



**SAFE AT HOME
WEST VIRGINIA**

**A FAMILY'S
GUIDE TO
WRAPAROUND**

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WELCOME TO THE SAFE AT HOME WV WRAPAROUND

This User Handbook was developed to serve as a “road map” for family members engaged in Safe At Home West Virginia’s wraparound process; an approach to planning and implementing services and supports for their child, youth and family. Wraparound is based on the belief that youth make the most progress when family and community are collaboratively involved in the case planning process and that the plan includes ways to assure that children/youth and their families can experience success in their communities, homes and schools.

In the following pages, you will find a brief description of the Wraparound process including a list of common terms and guiding principles. Later in this handbook you will see a more detailed description of the process along with some checklists you can use to ensure your family is on the right path and that the process is closely following the guiding principles and phases of the wraparound model.

WHO MAY BENEFIT FROM WRAPAROUND?

Wraparound is designed to help groups of people involved in a family’s life, work together to support the family and their child/youth who are returning from, or at risk of being sent to, an out-of-home placement. To participate in the wraparound process, a family must be referred by their WV Department of Health and Human Resources (WV DHHR) case worker, have approval from the multi-disciplinary team (if applicable), and the at-risk youth/child must be between the ages of 12 and 17, in jeopardy of being removed from their home or in need of extra support to return home, and have a diagnosis of severe mental or behavioral disturbance according to a standardized diagnostic manual.

GETTING STARTED WITH WRAPAROUND

Before your child/youth has even returned/left home, a Wraparound Facilitator assigned to assist your family will contact you to introduce his/her self, meet the family, and explain what the family can expect from involvement in the wraparound process. Your Wraparound Facilitator should explain the wraparound process and how it progresses through four phases. The phases are:

- **Engagement and Team Preparation:** One of the first people your family will meet is a Wraparound Facilitator. The Wraparound Facilitator will inform you about Wraparound and determine if the process can meet the needs of your child and family. A critical part of the wraparound process is the Child and Adolescent Needs and Strengths assessment (CANS). The Wraparound Facilitator will meet with your family to begin the assessment and planning process. The purpose of the CANS assessment is to help determine the various needs that your at-risk youth may have that will need to be addressed in the planning process. This assessment will be revisited several times throughout the

wraparound process and will help guide the team in understanding progress and new needs that may arise during treatment. During this process you should discuss your concerns, needs, hopes, dreams, and strengths with your Wraparound Facilitator. You should then describe your vision for the future and identify people who care about you and your family. You, your family and your Wraparound Facilitator will discuss who should come to your Family Team Meeting to develop a plan and when and where the Child and Family Team Meeting should occur.

- Team members may include community or family members who care about you as a family and want to see you succeed, such as friends, neighbors, relatives, pastor, etc. Other members will include people who are providing services such as Service Providers, DHHR Worker, Probation Officer, or teachers.
 - The time and place for each meeting will be determined by what is convenient for you and your family, and practical for the other team members involved. Together you may choose to have a meeting at your home and avoid having to find baby sitters or driving long distances. On the other hand, you may choose a location away from home to help focus efforts on the task of developing your plan. Possible locations may include a service provider's office, community building, church, library or a local park.
 - Family members are treated as peers and are the experts about their own family throughout the wraparound process.
- **Initial Plan Development:** During this phase you will attend your first Child and Family Team Meeting with your selected team members. During the initial meeting the team will:
- Look at your family's needs and strengths;
 - Determine if Wraparound can provide the assistance and support you need;
 - Determine several different ways to meet those needs, including using your identified strengths to meet your needs;
 - Determine expected measurable outcomes;
 - Determine what your family's mission statement will be;
 - Begin assigning team members specific tasks, and;
 - Finalize a "Service Plan" (also called the Wraparound plan).

Planning is grounded in family members' perspectives, and the team strives to provide options and choices such that the plan reflects family values and preferences.

