

HIGH FIDELITY WRAPAROUND

and

Parent Peer Support:

Leveling the Playing Field for Families



OBJECTIVE

To provide an overview of how the South Carolina Continuum of Care partners with Federation of Families to incorporate Parent Peer Supports in the Wraparound care coordination process to better engage and encourage families as they learn to build a supportive team and address the unmet needs that are causing them the most stress.

WRAPAROUND AND THE SYSTEM OF CARE

A system of care is a coordinated network of community-based services and supports that are organized to meet the challenges of children and youth with serious mental health needs and their family. It is the connecting and coordination of all service delivery systems for youth and their families. It is culturally and linguistically competent, and builds meaningful partnerships with families and youth at service delivery, management and policy levels, and is data driven.

WRAPAROUND AND THE SYSTEM OF CARE CON'T...

COC provides intensive care coordination through the High Fidelity Wraparound process. Wraparound is a team based approach to caring for families with complicated needs. COC ensures the special needs of our families are met by augmenting existing resources to create a full-service array that ensures our youth have access to services and supports needed in order to be served in the least restrictive, most appropriate setting.

PRACTICE SHIFTS WITHIN A SOC

From



To

Control by professionals
Professional services

Partnerships with families/teams; family choice
at practice level

Multiple case managers

One service coordinator

Multiple service plans for youth

Single plan for child & family/cross system
Integration

Family blaming

Family partnerships

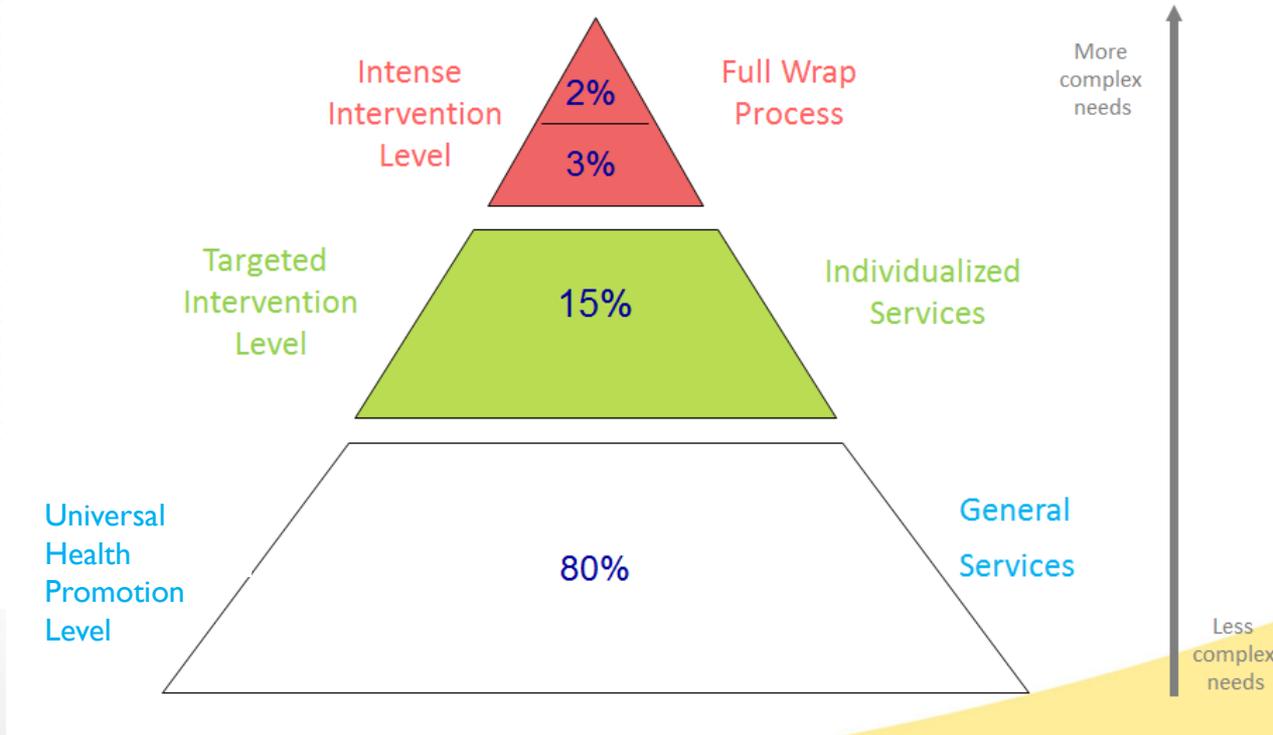
Deficits

Strengths

Mono Cultural

Cultural Competence

SYSTEM OF CARE



WHY WRAPAROUND?

