

# SPIRIT PROGRAM MANUAL

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## *A Guide for Families*

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Adapted from *The Wraparound Process User's Guide: A Manual for Families*  
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# Welcome to the SPIRIT Program

Congratulations on your decision to consider the SPIRIT program as a way to plan and implement services and supports for your child or youth and family.

## About Wraparound

The SPIRIT program is based on Wraparound, a planning *process* that follows a series of steps to help children and their families realize a life that embraces their hopes and dreams. Wraparound also helps make sure children and youth grow up in their homes and communities. It is a planning process that brings people together from different parts of the whole family's life. With help from one or more **facilitators**, people from the family's life work together, coordinate their activities, and move closer together in their view of the family's situation.

Wraparound may look different from one community to another. There also may be different types of facilitators. However, wraparound should always be driven by the same **principles**. (These principles are listed at the end of this manual.) In addition, wraparound should typically follow the same basic **phases and activities**.

Throughout the wraparound process, staff will be asking for you to identify **natural supports** to be part of your team. These are people who are connected to you and your family. Examples might include a friend of you or your child, a co-worker, extended family members, neighbors or rabbis/priests/ministers. Other examples of natural supports have included taxi drivers, cashiers at local convenience stores, school crossing guards or anyone else who may come in contact with you or your child in home, school or community.

The more participation by your supporters, the greater the likelihood that your team will develop a plan that reflects your interests and perspectives. Please remember that these people are not going to be asked to meddle in your private life. Instead, they are engaged to assist you and your wraparound team make plans that are helpful to you and your family.

## About this Guide

This **User's Guide** was created to serve as a "road map" for family members. With it, you can make sure your family is on the right path and make sure the process follows the principles and activities of wraparound as closely as possible.

In the following pages, you will first see some basic summaries of the wraparound process, including a quick guide to wraparound and a list of common wraparound terms. Then you will find more details on the wraparound process, including descriptions of each of the four phases of wraparound and notes on "troubleshooting" common problems that occur in each phase.

## Before You Get Started: Wraparound Set-Up

The wraparound process is a team-based activity that helps groups of people involved in your family's life work together toward a common goal or **team mission**. The process is organized and delivered by someone who is usually hired to facilitate the team. The team creates a plan that includes ways to ensure that children/youth and their families may experience success in their communities, homes, and schools. Parts of the process will seem familiar to you, while other parts of it will not. Before you get started you should consider these areas:

### 1. What do I need to know?

- You will be asked to help develop a **team** and make decisions with that team.
- You will be asked to identify your family **strengths** and **needs**.
- You and your team will consider a variety of **actions** to meet needs.
- Your wraparound **plan** will change regularly.
- You and your team will have an opportunity to evaluate whether your plan is yielding the **results or outcomes** you want.

### 4. What may I expect?

- You may expect a facilitator to contact you to get to know you and your family.
- You may expect regular youth/child and family team meetings.
- You may expect to get copies of all plans and reports including your Wraparound plan and your strengths inventory.
- You may expect your first youth/child and family team meeting to occur within three weeks of your initial conversation with your facilitator.
- You may expect that the Wraparound Facilitator will ask you to sign papers granting your permission to talk to other people in preparing for your first team meeting.

### 3. What should I do to get started?

There is no requirement that the family has to do anything to get started with wraparound, but if you want to be prepared, here are some suggestions:

- Make an initial **strengths list** of what each member of your family does well, what they like and what their best features are.
- Make a list of who has been helpful to you or your family as well as who cares about what happens to you.