Within the planning process you and your family will help create a crisis plan. Crises are common for children with many needs. The Child and Family Team will create a Crisis Plan so that all members of the Team will know how to respond if and when there is a crisis. The following are some things to consider when developing a Crisis Plan:

- Input from the child/youth about how a crisis looks and feels to them, what supports are most helpful, and what is important for others NOT to do;
 - Clearly defined roles for team members during a crisis;
 - Identify potential crisis situations/triggers/precursors based on past history and family input;
 - Identify action steps to avoid crisis;
 - Identify action steps to resolve crisis including who to call for assistance;
 - Address the needs of the whole family (i.e., providing for care of siblings) as well as the needs of the involved systems and community;
 - Include action steps for Post Crisis Follow up; and
 - Be open to changing the crisis plan as it may be needed to meet the continuing needs of your family.
- **Plan Implementation:** Every month, during the Child and Family Team Meeting, you and your team will review the “Service Plan”, or “Wraparound Plan”, to monitor progress and make changes if necessary. This monthly review will include the following steps:
- Review and celebrate your accomplishments (what has been working well);
 - Determine whether the plan is working to achieve your goals;
 - Adjust the areas of the plan that are not working; and
 - Assign additional tasks (if necessary) to team members.

Encourage input from family and service providers on setting goals, reviewing progress and planning for the future. These areas will be included in Monthly Progress Reports that will be submitted to the Department of Health and Human Resources, the multidisciplinary team and the Court (if applicable). The family will also receive a copy of their report.

- **Transition:** Sooner or later, as the Child and Family Team develops the right mix of strategies, interventions and supports, the team will see goals being accomplished. When these goals are met and the team determines your family no longer needs the supports of the wraparound program, your family will be formally discharged from the program. With this in mind, the team will begin discharge planning during the initial meetings. Through brainstorming and discussion, the team will identify options that will help and support the family following discharge.

During this transition phase you will also begin discussing with your team after-care planning. After-care is a time to fully practice what has been discussed in your Child and Family Team Meetings and to continue the accomplishments and goals of the Individual Service Plan. Some of the wraparound supports will continue to be available, but the Wraparound Facilitator will gradually reduce their weekly contact, until they are no longer meeting with you. Once your family has begun the after-care portion of your wraparound plan, the Wraparound Facilitator will set up a schedule of a short series of

calls to check in with the family, conduct brief surveys and follow-up on the child's/youth's progress.

PRINCIPALS OF WRAPAROUND

1. **Family voice and choice.** The family's point of view is heard by the team intentionally and prioritized during all phases of the process. Planning is grounded in family members' perspectives, and the team strives to provide options and choices such that the plan reflects family values and preferences.
2. **Team based.** The Wraparound Team consists of individuals agreed upon by the family and committed to them through informal, formal, and community support and service provider relationships.
3. **Natural supports.** The team actively seeks out and encourages the full participation of team members drawn from family members' choices and community relationships. The plan reflects activities and interventions that draw on sources for natural support.
4. **Collaboration.** Team members work cooperatively and share responsibility for developing, implementing, monitoring, and evaluating a single Wraparound service plan. The plan reflects a blending of team members' perspectives, mandates, and resources. The plan guides and coordinates each team members' work towards meeting the team's goals.
5. **Community-based.** Wraparound implements service and support strategies that take place in the most inclusive, most responsive, most accessible, and least restrictive settings possible; and that safely promote child and family integration into home and community life.
6. **Culturally competent.** Wraparound demonstrates respect for and builds on the values, preferences, beliefs, culture, and identity of the child/youth and family, and their community.
7. **Individualized.** To achieve the goals laid out in the wraparound plan, the team develops and implements a customized set of strategies, supports, and services.
8. **Strengths based.** The wraparound plan will identify, build on, and enhance the capabilities, knowledge, skills, and assets of the child and family, their community, and other team members.
9. **Persistence.** Despite challenges, the team will keep working toward the goals included in the wraparound plan until the team reaches agreement that a formal wraparound plan is no longer needed.
10. **Outcome based.** The team ties the goals and strategies of the wraparound plan to observable or measurable indicators of success, monitors progress in terms of these indicators, and revises the plan accordingly.

COMMON TERMS

The following is a list of common terms and their meaning as used in Wraparound. You may see these terms included in forms or documents used in the process or hear them while participating with other team members in developing and monitoring the wraparound plan.

