

New Hampshire Wraparound Family Guide



*A guide to help your family get oriented
as you prepare to begin your journey
towards hope for a better future.*



*updated 2019
The NH Wraparound Workgroup*

Our Family's Wraparound Contact Information

Coordinator: _____

Mobile: _____ Phone 2: _____

Family Peer Support: _____

Mobile: _____ Phone 2: _____

Youth Peer Support: _____

Mobile: _____ Phone 2: _____

Notes



NH Wraparound Eligibility & Referral Coordinator
Phone: 603-271-5075

New Hampshire Wraparound Family Guide

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What Is NH Family Wraparound?

Wraparound is a different way of working with families. It's a supportive, team-based process that is based on solid evidence – families that participate in Wraparound gain the tools and support they need to experience stability and success in their communities, schools, and homes.

A trained facilitator called a Wraparound Coordinator will help your family set goals and build a team of people who will help you reach your goals. Your Coordinator will help lead your team through a process that begins with

- Discovering your family's **strengths**,
- Identifying your family's **needs**,
- Creating a **vision** for your family of what the future will look like when your needs are met, and
- Creating a set of benchmarks or goals based on your **Family Vision**.
- Then you will work with your Coordinator and team to develop your family's **Plan of Care**, which breaks down the steps and strategies needed to reach your benchmarks and realize your vision of a better future.

Your family will also be able to connect with someone with lived experience who can closely relate to what your family is going through, called a Family or Youth Peer Support Specialist. Your Coordinator and Peer Support Specialist will work closely with each other and with your family, with the goal of providing **hope** that things can get better.

NH Wraparound Values and Principles

- Collaborative, Team-Based
- Outcomes-Based
- Keep Working until Things Get Better
- Community-Based
- Family- and Youth-Driven
- Natural Supports
- Individualized
- Guided by Underlying Needs
- Strengths-Based
- Responsive to Your Cultural & Language Needs

An Overview of the Wraparound Experience:



Hello (Engagement, Team Preparation)

Experience may take several meetings over 4-6 weeks.

A Coordinator and Family Peer Support worker meet with your family to gather your family's story and discuss the Wraparound process. The Coordinator will focus on capturing your ideas and points of view, while the Peer Supporter focuses on helping make sure your voices are heard throughout. The goals are to:

- Share your story and your concerns, strengths, needs, & hopes.
- Describe your vision for the future.
- Identify people who care about your family, and people who are in a position to help.
- Reach agreement with your Coordinator about who will come to a meeting to develop a plan, and where the meeting will take place

Help (Initial Plan Development)

Experience may take 1-2 team meetings.

You will work with your Coordinator to plan and hold your first Wraparound Team Meeting. The Coordinator will focus on helping everyone on the team to understand their roles and points of view. This team includes people who already provide services to your family, as well as people who are connected to you in a supportive role. You, as a family, with some support from your team will:

- Share your Family Vision so that team members will know what they will be working on with you.
 - Choose the needs to work on as a family, and as individual family members.
 - Come up with several different ways to meet those needs that match up with your family's strengths.
 - Figure out who will do which tasks that the team has agreed on.
- Your family members have the first say on goals and tasks.

When the meeting is over everyone will leave knowing what they have to do, and how to contact other team members.

Hello, Help, Healing, Hope

Healing (Plan Implementation)

This experience requires regular wrap team meetings.

Based on your planning meetings, your team has created a written Plan of Care. Your family and team members have committed to take action, team members are committed to do the work, and our team comes together regularly to check up on what's going on.

When your team meets you do four things:

1. Review your Accomplishments (what we have done and what's been going well).
2. Assess whether your plan has been working to achieve your goals and steps.
3. Adjust things that aren't working within the plan.
4. Assign new tasks to team members.

Hope (Transition)

Transitions happen throughout the process.

Even though transitions happen throughout the process, you will come to a point when you will no longer need to meet regularly with the team.

- Completion may involve a final meeting of the whole team, a small celebration, or simply saying you are ready to move on.
- As a family you will get a record of what was done, as well as list of what worked.
- You will also make a plan for the future, including who you can call if you need help, or if you need to get back together with your team.



Preparing for "Hello"

Hello begins with your Coordinator leading you through the process of Strengths Discovery. Here are some questions you may be asked during this process. If it helps you to feel prepared, take some time now to think about how you might answer.

