

# Elevating Family Voice Through Wraparound



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### Direction Service and Wraparound



### Medication



### Family Partners



### The Best of the Principles



### System of Care...

Partnering with families and youth to create an integrated and coordinated network of services and supports that is guided by one philosophy and supported by a cross-system collaborative infrastructure.



### The Application of Principles



### Questions?

#### Contact Information

Phone: 303.733.7300  
Email: [wrap@colorado.gov](mailto:wrap@colorado.gov)  
Website: [www.wraparound.org](http://www.wraparound.org)  
PDF: [www.wraparound.org](http://www.wraparound.org)

Center for Health - Available  
Based on Direct Care Director  
Services  
Available for use - Regional Director  
Direct Care Support Network  
New Patient - Available  
Professional Practices  
10/14/14 State of Colorado

# Elevating Family Voice Through Wraparound

**Direction Service and Wraparound**



**Introduction**



**Family Partners**



**The rest of the Principles**




**System of Care...**  
Partnering with families and youth to...

**The Application of Principles**

Aimee Walsh - Assoc. Executive Director, Oregon Family Support Service  
Aimee Walsh - Assoc. Executive Director, Oregon Family Support Service  
John Parlock - Assoc. Professor of Practice, Portland State University

**Contact**  
Aimee Walsh  
Aimee Walsh  
John Parlock



Aimee Walsh - Associate  
Executive Director, Direction  
Service

Annette Marcus - Regional Director,  
Oregon Family Support Network

John Pavlack - Associate  
Professor of Practice,  
Portland State University

# Direction Service and Wraparound

## About Direction Service

Direction Service is a Private, non-profit corporation. Our mission is this:  
"Helping people with special needs live the fullest lives possible since 1977"

## The Wraparound Facilitator is...

- a person who is trained to coordinate the Wraparound process.
- guides the Wraparound team through its phases & activities.
- facilitates Wraparound team meetings
- has specific knowledge and skills related to Wraparound principles, consensus building, team-based work, strengths-based practice and family driven care.

Wraparound is an intensive, holistic method of engaging with children, youth, and their families so that they can live in their homes and communities and realize their hopes and dreams.

Wraparound is a direct, practice-level expression of Systems of Care Values and Principles

## Direction Service houses the following programs:

Family Support & Service Coordination, Information Services, Counseling Center and Center for Appropriate Dispute Resolution in Special Education

- Direction Service began providing Wraparound Facilitation in Lane County in 2014
- Wraparound Facilitation is part of the Systems of Care Wraparound Implementation project instituted by the Oregon Health Authority
- The goal of the project is to institute Wraparound and Systems of Care statewide
- Direction Service provides Wraparound consistent with the Oregon Wraparound Best Practice Guidelines

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# System of Care...

*Partnering with **families** and **youth** to create an integrated and coordinated network of services and supports that is guided by one philosophy and supported by a cross-system collaborative infrastructure.*

Three types of Challenges:

Individual Organizational Complex

Individual Organizational Complex

Individual Organizational Complex

An advanced collaboration approach for complex challenges

Systems of Care Collective Impact

Building Systems of Care while advancing specific initiatives through collective impact is an Adaptive Challenge.

Systems often work in isolation...  
...on the same challenge

Categorical Care Isolated Impact

Characteristics of Isolated Impact & Categorical Care:

- Systems work in silos
- Fragmented services
- Involves each individual program
- Disconnected thinking to consider the impact of a particular program on other components of a particular system
- Programs are not connected through shared resources
- Programs are not connected through shared data
- Programs are not connected through shared infrastructure

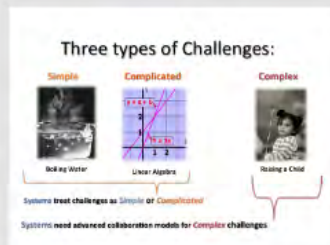


# System of Care...

*Partnering with **families and youth** to create an integrated and coordinated network of services and supports that is guided by one philosophy and supported*

# System of Care...

*Partnering with families and youth to create an integrated and coordinated network of services and supports that is guided by one philosophy and supported by a cross-system collaborative infrastructure.*



Building *Systems of Care* while advancing specific initiatives through *Collective Impact* is an *Adaptive Challenge*.

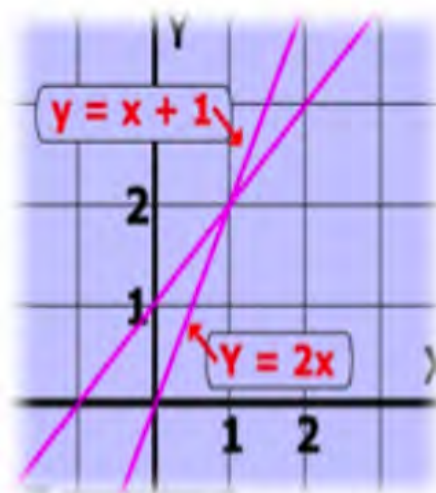
# Three types of Challenges:

## Simple



Boiling Water

## Complicated



Linear Algebra

## Complex



Raising a Child

Systems treat challenges as *Simple* or *Complicated*

Systems need advanced collaboration models for *Complex* challenges

# Systems often work in isolation...



Categorical Care



Isolated Impact

**...on the same challenge**

# An advanced collaboration approach for complex challenges



Systems of Care



Collective Impact

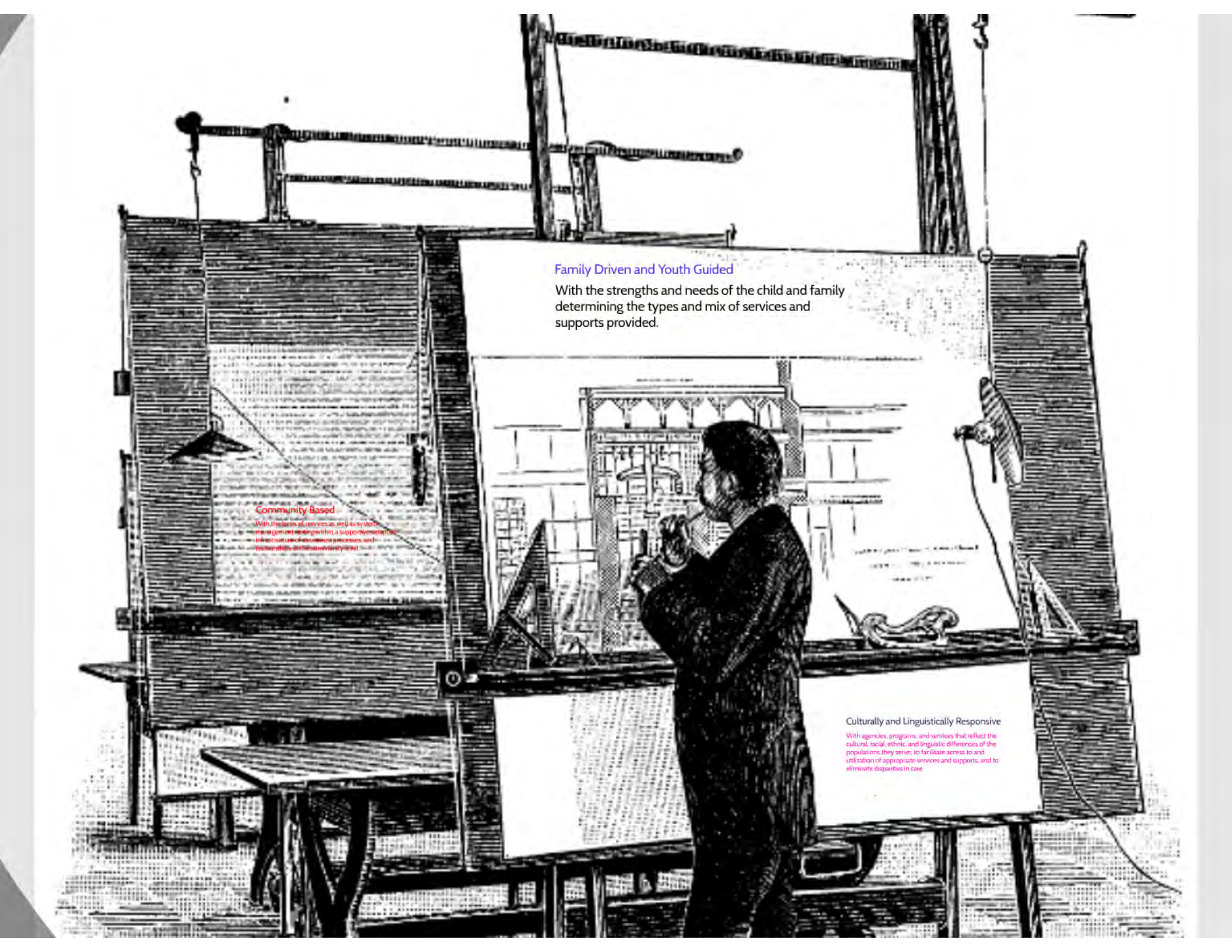


# Characteristics of Isolated Impact & Categorical Care:

- **Systems** work in silos
- **Organizations** compete
- **Funders** select individual grantees
- **Evaluators** attempt to isolate the impact of a particular organization or effectiveness of a particular system
- **Programs** focus on one formal treatment modality
- **People** talk in terms of services and placements
- **Decisions** are made in isolation by a single sector or organization.

*These traditional approaches do not solve complex challenges*

Building *Systems of Care* while  
advancing specific initiatives  
through *Collective Impact* is an  
*Adaptive Challenge*.



### Family Driven and Youth Guided

With the strengths and needs of the child and family determining the types and mix of services and supports provided.

### Community Based

With plans for all services as well as system management emphasizing a supportive environment, infrastructure, service processes, and outcomes at the community level.


### Culturally and Linguistically Responsive

With agencies, programs, and services that reflect the cultural, racial, ethnic, and linguistic differences of the populations they serve; to facilitate access to and utilization of appropriate services and supports, and to eliminate disparities in care.



