

YOUTH EMPOWERMENT SERVICES



# Wraparound for Families



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## Still Need a CANS Done For Your Child?

The Child and Adolescent Needs and Strengths (CANS) is a tool used to identify if your child has a functional impairment and assist in treatment planning. You can contact your existing mental health provider or call Magellan Healthcare at 1-855-202-0973.

## Understanding the Layout of This Handbook

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

### Definitions to Know

- The terms “child” and “youth” are used interchangeably.
- “Family” refers to biological and adoptive family as well as primary caregivers for the child.
- The terms “Wraparound Coordinator” and “coordinator” are used interchangeably.
- Idaho Wraparound Intensive Services (WInS) is a system that includes coaching, training, and quality management to ensure the Wraparound planning process described in this handbook is implemented in all regions of Idaho exactly as it was designed. Idaho Wraparound follows a “high-fidelity model” because it follows a formal Wraparound process and is implemented as intended.

## YES Questions or Complaints: 1-800-352-6044 toll free

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We provide free services to help you communicate with us, such as, text in other languages, large print, or you can ask for an interpreter. To ask for help, please call 211.

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



IDAHO DEPARTMENT OF  
HEALTH & WELFARE



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

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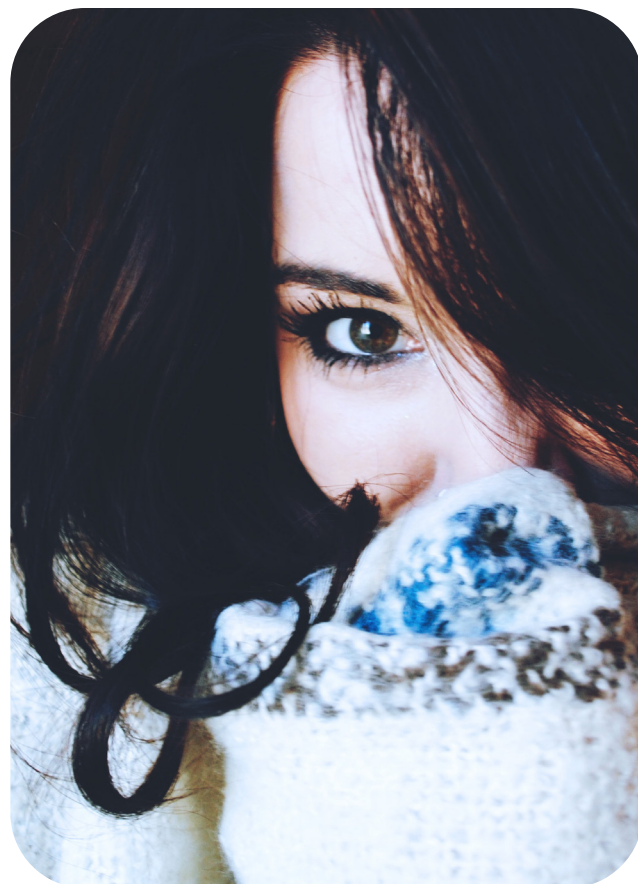
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What does  
Wraparound do  
for my family?



### Terms to Know

#### Youth Empowerment Services (YES):

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

#### Serious Emotional Disturbance (SED):

A mental health diagnosis with a functional impairment.

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

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

#### Intensive Care Coordination:

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

# What is Wraparound?

## What Wraparound Does

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

## Is Wraparound Right for My Family?

The Wraparound process is one of the supports included in Idaho's **Youth Empowerment Services (YES)** system of care. A child qualifies for **Intensive Care Coordination** (Wraparound is one form of Intensive Care Coordination) services as part of YES in specific situations:

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



Wraparound for Families



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



## How Wraparound Can Benefit Your Child

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

### Terms to Know

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

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

#### Strengths:

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

#### Needs:


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

#### Wraparound Team:

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

#### Wraparound Plan:

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



Sounds like one more thing to do ...

# Getting Started

## Methods of Entry into the Wraparound Process

Wraparound is a part of the YES system of care in Idaho. It is intended to help children who may be at risk for needing more intense and restrictive services, including out-of-home placements. It is also intended to help youth who are transitioning home from more intense and restrictive services. If your child is currently in treatment out of your home, a Wraparound Coordinator can work with the treatment facility to discuss how Wraparound can support both your child's and your family's needs prior to transition out of the facility. The Wraparound planning process can also support transition (discharge) planning.

If your child is not currently in treatment out of your home and your Child and Family Team (CFT) believes the Wraparound process may be appropriate, contact Magellan Healthcare at 1-855-202-0973. You can also e-mail [WraparoundCoE@dhw.idaho.gov](mailto:WraparoundCoE@dhw.idaho.gov) for more information.

### Terms to Know

**Wraparound Coordinator:**  
A trained member of the Wraparound team who is responsible for engaging families, facilitating meetings, and tracking progress.

**Family Vision Statement:**  
A sentence or two that describes how the family wants things to be in the future.

**Youth and Family Partners:**  
Individuals with lived experience who support the youth and families during the Wraparound process.

