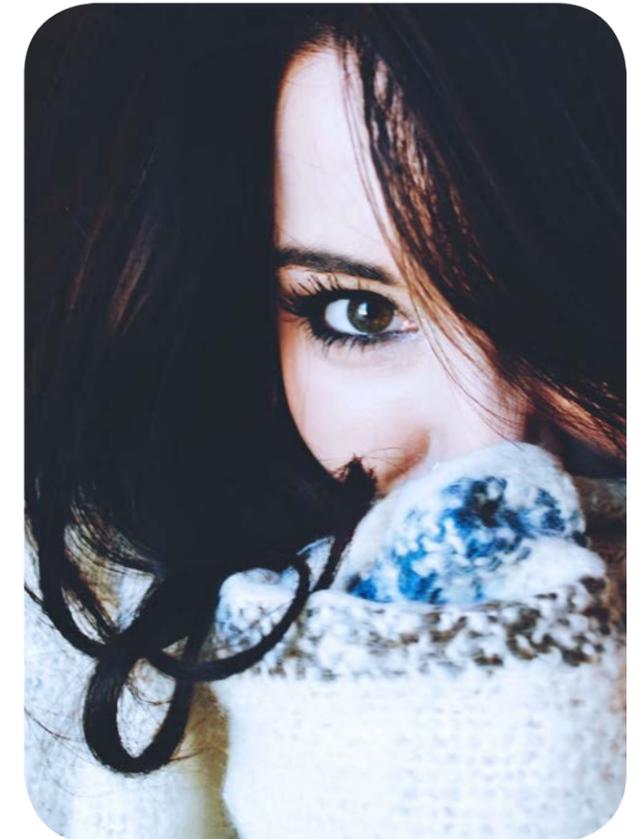
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# What is Wraparound?

## What Wraparound Does

Wraparound is a team-based, family-driven, and youth-guided planning process that is driven by a set of guiding principles, has a structured format, and is implemented with facilitated activities. The Wraparound process is used to address complex needs for your child and your family. Wraparound creates relationships by bringing a team of involved people together to support you, your child, and your family. While building relationships of trust and understanding, you will work together to create a system of supports that help your family move forward with confidence.

## Is Wraparound Right for My Family?

The Wraparound process is one of the supports included in Idaho's **Youth Empowerment Services (YES)** system of care. A child qualifies for YES when they have **serious emotional disturbance (SED)** which is the combination of a mental health diagnosis and a functional impairment, as identified by the **Child and Adolescent Needs and Strengths (CANS)** tool. A child qualifies for **Intensive Care Coordination** (Wraparound is one form of Intensive Care Coordination) services as part of YES in specific situations:

- When the coordinated care plan written by your **Child and Family Team (CFT)** identifies significant needs based on the most recent CANS score, and your family thinks they can benefit from a facilitated planning process.
- When a child is transitioning home from an out of home placement such as therapeutic foster care, an acute psychiatric treatment facility, or a psychiatric residential treatment facility (PRTF).
- When intervention is needed to keep a child from being moved to an out of home placement.



### Terms to Know

#### Youth Empowerment Services (YES):

A system of care for Idaho children with mental health needs.

#### Serious Emotional Disturbance (SED):

A mental health diagnosis with a functional impairment.

#### Child and Adolescent Needs and Strengths (CANS):

A tool used to identify if your child has a functional impairment and assist in treatment planning.

#### Intensive Care Coordination:

A type of case management for youth whose CANS score indicates they need a high level of care.

*“Relationships. Wraparound is all about developing relationships, both with people and systems. Relationships change lives.”*



### Terms to Know

#### Child and Family Team (CFT):

A group that does treatment planning for your child and family. This group includes people selected by your family such as doctors, therapists, extended family, coaches, and other involved individuals.

#### Strengths:

Areas where your child or family have a source of power that can resist stress or strain.

#### Needs:

Areas that your child or family requires help to reach your goals.

