

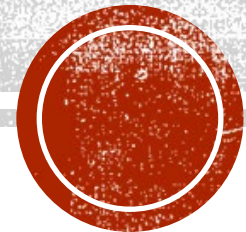
Wraparound Key Elements: Natural  
& Community Supports



**WELCOME!**

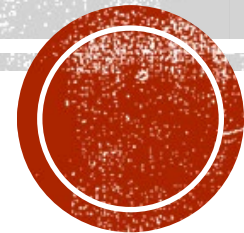
**PLEASE SIGN-IN!**

**PLEASE INDICATE YOUR  
INTEREST IN SMALL GROUP  
DISCUSSIONS W/ THE  
WRAPAROUND COORDINATOR &  
FIDELITY TEAM!**



# WRAPAROUND KEY ELEMENTS:

Natural and Community Supports  
Marshall University Wraparound Fidelity Team



Michael Kendrick  
The availability of  
natural supports.

- How can we normalize mobilizing Natural Supports in our communities?
- How do you make “helping” common sense to prospective Natural Supports?
- How do we align the goals of families in need to prospective Natural Supports?
- What aspects of mobilizing support for disaster relief can be implemented in our Crisis Management efforts for wraparound?

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**“NETWORKS ARE NATURAL TO PEOPLE”**



# WHAT IS THE DART?

## Document Assessment & Review Tool (DART)

- **The DART**, is used to take a comprehensive look at your documentation of the wraparound process to assess whether WV wraparound is meeting High Fidelity Standards.
  - It is typically completed annually, and we will begin early 2025
- **What does my agency need to do?**
  - **Lydia will send out an email** with your selected cases and documentation **needed within a timeframe.**
    - **SAH**, typically just audits their info already in the WV CANS System to make sure nothing is missing from the selected cases.
    - **CMHW/CSEDW**, typically uploads **labeled and organized** info for the selected cases into the WV CANS System in the **Case Files** tab or a secured SharePoint folder.



# HOW DO MY SCORES AFFECT AND INFORM MY COMMUNITY?

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Highlights strengths found in our wraparound community. (DART & WFI-EZ)



Gives insight into training needs for wraparound providers. (DART)



Informs State Partners on needed policy changes for the wraparound process. (DART)



Uncovers the attitudes about & experiences in wraparound. (WFI-EZ)



# NATURAL/COMMUNITY SUPPORTS ARE...

- A key principle of Wraparound!
- Critical to sustained long-term change & success for our families!
- Able to attend by phone or videoconference!
- Individuals such as:
  - Extended family (grandparents, aunts/uncles, cousins, etc.) or Older siblings OUTSIDE the home if...
    - They actively participate as a unique member of the team
    - They have specific roles and contributions to plan development
    - They have sufficient mental or other resources to be able to truly offer the family support
  - Friends
  - Neighbors
  - Ministers or Other Faith Representatives
  - Community Mentors & Business Owners
  - Others who come from the family's community or informal (unpaid) support network



# NATURAL/COMMUNITY SUPPORTS ARE NOT...

- Younger/Older siblings/Extended Family who are part of the family unit and in the home
- Peer-to-peer support partners
  - Whether volunteer or paid
  - Have a formal role in service provision
  - Typically are not expected to continue their relationship with the youth/family after wraparound.
- Paid providers (including therapists and one-on-one aides)
- Representatives of formal systems (School, Aetna, JPO, YS Worker)
- Paid family support workers employed by the system to support youth or family on Wraparound teams



# HOW DO REVIEWERS RATE NATURAL/COMMUNITY SUPPORTS?

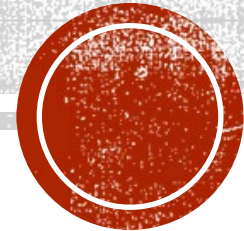


# DART



<b>DART</b>	Efforts to create a well-balanced team are the responsibility of the WF to initiate, facilitate, document, and maintain. Clear documentation of <b>ongoing</b> efforts is expected to show at minimum participation from the WF, Youth, Caregiver, & 1 Natural Support throughout the wraparound process.
<b>WV</b>	At risk WV families in need have high rates of youth being placed outside the familial home and community. There is a mistrust of supports initiated by representatives of the Bureaus or the court system as well as WV culture of keeping things close to home. This has influenced many families to choose minimal outside involvement in their wraparound teams.
<b>Solution</b>	Targeted Technical Assistance for all struggling to overcome the unique barriers of an inclusive and comprehensive team from your NWIC Coach and sharing what has worked for your families across the WV Wrap community.

# NATURAL & COMMUNITY SUPPORTS (DART V WV)



At least one natural support (e.g., extended family, friends, and community supports) for the family attended every Child and Family Team Meeting.