## Family Driven and Youth Guided

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With the locus of services as well as system management resting within a supportive, adaptive infrastructure of structures, processes, and relationships at the community level.

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# Infrastructure

# Systems of Care

F&Y

PC

ED

JJ

MH

DD

CW

Early Childhood  
PBIS

Pediatrics

Diversion Programs

Early Learning

EBPs

Wraparound

Trauma Informed Care

Culture & Linguistic Based Services

Project Launch

ICTS

Differential Response

Counseling

MIECHV

Prevention & Promotion

Parenting Education

Respite

Interpreting

Therapy

Intensive Home Based Services

Peer Delivered Services

Transition Services

Faith Based



# Levels of Collaborative Structures in a System of Care

**Wraparound Teams**

**Practice Workgroup**

**Systems of Care Collaborative**

**Executive Committee**

**REPORT BARRIERS**

- Care Coordinators
- Wraparound Facilitators
- Family Partners / Youth Specialists



**COLLECT/INTERPRET BARRIERS**

- Supervisors of those who sit on wraparound teams
- Managers
- Family Representatives & Youth
- System Partners



**RESOLVE BARRIERS**

- Directors
- Entity Leadership
- Family Representatives
- Youth



**BUST BARRIERS**

- Executive Leadership
- Judges
- Family Representatives
- Youth





# Family Partners



## The Power of Parallel Process

**Collaboration:** Building relationships, developing policies and procedures, taking risks and having each other's back, strategic engagement in Systems of Care

**Team Based:** Consistent communication, learning together, understanding each other's strengths and needs, shared training and common language

**Persistence:** Families don't fail, plans do! Family Voice and Youth Guided. Moving out of our comfort zones, Believing in Each Other.

## Roles and Responsibilities of Family/Youth Partners in the Wraparound Process

### Family Partner and Youth Partner

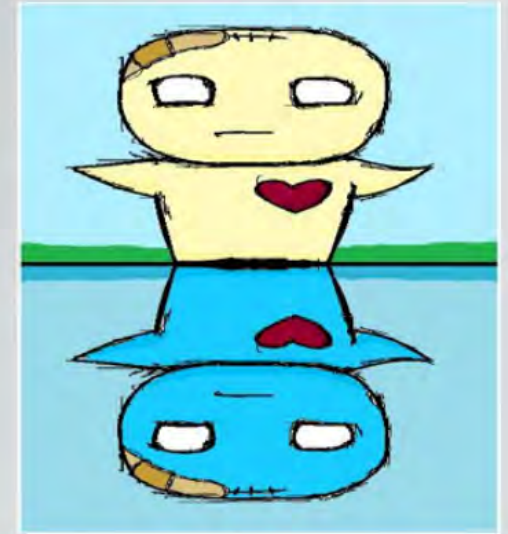
- Ensure that family / youth voice is clearly expressed and heard on the wraparound team
- Help parents or youth effectively engage and actively participate on the team, and make informed decisions that drive the Wraparound process
- Earn the respect of the family or youth and establish a trusting relationship that is genuinely valued by them
- The Family/Youth Partner can be a mediator, facilitator, or bridge between families and agencies ensuring effective engagement and optimal outcomes.
- To connect Families / Youth to resources, services, and supports in the community.

### Organizations That One Eugene Family Connects With:

- Private Psychiatrist
- Private Psychologist
- Special Education (PPS)
- Education Service District (ESD)
- Early Periodic Screening, Diagnosis & Treatment (EPSDT)
- Child Center Day Treatment Program
- Trillium Health Care
- Good Health Plan
- Youth Move
- Vocational Education
- Medicaid
- Vocational Rehabilitation
- Eugene Police

## Family Centered – Strengths & Needs Based

Family voice, priorities and engagement



# The Power of Parallel Process

**Collaboration:** Building relationships, developing policies and procedures, taking risks and having each other's back, strategic engagement in Systems of Care

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# Family Centered – Strengths & Needs Based

Family voice, priorities and engagement are vital to the planning and development of

- service systems
- treatment options
- individual service plans



# Family Partners: Why Peers Matter



- Lived Experience
- Personal Knowledge of Local Systems
- Provide Hope
- Trained and Certified
- Different Boundaries
- Walking Side by Side

# Roles and Responsibilities of Family/Youth Partners in the Wraparound Process

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- Child Center Day Treatment Program
- Juvenile Justice
- Alcohol & Drug Programs, residential and outpatient
- Alcoholics Anonymous
- Narcotics Anonymous
- Exceptional Needs Care Coordinator (OR Health Plan)
- Senior & Disabled Services Division
- Services for Children and Families
- Public Defender
- National Alliance for the Mentally Ill
- Trillium Health Care
- Good Health Plan
- Youth Move
- Vocational Education
- Medicaid
- Vocational Rehabilitation
- Eugene Police
- Private Attorney
- Vincent DePaul
- Social Security (SSI)
- Support Enforcement Division
- Citizens Review Board (CRB)
- Trauma Healing Center
- Community Mental Health Center



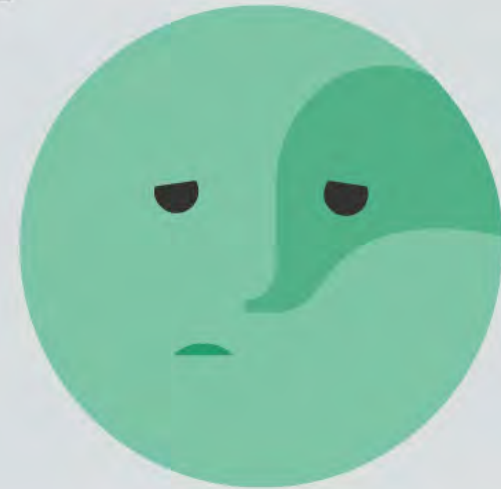
Overwhelming!!







