



Office of Children's Services
Empowering communities to serve youth

DBHDS
Virginia Department of
Behavioral Health and
Developmental Services

Virginia Wraparound Center of Excellence

High Fidelity Wraparound Training: Day Two

Anna Antell, LCSW – Office of Children's Services
Rachelle Butler, MSW – UMFS



Funded by the Virginia Department of Behavioral Health and Developmental Services through a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA)



Ground Rules

1. Please let us know if there is anything you need to support your learning
2. Participate in the entire training (if you can't, let us know)
3. Come back from breaks and lunch on time
4. Place all cell phones on vibrate, so the training process is not interrupted if you receive a call or page



Review



Learning Goals - Day Two

1. Practice Engaging System Partners
2. Discovery
3. Preparing the Team and Meeting Logistics (final activities in the Engagement Phase)
4. Overview of Skills for the First Team Meeting (Planning Phase of HFW begins)



Day Two - Activity One

Engaging System/Agency Partners/Providers

Activity – Day Two
Appendix page 1



Phases/Activities of the HFW Process

Phase One - Engagement and Team Preparation

- Orient youth and family to HFW
- Stabilize crises
- **Develop Strengths, Needs, and Culture Discovery**
- Prepare team members
- Make meeting arrangements

Day Two - Activity Two

Discovery Review

Activity – Day Two
Appendix, page 2



Discovery

Engagement conversation continues...

- Strength, Needs and Culture Discovery (or SNCD, or Discovery)
- Needs, Strengths, Culture and People
- HFW team responsibilities/roles
- Document, review and timelines
- Roadmap
- Purpose?



Discovery Roadmap

Strengths, Needs and Culture Discovery

This “Roadmap” is included for HFW staff to use as a review tool to ensure that the SNCD is comprehensive. The HFW workforce can look at it as the Discovery is being done. Sometimes it is helpful to check off areas as they are covered or review it later and ask follow-up questions of the youth/family.

Discovery Roadmap Day Two Curriculum, page 4

The Discovery and Theory of Change

Needs-Based

- Identify needs across life domains
- Prioritize needs to achieve vision

Integration

- Identifies priority needs and team members as the basis for an integrated plan

Natural Support System

- Strength, needs and culture discovery process seeks out natural supports and matches to needs

Self-Efficacy

- Identifying strengths builds confidence
- Imagining success helps to achieve vision

Activities/Skills for the Discovery

Engagement

Creating the Discovery is **both** an **event** and an **ongoing process**

- 1 Engage core family members and primary caretakers
- 2 Engage natural and community supports
- 3 Engage service providers/system partners

Activities/Skills for the Discovery

Engagement

- The skill of the SNCD or Discovery is making it comprehensive and thorough, yet making the information gathering feel like a free flowing conversation
- Develop a document that summarizes the youth and family's story (Discovery; Strength, Needs and Culture Discover; SNCD)
- Assist the youth and family to identify needs across life domains and prioritize
- Elicit detailed information of **strengths** from the youth and family around, and related to the need areas
- Elicit detailed information of **culture** related to need areas
- Elicit detailed information of **people** related to need areas

Activities/Skills for the Discovery

- Support the youth/family to express their vision, and to identify the first needs to be addressed to achieve it
- Identify potential natural supports
- Identify potential system/agency partners

Remember... the Discovery is a positive narrative that identifies the strengths of the family and imagines a positive future for them!

Activities/Skills for the Discovery

- Review the Discovery with the family and youth; ensure that they have edited the information where necessary and that it expresses what they want to communicate to their team
- **The youth and family have editing rights**
- After the youth and family approve the Discovery, (SNCD) it is sent to the other HFW team members before the first team meeting

Strengths, Needs, and Culture Discovery

- Youth and family vision
- Life domains
- Prioritized needs
- Detailed culture
- Detailed strengths
- Natural supports
- System/agency partners



Family Vision

- What do you need to have a better life?

Example: “Our kids are home, in school and doing well.”