- **Action steps** – Statements that describe specific activities that will be undertaken, including who will do them and within what time frame.
- **Wraparound Facilitator** – A person trained to facilitate the Wraparound process for an individual family. This person also has the responsibility to educate the other team members on the significance of family voice and choice and how their own practice and behavior can create an environment where families feel safe using their voices and expressing their choices.
- **Formal supports** – Services and supports provided by professionals (or other individuals) who are “paid to care” under a structure of requirements for which there is oversight by state or federal agencies, national professional associations, or the general public arena.
- **Life domains** – Areas of daily activity critical to healthy growth and development of a child or successful functioning of a family. Life domains include such areas as safety, school/work, health, social/fun, a place to live, legal issues, culture, behaviors, emotions, transportation and finances.
- **Mission Statement** – A statement developed by the team that provides a one or two sentence summary of what the team is working toward with the youth and family.
- **Natural supports** – Individuals or organizations in the family’s own community, kinship, social or spiritual networks, such as friends, extended family members, ministers, neighbors, and so forth.
- **Outcomes** – Child, family or team goals stated in a way that can be observed and measured.
- **Wraparound Service Plan, WRAP plan or Plan of Care** – A document that describes the family, the team, and the work to be undertaken to meet the family’s needs and achieve the family’s long-term vision.
- **Strengths** – The assets, skills, capacities, actions, talents, potential and gifts in each family member, each team member, the family as a whole, and the community. In the Wraparound process, strengths help family members and others to successfully handle life situations; thus, a goal for Wraparound is to promote these strengths and to use them to accomplish the goals in the team’s service plan.
- **Vision** – A statement constructed by the youth and family (with help from their service coordinator or team) that describes how they wish things to be in the future, individually and as a family. “What are our family’s goals? What do you want our future to look like?”
- **Wraparound Principles** – A set of 10 statements that defines the Wraparound philosophy and guides the activities of the process.

- **Wraparound** – A group of people – chosen with and by the family- connected to them through natural, community, and formal support relationships – who assist in developing and implementing the family’s plan, address unmet needs, and work toward the family’s vision.

CONFIDENTIALITY

It is important to understand the boundaries of confidentiality during the wraparound process. In general, information that is shared in team meetings will stay within the confines of the team. However, there are some exceptions to this confidentiality. If your family is involved in judicial proceedings, monthly summaries are required to be provided to the court to be made part of the permanent record. Monthly summaries will be provided to you and your family and will provide overviews of progress and continuing goals and plan objectives. Concern for the safety of children and requirements of State Law, requires two additional exceptions to the release of confidential information. First, as Mandated Reporters, professional providers are obligated to report any suspicion or knowledge that a child has been hurt, is in danger or is being hurt. Lastly, professional providers are obligated to report, under the Duty to Warn law, any specific plan to harm another person. Confidentiality is a valued and important part of the process and unless the information is required to be shared, it will not be.

CLIENT (CONSUMER) RIGHTS

As a consumer, you have the following rights:

- The right to refuse treatment.
- The right to receive services which do not discriminate based on race, religion, color, sex, sexual orientation, disability, age, national origin or marital status.
- The right to a humane treatment environment that promotes personal dignity and self-esteem and affords reasonable protection from harm, appropriate privacy, and freedom from verbal, sexual, psychological or physical abuse or punishment.
- The right to treatment and services under conditions that support your personal liberty and result in positive outcomes in the maximum extent possible.
- The right to confidentiality of records and information. Records may only be released with written consent of the client’s guardian or parents.
- The right to an individual, written service plan to be developed after acceptance in order to gain the most benefit from services provided.
- The right to a grievance, orally or in writing, including the right to have such grievance considered in a fair, timely and impartial procedure and with respect.

PARENT AND/OR CAREGIVER RESPONSIBILITIES

Wraparound welcomes you to become involved in all parts of the Program. During or after your enrollment in Wraparound, you are encouraged to join in on different groups, meetings or activities. Some of the ways families can participate is to provide your feedback in surveys, focus groups, and mutual help support groups. All of these give Wraparound very important information on improving our services to families and youth in West Virginia. Your input is highly valued and very important!

Here are a few tips that will make Wraparound successful for your family:

- Be open.
- Be honest with the team as well as with your child.
- If you do not understand, ask for clarification.
- Ask questions....lots of questions.
- Be respectful.
- Tell the team what has been tried in the past.
- Tell the team what you like and do not like.
- Keep the lines of communication open.
- Feel free to call the staff about good things that happen.
- Trust the team that has come together for you and your family.
- Ask about discharge plans.
- Tell the team how you resolve conflict. How do you resolve disagreements? How does your family discipline the youth?