1. What are your likes and dislikes?

2. What are you interested in?

3. If life were better for you, what would it look like?

4. What are some things you are good at?

5. What are some things your family does together?

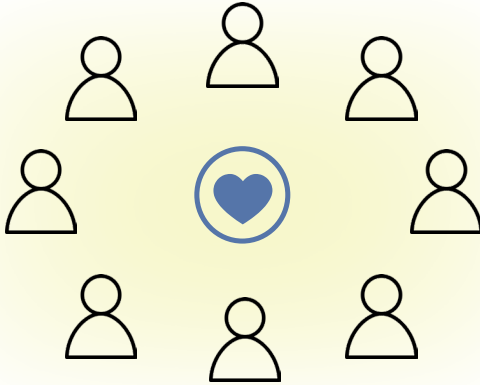
6. What are some family traditions that you have?

7. How do you celebrate holidays?

8. Who are the important people in your lives?

Your Wraparound Team Worksheet

Most families need help and support at some point. Your Coordinator will help you identify who you go to for help. They will ask: Who are the people who are helpful to your family?



Thinking about Your Family's Vision of Hope

Your Wraparound Coordinator will help you create a vision of what a better life for your family might look like. This helps to give your family a sense of what you are working towards.

1. A positive vision I have been thinking about looks like:

2. A positive vision my child has been thinking about looks like:

3. A positive vision my family has been thinking about looks like:

4. Positive visions my family has reached together in the past were:

Thinking about Our Unmet Needs

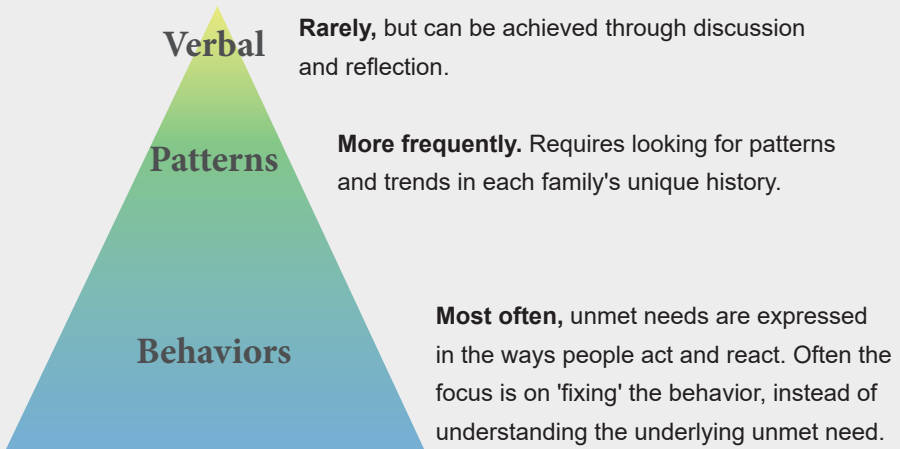
All of us have basic needs that are important to us. When we talk about "needs" in Wraparound, we do not mean something you *need* to do, a service you *need*, or an item that you *need* (like a car, babysitting, or a phone). Rather, we are talking about the underlying conditions or causes that tend to keep us repeating patterns or behaviors. These patterns or behaviors are a problem when we make others in our family (or if we are) unhappy or feel bad about our relationship.

An example might be a person's need to feel listened to, or a person's need to know that their hard work is making a difference.

With your Wraparound Coordinator's help, you and your family will begin to identify what you need in order to move forward toward achieving your Family Vision and better relationships.

How We Communicate Our Unmet Needs

Families communicate their underlying needs in a variety of ways:



How Do Unmet Needs Affect Your Life?

Take a look at these different areas, or domains, of your life, and think about the impact of unmet needs in each area.

Being open and thinking about these underlying unmet needs now may be helpful as you prepare to talk about your family's needs with your family members, your Wraparound Coordinator, and your team.