Overwhelming!!



## Trauma Informed: Protective Factors

- Parental Resilience
- Social Connections
- Social Emotional Development
- Concrete Supports
- Knowledge of child and adolescent development

-Center for the Study of Social Policy

## Parent Support

- Reduce isolation
- Reduce stress
- Explore parenting issues with other parents
- Become better informed about resources
- Build advocacy skills



## Education

- 10 week parenting series – Collaborative Parenting Series
  - Based around Ross Green's The Explosive Child & other parenting models
  - Co-facilitated with parent and therapist

Advocacy Training Series

IEP Series



## Support Groups

- Offered once a month in conjunction with family swim nights
- Offered every other month in Cottage Grove
- Education/support groups on the fourth Thursday of each month beginning in January – Sample topics include–Self Care for the Challenged Parent, Tuning into Your Child to Avoid Explosive Behavior, Navigating the Trillium Health Care System, Autism Spectrum Children and the DD System, and Ask the Child Psychiatrist
- Child supervision and engagement provided by Youth Activity Leaders
- Facilitated by OFSN Family Partner

## Respite

- Offered once per month in Eugene for 3 hours (first Friday each month), every other month in Cottage Grove
- Held at Eastside Faith Center at no cost to OFSN
- Child supervision and engagement by highly trained Youth Activity Leaders and OFSN staff
- Two rooms that accommodate different age groups
- Regularly at capacity with 20-25 children

## Advocacy

- Training – Changing Systems Together
- Recruitment and coaching for family members on committees & councils to ensure Family Voice is present in Systems of Care
- State-wide Family Leaders in Policy Making
- Provide support for families to participate in statewide policy groups, local and state focus groups, town halls

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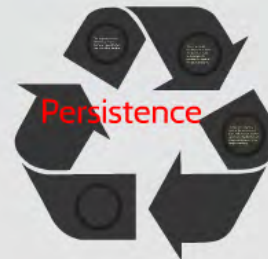
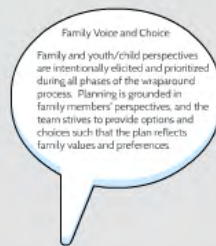
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# The Application of Principles




# The Application of Principles



Team-based

Strengths-based





# Team-based

The Wapsworth Team consists of individuals committed to the family and youth through informal, formal, community support and service relationships.

The teams should be no more than 75% to 50% professionals.

The child and family decide who is on their team.

Wapsworth plans are co-authored by collecting perspectives of all interested and invited parties willing to work towards supporting the Family Vision.


The Wraparound Team consists of individuals committed to the family and youth through informal, formal, community support and service relationships

The team should be no more than 25% to 50% professionals

The child and family decide who is on their team

Wraparound plans are co-authored by collecting perspectives of all interested and invested parties willing to work towards supporting the Family Vision

# Strengths-based




The positive aspects of the youth, family, and community must be a central part of individualized service planning. A strengths perspective demands a different way of looking at individuals, families, and communities. They must be seen in the light of their capacities, talents, competencies, possibilities, visions, values, hopes, and dreams - however dashed and distorted these may become through circumstances, oppression, and trauma. Team members believe that **strengths ultimately resolve concerns**. While honoring the needs and concerns of the youth and family, it the strengths of the family and community around them that must be assessed, defined, and built upon as the pathway to solutions.

The positive aspects of the youth, family, and community must be a central part of individualized service planning. A strengths perspective demands a different way of looking at individuals, families, and communities. They must be seen in the light of their capacities, talents, competencies, possibilities, visions, values, hopes, and dreams - however dashed and distorted these may become through circumstances, oppression, and trauma. Team members believe that **strengths ultimately resolve concerns**. While honoring the needs and concerns of the youth and family, it the strengths of the family and community around them that must be assessed, defined, and built upon as **the pathway to solutions**.

## Family Voice and Choice

Family and youth/child perspectives are intentionally elicited and prioritized during all phases of the wraparound 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.