#### **4. Where may I get more information?**

##### **Local contacts**

- Ask the project to help you talk with another **family member** who has been through the process
- Ask the project to connect you to a local **family organization** who can help you and give you information

##### **National Sources**

- National Federation of Families for Children's Mental Health – list phone and website.
- The National Wraparound Initiative – [www.rtc.pdx.edu/nwi](http://www.rtc.pdx.edu/nwi)

## Quick Guide to the Wraparound Process

Activity	Length of Time	What Happens
Phase One: <b>Engagement &amp; Team Preparation</b>	Several meetings of up to 3 hours over 1-3 weeks.	<b>Facilitator</b> or program representative meets with us to discuss the process and listen to our family's story. We discuss our concerns, needs hopes, dreams, and <b>strengths</b> , including our <b>vision</b> for the future. We identify who cares about us as well as whom we have found helpful for each family member. We reach agreement with the facilitator about who will come to a meeting to develop a plan and where we should have that meeting.
Phase Two: <b>Initial Plan Development</b>	1-2 90 minutes meetings within 1-2 weeks.	We attend our first <b>Wraparound Team</b> meeting with people who are providing services to our family as well as people who are connected to us in a supportive role. The team will: <ul style="list-style-type: none"> <li>• Come up with a <b>Mission Statement</b> about what we all will be working on together</li> <li>• Look at our family's needs.</li> <li>• Come up with several different ways to meet those needs and the ideas that match with our strengths will be chosen.</li> <li>• Different team members will take on different tasks that we've agreed on.</li> </ul> The meeting will be over and everyone will leave knowing what they have to do and how to contact other team members.
Phase Three: <b>Plan Implementation</b>	Regular team meetings of up to 90 minutes.  Team members also complete assigned action steps.  The Phase continues until we get the result we need.	Based on our planning meetings, our team has created a written <b>plan of care</b> . We have committed to some action steps, team members are committed to do the work, and our team comes together regularly. When our team meets we do four things: <ul style="list-style-type: none"> <li>• Review our <b>Accomplishments</b> (what we have done &amp; what's been going well);</li> <li>• <b>Assess</b> whether our plan has been working to achieve our goals;</li> <li>• <b>Adjust</b> things that aren't working within the plan;</li> <li>• <b>Assign</b> new tasks to team members.</li> </ul>
Phase Four: <b>Transition</b>	<b>Transitions</b> happen throughout the process.  <b>Completion</b> may be done in one meeting or take several weeks.	Even though <b>transitions</b> happen throughout the time our team is meeting, there is a point when we will no longer need to meet regularly with the team. <b>Completion</b> may involve a final meeting of the whole team, a small celebration or simply saying we are ready to move on. As a family we will get a record of what we did as well as list of what worked. We will also make a plan for the future, including who we can call on if we need help or if we need to re-convene our team.

## A Quick List of Wraparound Terms

<b><i>Action steps</i></b>	Statements in a wraparound plan that describe specific activities that will be undertaken, including who will do them and within what time frame.
<b><i>Facilitator</i></b>	A person who coordinates the wraparound process for an individual family. This person may also be called Care Coordinator, Navigator, Resource Facilitator or some other term. A team may include more than one person who acts as a facilitator, and the person in the facilitator role may change over time.
<b><i>Formal supports</i></b>	Services and supports provided by professionals (or other individuals who are "paid to care") under a structure of requirements for which there is oversight by state or federal agencies, national professional associations, or the general public arena.
<b><i>Life domains</i></b>	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, safety, social/fun, a place to live, legal issues, culture, behaviors, emotions, transportation, and finances.
<b><i>Mission Statement</i></b>	A statement crafted by the wraparound team that provides a one to two sentence summary of what the team is working toward with the youth and family.
<b><i>Natural supports</i></b>	Supports provided by individuals or organizations in the family's own community, kinship, social, or spiritual networks.
<b><i>Outcomes</i></b>	Child, family, or team goals stated in a way that can be observed & measured.
<b><i>Plan of care</i></b>	A dynamic document that describes the family, the team, and the work to be undertaken to meet the family's needs and achieve the family's long-term vision.
<b><i>Strengths</i></b>	Strengths are the assets, skills, capacities, actions, talents, potential and gifts in each family member, each team member, the family as a whole, and the community. 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.
<b><i>Vision</i></b>	A statement constructed by the youth and family (with help from their facilitator and possibly the wraparound team) that describes how they wish things to be in the future, individually and as a family.
<b><i>Wraparound Principles</i></b>	A set of 10 statements that defines the wraparound philosophy and guides the activities of the wraparound process (see back cover).
<b><i>Wraparound Team</i></b>	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.