#### Wraparound Team:

May include members of the Child and Family Team (CFT), but is specifically invited to develop the Wraparound plan.

#### Wraparound Plan:

A living document that describes your child's needs and the services and supports that will meet those needs.

## How Wraparound Can Benefit Your Child

The Wraparound process benefits your family by identifying individuals and services in your child's life and giving them the chance to work together on common goals. Together this Wraparound team will identify your child's **strengths** and build upon them to help stabilize their **needs**. Your child and your family's voice is at the center of everything your team will do. Each **Wraparound team** and plan is unique because each child and family is unique. **Wraparound plans** consider all identified needs, not just mental health needs.

Sounds like one more thing to do . . .



# Getting Started

## Methods of Entry into the Wraparound Process

Wraparound is a part of the YES system of care in Idaho. It is intended to help children who may be at risk for needing more intense and restrictive services, including out of home placements. It is also intended to help youth who are transitioning home from more intense and restrictive services. If your child is currently in treatment out of your home, you may work with your treatment facility to discuss including the Wraparound process in your discharge plan.

If your child is not currently in treatment out of your home and your Child and Family Team (CFT) believes that the Wraparound process may be appropriate, you may contact your local Children's Mental Health office for more information about accessing your local Wraparound Care Coordinator.

## Meeting Your Wraparound Care Coordinator

Once Wraparound has been identified for your child, you will be assigned a **Wraparound Care Coordinator**. Within a few days you will receive a call from your new coordinator to schedule a time to meet in person so that you and your child can help them understand your family's strengths and needs. This first meeting is a good time to identify your **Family Vision Statement** to help your Wraparound team work towards the goals you have for your child and family.

When you meet with your Wraparound Care Coordinator for the first time, you may also meet with your **youth and family partners**. Together with your coordinator, these team members will get to know your child and your family. Their role on the Wraparound team is to make sure your unique voices are heard and understood throughout the process. You can think of these team members as your advocates in Wraparound.

*"They say you can't burn out if your fire has never been lit. A Wraparound Care Coordinator keeps a family's hope safe until they have developed the strengths, skills, and resources they need to take their fire back and keep it lit forever."*

## Scheduling to Fit Your Life

When your Wraparound Care Coordinator meets with you and your child, you will schedule your team meetings to fit your family's schedule, which may include evening or weekend meetings. If your team includes members with specific times they are available, you may choose to consider their schedules as well.

## How is the Wraparound Process Different from Other Treatment Planning?

Many treatment planning methods, such as individual treatment plans, coordinated care plans, and person-centered service plans, may focus on identifying formal and natural supports to provide treatment for current needs. The Wraparound process is a driven planning process that adheres to a structured model to ensure that all members of the planning team work together to address identified needs while building new relationships and strengthening existing relationships to increase a family's resources and skill network. While treatment planning is an important step towards addressing needs, traditional plans may leave youth and their families dependent on an existing limited professional or natural support system to find help. Wraparound builds on youth and family strengths to develop a larger natural support system to complement any required formal supports.

Another way to think of the difference is this:

- Many treatment plans create a list of all the services and supports your child needs. They may also try and integrate your child's services, but most focus on the formal supports your child needs to reach their goals.
- The Wraparound process is anchored in your family values and works to balance formal and natural supports to help your family learn the skills, develop the relationships, and practice the lessons you learned so you can successfully reach your vision of what you want in life.

### Remember

The Wraparound process is built around your family values, and that means your Wraparound plan will work with your family, and your Wraparound team is there to help you along the way.

### Terms to Know

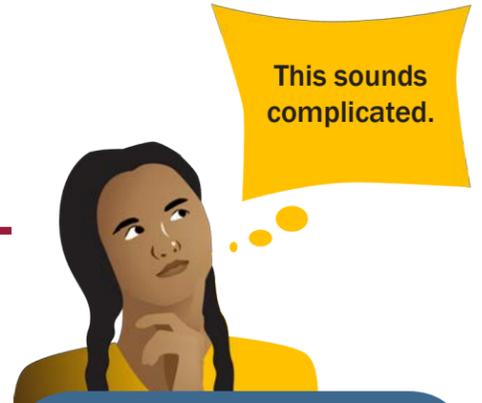
**Formal Supports:**  
Individuals or organizations that provide a paid service to the family.

