

Recovery is a Journey: Identifying and Addressing Underlying Needs

Presented by Wraparound Loudoun and NAMI – Northern Virginia

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Objectives

- To be able to differentiate between basic needs and underlying needs
- To learn techniques for identifying the underlying needs
- To be able to recognize the changing needs of a family as they go through the Wraparound process
- To be able to anticipate needs of families when they transition



Anger Iceberg

Icebergs are large pieces of ice found floating in the open ocean. What you can see from the surface can be misleading. Most of the iceberg is hidden below the water.

This is how anger works. Often when we are angry, there are other emotions hidden under the surface.



Basic Need vs. Underlying Need

- A basic need is defined as things or circumstances required for survival. Examples would include food, shelter, and medical care.
- An underlying need is more complex and cannot always be easily identified. An underlying need is intangible. An underlying need is not a service or a task that needs to be completed. The underlying need is what is not being met that is the root cause of the family's current situation.



How do we identify underlying needs?

- Get the family story
- Thoughts and feelings
- Interviews
- Strengths Discovery
- Family Timeline
- Family Support Partners

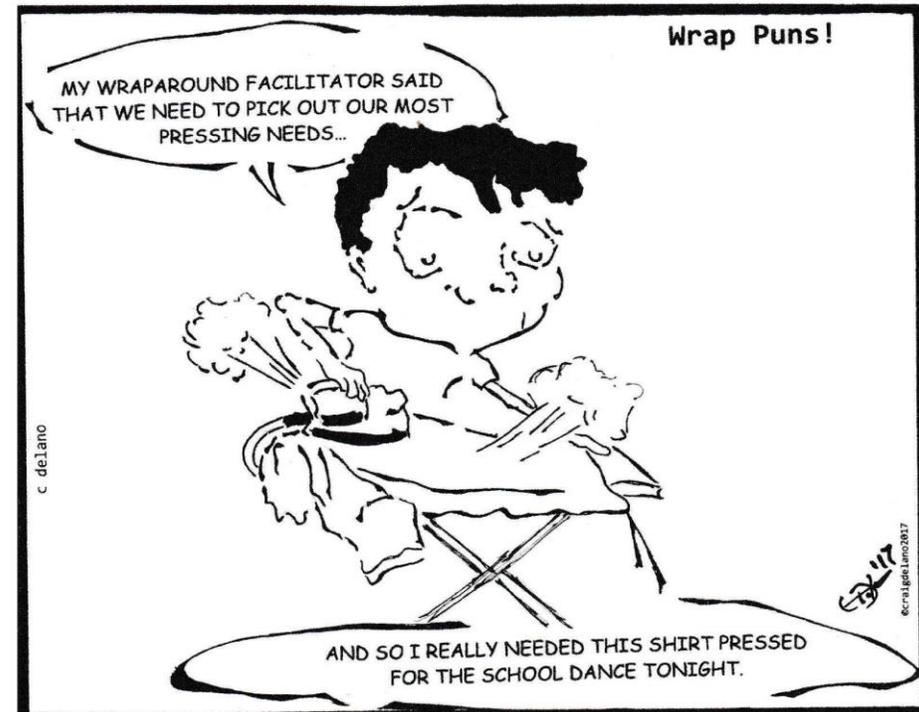


Need Statements

- Once all of the information is gathered need statements are created
- Need statements are created by the Wraparound coordinator to convey the underlying need(s)
- Families identify what need statement most accurately reflects the underlying need
- Need statements are used to guide the Wraparound process
- Need statements can change at any time during the Wraparound process
- Need statements are created for the identified client and for the family members
- Measure progress of the need statement
- Address “why” and not “what” or “how”

Need statements should be...

- Clear
- Concise
- Brief
- Individualized
- Enduring



Underlying needs and need statements are not...

- Services
- Interventions
- Outcomes
- Goals
- Responses to basic needs
- A catch-all for everything going “wrong”
- Problems or deficits



An Example

Bobby is a 14 year old young man with a history of suicide attempts. He was recently discharged from a Residential Treatment Center and was referred to Wraparound to help him transition back to home and community. Prior to his placement he was hospitalized about one to two times per month the year prior due to SI and SIB. He is currently medication compliant, but historically is not consistent with medication. Bobby lives with his mother, father, and older sister. Due to dad's job he is often out of town. Bobby does not have a close relationship with his father due to his infrequent time at home and due to dad's thoughts on mental health and how to approach it. Mom is very supportive and wants to find help for her son, but is often at work and cannot easily make multiple appointments during the week. Bobby also feels close to his sister, but she is currently preparing for graduation and moving away for college. Bobby has a history of school refusal and destructive behaviors when he becomes angry. His discharge paperwork indicates that he is diagnosed with Major Depressive Disorder, Anxiety Disorder, and Mood Dysregulation Disorder.