## Meeting Your Wraparound Coordinator

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

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



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

## Scheduling to Fit Your Life

When your Wraparound Coordinator meets with you and your child, you will schedule your team meetings to fit your family’s schedule, which may include evening or weekend meetings. If your team includes members who are unable to attend the scheduled meetings, your coordinator will work with them to identify how their voice can be represented at the meeting.

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

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

Another way to think of the difference is this:

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

### Remember

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

### Terms to Know

#### Formal Supports:

Individuals or organizations that provide a paid service to the family.

#### Natural Supports:

People who are part of the family’s personal social network. Sometimes known as informal supports.



# Guiding Principles for Wraparound

## Family Voice and Choice

Recognizes the expertise of youth and their families and prioritizes their preferences in care

## Team-Based

Brings families and supports together to work towards consensus, not majority-rule

## Natural Supports

Utilizes people and programs in your family's personal social network, sometimes called informal supports

## Collaboration

Contributes ideas from all team members who then take responsibility for action steps in the plan

## Community-Based

Creates a plan that can be carried out where you live; identifies services where you can access them

## Culturally Competent

Considers your family's unique cultural needs and preferences

## Individualized

Customizes care specifically for your youth and family's strengths and needs

## Strengths-Based

Identifies and builds on strengths to improve functioning

## Outcome-Based

Contains measurable goals to assess change, not compliance

## Persistence

Commits to achieving the goals of the wraparound plan





# Introduction to the Wraparound Process

## Engagement and Team Preparation

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

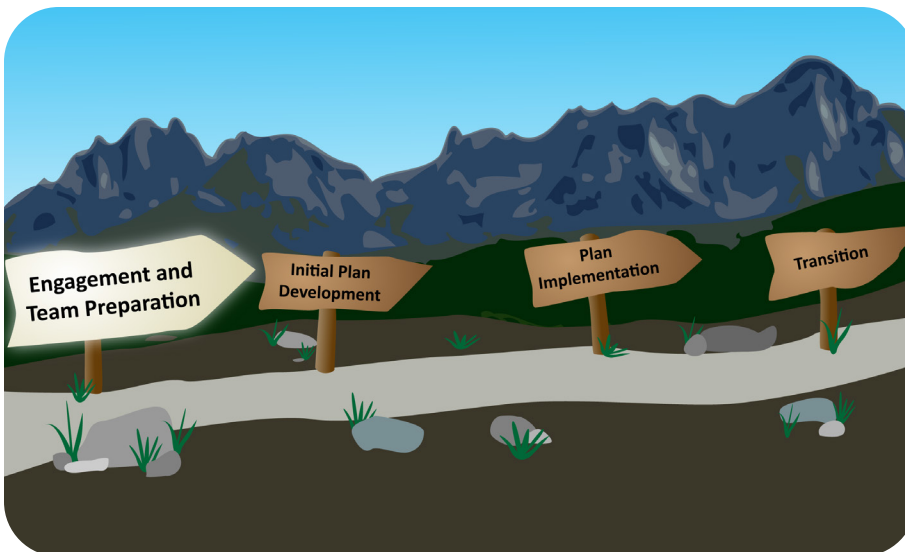
In this phase, your family will:

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

This sounds complicated.

### Remember

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



## *“Planning at the speed of trust.”*

### Terms to Know

#### Team Mission Statement:

A one or two sentence description of how the Wraparound team will know the youth and family are ready to transition out of the formal Wraparound process.

#### Action Steps:

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

#### Crisis and Safety Plan:

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

### Remember

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

## Initial Plan Development

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

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

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

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

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

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



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

***-Lupe Serrano***

## Plan Implementation

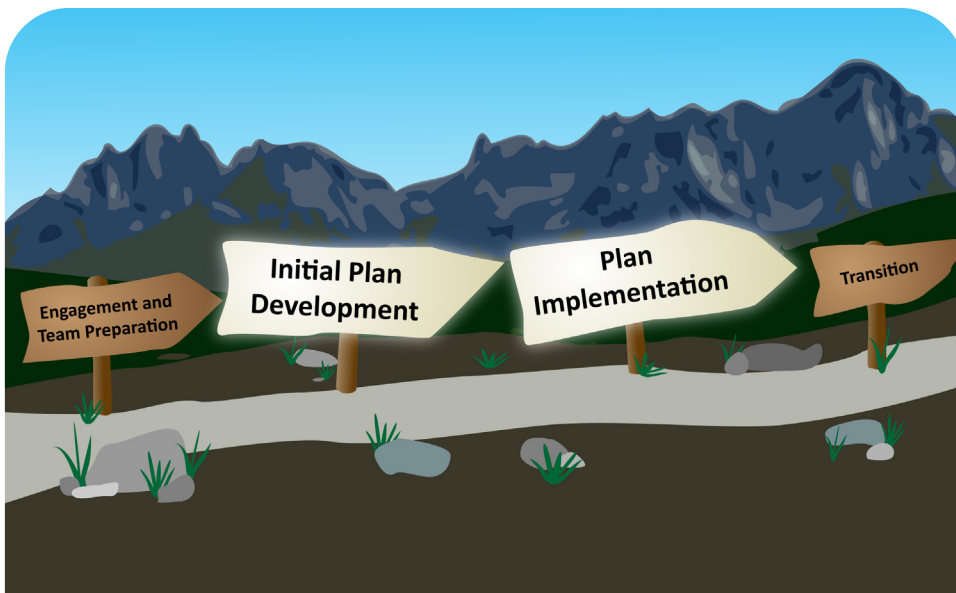
Once the initial plan has been developed, team members will start to complete their assigned action steps. Progress will be measured and evaluated to see if the plan is helping your child and family achieve your goals. The team will meet to discuss any changes needed to the plan or individual action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