YOUTH'S RESPONSIBILITIES

The purpose of the Wraparound process is to help the youth make positive life choices. Wraparound provides this support through a team created for you and by you. Some team members will be people who provide you and your family support, such as counselors and therapists. Others will be people you choose because you care about one another—for example, family members, a good friend, or a favorite teacher. Team members support you as you figure out what's working in your life and what isn't.

Together, you and your team create a plan based on your challenges, your dreams, and your life. Your wraparound plan is unique to you and your situation. While no two plans look alike, youth seem to want the same thing: to feel loved and safe in their families, friendships, and communities. They want to find ways to express themselves to others. Wraparound can help with that.

There's no getting around the age thing: if you are under 18, adults have legal responsibility for your decisions. With that said, the point of Wraparound is to involve you as much as possible in choices that affect your life. For example, in Wraparound you will:

- Help pick your support team.
- Create your plan with input from all team members—not just the therapists, doctors, teachers, and other professionals.
- Includes things you like to do, what activities and interests you have and to include those in your plan.

If you want to strengthen a relationship with someone in your family, your team will help you do that. If you have done something illegal or unsafe for you or others, you will have fewer choices. As your actions become safer, you will likely get more choices and make more decisions for yourself.

In order for the Wraparound to be successful here are a few things you may want to keep in mind:

- Be open.
- Be honest with the team as well as your family.
- If you do not understand, ask for clarification.
- Ask questions....lots of questions.
- Tell the team what has been tried in the past.
- Tell the team what you like and do not like.
- Keep the lines of communication open.
- Feel free to call the staff about good things that happen.
- Trust the team that has come together for you and your family.
- Ask about discharge plans.
- You are the most important part of the team.
- Don't be afraid to tell someone if the plan isn't working or you would like to change something.
- Be respectful.

FAMILIES RESPONSIBILITIES

Families also have a responsibility to their child, but also play a vital role in the success Wraparound.

The following is a brief list of what the Wraparound expects from the families:

- Be honest.
- Do not agree if you are not willing and able to follow through.
- Keep the communication lines open.
- Do not be afraid to tell someone if the plan is not working or you would like to change something.
- Be respectful.
- Ask questions for clarification as well as for understanding.
- Meet with the team on a regular basis (dates, places and times are agreed upon by the team with preference to the family's recommendations).
- Inform the team of all the accomplishments of the family.
- CELEBRATE the successes.

DOCUMENTS AND FORMS

As a family involved in the wraparound process, you can expect to see some of the following documents and forms as they proceed through the process.

Engagement and Team Preparation:

- Strength list or inventory
- List of potential family team members
- Form providing initial permission to provide services
- Release form(s) allowing the Wraparound Facilitator to speak with other team members

Initial Plan Development

- Plan of Care that includes Team Mission, most important needs, actions that detail who is responsible to follow through and when
- Written crisis plan that includes who will do what when things go wrong and who should be called in what order
- Schedule of future team meetings
- Permission and release form(s) if new service providers are called
- Monthly Plan Reviews/Child and Family Team Meetings
- Team minutes that detail accomplishments, changes to plan and schedules of meetings
- Regular progress reports that reflect progress made from the original plan
- Updated release forms for team members especially if new ones are added
- Discharge Planning
- Transition plan that describes how ongoing services will be accessed if necessary
- Crisis plan that includes 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 interventions that were successful and those that were not
- The Discharge Summary
- After-Care and Tracking
- Schedule for short series of calls to check in with family
- Family Satisfaction Survey

SPECIAL REQUESTS

1. If you or a family member needs an interpreter, please ask Wraparound Facilitator to provide one for you.

2. If you or a family member has a specific disability, the Wraparound Facilitator will help you find the right person to help.

GRIEVANCE POLICY

Wraparound is committed to providing quality services to WV children and families. Feedback from referral agencies, parents and youth is used to improve and upgrade our programs. In addition, a grievance procedure is in place for addressing concerns, disagreements and complaints. Should a parent, youth, wraparound facilitator or other professional wish to file a grievance, they may contact their DHHR case worker's supervisor.

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