**Natural Supports:**  
People who are part of the family's personal social network. Sometimes known as informal supports.

# Guiding Principles for Wraparound

- Family Voice and Choice**  
Recognizes the expertise of youth and their families and prioritizes their preferences in care
- Team-Based**  
Brings families and supports together to work towards consensus, not majority-rule
- Natural Supports**  
Utilizes people and programs in your family's personal social network, sometimes called informal supports
- Community-Based**  
Creates a plan that can be carried out where you live; identifies services where you can access them
- Culturally Competent**  
Considers your family's unique cultural needs and preferences
- Individualized**  
Customizes care specifically for your youth and family's strengths and needs
- Outcome-Based**  
Contains measurable goals to assess change, not compliance
- Persistence**  
Commits to achieving the goals of the wraparound plan
- Collaboration**  
Contributes ideas from all team members who then take responsibility for action steps in the plan
- Strengths-Based**  
Identifies and builds on strengths to improve functioning

# Introduction to the Wraparound Process



## Engagement and Team Preparation

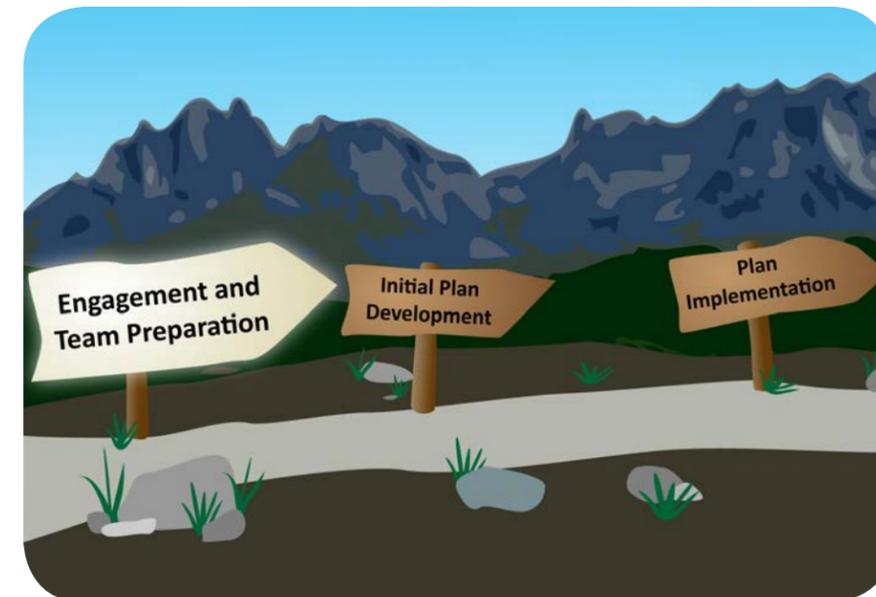
While it might feel like getting started right away with a plan to help your child and family might make the most sense, the first phase of the Wraparound process is designed to build a solid foundation of trust and support between the family and facilitator.

In this phase, your family will:

- Meet your Wraparound Care Coordinator
- Meet any family and youth partners assigned to your Wraparound team
- Learn about the Wraparound process and what you will need to do
- Identify any urgent needs (such as crisis situations) and act to stabilize your family
- Discuss strengths, needs, family and individual cultural identities; create a family vision of how you want your family to live and function
- Talk about the people you would like on your team
- Look at scheduling options for team meetings
- Complete any required agency paperwork
- Verify the coordinator has access to all important documents such as assessments, case plans and agency specific documents

### Remember

- It is the coordinator's job to guide you through this process. You do not need to do these things by yourself.
- As you share more of your thoughts and preferences with your coordinator and family and youth partners they will be able to structure the Wraparound process to meet your needs. So the more you share, the better the experience will be!