## *Description of the Wraparound Process*

### **Phase One: Engagement and Team Preparation**

**This phase should last no more than three weeks.**

A **wraparound facilitator** will meet with you and your family. This initial meeting may be held at a location that you find most comfortable. It will seem more like a conversation than a formal meeting or intake appointment.

The wraparound facilitator will want to know, *from your perspective*, what things have worked in the past to help your family and what you would like to see happen in the wraparound process. He or she will work with you to identify who cares about your child/youth and family as well as whom we have found helpful for each family member

The facilitator will listen closely to your descriptions of your child and family. You will describe your family's beliefs and traditions as well as family members' **strengths** – things that they are good at and that help them to succeed. You and your child or youth will describe what you believe family members most need help with – what their **needs** are.

This initial meeting should last from one to three hours and will occur with you and your facilitator. Sometimes, the facilitator meets first with the parent and then your son or daughter and other times both the parent and child are met at the same time.

After this initial meeting, the Facilitator will talk with other people in your life to get their commitment to participate on your **wraparound team**.

Your facilitator will then follow up by working with you to contact team members to invite them to your first **wraparound team meeting**.

### ***A Note about Crisis Planning***

Throughout the wraparound process, crisis response will occur. In the first phase of the wraparound process, before the team even meets, immediate crises must be addressed, and an initial crisis plan should be developed. During later phases, your team will work together to develop effective a crisis plan.

Good wraparound plans identify what could go wrong and how people should respond when/if they do. Good crisis planning assures the family and team an opportunity to practice the crisis response in much the same way that schools practice fire drills or law enforcement does disaster drills. Good crisis plans should also include who will notify whom and when. Finally, good crisis plans should be portable – all team members should have a copy they may easily carry and refer to as needed.

## *Description of the Wraparound Process*

### **Phase Two: Initial Plan Development**

**During this phase, the wraparound team will meet once or twice to develop an overall wraparound plan of care.**

The wraparound plan of care (or “wraparound plan”) is like an agenda or itinerary for your family.

During this meeting, the facilitator will ask participants to introduce themselves and then will present or review the **strengths list** they developed from talking with you and other team members. All team members will get a chance to add to that strengths list.

The facilitator will lead the team in creating a **team mission statement** that describes what you hope to accomplish through this process. This will occur by first asking you and your family what you would like to see happen as a result of your effort and then asking other team members to add to your statement.

Eventually, those statements will be boiled down to one simple statement that you can all agree to and remember. This statement will serve to guide the team’s work.

Next, **needs statements** for individual family members will be identified and recorded. Then the team will select up to five **needs** that will get you closer to realizing your team mission.

The facilitator will lead the team in brainstorming **strategies** to meet the chosen needs. When several strategies have been listed for each need, those strategies that match your strengths list will be chosen.

**Action steps** to implement these strategies will then be brainstormed. Volunteers will be selected from all team members to follow through on the action steps for the chosen strategies.

For each strategy, you and your child will also work with the team to identify **outcomes** that will let you know when the strategy has succeeded.

Results of this plan development phase should include the mission, strengths list, needs statements, strategies, outcomes, and action steps. These will be summarized in a **plan of care** or **wraparound plan** and distributed to team members.

This meeting should take no longer than 90 minutes. It may take two meetings to complete the wraparound plan. If it does take two meetings your team should plan the meetings to take place within a week to ten days of one another.

## *Description of the Wraparound Process*

### **Phase Three: Plan Implementation**

Now that the initial **plan of care** has been developed, **team members** are responsible for actually implementing it. **This phase is characterized by regular team meetings that occur formally and regularly over many months.** It is also the phase during which people follow through outside of team meetings to do what they committed to do.

#### *Ongoing team meetings*

Ongoing team meetings follow a regular agenda that starts with *Accomplishments*. The facilitator asks team members to share accomplishments since the last meeting. This keeps the team focused in a positive way.