Working with youth who have complex needs and multiple system involvement is challenging and outcomes are poor.

- Youth and family needs are complex
 - youth with serious emotional and behavioral disorders typically have multiple and overlapping problem areas that need attention
 - Families often have unmet basic needs
- Families are rarely able to fully engage in services
 - They don't feel that the system is working for them
 - Leads to treatment dropouts and missed opportunities

WHY WRAPAROUND CON'T...

- ▶ Systems are in “siloes”
 - ▶ Special education, mental health, primary health care, juvenile justice, child welfare each are intended to support youth with special needs
 - ▶ However, the systems also have different philosophies, structures, funding streams, eligibility criteria, and mandates
- ▶ These systems don't work together well for individual families unless there is a way to bring them together
 - ▶ Youth get passed from one system to another as problems get worse
 - ▶ Families relinquish custody to get help
 - ▶ Children are placed out of home

WRAPAROUND IN SC PROVIDES OPPORTUNITIES TO:

- Explore alternative ways to organize systems to provide help
- Partner with families in a different way
- Look beyond behaviors to more underlying needs
- Move from professional driven service delivery to genuine partnerships with families
- Focus on the youth in the context of home, school, and community
- Include non-traditional helpers in the process

HOW DO WE ENSURE POSITIVE OUTCOMES?

- ▶ By ensuring parents/caregivers and youth have ACCESS to the people and processes in which decisions are made and are included in the decision making process.
- ▶ By ensuring family VOICE is heard and listened to at all phases of the process.
- ▶ By ensuring the parent/youth have OWNERSHIP of the plan in partnership with the team and are committed to any plan concerning them.

