



# Best Practices for Supporting Families in the Wraparound Review Process

## in BRIEF

*Briefs are provided as a best practice reference or topic example to support communities in developing the family partner role*

Intentional work towards full family participation within the wraparound process begins before a family formally enters the process. In this technical assistance brief we will explore the best practices for communities utilizing the wraparound process and wanting to facilitate the full engagement, participation, and equitable voice of families who are exploring wraparound as a resource.

### **Family Engagement in the Wraparound Referral:**

Families come to the wraparound process from a multitude of circumstances based on involvement in child and family serving systems. Each family is unique and as such may wish to begin the referral process in a variety of ways. Diversity in how a family can be referred to the wraparound process is the beginning of incorporating and supporting family “voice and choice”; a foundational element of the process itself.

#### **Initial Referral:**

- Families should be encouraged to self-refer and complete all wraparound referral documentation on their own or with the support of a Family Support Specialist (Family Partner) or other provider.
- A local Family Support Specialist (Family Partner) is provided to consult with the family about the wraparound process prior to agreeing to be referred.
- Meaningful and transparent conversations should be held with the family prior to requesting consent for the wraparound process. A wraparound referral should never be made without the full informed consent, knowledge, and understanding of the family.
- Family Support Specialists (Family Partners) complete the referral process with the full participation and collaboration of the family. Families should help create and review the information on the referral form before submission.
- Family Support Specialists (Family Partners) assist families in creating referral forms using strengths-based language.
- Families should be encouraged to avoid inclusion of unnecessary or deficit based supplemental information.

### **Family Engagement in the Wraparound Review Committee Meeting**

As more and more Oregon communities work towards high quality wraparound, the full inclusion of family members within the review committee process is increasing. Family members have an instrumental role in the wraparound review committee meeting as they are the experts of their family and can speak directly to the individual strengths, needs, challenges, and strategies the family encounters and utilizes.

#### **Wraparound Referral Committee Meeting:**

- A Family Support Specialist (Family Partner) is solely dedicated to the support, education and preparation of newly referred family members to the wraparound review process.
- Once a referral has been accepted families are contacted by the local Family Support Specialist (Family Partner) who will discuss:
  - a. the date and time of the review committee meeting,

- b. offer peer support through the process, and
  - c. request an in-person or phone meeting to assist in preparation for the review.
- Family Support Specialists (Family Partners) meet with the family for several hours prior to the review committee. Activities may include but are not limited to:
    - a. Active listening of the family story
    - b. Validation
    - c. An overview of what to expect at the review meeting
    - d. Room set-up, time frames, expected attendees
    - e. Identifying meaningful supports for the family
    - f. Conversational questions to assist in the presentation
    - g. Offering the wraparound family users guide
    - h. Self-care strategies
  - Family members are offered multiple methods of attending review meetings including in-person, phone call-in, zoom access, as well as having the Family Support Specialist (Family Partner) read their pre-written statements to the group in their absence.
  - Family members may present their referral, family strengths, and family needs themselves at the committee meeting, or have a representative, such as the Family Support Specialist, do this on their behalf.
  - Review committee meetings are conducted in a trauma informed manor. Rooms are boardroom style, family members may sit where they are comfortable, families may bring a support person/advocate, beverages are provided, person first and strengths-based language is utilized, and committee members are mindful to only review information in the wraparound referral packet.
  - Review committee members frequently assess for, and provide increased opportunities for, family member engagement and meaningful participation during the review committee meeting.

#### **Family Engagement at the Conclusion of the Review Process:**

- Families will know by the conclusion of their review process if they will be starting the formal wraparound process.
- If entry into the wraparound process is not applicable at this time, the family will receive notification of why, as well as have alternative community-based services and supports offered to the youth and family.
- The Family Support Specialist (Family Partner) supporting the family during the review committee will walk the family members out of the meeting and celebrate with them, as well as answer any additional questions.
- The Family Support Specialist (Family Partner) will give families information regarding local resources such as support groups and educational opportunities.
- The Family Support Specialist (Family Partners) will advise the family of their right to request a Wraparound Family Partner to support them during the process. The Family Support Specialist (Family Partner) will be mindful to acknowledge this support person may not be them, however the family is encouraged to make requests of any kind on the Wraparound Family Partner request form.

#### **Resources:**

- *Oregon Health Authority - System of Care Wraparound Initiative Guidance, February 2016*
- *Family Support Specialist Competency Descriptions – Oregon Family Support Network*
- *Wraparound Best Practices Guide 1.0- State of Oregon*
- *National Federation of Families for Children’s Mental Health – Code of Ethics for Parent Support Providers*
- *Trauma Informed Oregon – How to have a trauma informed meeting*