Second, the facilitator asks you and other team members to *review* the plan. This involves looking at whether people did what they said were going to do. This is a first check for follow through. It also involves identifying whether the **action step** actually helped to get the **strategy** accomplished. In addition, the team will review **outcomes** the family and team identified. As a family member, your input will be actively sought to check whether outcomes were accomplished, and whether your family's needs are being met.

When reviewing is done, the facilitator will lead the team in identifying *any changes* to the plan. Adjustments will happen by changing some action steps, stopping some actions, or adding new ones. During this part of the team meeting, the group will brainstorm to come up with new strategies to meet old needs that have not been successfully met and/or address newly identified needs.

Finally, when the team has selected the next set of actions designed to meet needs, the team members will take responsibility for specific actions.

After each meeting, the facilitator should change the plan of care to reflect the adjustments and assignments made by your team.

In initial stages of plan implementation, meetings are likely to occur at least every 2-4 weeks until the team identifies that they are making fewer and fewer adjustments. At that point, team meetings may only occur every 1-2 months.

#### *Between team meetings*

Formal team meetings aren't the only way to complete work in Wraparound. Between wraparound team meetings, team members communicate as needed to complete the tasks listed in the plan. Team members have developed your plan together. Everyone should have the same document describing the plan. In addition, the facilitator should be actively following up with team members about the success of action steps taken in between meetings. This should reduce the possibility of misunderstandings and result in a better situation for your family.

## *Description of the Wraparound Process*

### **Phase Four: Transition**

Sooner or later, your wraparound team will come up with the right mix of strategies and interventions, delivered in the right way at the right time. Your team will find that outcomes are being accomplished, and the team's mission has been met or is close to being met. At this point, **transition** is negotiated among all team members.

The facilitator should have conversations with you, your child or youth and family members to discuss this issue regularly. Eventually, with your approval, he or she raises the issue and encourages team members to voice any concerns.

The team then brainstorms follow-up options that could allow the family to function outside of the formal wraparound structure. Team members also identify what type of follow-up support they may personally provide to the family. The facilitator and the team should also determine how to regularly check in with you, your youth or child and your family.

The facilitator typically uses this information as the basis of a **transition plan** that is reviewed at the next team meeting. Once the team has revised the transition plan, the entire team negotiates a schedule for transition.

Finally, the facilitator suggests a final **celebration** of the team's accomplishments and work well done.

Once this celebration or ritual is completed, the facilitator completes a **formal discharge letter** (which should be no more than 2-3 pages) identifying the family strengths as well as accomplishments of the team and interventions that were helpful.

All team members, including the family, receive a copy of this final discharge summary in electronic and paper formats so they may use it if they need to reenter a formal system for help in the future.

As the team negotiates and agrees on an ending, plans for follow-up care and response should be developed. The facilitator will lead the team in identifying who will introduce your family and the team's accomplishments to follow-up providers. This might include drafting a letter of introduction or meeting with other service providers to describe what will be helpful or not. Sometimes this is most efficiently done in team meetings, and other times it occurs outside of a team setting.

## *Wraparound Troubleshooting*

### **Phase 1: Engagement and Team Preparation**

<b>Concerns and Questions</b>	<b>Answers</b>
1. This wraparound team process sounds good, but things aren't going well for us right now. I'm afraid I can't wait for three weeks for some help for my son or daughter. Does this mean we shouldn't do wraparound?	During the initial conversation with your facilitator, he or she 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 concerns about safety, bring them up right away and work on coming up with a temporary plan until your first team meeting.
2. Things have been so bad for so long that I've decided that my son or daughter needs to go somewhere like a center to get help. Doesn't that mean we shouldn't do wraparound? Besides, other professionals who have worked with us have said that my child or youth needs this kind of treatment.	Some families will end up considering placement as an option. There are several things to remember: First, eventually your son or daughter will return home, so it will be helpful to consider ways to plan for that day. Second, if you can identify your family's most pressing needs and start to look at ways to meet those needs, that may help other service providers do a better job. Finally, there is a possibility that by using a team approach, we can come up with a new approach that might work and hasn't been tried before.
3. The facilitator will be asking about friends and family as well as people who have provided services like counseling or education to join our Child and Family Team. What if I don't feel comfortable having our family issues discussed with family and friends?	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 is a place for all of those 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 facilitator to make sure that you are comfortable with what's being said and how it's being said during the team process. Also, bringing your friends and family to the table can often help to make sure that your privacy is protected.
4. How do I know that this just won't be more of the same?	<p>You can't be sure. It is important to talk with your facilitator about what has worked as well as what hasn't worked. You also 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. Feel free to ask your facilitator to get connected with those other families.</p> <p>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 this kind evidence of success (sometimes called "outcomes"). If needs identified by <i>you and your family</i> are not met, or goals set by <i>you and your family</i> are not reached, the wraparound process should change.</p>