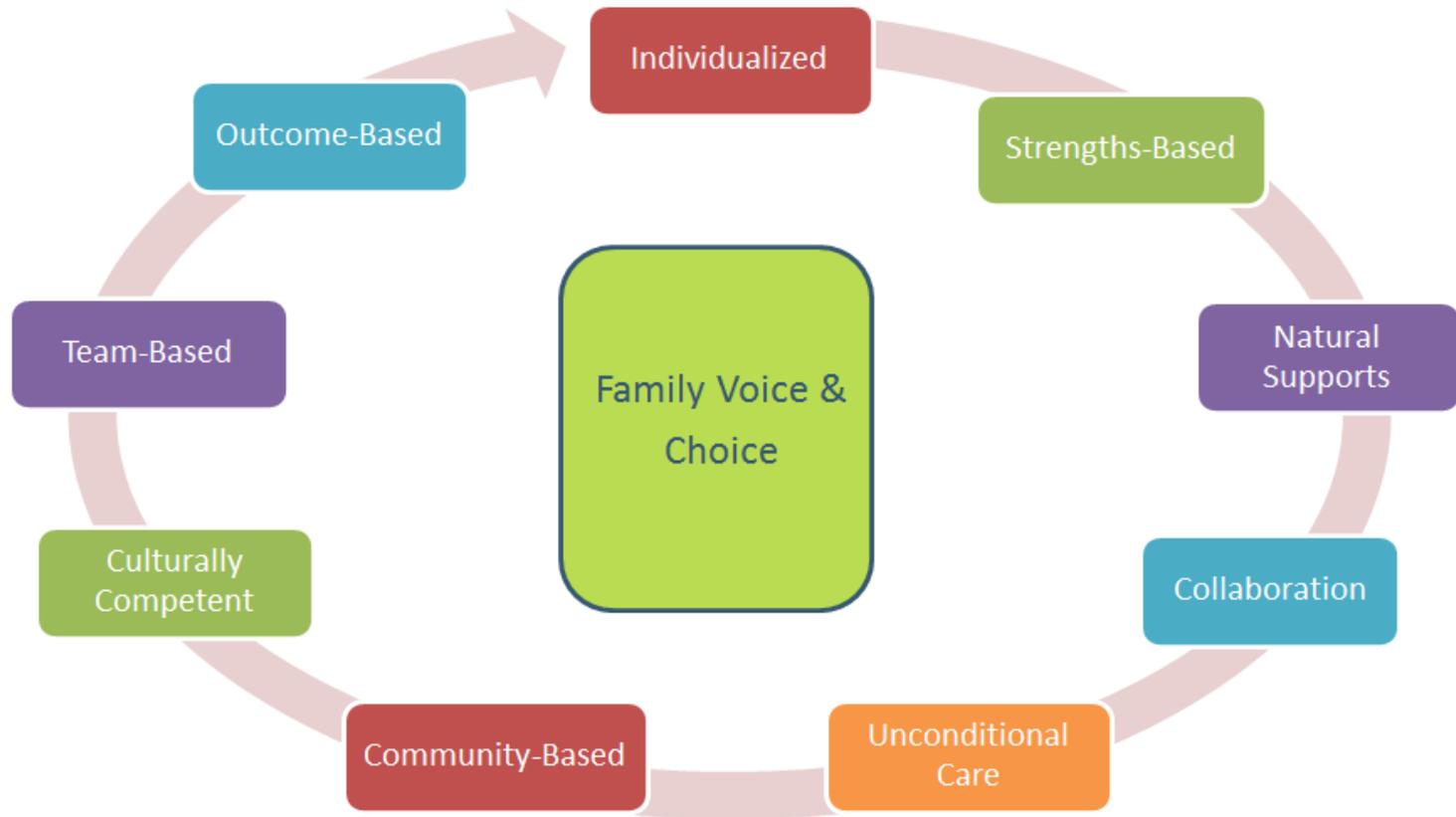
WHAT MAKES WRAPAROUND UNIQUE

Based on 4 Key Elements:

1. Wraparound is Grounded in a Strengths Perspective
2. Wraparound is Driven by Underlying Needs
3. Wraparound is Supported by an Effective Team Process
4. Wraparound is Determined by Families

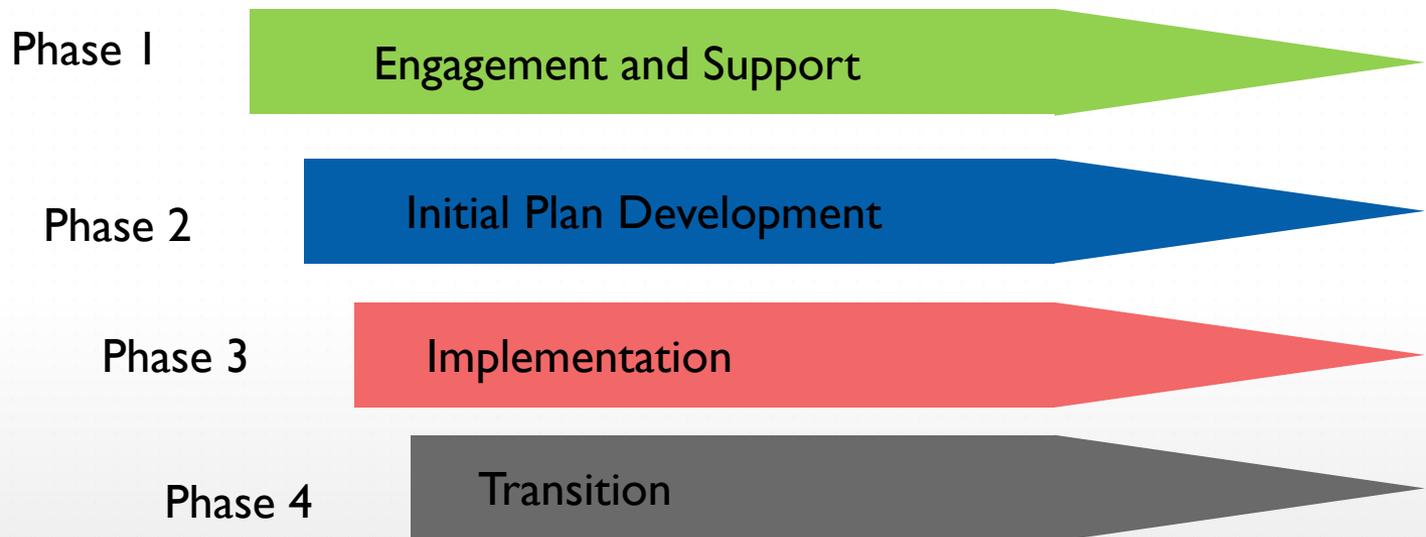
For wraparound to be considered high-fidelity and quality practice, all 4 elements must be present.

PRINCIPLES OF WRAPAROUND



THE PHASES OF WRAPAROUND

Our Wraparound approach is designed to empower youth and their families and to help them reach their family vision and goals. We partner with families throughout the four phases of Wraparound:



PARENT PEER SUPPORT PROVIDER SERVICE DEFINITION

- ▶ The focus of the service is on empowering parents and caregivers to parent and advocate for their child/youth with emotional, mental or behavioral health related disorders or challenges
- ▶ The scope of the service involves assisting and supporting family members to navigate through multiple agencies and human service systems (e.g. basic needs, health, behavioral health, education, social services, etc).
- ▶ It is strength-based and established on mutual learning from common lived experience and coaching that
 - promotes wellness, trust and hope
 - increases communication and informed decision making and self-determination
 - identifies and develops advocacy skills
 - increases access to community resources and the use of formal and natural supports
 - reduces the isolation that family members experience and the stigma of emotional, behavioral and mental health disorders

PARENT PEER SUPPORT PROVIDERS CORE PRINCIPLE AND DEFINITION

This is **not** a clinical service.