- Youth vision and parent vision may not be the same. Both are written in the Discovery



Life Domains

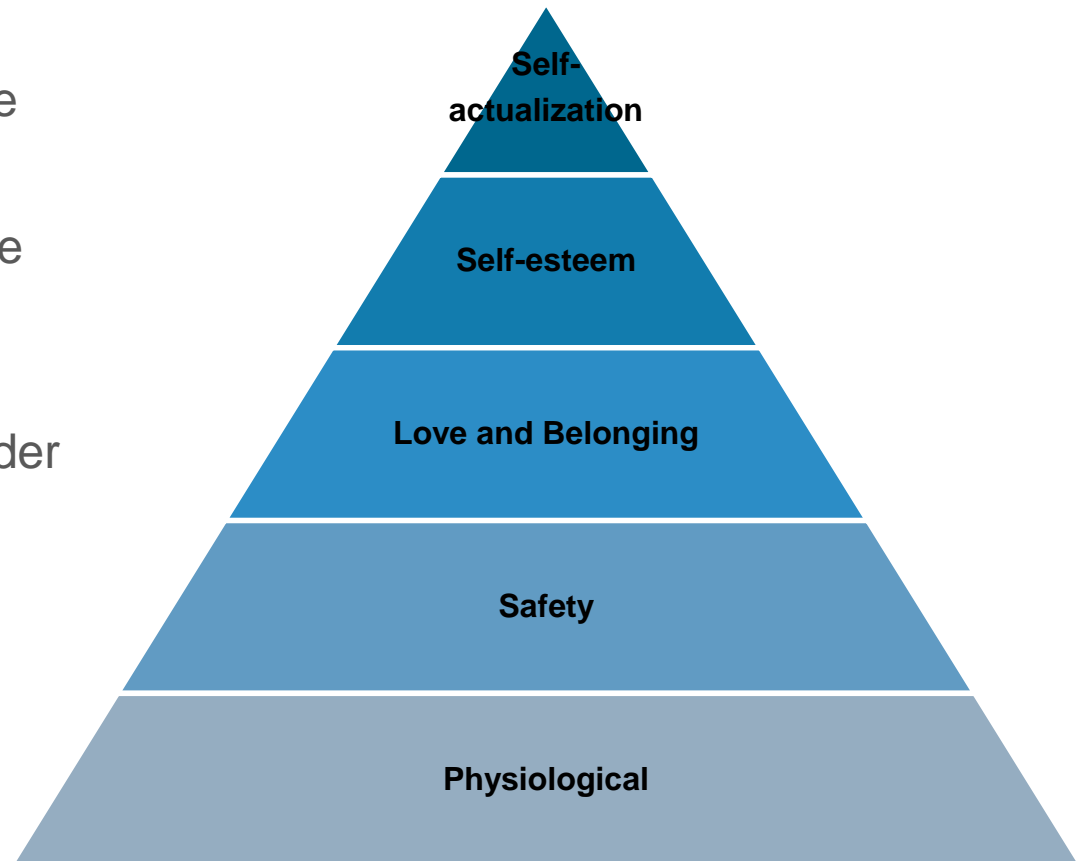
- Residence
- Family
- Social
- Behavioral/Emotional
- Educational/Vocational
- Safety
- Legal
- Health
- Spiritual

Other areas: Pets, Financial,
Transportation, etc.

