



Wraparound in NH: Family- and Youth- Driven Supports

Presentation for the NH 2016 Conference on School Climate, Culture and Positive Behavior Support

Introductions

- Adele Gallant, Children's Behavioral Health Administrator, SOC Program Manager
- Amanda Donoghue, FAST Forward Coordinator
- Laurie Foster and Heidi Cantin, NAMI NH, Family Peer Support Partners
- Fritz Manson, YOUTH Move NH

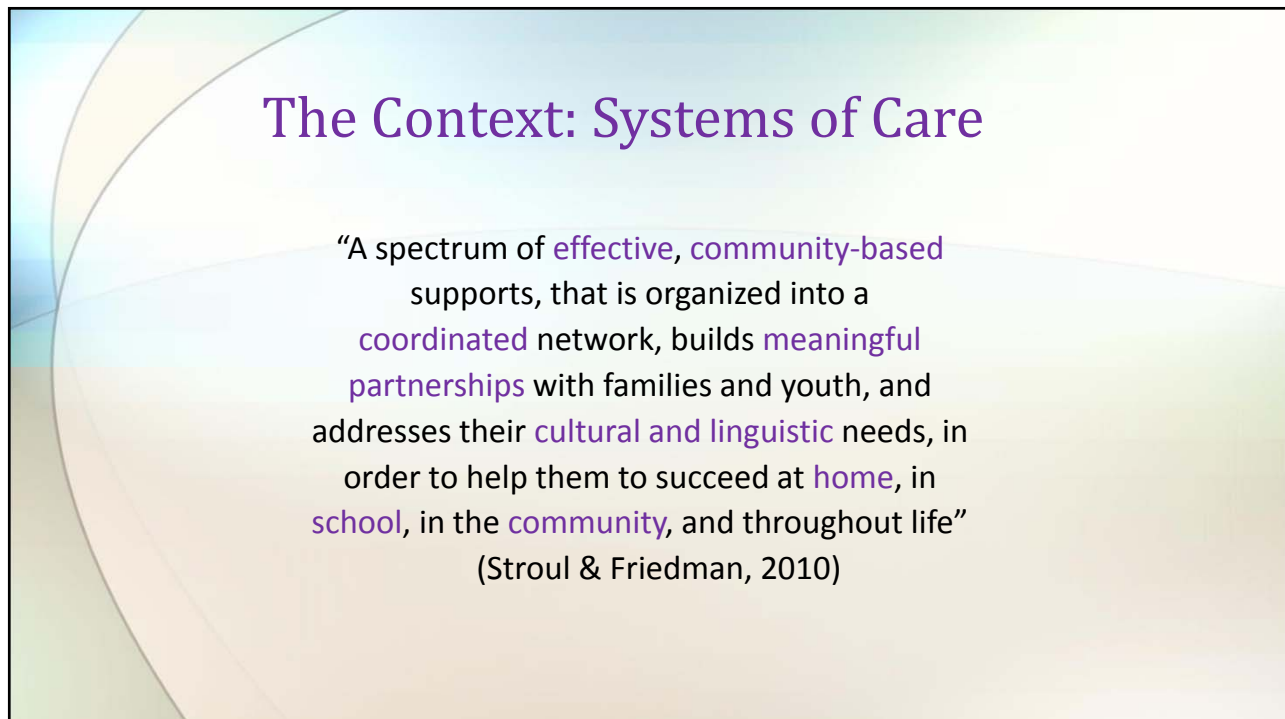
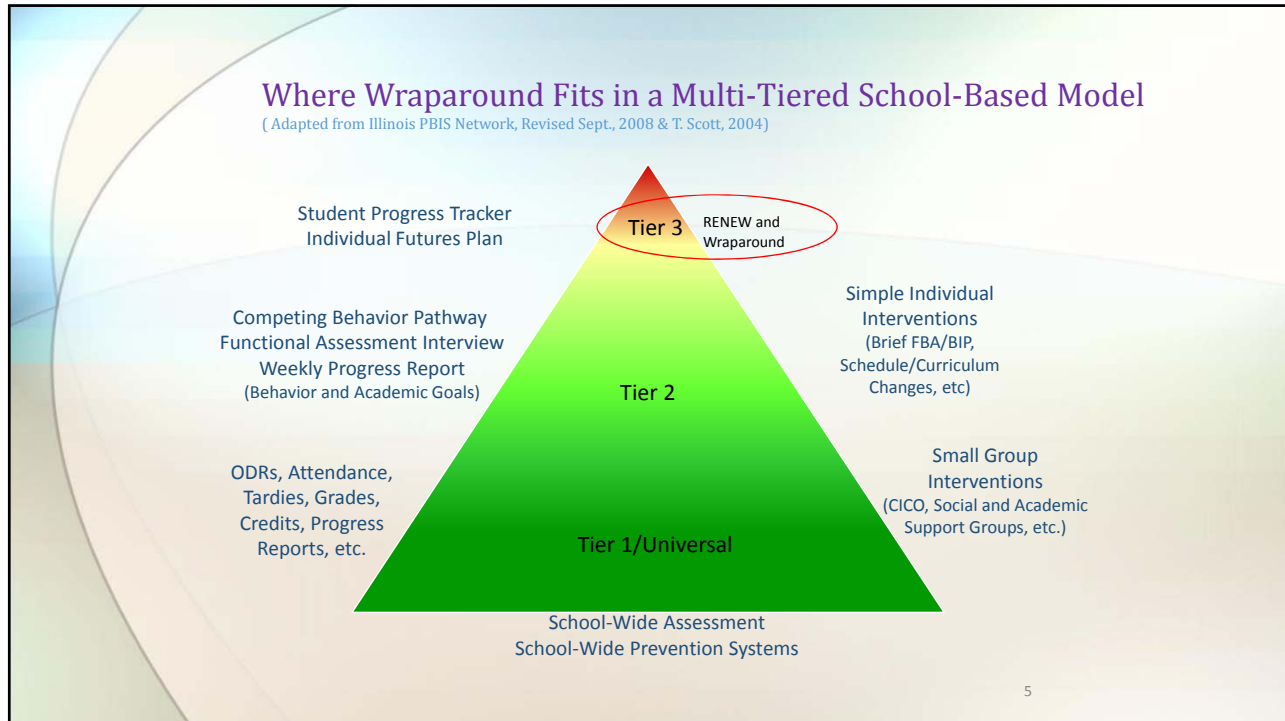
Agenda