<b>Concerns and Questions</b>	<b>Answers</b>
<p>5. My son or daughter has been in so many meetings with so many adults who tell her or him what they've done wrong. I can't imagine that I can get him or her to even go to one of these meetings. What if he/she refuses to attend?</p>	<p>You may work with your facilitator to make sure your son or daughter feels welcome and comfortable. Sometimes the focus on strengths is enough to reassure the young person. Other times it takes more than that. If your son or daughter isn't comfortable attending, you and the facilitator may come up with ways to make sure his or her voice is heard.</p>
<p>6. The facilitator will be looking for my child and family's strengths. Does this mean that our real challenges will not be addressed?</p>	<p>The facilitator will be looking for 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 through strength-based solutions.</p>

## *Wraparound Troubleshooting*

### **Phase 2: Initial Plan Development**

<b>Concerns and Questions</b>	<b>Answers</b>
1. Going over the strengths makes me feel a little uncomfortable or embarrassed. We know what we're good at. Does this have to happen?	A key element of wraparound planning is the idea of shared responsibility. Posting strengths may help team members become willing to share responsibility. It is not unusual for the strengths review to feel a little unsettling. However, some families report that seeing their strengths posted makes them feel confident they will get where they need to go.
2. I'm worried that with all of this process we will never get down to business. Doesn't wraparound take too long?	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 to realize. Figuring out how to achieve challenging outcomes requires identifying underlying needs, devising several ways to meet these needs, and developing a good plan.
3. With some reluctance, I agreed to have someone attend the wraparound team meeting. But I am afraid that this person will behave badly toward me or just be hard to handle in the meeting.	As a family member, you "own" the content of the wraparound process because it's <i>your</i> story. The Facilitator "owns" responsibility for the process itself. If you have concerns about people behaving badly during the team meeting, discuss them with the facilitator before the meeting and tell him or her what you would need to feel comfortable. If someone behaves poorly during the meeting, you should feel free to tell the facilitator that you're uncomfortable.

## *Wraparound Troubleshooting*

### **Phase 3: Plan Implementation**

<b>Concerns and Questions</b>	<b>Answers</b>
1. 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 Youth/Child and Family Team meeting for a long time. What should I do?	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 outlined. 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 the facilitator or follow your emergency team meeting protocol.
2. We agreed to do something in our team meeting but I know one person isn't following through. What do I do now?	The ongoing planning process holds <i>all</i> team members accountable for follow-through. When a team member can't follow through, the team should meet and try again or come up with a new strategy to meet the need. In addition, your facilitator may work with you and other team members to try to address these issues of follow-through between meetings.
3. Sometimes I don't feel comfortable talking about needs in front of certain team members. For example, I have some co-workers on my team who have been great. But I would like my son or daughter to participate in some activities that would require flexible funding help. I don't feel comfortable discussing this at a team meeting in front of my co-workers. Does this mean that they need to leave the team or that I just can't have these issues addressed?	Throughout the wraparound process, areas can arise that families would prefer not to have discussed in the presence of all of the team members. In a situation about flexible funding, the team may help identify the need and strategies to address the need. However, that action step may involve a meeting between you and the facilitator.
4. 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. I would like to try another service provider, but I don't want to hurt this person's feelings. How should I do?	During the wraparound process you will 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 provider. If you are concerned about hurt feelings, feel free to speak with your facilitator or another team member for ideas on how to handle this.
5. We had a great team this year, but now it's the end of the school year and we're looking at a new teacher next year. I'm worried about how it will be with a new person who wasn't here for this initial planning. Are we going to have to start the team process all over again?	During this phase, team members will often come and go as the plan is adjusted. The facilitator is responsible for orienting new team members to wraparound and assisting them to become part of the process. New team members may include new service providers or educators, family members who were not initially involved, friends of the family, clergy, or others who have reconnected with you or connected with you for the first time.