Documentation identifies the youth's and family's natural or community supports and explains how they might be part of the team or involved in implementing the plan of care.

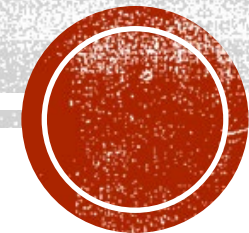
If natural supports are not consistently attending Child and Family Team Meetings, then there is evidence of ongoing and persistent efforts to identify and engage them.

The plans of care represent a balance between informal (natural and community) and formal strategies, services, and supports.

The plans of care include tasks and strategies that encourage the youth's and family's positive connection to their community (i.e., participation in community activities, clubs, and/or other informal organizations).

The plans of care include tasks and strategies that encourage the youth's and family's positive connection to their natural supports (e.g., extended relatives, friends, neighbors, clergy, business owners, etc.).

# FIDELITY STANDARDS FOR NATURAL & COMMUNITY SUPPORTS:





# NATURAL & COMMUNITY SUPPORT DART RATING OPTIONS

**2 or Yes** clear evidence the item has been fully met

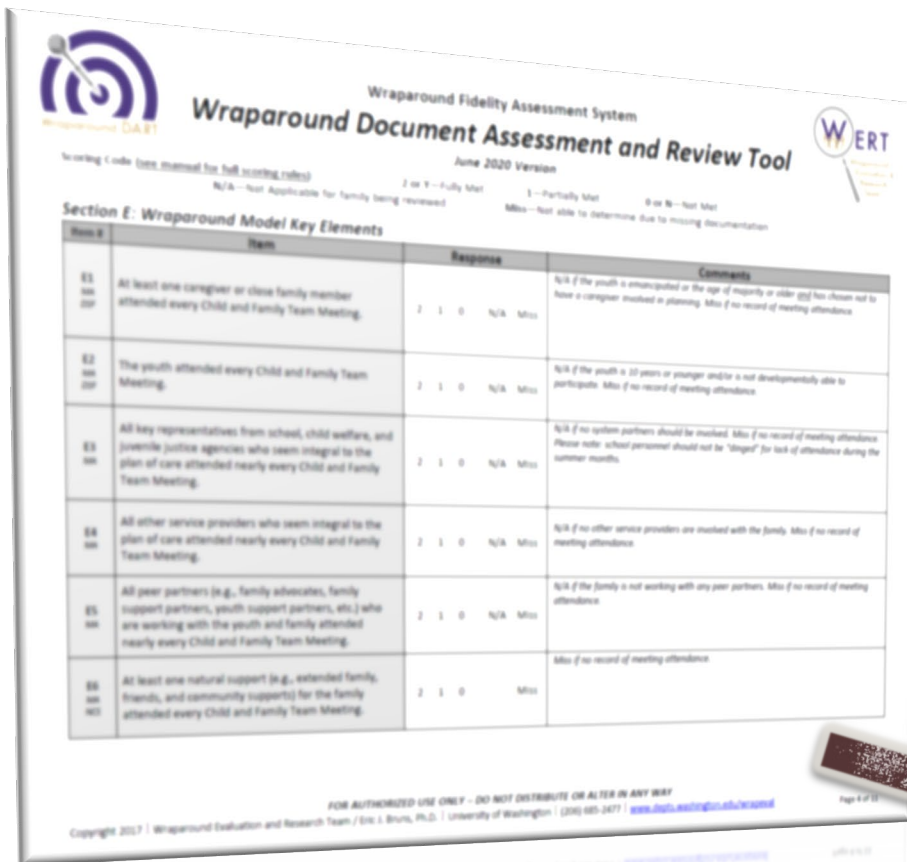
**1** evidence that the item requirements have been partially met

**0 or No** no evidence the item has been met

**N/A** item is not applicable to the youth, family, or team's situation (only an option on certain items)

**Missing** the documentation needed to score the item is not available in the record (only an option on certain items)





### Section E: Wraparound Model Key Elements

Item #	Item
E1 MA DSF	At least one caregiver or close family member attended every Child and Family Team Meeting.
E2 MA DSF	The youth attended every Child and Family Team Meeting.
E3 MA	All key representatives from school, child welfare, and juvenile justice agencies who seem integral to the plan of care attended nearly every Child and Family Team Meeting.
E4 MA	All other service providers who seem integral to the plan of care attended nearly every Child and Family Team Meeting.
E5 MA	All peer partners (e.g., family advocates, family support partners, youth support partners, etc.) who are working with the youth and family attended nearly every Child and Family Team Meeting.
E6 MA NCS	At least one natural support (e.g., extended family, friends, and community supports) for the family attended every Child and Family Team Meeting.