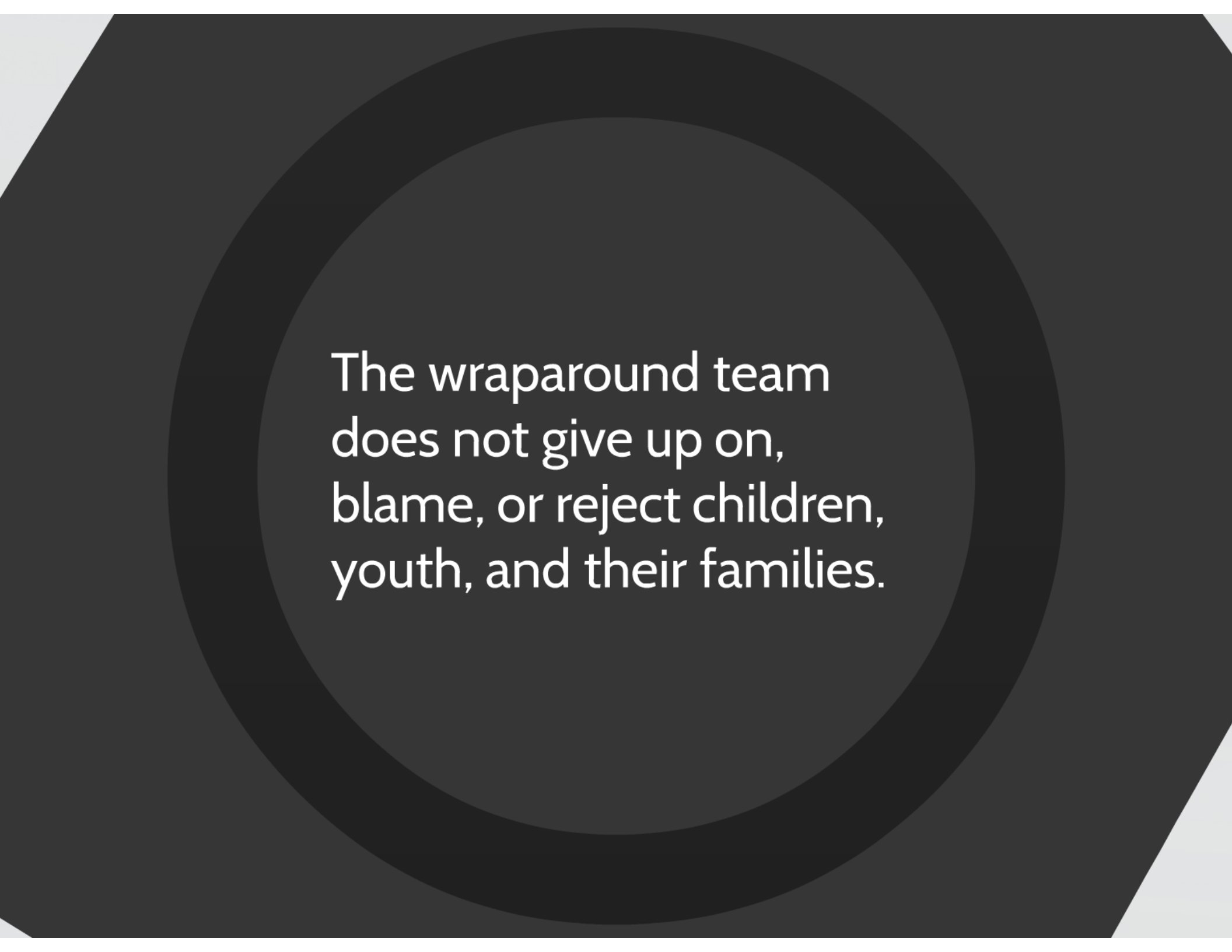
The wraparound team does not give up on, blame, or reject children, youth, and their families.

When faced with challenges or setbacks, the team continues working towards meeting the needs of the youth and family