*“Planning at the speed of trust.”*

### Terms to Know

#### Team Mission Statement:

A one or two sentence description of the long term goal the team is working towards.

#### Action Steps:

Small steps assigned to team members needed to put a plan or strategy into place.

#### Safety and Crisis Plan:

A plan that identifies triggers and methods to prevent potential problems. This plan also identifies ways to respond if a crisis cannot be prevented.

### Remember

If at any time during the Wraparound process you don't feel like your preferences are understood or included, tell your Wraparound Care Coordinator or your Family and Youth Partners. This is your family's plan, so your voice is important!

## Initial Plan Development

After the Wraparound Care Coordinator understands your child and family's needs and preferences, they will gather a team of involved people to help you create a Wraparound plan. These individuals are selected by your family and each will have a unique perspective that helps your team create an effective and individualized Wraparound plan. If your family has previously created a Child and Family Team (CFT) many of the same people may participate in the Wraparound process, but families are free to include other members as well.

The team creates a **Team Mission Statement** that summarizes the goals the team is working on. Team members identify ground rules, discuss confidentiality, and talk about how meetings will operate.

Once the team understands the strengths and needs of the family, they will work together to prioritize the skills and strengths they wish to develop and the needs they need to support. It is important to remember that the Wraparound process works to develop a consensus and not make decisions based on “majority rule.”

A key part of building a Wraparound plan is identifying the results you want to achieve. The team will document outcomes that will show successful completion as part of developing strategies to meet each goal. These strategies may include formal supports combined with natural supports.

Each team member will take responsibility for **action steps** in the plan. This distributes the work of implementing the plan among a larger group of people and reduces the stress on families.

The Wraparound team will also discuss potential risks to the safety of the youth and their family and develop a plan to keep everyone safe. This **safety and crisis plan** will include any responsibilities assigned to team members.

*“When you start with needs you get programs. When you start with strengths you get possibilities.”*

*-Lupe Serrano*

## Plan Implementation

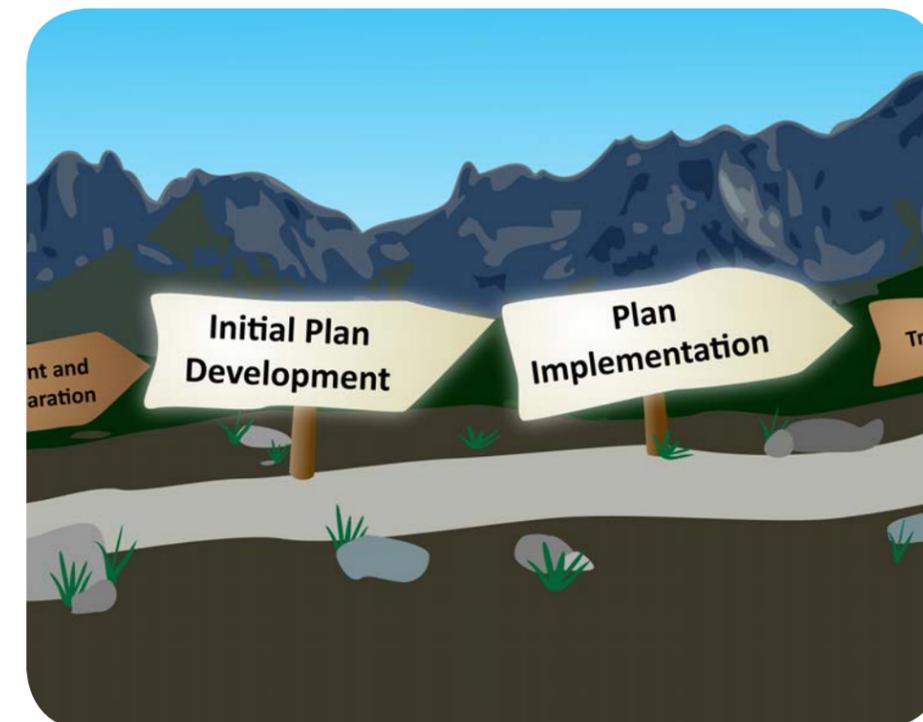
Once the initial plan has been developed, team members will start to complete their assigned action steps. Progress will be measured and evaluated to see if the plan is helping your child and family achieve your goals. The team will meet to discuss any changes needed to the plan or individual action steps based on the results observed.