Educational
School
Teachers at school

Financial
Read with your grandma

Safety
Talk to your MOM AND DAD

Emotional/Psychological
LOVE
Family

Cultural
Friends
CHURCH

Home
Adopt a Pet

Social
Ride your bike
Sing, Dance and Listen to MUSIC

Spiritual

Behavioral
HUGS

Legal

Medical
GO FISHING

by Devin, 4th Grade

Crisis Prevention and Safety Planning

Your team will work with you to come up with strategies related to preventing and addressing big behavioral or emotional problems among your family members. You may be asked about what it looks or feels like when your child is beginning to show you or others that things are not okay. The team will help your family to develop steps that may help prevent small upsets from becoming big problems, and who to call when you need to. The plan will say what should be done, when, and by whom, in various situations. You can prepare by thinking about:

1. What communication styles work best with your child? With your family? You can use examples.

2. What are some ways you can tell when your child or your family is really struggling or feeling overwhelmed?

3. What does your child do before a major incident or acting out?

4. What has worked with your child in the past (or is working now)?

Crisis Prevention and Safety Planning

5. What interventions have not worked with your child in the past (or are not working now)?

6. Are there words, phrases, or actions that people should avoid using around your child? Or that they should use?

7. What or who makes your child feel safe? Who can you call?

8. What level of supervision or support does your child need?

9. Is your child at risk of hurting themselves or others?

What You Can Expect: Hello & Help

Hello

- Meet with NH Wraparound Coordinator and explain your family's story
- Address immediate safety/crises (if needed) and put together an initial crisis/safety plan
- Generate a strengths list
- Generate a list of supportive people and resources map
- Identify and prioritize (in many instances) your family's underlying needs
- Agree on first wrap team meeting
- Agree on who will contact potential team members
- Get more information about the experience
- Develop a Family Vision that reflects what you hope to get out of this

Help

- Participate in one or two wrap team meetings
- Your strengths are listed and reviewed
- Review needs that reflect your concerns and worries
- Brainstorm a variety of strategies to meet those needs
- Choose strategies to meet those needs that match your strengths
- Choose Benchmarks so family and team understand if needs are being met
- All team members are reflected as doing something in the plan
- The wraparound plan of care is distributed to all team members

What You Can Expect: Healing & Hope

Healing

- Team members work on strategies
- Assignments are made and recorded at each team meeting
- Team meets often enough to check on follow-through
- Accomplishments are reviewed and recorded
- You are asked if actions are meeting your needs
- Our Plan is adjusted based on our feedback
- Copies of updated Plan of Care are sent to all team members
- You discuss, and sometimes practice, with your family and the team what to do if a crisis occurs

Hope

- You have discussed crisis and are confident you know what to do if things go wrong
- You know how to access services in the future
- you have a way to connect with other families that have also been through the process
- Your concerns have been considered
- You have a list of team members' phone numbers so you can contact them if we need to
- Leaving Wraparound has been discussed with the whole team



Frequently Asked Questions: Hello *

Q: The Wraparound team process sounds good, but things are not going well for us right now. I'm afraid I can't wait three weeks to get help for my child. Does this mean we shouldn't do Wraparound?

A: When you first talk with your coordinator, they will be prepared to help you make sure that things are safe and stable enough to move ahead with the team process. If you have safety concerns, bring them up right away – you can work on a temporary plan until your first team meeting.

Q: Things have been so bad for so long that I've decided my child needs to go away from home to get help. Does this mean we shouldn't do Wraparound?

A: Some families do consider out-of-home placement as an option. There are several things to remember about this: first, your child will return home eventually so it will be helpful to plan for that day. Second, if you can identify your family's most pressing needs and begin to look at ways to meet those needs, that may help other service providers do a better job of helping. Finally, it's possible that by using a team approach we can come up with new ideas that haven't been tried before, that may work for you.

Q: Our coordinator will ask about friends and family as well as people who have provided services like counseling or education to join our family team. What if I don't feel comfortable having our family's issues discussed with all of these people?

A: Wraparound planning brings people together to figure out what to do and how to help. The wraparound team process is not a place to discuss family issues, but a place for all people on the team to look at your needs and decide what to do to meet those needs. Your privacy is important and should be protected even during a child and family team process. You can and should work with your coordinator to make sure that you are comfortable with who you have on your team, what's being said, and how it's being said during the team process.

Frequently Asked Questions: Hello

Q: How do I know that this just won't be more of the same?

A: You can't be sure. It is important to talk with your coordinator about what has worked for your family in the past, as well as what hasn't worked. You might find it helpful to speak with other families who have been through the wraparound process in your community, to see how it worked for them. In addition, consider what you need to see happen to convince you that wraparound is working. The wraparound process should always be focused on looking for evidence of success (sometimes called "outcomes"). The wraparound process is designed so that if needs or goals identified by you and your family are not being met or reached, your plan will change based on your feedback.