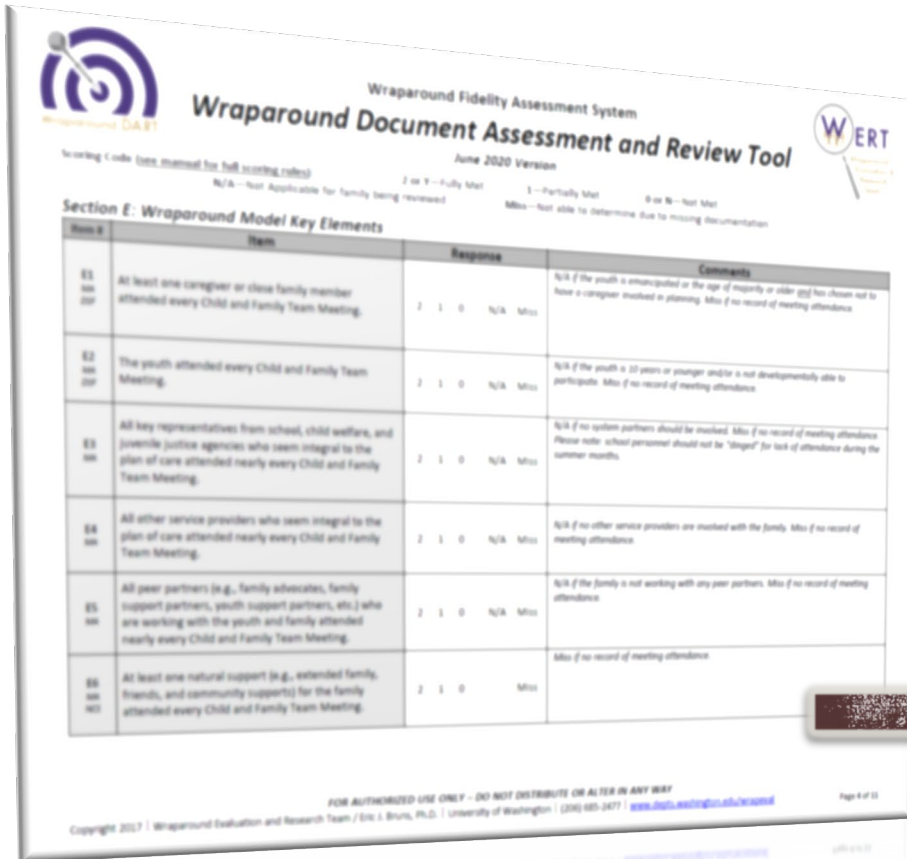
### Possible Scores

<b>2</b>	if every Child and Family Meeting had a natural support in attendance.
<b>1</b>	if only some (50-99%) of the Child and Family Team Meetings had a natural support in attendance.
<b>0</b>	if fewer than half (<50%) of the Child and Family Team Meetings had a natural support in attendance.
<b>Miss</b>	if there is no record of meeting attendance in the file, or you are not able to determine a score based on the information provided. Please note what is missing in the comments sections.

# NATURAL & COMMUNITY SUPPORTS

**Supporting Documentation:** Case Plans w/ Signature Pages, Meeting Notes, Progress Notes, & Monthly Summaries





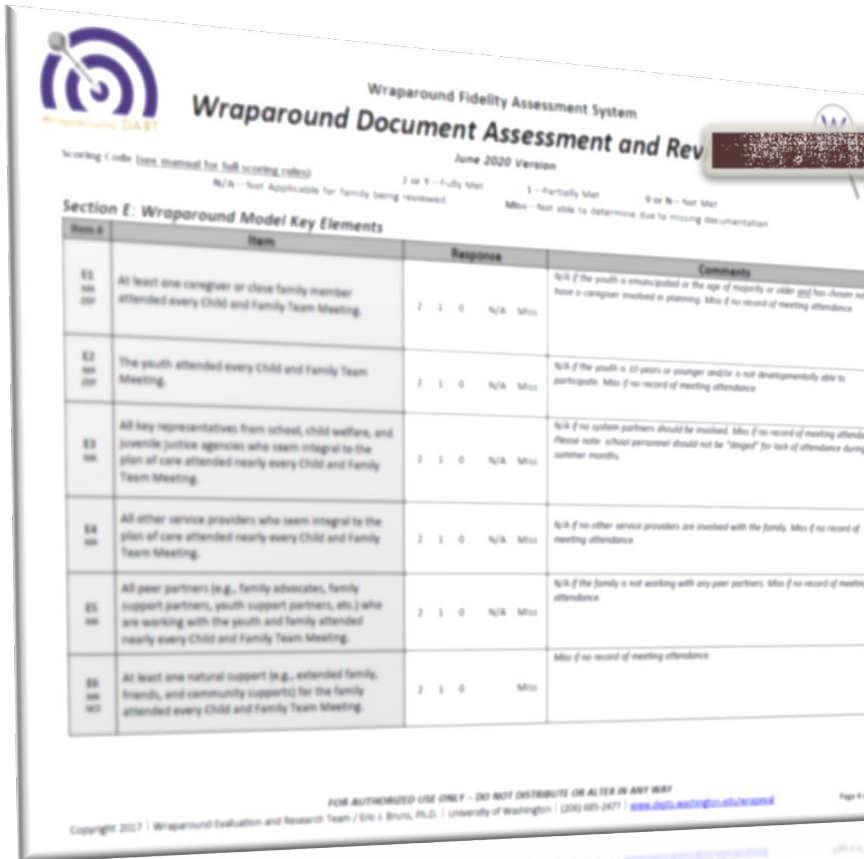
Item #	Item
E7 DSF	An inventory of the youth's strengths is present, and at least two strategies included in the plans of care are clearly linked to his/her identified strengths.
E8 DSF	An inventory of the family's and/or family member strengths is present, and at least two strategies included in the plans of care are clearly linked to the identified strengths.
E9 DSF	An inventory of the team's and/or team members' strengths is present, and at least two strategies included in the plans of care are clearly linked to the identified strengths.
E10 DSF	The inventory of strengths (for whomever it is present) is updated at least quarterly.
E11 DSF	Detailed and specific examples of the youth's and family's culture, values, and beliefs are provided, especially as they relate to the reasons the family enrolled in Wraparound.
E12 NCS	Documentation identifies the youth's and family's natural or community supports and explains how they might be part of the team or involved in implementing the plan of care.
E13 DSF	There is a clearly-articulated, positively-worded, long-range vision for the ENTIRE family (not only the youth or only the caregiver).