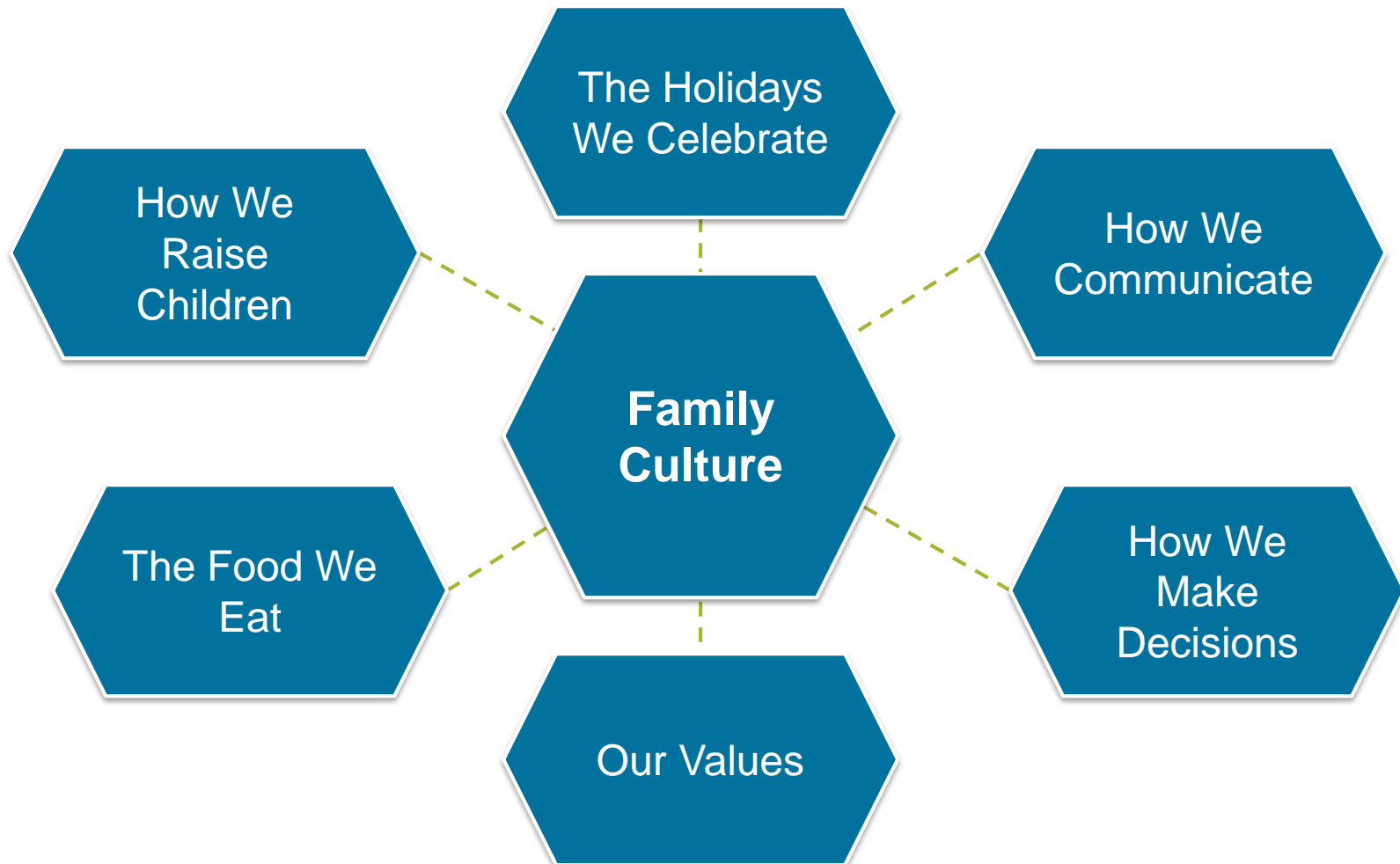
Sample Life Domain Questions: Day Two Appendix page 6-9

Needs

- If services are mentioned as needs, persist to learn what the service may address
- Needs must be identified by the youth and family
- The needs identified by the youth/family must be met in order for them to reach their vision
- Needs are not services!



Family Culture



Three Levels of Culture

1. Easy topics to discuss: traditions, foods, hobbies, activities, group history, etc.
2. Family roles: how decisions are made, who makes decisions, the role of extended family, etc.
3. Behavior during stress: how resiliency is demonstrated, repercussions of stress, etc.



Detailed Strengths

A superficial Discovery leaves the youth, family and team with deficits but not the understanding of strengths and culture

The plan is based on the strengths, needs, values, norms, preferences, culture, and vision of the youth, family and community

By building on these strengths, the plan supports who the youth and family are, and how the youth/family will positively progress in life

(Vroon Vandenberg)

Natural Supports



Discovery Organizer (Example)

Need (Expressed by family)	Strengths	Culture	People
Need 1	Strengths related to Need 1	Culture related to Need 1	People who may be able to assist with Need 1
Need 2	Strengths related to Need 2	Culture related to Need 2	People who may be able to assist with Need 2
Need 3, etc.			