Q: My child has been in so many meetings with so many adults who tell them what they've done wrong. I can't imagine that I can get them to even go to one of these meetings. What if they refuse to attend?

A: You'll be working with your coordinator to make sure your child feels welcome, comfortable, and that their ideas and feelings are important. Be sure to give your child time on the agenda to speak up and be heard. Sometimes the focus on strengths – instead of what they've done wrong – can also help reassure a young person.

Q: Our coordinator will be looking for my child and family's strengths. Does this mean that our problems will not be addressed?

A: A wraparound coordinator helps to identify a family's strengths for several reasons. First, often we forget to look for strengths when confronted with challenges. Second, all services or actions should build on strengths. Your concerns *will* be addressed – solutions that build on your strengths will be *how* they are addressed.

Frequently Asked Questions: Help

Q: Going over strengths makes me feel a little uncomfortable or embarrassed. We know what we're good at – do we really need to do this?

A: A key element of wraparound planning is the idea of shared responsibility. Posting strengths can help team members become willing to share responsibility. It is not unusual to have the strengths review feel a little unsettling. However, many families report that seeing their strengths posted makes them feel confident they can get where they need to go.

Q: I'm worried that with all of this process we will never get down to business. Doesn't this take too long?

A: An effective wraparound process that follows the steps outlined in this guide should not take too long. Remember that any goal worth reaching should take some time. Figuring out how to achieve challenging outcomes requires identifying underlying needs, identifying several ways to meet these needs, and coming up with a good plan.

Q: With some reluctance, I agreed to have someone attend the wraparound team meeting. But I am afraid that this person will behave rudely or abusively toward me, or just be hard to handle in the meeting.

A: As the family, you “own” the content of the wraparound process because it's your story. The coordinator “owns” responsibility for the process itself. If you have concerns about people behaving disrespectfully during the team meeting, discuss your concerns with your coordinator before the meeting and tell them what you would need to feel comfortable. If someone behaves rudely or negatively during the meeting, you should feel free to tell the coordinator that you're uncomfortable. A wraparound team can also work together to set ground rules for meetings that all members must agree to follow.

Frequently Asked Questions: Healing

Q: Things seemed to be going well until right after our wraparound team meeting. Now, I'm worried about how things are working and we're not scheduled for another team meeting for a long time. What can I do now?

A: When the team has moved to less frequent meetings because the plan of care seems to be working, a way to call an emergency meeting should be in place. This usually involves a telephone tree of all team members to make sure that no single person is responsible for pulling everyone together. You can call your coordinator or follow your emergency team meeting protocol.

Q: We agreed to do something in our team meeting, but I know one person isn't following through. What do I do now?

A: The ongoing planning process holds all team members accountable for follow-through. When a team member can't follow through, the team should meet and can choose to try again or come up with a new strategy to meet the need. In addition, your coordinator may work with you and other team members to try to address these issues of follow-through between meetings.

Q: We've been working with one service provider but it doesn't feel right. I'm not really on the same page as this person and I can't say that it's done any good. I would like to try another service provider but I don't want to hurt this person's feelings. How do I go about that?

A: When you go through the wraparound process you get to rate whether outcomes for each strategy are being achieved, and whether your needs are getting met. If needs are not being met, the team brainstorms other solutions. One solution could be to try a new person. If you are concerned about hurt feelings, feel free to speak with your coordinator or another team member for ideas about how to handle this.

Frequently Asked Questions: Hope

Q: The issues that we were facing are still issues even though we are completing the wraparound process. Some families who go through this process are dealing with lifetime challenges like mental illness or addiction, or chronic illness. Since the old issues still remain, if things get bad again will we need to start wraparound again?

A: Part of transitioning is for a family to locate services and supports in the community for possible future use. You should work with team members and the facilitator to make sure you feel confident about accessing future services, and even reconvening your team, if necessary.

Q: The best thing that wraparound did for me and my family was to get all of us on the same page. I can't imagine that this is going to happen without a wraparound team. Won't I just go back to where we started with lots of people failing to understand us?