Possible Scores	
2	if there is documentation of extended family members and other natural and community supports, with enough information to explain how they might be part of the team or Wraparound plan, and documented effort(s) to include them.
1	if there is documentation of extended family members and other natural and community supports with enough information to explain how they might be part of the team or Wraparound plan.
0	if there is no documentation of extended family members and other natural and community supports OR if there is documentation of extended family members and other natural and community supports, BUT not with enough information to explain how they might be part of the team or Wraparound plan.

# NATURAL & COMMUNITY SUPPORTS

**Supporting Documentation:** Case Plans w/ Signature Pages, Meeting Notes, Progress Notes, & Monthly Summaries





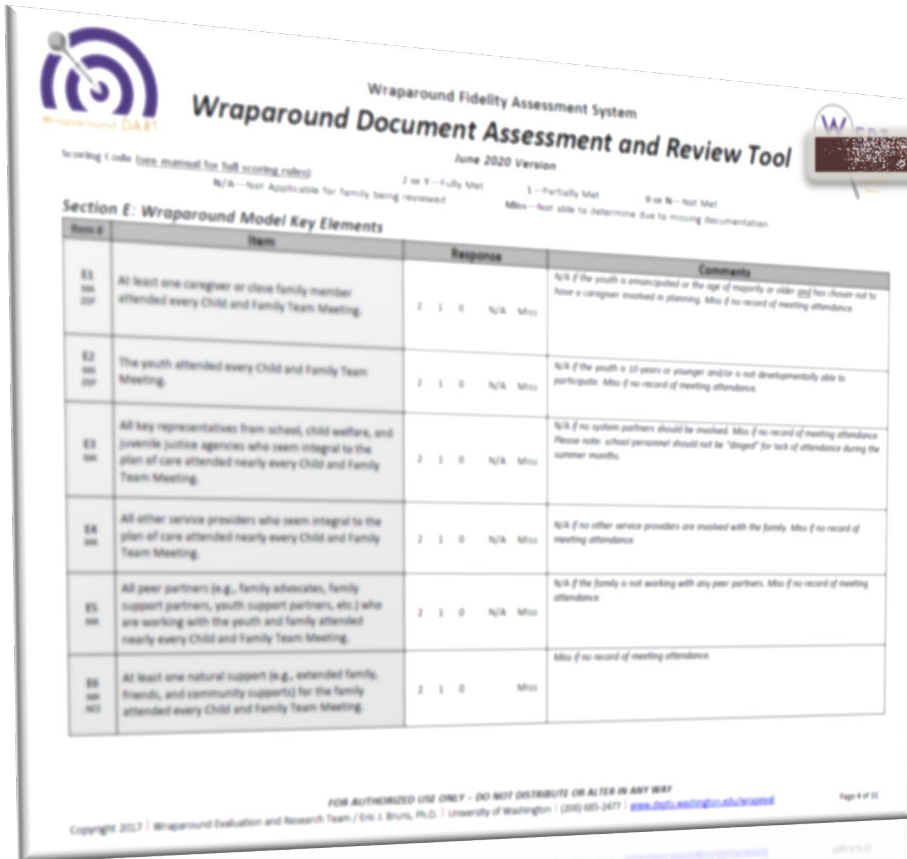
Item #	Item
E14 NCS	If natural supports are not consistently attending Child and Family Team Meetings, then there is evidence of ongoing and persistent efforts to identify and engage them.
E15 NB	Needs statements for the <u>youth</u> are included in the plan of care, and refer to the underlying reasons why problematic situations or behaviors are occurring. These needs are not simply stated as deficits, problematic behaviors, or service needs.
E16 NB	Needs statements for <u>family members</u> are included in every plan of care, and refer to the underlying reasons why problematic situations or behaviors are occurring. These needs are not simply stated as deficits, problematic behaviors, or service needs.
E17 NB	No plan of care includes more than three needs statements.
E18 NB	The strategies in the plans of care are clearly individualized and can be logically expected to address the youth's and family's needs.