## *Wraparound Troubleshooting*

### **Phase 4: Transition**

<b>Concerns and Questions</b>	<b>Answers</b>
1. 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 facing mental illness or addiction. Since the old issues still +remain, if things get bad again will we need to start wraparound again?	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 in the future and even reconvening your team, if necessary.
2. 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 many people failing to understand us?	You should work with your facilitator and team members to make sure you get copies of your strengths summaries, the discharge summary and other documents so you may use those to introduce your family to others. You may look to your local family organization for help and support.
3. 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?	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 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, it may be arranged.
4. Our family really felt good about the strengths and accomplishment activities. Going through a formal review of strengths regularly helped us remember good news and be a little easier on each other. How may we keep from sinking back into our old patterns?	Many families find elements of the wraparound ritual helpful and implement them on an informal basis. For example, some families hold regular family meetings within the household to consider strengths and accomplishments, while others talk about needs as a way to understand behavior.
5. When we started, we identified our needs. Now that we're nearing the end of the process our needs are better, but still an issue. Doesn't this mean that we're rushing transition?	If you feel like transition is being rushed, you should speak with your facilitator and wraparound team. On the other hand, just because your needs aren't met 100% doesn't mean that you should stay in a formal wraparound process. The idea of wraparound is to get people working together to meet needs.