Potential Need Statements

- Bobby needs to feel accepted by all of his family members.
- Mom needs to feel that she and her husband are partners in helping their children.
- Bobby needs to feel safe.
- Sister needs to feel that she is important and valuable to her family.
- The family needs to feel that they can focus on happy times.
- Bobby needs to feel confident.
- Bobby needs to feel that he is being heard.



Questions to ask yourself when developing need statements

1. What is the behavior that is causing the emotional reaction?
2. Do you know enough about the family's story to answer the "why" question?
3. Have you looked at unmet needs from each family member's perspective?
4. Have you communicated with the family and other team members about what a need is or isn't in Wraparound?
5. What are the family's strengths?
6. What could these behaviors be compensating for or trying to hide?
7. What would success look like to this family?



Reframing

- “to look at, present, or think of (beliefs, ideas, relationships, etc) in a new or different way”
- “to say (something) in a different way”
- Use to look at the positive and strengths of a person
- Not used to excuse bad, inappropriate, or illegal behavior
- Allows for a better understanding of what the underlying needs are or how they can be addressed



Problem Statement	Potential Need(s)	Possible Reframe
Youth runs away	Supervision, boredom	Good survival skills, wants independence
Youth is assaultive and aggressive	Social skills, safety, communication	Wants to be heard, standing up for themselves
Family is always in crisis	Basic needs, external pressure, conflicts	They can adapt
Youth has a negative peer group	Feels lonely, looking for excitement	Wants to be accepted, is able to make friends
Family is dysfunctional	Fear of change, lack of trust in system, cultural	Doing their best, trying to make things work
Youth has difficulty forming relationships	Trust, safety, cultural	Self-reliant



Examples of need statements – Good or improve?

1. Andrew needs to know that he is in a safe environment.
 2. Billy needs to learn to control his anger.
 3. Sally needs to feel that her voice is being heard.
 4. Mary needs in home services.
 5. Joanne and her family need to find a home.
 6. Timmy needs to behave.
 7. Joe needs to listen to his parents.
 8. Mom and Dad need to feel confident in the decisions they make as parents.
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LET'S PRACTICE!

After watching the following clips we will:
Identify thoughts and feelings
Compile a list of need statements





F HD



Potential Barriers

- Parents do not feel that they have any needs
- What the family learned about Wraparound from the referral source
- The family's experience with the system
- Concerns about too many people knowing everything about their family
 - Cultural Considerations
- Waitlists
- Unmet basic needs
- Focusing on a non-primary need/future need early on



My Story

A family that lives with and survived mental illness.





When in Crisis

- It is important to stay focused on the underlying need(s) when the family is in constant crisis
- Has the need been appropriately identified?
- Reacting vs. observing and facilitating
- Steps to follow during a crisis:
 - Ensure safety and relative stability
 - Have the team convene within 72 hours of a crisis
 - Include any new/temporary team members
 - Have a plan for returning home/to the community

- Brought Hope and Healing
- "Helping Others Persevere Everyday"



Evolution of needs

- Needs can change throughout the process. Often in the beginning of the process, a facilitator will identify multiple underlying needs. The most pressing need will be the initial focus.
- There are different ways to know if a need has been met. The behaviors have likely changed and positive progress has been made.
- It may be necessary to reassess to see what the current underlying needs are.