Possible Scores	
<b>2</b>	if there is evidence of regular outreach to potential natural supports by the care coordinator and/or other team members to try to engage them in the Wraparound process.
<b>1</b>	if there is evidence of only minimal or occasional outreach to potential natural supports.
<b>0</b>	if there is no documentation to indicate the team has attempted to engage natural supports.
<b>N/A</b>	if E6 received a score of 1 or 2.

# NATURAL & COMMUNITY SUPPORTS

**Supporting Documentation:** Case Plans w/ Signature Pages, Meeting Notes, Progress Notes, & Monthly Summaries





Data Source: Wrapar...

Item #	Item
E19 NCS	The plans of care represent a balance between informal (natural and community) and formal strategies, services, and supports.
E20 NCS	The plans of care include tasks and strategies that encourage the youth's and family's positive connections to their community (i.e., participation in community activities, clubs, and/or other informal organizations).
E21 NCS	The plans of care include tasks and strategies that encourage the youth's and family's positive connections to their natural supports (e.g., extended relatives, friends, neighbors, clergy, business owners, etc.).
E22 OB	There is evidence that the team reviews the status of task completion and/or strategy implementation every meeting.
E23 OB	There is evidence that progress toward meeting the youth's and family's needs is explicitly monitored every meeting.
E24 OB	The outcomes outlined in the plans of care are specific and measurable using objective and verifiable measures, not just general or subjective feedback.
E25 OB	There is evidence that the Wraparound plan of care is meaningfully updated at each team meeting (i.e., the strategies, outcomes, and/or needs statements are adjusted, as appropriate).

### Possible Scores

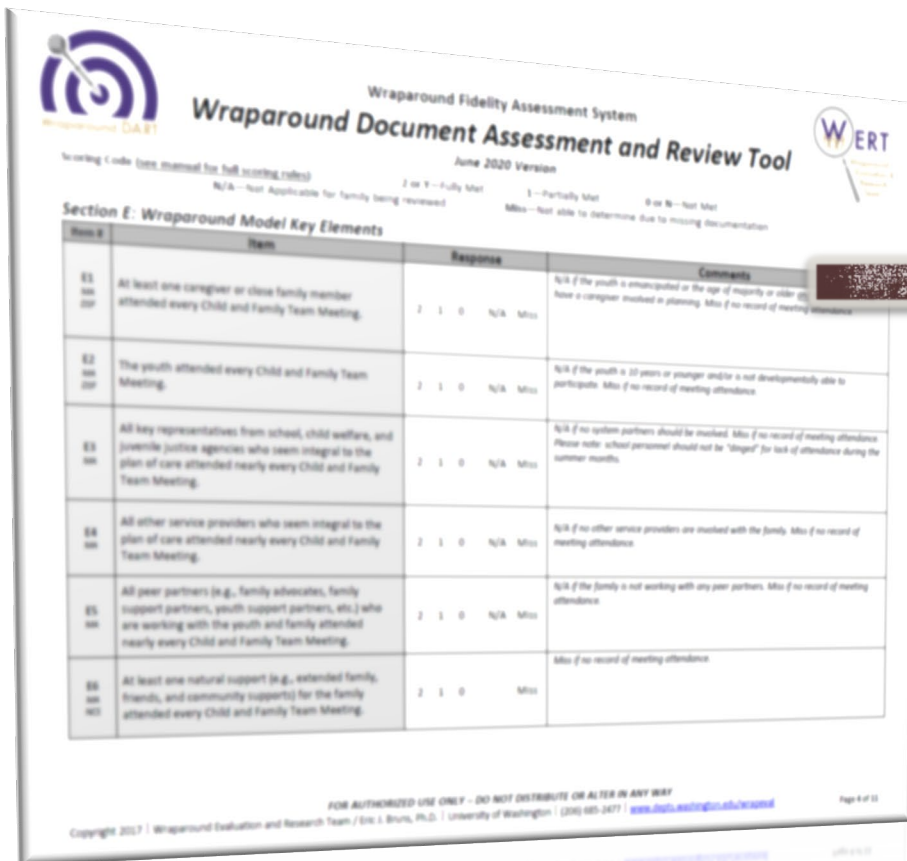
2	if in ALL Wraparound plans of care <i>at least 1/3</i> of the support and strategies are <i>informal</i> in nature.
1	if in MOST, BUT NOT ALL (66-99%) of the Wraparound plans of care <i>at least 1/3</i> of the support and strategies are <i>informal</i> in nature.
0	if in 33% or more of the Wraparound plans of care <i>fewer than 1/3</i> of the support and strategies are <i>informal</i> in nature.