Day Two - Activity Three

Discovery process with Mariam

Activity – Day Two
Appendix, page 3

**a copy of Mariam's Discovery is located in
your Day Two Appendix*



Team Engagement and Preparation

- The youth and family select their team
- The facilitator helps the youth and family understand the importance of natural supports
- The facilitator addresses any concerns about involving natural supports and system/agency partners
- Make every effort to ensure all team members participate
- Approach potential team members



Team Engagement and Preparation



- 1 Solicit team membership
- 2 Orient each team member to HFW
- 3 Elicit information about the strengths, needs and culture
- 4 Identify potential conflicts
- 5 Prepare team members for first meeting

Family and Meeting Preparation

Supports youth and family to assure their participation and comfort in the team process

- Meeting time and location sensitive to the needs of the family and youth and other team members
- Discuss meeting goals and concerns
- Discuss key activities



Family and Meeting Preparation

1. Prepare the youth and family

- Jointly develop the agenda
- Prepare to add team strengths
- Prepare for ground rules
- Prepare for team mission

2. Prepare the necessary documents and materials



Facilitator and Team Preparation

Facilitator and Team Preparation Worksheet

Worksheet- Day 2 Curriculum, Page 15:

To help you think through the important parts of the first team meeting



Phases/Activities of the HFW Process

Phase Two - Initial Plan Development

- **Develop a plan of care**
- Develop a detailed Crisis Prevention Plan

HFW Planning Terms

Ground Rules

Youth and Family Vision

Parking Lot

Prioritized Needs

Strength and Cultural
Information

Goals

Concerns

Options or Strategies

Team Mission

Action Steps

Agenda: First Team Meeting

1. Create a welcoming and safe environment for the meeting
2. Determine ground rules
3. Review youth/family vision
4. Create team mission
5. Describe and prioritize needs/goals
6. Brainstorm at least six options based on strengths and culture for the selected prioritized need
7. Choose options and develop specific action plans for the selected prioritized need
8. Check-in with the team about the effectiveness of the meeting, whether additional members are needed and plan for the next meeting



Day Two - Activity Four

Mariam's First Team Meeting Mariam DVD

Skillset Day Two Curriculum,
pages 17-23



Agenda: First Team Meeting

1. Create a welcoming and safe environment for the meeting
2. Determine ground rules
3. Review youth/family vision
4. Create team mission
5. Describe and prioritize needs/goals
6. Brainstorm at least six options based on strengths and culture for the selected prioritized need
7. Choose options and develop specific action plans for the selected prioritized need
8. Check-in with the team about the effectiveness of the meeting, whether additional members are needed and plan for the next meeting



Strengths and Culture Information

- The HFW process begins by adding to the Strengths, Needs and Cultural Discovery (SNCD or Discovery) and identifying strengths of all team members
- Strengths and cultural focus should carry through all team interactions, and used to identify options for the action plans



Ground Rules



Guidelines the team develops that define how the team will function

They include:

- Confidentiality
- Decision making
- Other topics based on team composition and potential challenges

Agenda: First Team Meeting

1. Create a welcoming and safe environment for the meeting
2. Determine ground rules
3. Review youth/family vision
4. Create team mission
5. Describe and prioritize needs/goals
6. Brainstorm at least six options based on strengths and culture for the selected prioritized need
7. Choose options and develop specific action plans for the selected prioritized need
8. Check-in with the team about the effectiveness of the meeting, whether additional members are needed and plan for the next meeting



Vision

Vision defines a mental picture of the future for the family.

Vision is a statement of the positive future of the family.



Mission

- **Mission** clarifies what the team hopes to accomplish
- **Mission** is the objective and purpose for the work being done by the youth, family and rest of the HFW team



Team Mission

The team reviews the concerns and the family's vision and develops a team mission which describes what the team commits to accomplish together:

Developing the mission is the first phase of transforming individuals into a team

Creates a shared understanding of the group's purpose

Engages team members

Guides the team's work

Vision/Mission Examples

Vision: My children are living with me, and I am able to keep them safe at all times.

Mission: The team commits to supporting Marge to learn to keep the children safe, to support a safe transition from group care to home, and to work closely with child welfare to ensure safety.

Tips for Mission Statements

Make it Memorable

- 1 Use techniques to remember
- 2 Be creative and unique
- 3 Review it at every meeting
- 4 Use it as a footer or header for your minutes
- 5 Return to the mission each meeting

Agenda: First Team Meeting

1. Create a welcoming and safe environment for the meeting
2. Determine ground rules
3. Review youth/family vision
4. Create team mission
5. **Describe and prioritize needs/goals**
6. **Brainstorm at least six options based on strengths and culture for the selected prioritized need**
7. Choose options and develop specific action plans for the selected prioritized need
8. Check-in with the team about the effectiveness of the meeting, whether additional members are needed and plan for the next meeting



Concerns (presenting problem)

The team will list concerns that must be addressed if High Fidelity Wraparound is to be considered successful.