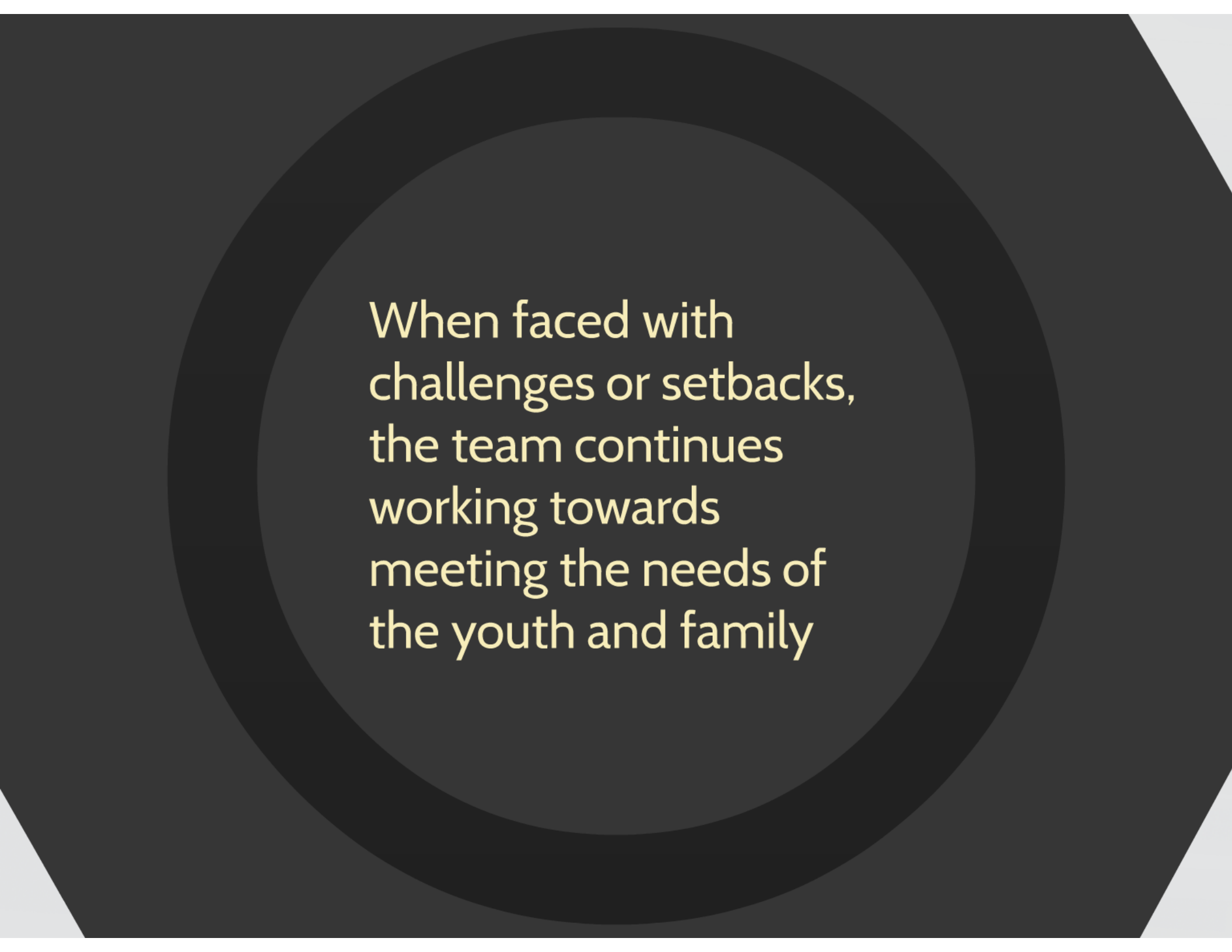
# Persistence

and towards achieving the goals in the wraparound plan until the team reaches agreement that the formal wraparound process is no longer necessary