# NATURAL & COMMUNITY SUPPORTS

**Supporting Documentation:** Case Plans w/ Signature Pages, Meeting Notes, Progress Notes, & Monthly Summaries







Data Source: Wraparound

Item #	Item
E19 NCS	The plans of care represent a balance between informal (natural and community) and formal strategies, services, and supports.
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E22 OB	There is evidence that the team reviews the status of task completion and/or strategy implementation at every meeting.
E23 OB	There is evidence that progress toward meeting the youth's and family's needs is explicitly monitored at every meeting.
E24 OB	The outcomes outlined in the plans of care are specific and measurable using objective and verifiable measures, not just general or subjective feedback.
E25 OB	There is evidence that the Wraparound plan of care is meaningfully updated at each team meeting (i.e., the strategies, outcomes, and/or needs statements are adjusted, as appropriate).

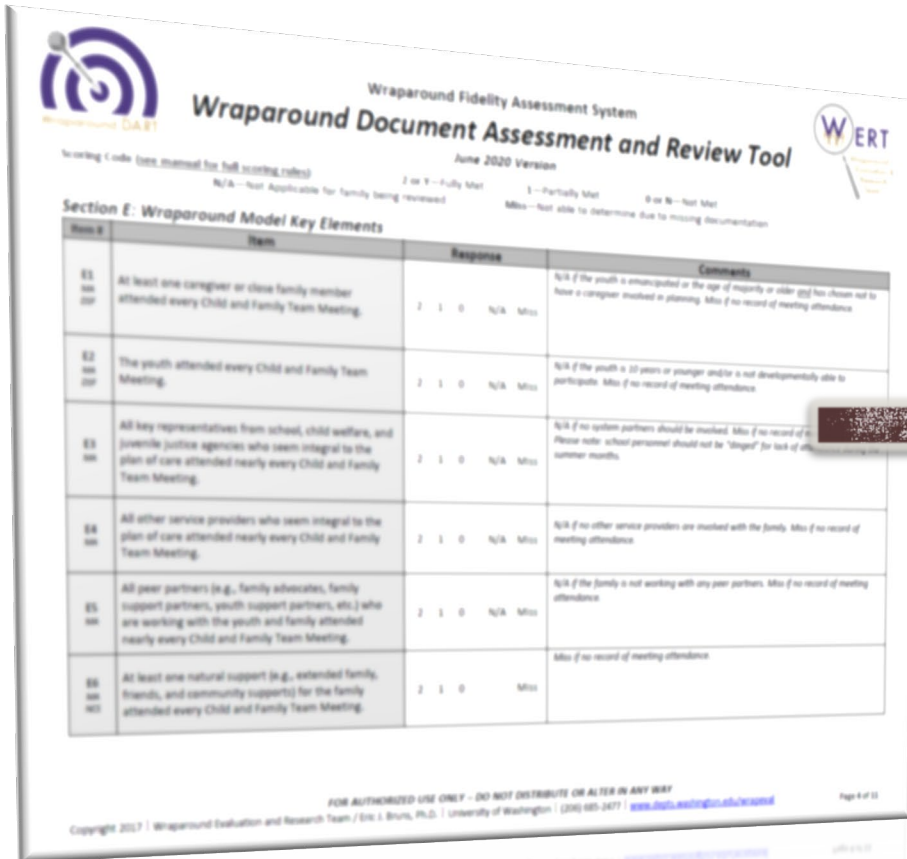
### Possible Scores

2	if ALL Wraparound plans of care have at least two or more tasks or strategies that encourage the youth's and family's positive connection to their community.
1	if ALL of the Wraparound plans of care have at least one task or strategy that encourages the youth's and family's positive connection to their community.
0	if NOT ALL Wraparound plans of care have tasks or strategies present that encourage the youth's and family's positive connection to their community.
N/A	if these types of activities are not relevant to the needs being planned for (very rare).