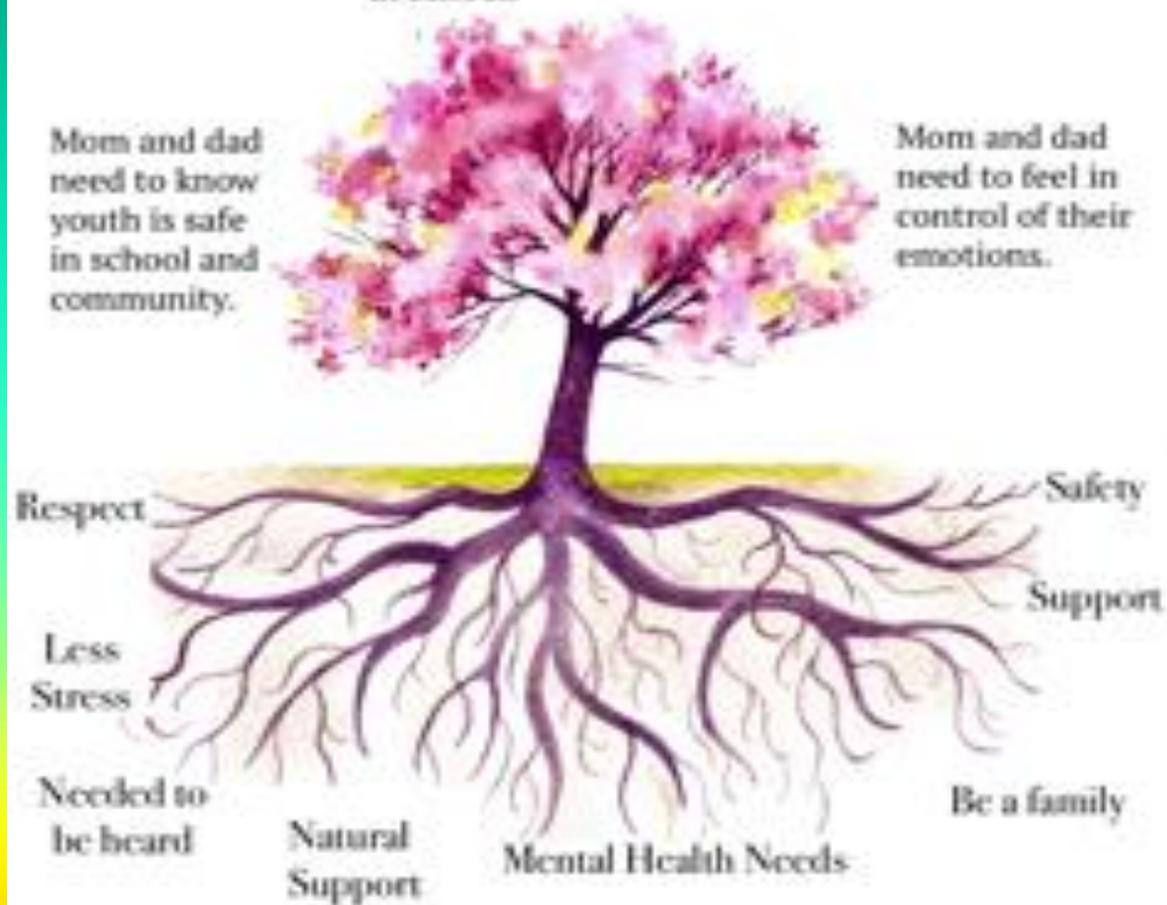


My family's needs

Mom and dad need to know both children are doing well in school.

Mom and dad need to know youth is safe in school and community.

Mom and dad need to feel in control of their emotions.





Piggy of Justice



1. No sibling parenting
2. No yelling – no raised voices when talking to one another
3. No cussing or bad language
4. No saying hurtful things on purpose
5. No contesting when you are called out
6. Only one person can call you out per incident
7. No interference by other family members when you are called upon to "Piggy of Justice"



Preparing for transition

- Work with the family to anticipate any future needs
- Have the identified needs been addressed enough to provide stability?
- Resources
- Natural supports
- Encouragement



Families do not stop having needs when we leave

How do we help families to identify their ever changing underlying needs?

AFTER THE PROCESS



Needs of youth during transition

- Make sure underlying need has been addressed adequately
- An updated crisis plan
- Ensure that their voice has been heard/allow to share their concerns for the future
- Ensure the plan is sustainable by the family long term – without the help of the Wraparound facilitator
- Encouragement
- Celebrate!



Needs of parents and caregivers during transition

- Reflect on strengths and progress from the beginning to now
- Encouragement and empowerment
- Confidence
- Resources
- Know that progress is not linear
- Reflect on what the family said in the beginning of the process. A future need could already have been stated.

Becoming a Family Support Partner

PAYING IT FORWARD...



FSPS: WHO ARE THEY?

ARE:

✓ We are parents and caregivers of children who have mental health challenges. We have lived the experiences and we understand the struggles that many parents go through and we help parents see light at the end of the tunnel.

Are NOT:

- Clinicians, Therapists, or Mental Health Professionals
- Financial Support
- “Best Friends”
- “First Responders” to Crisis
- Taxi drivers
- Babysitter



WHAT DO FSPs DO?

- Empower and model positive steps to create lasting change
- Share their story in a way that offers hope
- Educate on local resources, anticipated challenges, etc.
- Guiding families through navigation of services/systems
- We empower families to use their voice
- Help families assemble their team
- Help families identify natural supports (curiosity and care)
- Help families assess their needs and strengths
- Meet families where they are comfortable
- Connect families with support groups
- Encourage the importance of good self-care



QUESTIONS?

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