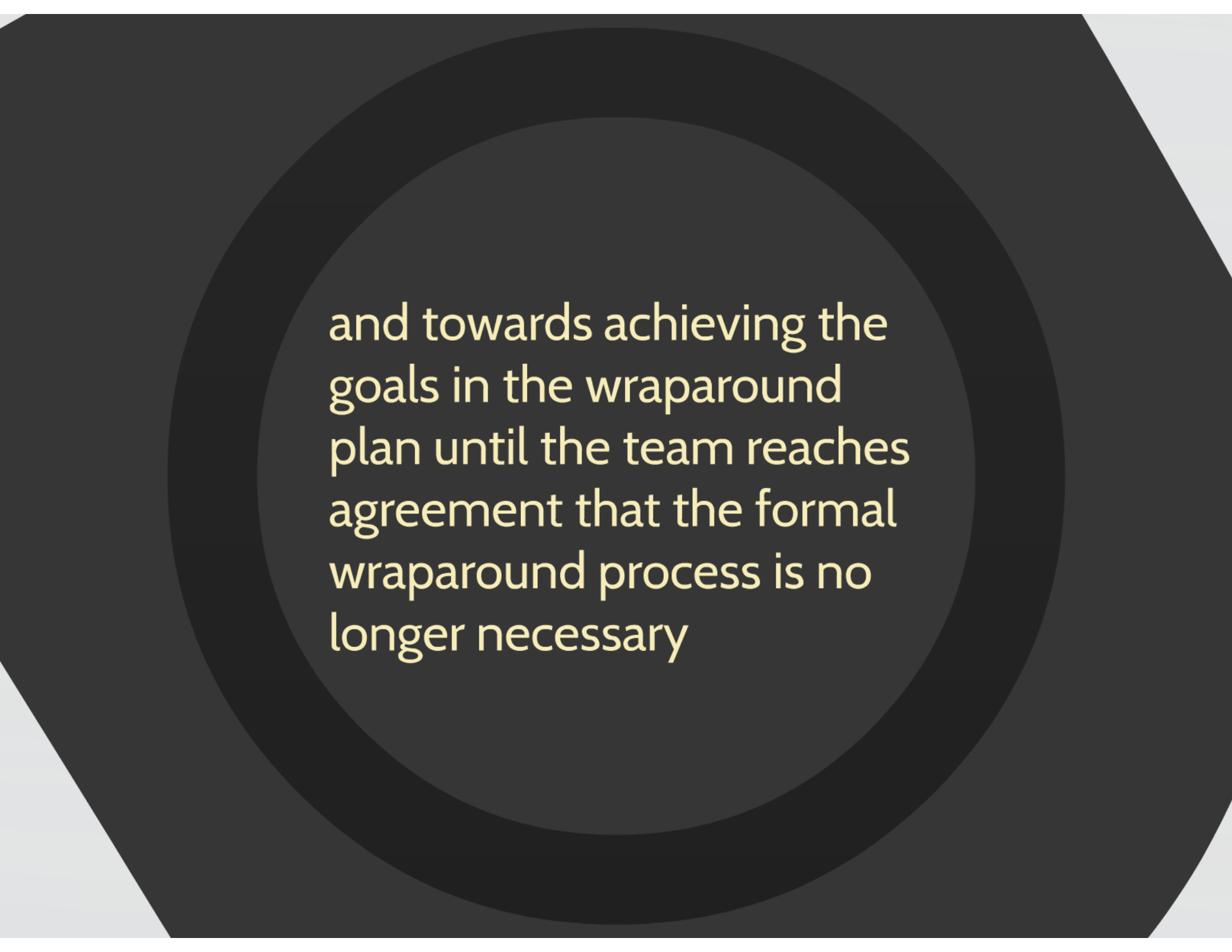




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# The rest of the Principles



Culturally and Linguistically Responsive

Natural Supports



Individualized



Outcomes-based

Community-based



Collaboration

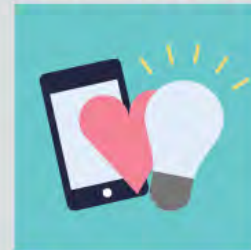


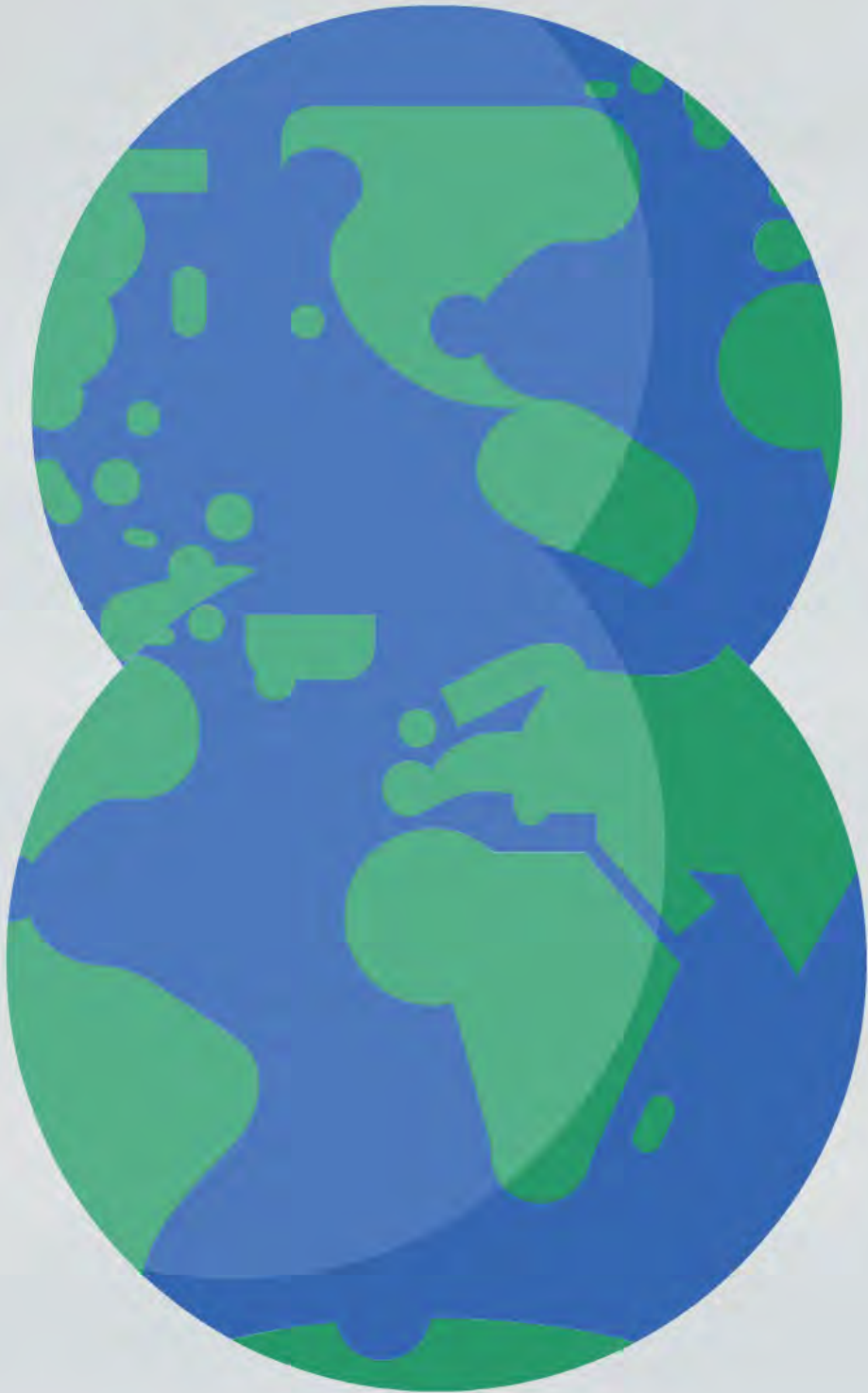
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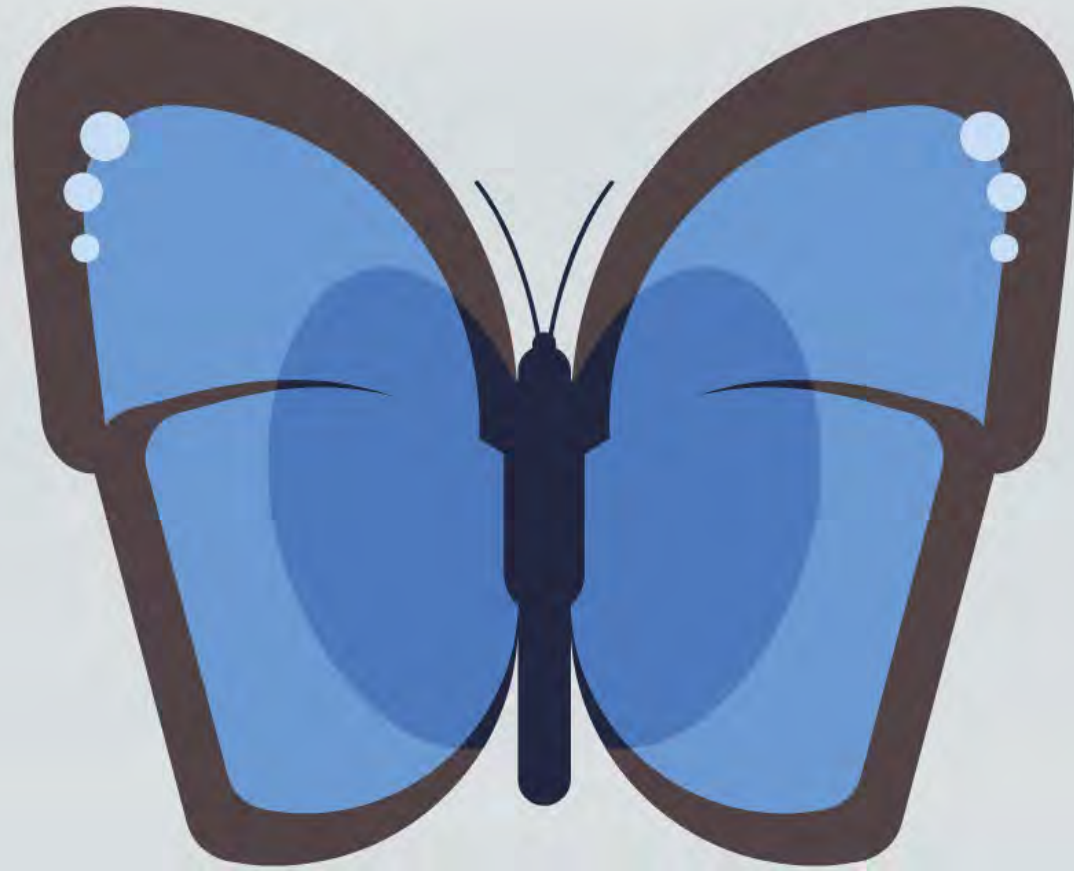
Culturally and  
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*Culturally and  
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Individualized