# NATURAL & COMMUNITY SUPPORTS

**Supporting Documentation:** Case Plans w/ Signature Pages, Meeting Notes, Progress Notes, & Monthly Summaries





Data Source: Wraparound

Item #	Item
E19 NCS	The plans of care represent a balance between informal (natural and community) and formal strategies, services, and supports.
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E25 OB	There is evidence that the Wraparound plan of care is meaningfully updated at each team meeting (i.e., the strategies, outcomes, and/or needs statements are adjusted, as appropriate).

Possible Scores	
2	if ALL Wraparound plans of care have at least two or more tasks or strategies that encourage the youth's and family's positive connection to their natural supports.
1	if ALL of the Wraparound plans of care have at least one task or strategy that encourages the youth's and family's positive connection to their natural supports.
0	if NOT ALL of the Wraparound plans of care have tasks or strategies present that encourage the youth's and family's positive connection to their natural supports.

# NATURAL & COMMUNITY SUPPORTS

**Supporting Documentation:** Case Plans w/ Signature Pages, Meeting Notes, Progress Notes, & Monthly Summaries



# MONTHLY SUMMARY SHEET (SAH)

## WEST VIRGINIA STATEWIDE CANS MONTHLY SUMMARY

Demographics		
Month & Year of Report:	Grantee's Internal Space (Initials of Client/Family):	Reason for referral:
Child Name:	Status:	Client ID:
Case ID:	Referral County:	Current County:
Current Region:	Assigned DHHR Caseworker:	Assigned LCA:
Assigned LCA WF:	RPM Approval Date:	90 Days from Report:

### Assignment:

Assigned Local Coordinating Agency (LCA):	Assigned Wraparound Facilitator Name:
If transferred, date:	If transferred, reason:

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### Briefly discuss all questions

Number of Child and Family Team Meetings Held:	Comments:
Number of Face-to-Face Contacts with Youth/Family:	Comments:
Number of Other Contacts (e.g., Phone, Collateral, etc.) with Youth/Family:	Comments:
Name of Current School the Youth is Attending:	Comments:
Status of School Attendance:	Comments:
Ongoing School Performance:	Comments:
End of Year School Performance:	Is this the month school ends for the year? <input type="checkbox"/> Yes <input type="checkbox"/> No
Was the client able to be at home or return to their home community without requiring further juvenile intervention? <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:

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2

Was the client able to be at home without being re-abused or neglected as evidenced by no re-entry into foster care? <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:
Did the youth require out-of-home crisis intervention during the month? <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:
Current living situation of youth at month's end:	Comments:
Family Established New, or Maintained Existing, Community/Natural Supports <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:
Did the youth transition from Out-of-State to West Virginia? <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:
Did the youth transition from instate residential to a community-based setting in West Virginia? <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:
Referrals and Linkage to Community Supports or Services: <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:
Newly Identified Safety Concerns: <input type="checkbox"/> Yes <input type="checkbox"/> No	Identified Barriers that continue to be unmet:

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### Final Comments:

WF Signature & Date

Supervisor Signature & Date

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4





We don't have to do  
the hard stuff alone.  
We weren't meant to.  
We heal in connection.

-Brene Brown



# NWIC TIPS, DO'S, AND DON'TS

## DON'T ask

DON'T ask a family 'So, who do you want on your team' or tell them they HAVE to have at least one informal/natural support on their team.

## DO take

DO take ownership! Developing a balanced team in Wraparound is the role and responsibility of the Care Coordinator- NOT the youth and family!

## DO have

DO have a conversation to gather the family story listening for those who are involved, the family has turned to and/or have supported the family.

## DO use

DO use the Family Story Tool to document and capture this information. Note information related to HOW these individuals have supported the family.

## DO reflect back

DO reflect back the information you gather re: specific formal and informal/natural supports to the family and use this information to build rationale as to why these individuals need to be part of the Wraparound process.

## DO remember

DO remember youth/families have been through a lot before they ever reach Wraparound and may be feeling cautious about including others in this process.





**BUILDING MORE  
INFORMAL AND  
COMMUNITY  
CONNECTION**

<b>DO</b>	DON'T just put in formal services to meet the needs of youth and their families!
<b>DO ask about</b>	DO ask about things that families are a part of, want to be involved in, or are excited about trying.
<b>DO</b>	DO intentionally brainstorm strategies that include informal community based options.* This may need to be modeled by care coordinators during WTMs.
<b>DO consider</b>	DO consider creative and out the box options connected to functional strengths and that are developmentally appropriate.
<b>DO include</b>	DO include strategies that foster meaningful connection with family, friends and the community.
<b>DO explore</b>	DO explore the local communities and resources in the communities where families live. Such as libraries, museums, local businesses, parks and recreational centers, etc.
<b>DO reach out</b>	DO reach out to your assigned NWIC coach for more support in this area!