Identified Need (long term goal)

Needs are the things that must change for the family to achieve the vision and team mission.

Prioritized needs are the ones the team will address first through the High Fidelity Wraparound plan.

Goals (objectives)

Prioritized needs may be broken down into “baby steps” so the family and team can celebrate often

Goals are the “baby steps” to meet the identified need

These goals are accomplished in two weeks or before the next scheduled team meeting

This helps build their self-efficacy

How large or small the baby steps are depends on the youth and family

Brainstorm Options

- **Brainstormed options or strategies** are different ideas or techniques team members or others might do to address the prioritized needs
- In High Fidelity Wraparound we brainstorm many options based on family strengths and culture
- All options are considered
- The family selects the options that will work best for them



Brainstorming

- All people are not creatively equal!
- Most teams do not brainstorm enough
- Team brainstorming does get easier and moves more quickly over time
- Remind the team about strengths and culture prior to brainstorming so options are individualized to family, are creative, and are built upon what has worked already



Agenda: First Team Meeting

1. Create a welcoming and safe environment for the meeting
2. Determine ground rules
3. Review youth/family vision
4. Create team mission
5. Describe and prioritize needs/goals
6. Brainstorm at least six options based on strengths and culture for the selected prioritized need
- 7. Choose options and develop specific action plans for the selected prioritized need**
8. Check-in with the team about the effectiveness of the meeting, whether additional members are needed and plan for the next meeting



Action Steps



Specific descriptions of:

1. **What** will be done (selected options)?
2. **Who** will do it?
3. **When** will it be completed?

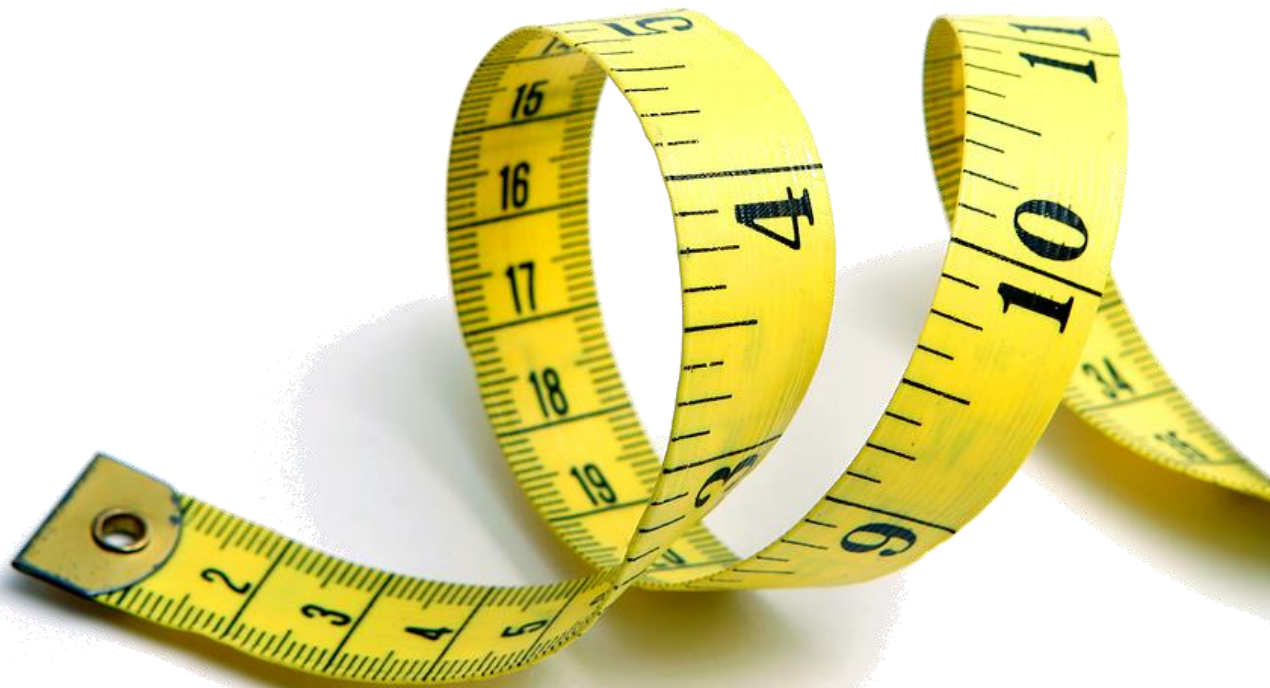
Measurable Strategies

Measurement strategies mark the progress being made by the team at the goal level and the need area