As the Wraparound process continues, team members will continue to work together to complete action steps. Each team member will be given the chance to give feedback about the plan and suggestions to improve the plan.

A very important part of the Wraparound process is identifying and celebrating individual successes along the way. The Wraparound Care Coordinator will work with the family to find meaningful ways to acknowledge and enjoy progress.

### Questions to Ask

- Does the current plan help my family move towards our goals?
- Are there any changes that I think would help this plan work better for our family?
- Have we had any successes that we can celebrate?



**“Never quit one moment before the miracle.”**

**-Michael Pritchard**

### Terms to Know

#### Transition:

The shift away from a formal Wraparound process and towards formal and natural supports in the community.

#### Remember

- Transition plans are updated throughout the Wraparound process and can be changed as your family’s needs change.
- Families ready for transition are able to independently implement what they learned during the Wraparound process with their CFT.

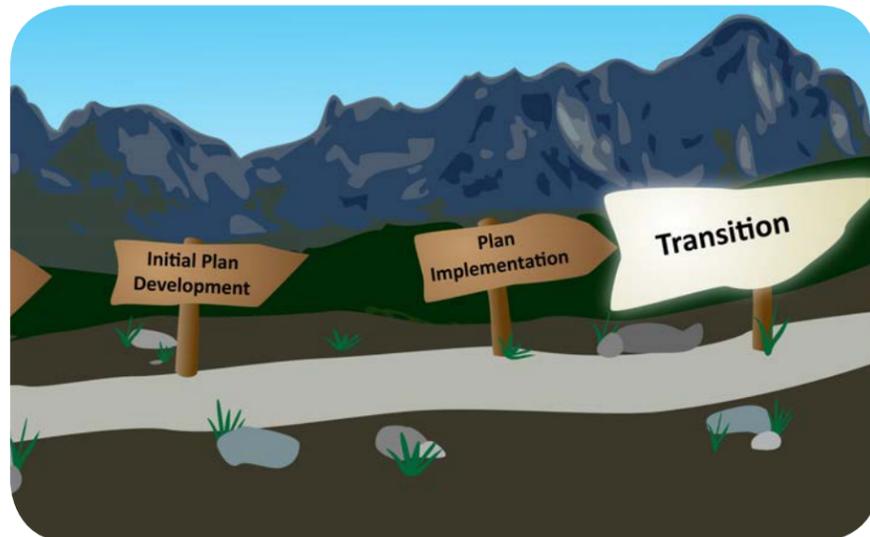
## Transition

**Transition** planning begins at the very beginning of the Wraparound process when the team identifies its mission. As the youth and family get closer to reaching the goals identified in the mission statement, more attention is given to creating a sustainable system of formal and natural supports to maintain any progress made during the Wraparound process.

As part of transition planning, the safety and crisis plan is updated to reflect any new strengths or skills. The plan also includes action steps for continuing supports, and identification of services available in the community.

It is important for families to know that transition isn’t the end of services, just the end of the formal planning process known as Wraparound. Families will transition back to their Child and Family Team (CFT) and will use the formal and natural supports developed by the Wraparound process. The Wraparound Care Coordinator will check in with the family after the Wraparound process has ended to see if they have any new needs that may require support. If the Wraparound process is needed again, the transition plan will identify how a youth and family can restart the process.

Many Wraparound teams choose to celebrate the end of the Wraparound process with a graduation or commencement activity, although it is not required.