# Wraparound Checklist

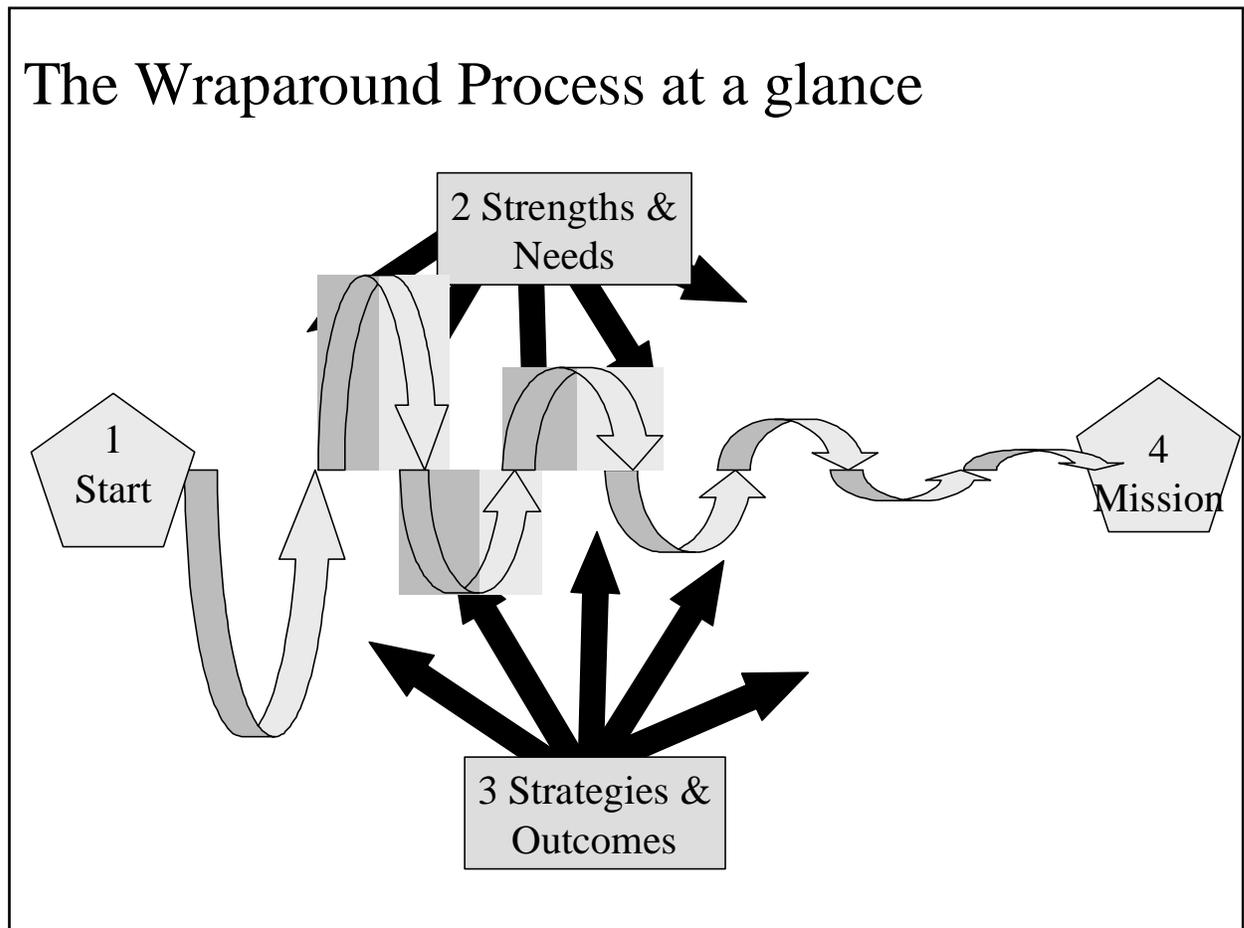
Phase	Activities
<b>Engagement &amp; Team Preparation</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Met with Facilitator and explained our story</li> <li><input type="checkbox"/> Addressed immediate needs and crises and put together an initial crisis plan</li> <li><input type="checkbox"/> Generated a strengths list</li> <li><input type="checkbox"/> Generated a Team member list, including friends and family members who support us and who work with our family</li> <li><input type="checkbox"/> Agreed on first meeting</li> <li><input type="checkbox"/> Agreed on who will contact potential team members</li> <li><input type="checkbox"/> Got more information about this process</li> </ul>
<b>Initial Plan Development</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Participated in one or two Youth/Family Team Meetings</li> <li><input type="checkbox"/> Our strengths were listed &amp; reviewed</li> <li><input type="checkbox"/> Developed a Team Mission Statement that reflects what we &amp; other team members hope to get out of this</li> <li><input type="checkbox"/> Reviewed needs that reflect our concerns &amp; worries</li> <li><input type="checkbox"/> Picked a few needs to keep us and the team from becoming overwhelmed</li> <li><input type="checkbox"/> Listed a variety of methods to meet those needs</li> <li><input type="checkbox"/> Chose the ways to meet those needs which matched to our strengths</li> <li><input type="checkbox"/> All team members are reflected as doing something in the plan</li> <li><input type="checkbox"/> The Wraparound Plan of Care has been distributed to all team members</li> </ul>
<b>Plan Implementation &amp; Refinement</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Activities promised are being provided</li> <li><input type="checkbox"/> Accomplishments are being recorded</li> <li><input type="checkbox"/> Assessment of the plan is occurring</li> <li><input type="checkbox"/> Team is meeting often enough to check on follow through</li> <li><input type="checkbox"/> We're being asked if actions are meeting our needs</li> <li><input type="checkbox"/> Adjustment of the plan is occurring based on our feedback</li> <li><input type="checkbox"/> Assignments are being made &amp; recorded at each team meeting</li> <li><input type="checkbox"/> Copies of the minutes and updated plan of care is sent out to all team members</li> <li><input type="checkbox"/> Regular progress reports are written and sent out</li> <li><input type="checkbox"/> We have practice what to do if a crisis occurs with our family &amp; the team</li> </ul>
<b>Transition</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> We have held practice crisis drills and are confident we know what to do if things go wrong</li> <li><input type="checkbox"/> We have a way to access services in the future</li> <li><input type="checkbox"/> We have a way to connect with other families who have been through the process</li> <li><input type="checkbox"/> Our concerns have been considered</li> <li><input type="checkbox"/> We have a list of team member phone numbers who we can contact if needed</li> <li><input type="checkbox"/> Leaving Wraparound has been discussed with the whole team</li> <li><input type="checkbox"/> We have written documents that describe our strengths &amp; accomplishments</li> </ul>