It is a peer-to-peer service.

- ▶ The Parent Support Provider is a peer of the parent that is being supported. Their relationship is based on the sharing their own parenting or “lived experience.”

PARENT PEERS SUPPORT PROVIDERS

- Parent Peer Support Providers meet the needs of parents or caregivers of children with mental, emotional, or behavioral challenges with the explicit purpose of helping them to:
 - Clarify their own needs and concerns
 - Reduce their sense of isolation, stress, or self-blame
 - Provide education or information
 - Teach skills
 - Empower and activate them so that they can more effectively address the needs of the family

PARENT PEER SUPPORT PROVIDERS

- ▶ Provide information, support, and advocacy
- ▶ Help families navigate various systems
(school, healthcare, DSS, DJJ, CofC,...)
- ▶ Identify natural supports
- ▶ Develop positive parenting skills
- ▶ Facilitate productive partnerships between families and professionals
- ▶ Provide assistance in identifying needs of the youth and the family
- ▶ Promote family-driven and youth-guided approaches to programs and service planning, implementation, and evaluation

SUPPORTING THE PARENT TO BE HEARD

- PPSP works with the parent in and out of team meetings to clarify not only what the parent wants but why they want it
- Parent may view a team as something you get rather than something you have to form
- PPSP works to clarify the family's perspective using supportive clarification
- PPSP uses interactive techniques such as summary statements, seeking feedback, and openly asking for agreement

BENEFITS TO THE AGENCY

- ▶ A partner working with families
- ▶ A different perspective
- ▶ Efficient and effective use of services
- ▶ Bridge-builder
- ▶ Safe sounding board for additional information
- ▶ Offers hope that change can happen
- ▶ Motivation to keep trying to achieve positive outcomes

PARTNERSHIP BETWEEN PPSP'S AND WRAP FACILITATORS IS ESSENTIAL:

- Serving the entire family using Wraparound is complex; It is more effective when the responsibility is shared with two people; one is focused heavily on the parent which increases parent engagement.
- Peer Parent Provider is focused on parent from the first moment of contact through the end.
- Getting teams to move forward is hard work; it helps to have a partner who can help the team work more creatively.

WHAT IS A CHILD AND FAMILY TEAM?

A group of people chosen with the family and connected to them through natural, community, and formal support relationships who identify strengths, develop and implement the family's plan, address unmet needs, and work toward the family's vision. Ideally, the team should be comprised of an equal number of informal and formal supports (50-50) and informal supports should increase over time.

THE ROLE OF THE FAMILY

- ▶ To identify individuals and supports for their wraparound team
- ▶ To participate in CFT meetings and provide feedback about whether they think ideas discussed will work for their family
- ▶ To consider the youth's voice of what they want or how to include them in the development of their plan
- ▶ To be open to consider all possible ideas to solutions to obstacles in their plan
- ▶ To be honest about their ideas and concerns
- ▶ To be accountable along with other team members for the commitments they make to their team

FAMILIES SHOULD EXPECT

- ▶ To be supported to live in **their** community rather than in a program
- ▶ To be active and fully engaged members of **their** wraparound team
- ▶ To be respected and **their** voice reflected in the plan of care
- ▶ For meetings to be held at times and locations most convenient to **them**

- ▶ The youth should be present at **their** own CFT meeting
 - ▶ even if they are in an out-of-home setting, including a hospital or detention settings
 - ▶ The facilitator should work around common reasons given for the youth's absence, such as:
 - He/she is in school at this time
 - He/she had a doctor's appointment
 - He/she doesn't want to come

ROLE OF ALL TEAM MEMBERS

- To think as **creatively** as possible when developing a plan of care
- To effectively **partner** with other team members and be willing to offer help in a different way
- To **participate** in regular wraparound team meetings
- To be willing to take **responsibility** for the commitments they make that are part of the wraparound plan of care
- To be **honest** and **open** about their ideas and willing to **voice** their concerns in a respectful way
- Feel ownership for outcomes
- Listen and use active communication
- Do not judge
- Maintain balance
- Work collaboratively towards goals
- Work for consensus
- Negotiate
- Utilize resources
- Acknowledge differences in culture, traditions, and values

STRONG TEAM PLAYERS

- ▶ Share a vision and harness energies to achieve more than they could individually
- ▶ Are mutually accountable for outcomes
- ▶ Recognize and strive to minimize conflict

QUESTIONS/ COMMENTS/ DISCUSSIONS



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