# Preparing for Wraparound

What do I have to do?



### Remember

- To find the YES Family Workbook, go to [yes.idaho.gov](http://yes.idaho.gov) and look under Parents or ask your Wraparound Care Coordinator for a copy.
- It is always a good idea to keep copies of assessment results and mental health and medical testing. If your provider does not offer you a copy it is okay to ask for one!
- If at all possible, get your child involved in this process. Ask them to tell you about their goals and what they want their life to look like. Gathering this honest feedback will help the Wraparound team create a more meaningful plan.

## Information to Gather

Your Wraparound Care Coordinator will spend time getting to know your family and helping you identify your Family Vision Statement. To make this process smoother, you may want to fill out the YES Family Workbook.

If you do not want to fill out the workbook by yourself, your coordinator can help you as you work through the engagement portion of the Wraparound process.

The YES Family Workbook will help you:

- Describe your strengths
- Explain your needs
- Gather information about current formal supports
- List strategies that have worked in the past and those that have not
- Identify goals for your child and family
- Create a Family Vision Statement
- Document your current crisis plan

**“Silent has the same letters as Listen.**

**Reactive has the same letters as Creative.”**

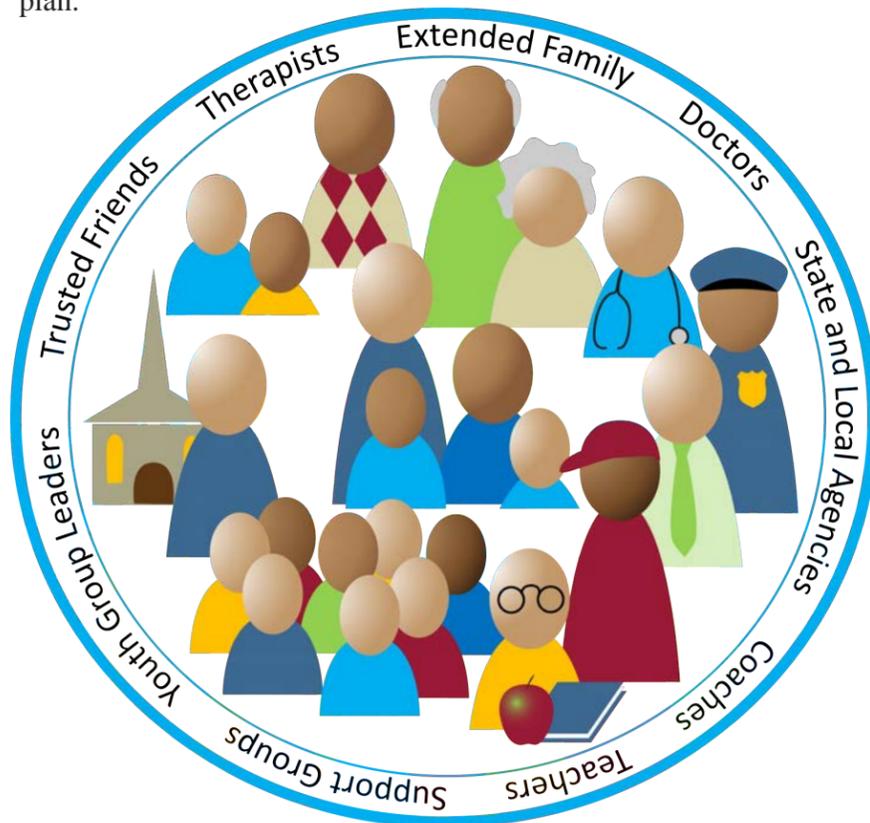
### Things to Think About

- What is the best possible future for your family?
- How will you know when you have reached your goals?
- Do you have any cultural traditions your Wraparound team should know about?
- Do you have any supports that are helping your family now?
- Do you have supports that you have tried and did not work?
- Are there any supports that you wish you had?
- What does a crisis look like to you?