## Documents and Forms

**Documents and Forms families are likely to see during each phase**

Phase	Completed Documents for Families & Team Members	Forms to Sign & Review
<b>Engagement &amp; Team Preparation</b>	<ul style="list-style-type: none"> <li>• Strength Summary or Discovery</li> <li>• Strength list or inventory</li> <li>• List of Potential Youth/Child &amp; Family Team members</li> </ul>	<p>Form providing initial permission to provide services</p> <p>Release(s) allowing Facilitator to speak with other team members</p>
<b>Initial Plan Development</b>	<ul style="list-style-type: none"> <li>• Plan of Care that includes Team Mission, most important needs, actions that detail who is responsible to follow through when.</li> <li>• Written crisis plan that includes who will do what when things go wrong and who should be called in what order</li> <li>• Schedule of future team meetings</li> </ul>	<p>Permission(s) and release(s) if new service providers are called.</p>
<b>Plan Implementation</b>	<ul style="list-style-type: none"> <li>• Team minutes that detail team accomplishments, changes to the plan and schedule of meetings.</li> <li>• Regular progress reports that reflect progress made from the original plan.</li> </ul>	<p>Updated releases for team members especially if new ones are added.</p>
<b>Transition</b>	<ul style="list-style-type: none"> <li>• Transition plan that describes how ongoing services will be accessed if necessary</li> <li>• Crisis plans that includes communication protocols for those who will be contacted in the event of an emergency</li> <li>• Follow-up phone numbers for all team members who might be contacted</li> <li>• Formal discharge plan that describes strengths of the family, the interventions that were successful and those that weren't</li> </ul>	<p>Discharge summary</p>

## The Wraparound Process at a glance



This Figure shows **Wraparound** as an ongoing **process**.

1. **Start** is the starting point of our team process. Where we are now and what's happening today?
2. **Strengths** are our skills, abilities & gifts that we use to meet our **needs**.
3. **Strategies** are the tools we will use to produce **outcomes** or results.
4. **Mission** is the where we would like to be when this process is over.

## 10 Principles of the Wraparound Process

1. **Family voice and choice.** Family and youth/child perspectives are 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 so that the plan reflects family values and preferences.
2. **Team-based.** The wraparound team consists of individuals agreed upon by the family and committed to them through informal, formal, and community support and service relationships.
3. **Natural supports.** The team actively seeks out and encourages the full participation of team members drawn from family members' networks of interpersonal and community relationships. The wraparound plan reflects activities and interventions that draw on sources of natural support.
4. **Collaboration.** Team members work cooperatively and share responsibility for developing, implementing, monitoring, and evaluating a single wraparound plan. The plan reflects a blending of team members' perspectives, mandates, and resources. The plan guides and coordinates each team member's work towards meeting the team's goals.
5. **Community-based.** The wraparound team implements service and support strategies that take place in the most inclusive, most responsive, most accessible, and least restrictive settings possible; and that safely promote child and family integration into home and community life.
6. **Culturally competent.** The wraparound process demonstrates respect for and builds on the values, preferences, beliefs, culture, and identity of the child/youth and family, and their community.
7. **Individualized.** To achieve the goals laid out in the wraparound plan, the team develops and implements a customized set of strategies, supports, and services.
8. **Strengths-based.** The wraparound process and the wraparound plan identify, build on, and enhance the capabilities, knowledge, skills, and assets of the child and family, their community, and other team members.
9. **Persistence.** Despite challenges, the team persists in working toward the goals included in the wraparound plan until the team reaches agreement that a formal wraparound process is no longer required.
10. **Outcome-based.** The team ties the goals and strategies of the wraparound plan to observable or measurable indicators of success, monitors progress in terms of these indicators, and revises the plan accordingly.