# WHAT ARE THE WV WRAPAROUND GUIDELINES & EXPECTATIONS?

- The Bureaus are dedicated to uniting and aligning policy for WV Wraparound to the standards found in High Fidelity Wraparound.
- These standards are addressed through the expectations discussed from the DART.
- The training team is collaborating with wraparound supervisors and facilitators to provide additional training and coaching on specific skills-based methods to identify and engage natural supports, as well as technical assistance in this area at the organizational and systems levels.
- The Bureau leadership and organizations and staff are held accountable to ensure the composition of the team is balanced and at least 1 informal/natural support is participating on every wraparound team.
- Again, documentation should make efforts to include natural/community supports and the results of those **ongoing** efforts clear.





**QUESTIONS?  
COMMENTS?  
CONCERNS?**





Successes & Barriers to Include  
Natural Community Supports



**PLEASE SCAN THE QR  
CODE TO SIGN-OUT &  
LEAVE ANONNNYMOUS  
FEEDBACK!**

# THANK YOU!



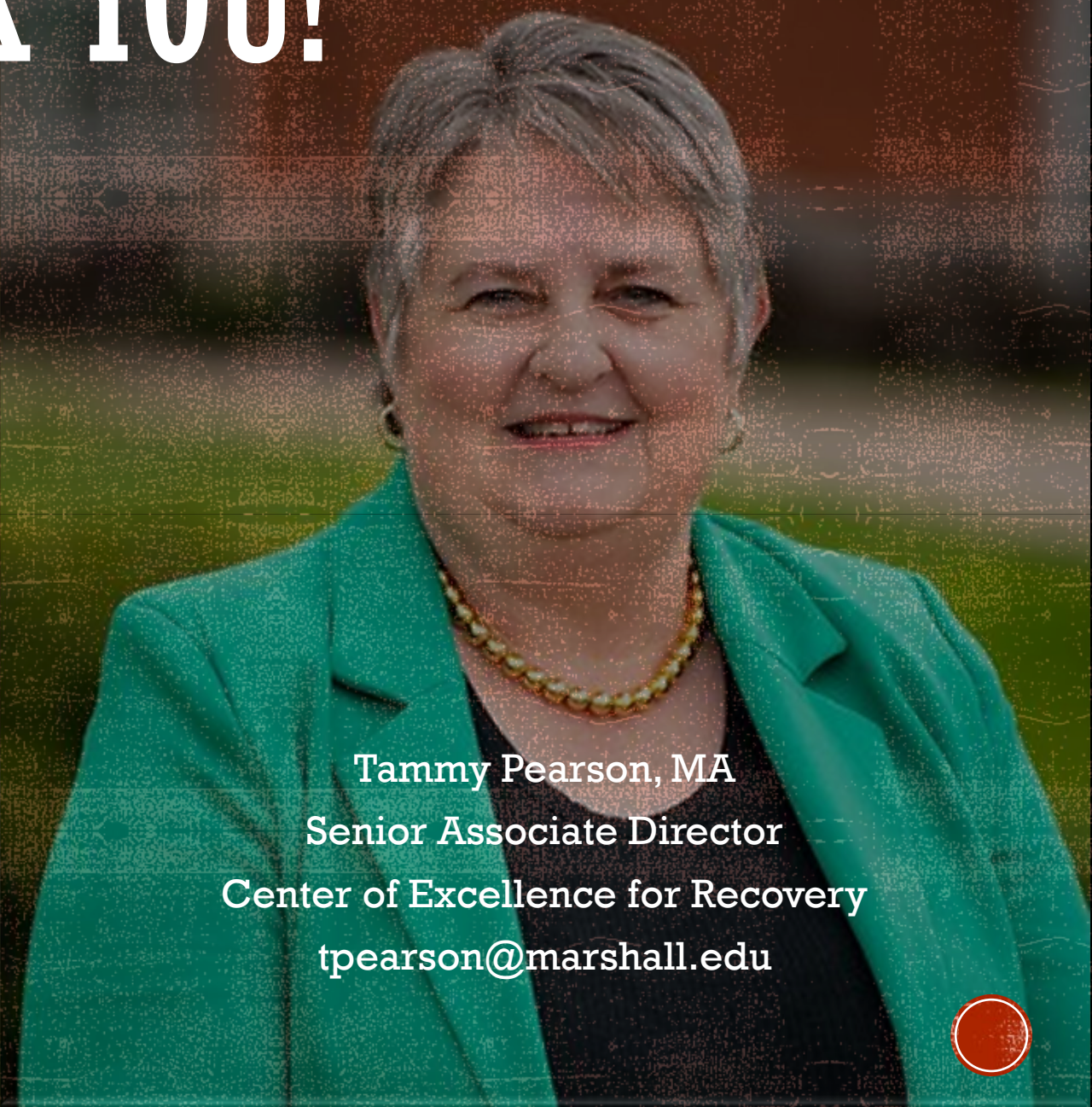
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2024



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