### People to Include

Generally it is up to you and your child to decide who you want to include on the Wraparound team. For many families, the existing Child and Family Team (CFT) is included, but it is not required to include everyone. It is also possible to include other members that are not on your current CFT. Your Wraparound Care Coordinator will help you select members that reflect your values and beliefs to participate on your team. It is important to identify team members who can be flexible and change when your family’s needs change.

Some families may be involved in many systems, such as children’s mental health, developmental disabilities, special education, juvenile justice, and/or child protection. Families may choose to have representatives from each of the involved agencies participate on the Wraparound team to help create goals that include their unique perspectives. If your family chooses not to include representatives from these agencies, you will need to work with those agencies individually and their goals may not be included in your Wraparound plan.



# The Wraparound Team



### Roles of the Wraparound Care Coordinator

The Wraparound Care Coordinator is trained to help you and your child create a unique plan to reach your long term goals. They are specifically responsible for:

- Getting to know you and your child
- Helping you create an initial safety and crisis plan
- Helping you select members for your Wraparound team
- Managing meetings
- Assisting the team in creating the Wraparound plan
- Doing the paperwork
- Getting plans approved

### Roles of Youth and Family

Your child is responsible for communicating their wishes to the Wraparound team to the best of their ability. Supported by a youth partner\*, your child will be an active member of the Wraparound team and help identify desired goals and strategies to reach those goals.

As a parent or caregiver, you are responsible for participating in the Wraparound process by identifying goals, strengths, family preferences, and desired supports. Supported by a family partner\*, you will be an active member of the Wraparound team and will work with the Wraparound Care Coordinator to create the plan.

The Wraparound team will assign action items to both you and your child during the Wraparound process.

\*If youth or family partners are not available to participate on your Wraparound team, your Wraparound Care Coordinator can facilitate these duties.

### Roles of Other Team Members

You will select people to be on your Wraparound team if they are involved with your child’s care or if they are currently (or could be) a natural support to your family. They will participate in team meetings, offer unique perspective, suggest strategies to meet goals, and be responsible for action items.

### Remember

- Your coordinator will do many of the administrative tasks so that you can focus on your goals.
- Your voice is very important, so let your coordinator know if you have any questions or concerns.
- Involving your child in the process helps your Wraparound plan be more successful. If your child is having a hard time participating, talk to your coordinator.
- Don’t forget the people who are already involved in your family’s life. Many times they will have unique perspectives that can help you find unexpected strategies to reach your goals.

*Every **behavior** is the result of an **unmet need**. Your Wraparound team is there to help you find **creative** ways to meet those **needs**.*

### Remember

- Every Wraparound plan is unique because every child and family is unique. That means the time it takes to reach the goals on your plan will be different than other families, and that is okay.
- Your Wraparound team is here to support your family. As you move through the Wraparound planning process the number of meetings will reflect your family's changing needs.
- If you are working with any child serving agencies, be sure to know how they will use the information gathered from the Wraparound process.
- The Wraparound model gives families the chance to give feedback on their experiences. You can use this opportunity to make the Wraparound process better for your family and your team.

## Respect for Family

Your family is viewed as essential part of the Wraparound team and is supported, valued, and respected during the process. All members of the team will communicate openly and honestly with you and support your family's culture and dynamic.

## Typical Wraparound Length

Wraparound teams usually last between six and eighteen months before transitioning to less formal planning methods. Each child and family will be different and the amount of time your team is together depends on your needs and the success of the strategies you select.

## Typical Meeting Frequency

Meeting frequency will change over time. In the beginning your team will meet frequently to create a plan and start to implement it. As the team monitors progress and adapts the plan to meet your child's changing needs, you will meet as needed to refine your strategies. As the plan stabilizes you may require fewer meetings until you need to complete final transition planning.

## Confidentiality

The Wraparound process is generally confidential. Each team should discuss the circumstances where information can be shared during the Initial Plan Development phase. If you have any specific questions, please ask your Wraparound Care Coordinator.