A: You should work with your coordinator and team members to make sure you get copies of your strengths summaries, the discharge summary, and other documents so you can use those to introduce your family to others. You may look to your local family organization for help and support. Finally, your transition plan should include good strategies generated by your team about how to stay connected to important team members and other who will support you in the future.

Q: I enjoyed the wraparound process and feel like I just got used to it. I worry that I'll be all alone without these connections. What do I do next?

A: Families often find that they want to maintain the relationships with individual team members, but they don't necessarily want to continue the formal structure. You also might consider volunteering to be available to speak to new families about the wraparound process. Your facilitator should also have a way to follow-up with you, so that if you need to have another formal team meeting, that can happen.

NH Wraparound Terms & Definitions *

Strategies

Strategies are statements in a plan of care that describe specific activities that will be accepted, including who will do them and within what time frame.

NH Wraparound Coordinator

NH Wraparound Coordinator is a person who is uniquely trained to coordinate the wraparound process for an individual family. This person may also be called Care Coordinator or wrap facilitator, among other terms. Their responsibilities may also include:

- Hold initial meetings with families and working with families to establish wraparound teams
- Facilitate wraparound meetings, perform care coordination
- Facilitate referrals to other supports and services
- Help facilitate the development of crisis plans, family's vision, and plan of care
- Collaborate with Family and Youth Peer Support Specialists
- Collect data and complete required documentation for outcome review

Family Peer Support Specialist

Family Peer Support Specialist (FPSS) brings a “lived experience” as a person who has been or is a parent of a child with mental health challenges and needs. A FPSS will provide coaching, education, information, mentoring, and/or support and encouragement to family members to ensure their voice is heard and to help caregivers participate as “full partners” in the Wraparound Process.

Youth Peer Support Specialist

Youth Peer Support Specialists (YPSS) brings a “lived experience” as a youth with behavioral health challenges and needs. A YPSS's responsibilities might include: supporting youth in identifying, prioritizing, and articulating their goals and needs, identifying potential supports, gaining insight into the perspective of other team members, learning how to access the services they need, and modeling the importance of self-care.

Formal supports

Services and supports provided by professionals (individuals who are “paid to care”), structured by requirements, and with oversight by state agencies, professional associations, or general public.

Natural supports

Individuals within the family's own community or social networks that may include friends, extended family members, ministers, neighbors, etc.

NH Wraparound Terms & Definitions

Life domains

Life domains are 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.

Family Vision Statement

A statement crafted by the family, facilitated by the coordinator, that provides a one to two sentence summary of the direction for their future team. The statement will reflect the family's hopes and dreams.

Plan of Care or Wraparound Plan of Care

A dynamic document that describes the family, the team, and the work to be accepted to meet the family's needs and achieve the family's vision.

Benchmarks (Progress Monitoring)

Benchmarks are youth, family, or team goals stated in a way that can be observed and measured.

Strengths

Strengths are the assets, skills, capacities, actions, talents, and potential in each family and team member, and the family as a whole. In wraparound, strengths help family members and others to successfully navigate life situations; thus, a goal for the wraparound process is to promote these strengths and to use them to accomplish the goals in the team's plan of care.

Wraparound principles

Wraparound principles are a set of ten statements that defines the wraparound philosophy and guides the activities of the wraparound process.

Wraparound team

A group of people – chosen with the family and connected to them through natural, community, and formal support relationships – who develop and implement the family's plan, address unmet needs, and work toward the family's vision.

Acknowledgements

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The New Hampshire Wraparound Workgroup, a group of over 60 stakeholders overseeing the development of NH Wraparound, developed and designed this Guide.

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The NH Wraparound Workgroup:

NH DHHS, Bureau for Children's Behavioral Health | NFI North, Inc.

NH DOE, Bureau for Student Wellness | National Alliance on Mental Illness (NAMI) NH | Youth MOVE NH | UNH Institute on Disability

Monadnock Region System of Care | Antioch University New England

Winnisquam Regional School District | Center for Life Management

Laconia School District | White Mountains Regional School District

* Miles, P., Bruns, E.J., Osher, T.W., Walker, J.S., & National Wraparound Initiative Advisory Group (2006/2019). *The Wraparound Process User's Guide: A Handbook for Families*. Portland, OR: National Wraparound Initiative, Research and Training Center on Family Support and Children's Mental Health, Portland State University.

https://nwi.pdx.edu/pdf/Wraparound_Family_Guide09-2010.pdf

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