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

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

### Questions to Ask

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





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

***-Michael Pritchard***

### Terms to Know

#### Transition:

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

#### Remember

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

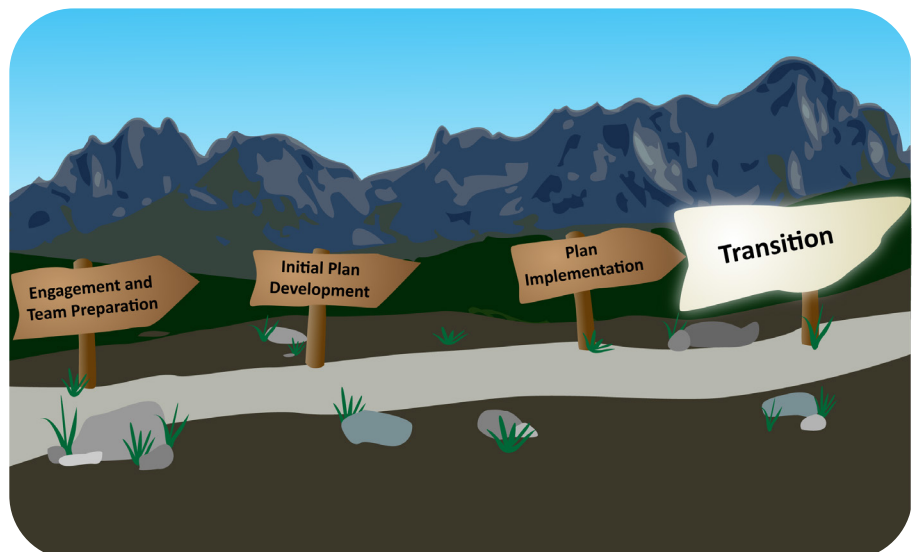
## Transition

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

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

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

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



# Preparing for Wraparound



## Information to Gather

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

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

The YES Workbooks will help you:

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

What do I have to do?

## Remember

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

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

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

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### Things to Think About

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

### People to Include


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

Some families may be involved in many systems, such as children’s mental health, developmental disabilities, special education, juvenile justice, and/or child protection. Families may choose to have representatives from each of the involved agencies participate on the Wraparound team to help create goals that include their unique perspectives. If your family chooses not to include representatives from these agencies in your meetings, let your Wraparound Coordinator know. They will work with your system partners to find other ways to have their voices represented at the meeting.





# The Wraparound Team



How much do I have to do?

## Roles of the Wraparound Coordinator

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

- Getting to know you and your child
- Helping you create an initial crisis and safety plan
- Helping you select members for your Wraparound team
- Coordinating with system partners
- Facilitating communication and meetings
- Guiding the team to use identified strengths and needs to create a multi-system plan
- Assisting the team in creating the Wraparound plan
- Doing the paperwork

## Roles of Youth and Family

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

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

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

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

## Roles of Other Team Members

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

### Remember

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

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

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### Remember

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

## Respect for Family

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

## Typical Wraparound Length

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

## Typical Meeting Frequency

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

## Confidentiality

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

## Following the Guiding Principles

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



# Creating a Wraparound Plan

What's in the Plan?

## Steps to Creation

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

## Life Domains

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

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

## Questions to Answer

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

- How will I know if this area has improved?

**For example, in the school domain:**

My child will attend all of his classes each week with no more than one absence.

- What type of support do we need to reach this goal?

**For example, in the school domain:**

My child will carpool with his best friend to school each morning (logistical support) and walk with his behavioral aid to his first class (service support).

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

## Terms to Know

### Life Domains:

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

### Types of Support

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

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



So how do we benefit exactly?



# Goals of Wraparound

## Remember

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

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

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

## The WFI-EZ

The WFI-EZ is an outcomes monitoring tool that allows families to help improve Wraparound in Idaho and nationally.

After families have participated in the Wraparound process for at least six months, they may be asked to provide feedback on a standardized form that tells researchers about their family's Wraparound experience. This feedback is voluntary and anonymous, and helps refine the Wraparound model to help even more families.



# Transitioning from Wraparound

How long do we  
have to do this?

## Desired Outcomes

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

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

## Celebrations

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

## Re-Entry if Needed

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

### Remember

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



# Notes and Contacts

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

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

\_\_\_\_\_

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

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