## Following the Guiding Principles

Each Wraparound team will follow the guiding principles identified earlier in this handbook. During the teaming process there will be opportunities to give feedback to your Wraparound Care Coordinator and other members of the team to make sure your team is committed to the Wraparound model.

# Creating a Wraparound Plan

## Steps to Creation

During the Initial Plan Development phase, the Wraparound Care Coordinator will help you and your child identify goals and desired outcomes. Based on the feedback from the CANS, you will identify specific **life domains** you would like to improve and the type of support you will need to achieve those goals.

## Life Domains

Your Wraparound team may choose which life domains need to be supported by goals. The following list is an example of frequently used life domains, although your team may identify items that are not on this list.

- Family & Relationships
- Home & a Place to Live
- Emotional
- Behavior
- Health & Medical
- Crisis & Safety
- Work
- School
- Legal
- Cultural & Spiritual
- Social & Recreational

## Questions to Answer

Once you have identified the life domains you wish to improve, you need to ask yourself two questions:

- How will I know if this area has improved?
  - For example, in the school domain: "My child will attend all of his classes each week with no more than one absence."
- What type of support do we need to reach this goal?
  - For example, in the school domain: "My child will carpool with his best friend to school each morning," (logistical support) "and walk with his behavioral aid to his first class." (service support)

Your goals should be specific, measurable, achievable, realistic, and have a deadline.

What's in the Plan?



### Terms to Know

#### Life Domains:

Areas which are critical to the growth and development of a child and success of a family.

### Types of Support

Based on your family's needs, there are four areas of support that are considered in Wraparound plans, namely:

- emotional support (love and understanding)
- behavioral support (mentoring or modeling)
- logistical support (organization and planning)
- service support (formal or natural)

So how do we benefit exactly?



# Goals of Wraparound

The Wraparound process identifies existing formal and natural supports and builds new relationships to increase your family's resource network. Wraparound plans are action plans that help your family learn the skills, develop the relationships, and practice the lessons you learned so you can successfully reach your vision of what you want in life.

It is not expected that your family will have resolved every challenge you face, or corrected every behavior you do not like when you transition away from Wraparound services. Instead, your family will transition to a less intensive planning process when you have learned the skills you need to create and manage your own network of successful formal and natural supports.

## Remember

- Families that have used the Wraparound process learn how to seek out and develop natural supports to complement their formal supports.
- Having confidence in your ability to make and reach meaningful goals increases your likelihood of success.



How long do we have to do this?



# Transitioning from Wraparound

## Desired Outcomes

Your Wraparound team will continue to meet until your family has reached its goals or you make a decision to stop. Typically this will take between six and eighteen months.

If you complete the Wraparound process, you should have reached the goals identified in your plan and built a sustainable system of formal and natural supports.

## Celebrations

Many families choose to hold a celebration when they have reached their goals and are ready to transition away from the Wraparound teaming process. This is an optional activity and can be tailored to fit your family's needs. Some families choose to have a party, while some prefer a much smaller way to acknowledge their success. You will plan this with your Wraparound Care Coordinator to be meaningful to your family.

## Re-Entry if Needed

Your Wraparound transition plan will include information to help you decide if your child should re-start the Wraparound process in the future. When you complete your transition, you will be given a copy of your planning documents to assist you in starting the process again if needed.



## Remember

- Every Wraparound plan is unique and the time it takes to reach all of the goals will vary.
- Reaching the goals of your Wraparound plan is an accomplishment to be celebrated. Take time to talk with your Wraparound Care Coordinator about a meaningful way to mark the occasion. For some families a small party is appropriate, but there are other ways to celebrate and your coordinator can help you find the method that best suits your family.

# Notes and Contacts

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Wraparound Care Coordinator: \_\_\_\_\_

Youth and Family Partners: \_\_\_\_\_

Other Team Members: \_\_\_\_\_

Notes: \_\_\_\_\_