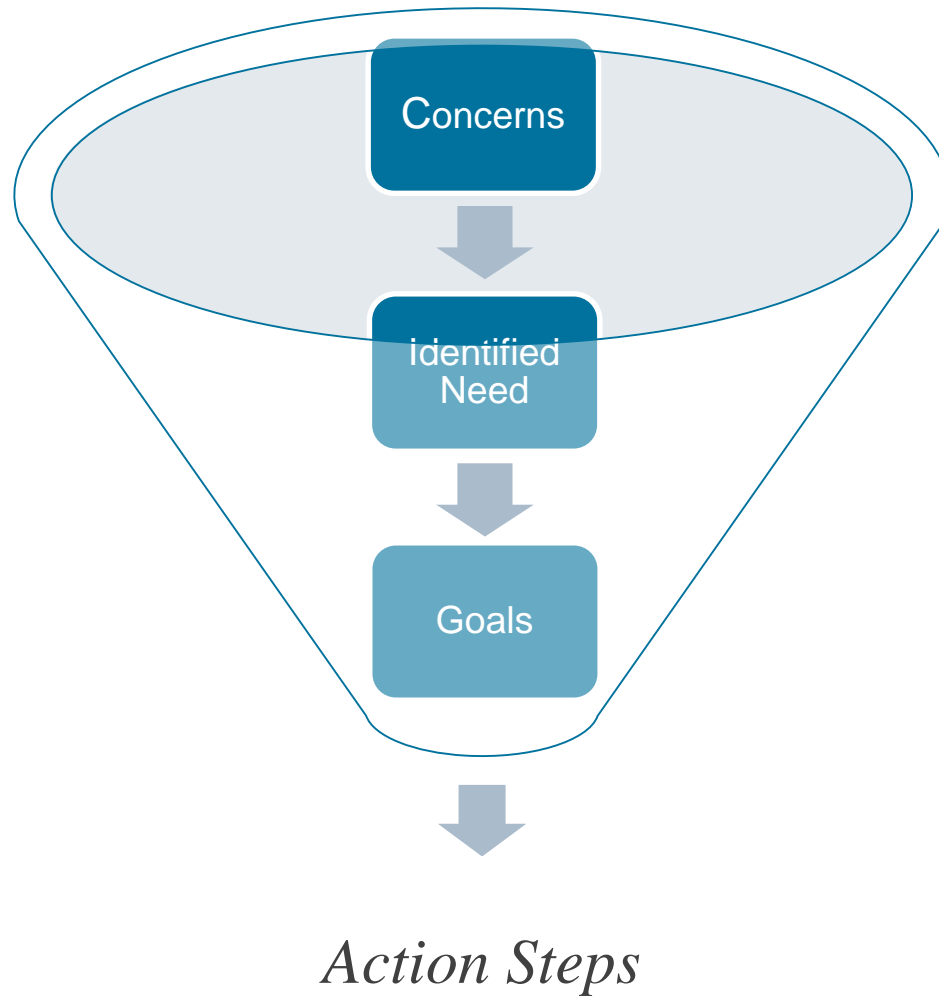
Measurement strategies answer the question, "How will we know the plan is working?"

Measurement Strategies

The measurement strategy shows that the action steps are making progress towards the need.



Breaking Down Needs



Resource!!

First team meeting skillset is in your Day 2 Curriculum, pages 17-23



See If It Works!

- If needed, revise with youth and family as goals and needs change and are achieved
- Add or delete 'needs' as necessary
- Some plans may need to be revised several times before we get it right!

Sample Agenda Day Two Appendix page 11

Discovery Homework

- You will complete a Strength, Needs, and Cultural Discovery (Discovery) for a family you are working with. Please include the domains of their life, follow the guidelines set forth in the training binder, and be creative!
- Please bring one copy of your Discovery to team training on day three. This will be reviewed with the other training participants, so please do not include identifying information.

Discovery Skill Set Day Two Appendix Page 12-15

End of Day Two

- Wrap-Up
- Concerns?
- Questions?

Contact information:

Anna Antell, LCSW

anna.antell@csa.virginia.gov

804.662.9136