# Community-based





# Natural Supports





Outcomes-based

# Collaboration



# Questions?

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# Elevating Family Voice Through Wraparound

### Direction Service and Wraparound

A diagram consisting of four small circles arranged in a square, each containing a different icon representing a wraparound component.

### Medication

An icon depicting a white pill bottle with a label and several white pills scattered next to it.

### Family Partners

A central circle containing the text 'Family Partners' and several smaller text boxes or icons arranged around it, representing the role of family partners in wraparound.

### The Best of the Principles

An icon of a gear with several small symbols inside, representing the integration of different wraparound principles.

### System of Care...

Partnering with families and youth to create an integrated and coordinated network of services and supports that is guided by one philosophy and supported by a cross-system collaborative infrastructure.

A diagram showing a network of interconnected nodes, representing a system of care where various services and supports are linked together.

### Wraparound

An icon showing a person standing in a doorway, symbolizing wraparound services and support.

### The Application of Principles

A diagram showing four icons: a handshake, a thumbs up, a speech bubble, and a recycling symbol, representing the application of wraparound principles.

### Questions?

#### Contact Information

Phone: 781.339.1000  
Email: [wrap@mass.gov](mailto:wrap@mass.gov)  
Website: [www.mass.gov/wrap](http://www.mass.gov/wrap)  
PDF: [www.mass.gov/wrap/pdfs/wrap.pdf](http://www.mass.gov/wrap/pdfs/wrap.pdf)

### Wraparound

Center for Excellence in Early Childhood Services  
Massachusetts Department of Children and Families  
100 State Street, 10th Floor  
Boston, MA 02109  
Phone: 617.725.6000  
Email: [wrap@mass.gov](mailto:wrap@mass.gov)