- Overview of youth and family driven wraparound
- Values and roles in NH Wraparound
- Case Example

You are concerned about....

Turn to your neighbor and describe a child or youth who you know who is at risk of failing in school:

- Because of attendance issues, behavior problems, anxiety, family stressors, etc.



System of Care Values

1. Family driven and youth guided
2. Community based
3. Culturally and linguistically competent

2010, Beth A. Stroul, M.Ed. Gary M. Blau, Ph.D. Robert M. Friedman, Ph.D. Updating the System of Care Concept and Philosophy

Positive Outcomes of System of Care Development and Implementation

- Increased positive social, academic, and behavioral outcomes and community connectedness for children, youth, and families
- Decreased out of home, school, and community placements (and duration of such)
- Increased caregiver capacity, decreased caregiver strain
- Programs and supports that are individualized to each child and family's culture, strengths, and dreams

(Suter & Bruns, 2009; Bruns & Suter, 2010)

The Wraparound NH Model

Wraparound brings families together with supportive teams **to plan and deliver supports** and services that build on **family-identified strengths and needs**, to help families live together **safely and productively** in the **community**.

What is Wraparound?

- Wraparound is a **solution-focused** process that is **family and youth driven**.
- Wraparound connects families to supports and services in their communities, and always includes a mix of **natural and formal supports**.
- Wraparound includes access to **family/youth peer support**.
- Wraparound is a process that respects families' **culture** and values.
- Wraparound is led by a **trained** facilitator.

Wraparound is NOT:

- A **specific set** of services offered
- A **typical** team meeting
- Any meeting held without family or youth
- An immediate or **quick** solution
- A **crisis** intervention or response
- A **standing** interagency team

NH Wraparound Framework

4 Phases of Wraparound

- Hello: Initial contacts of welcoming and setting the stage for “engaged enough”
- Help: Agreeing on, providing and delivering a range of interventions, services & supports
- Healing: Modifying initial helping activities to produce family report of healing
- Hope: Future oriented activities designed to sustain family experience of hope

Framework



June 14

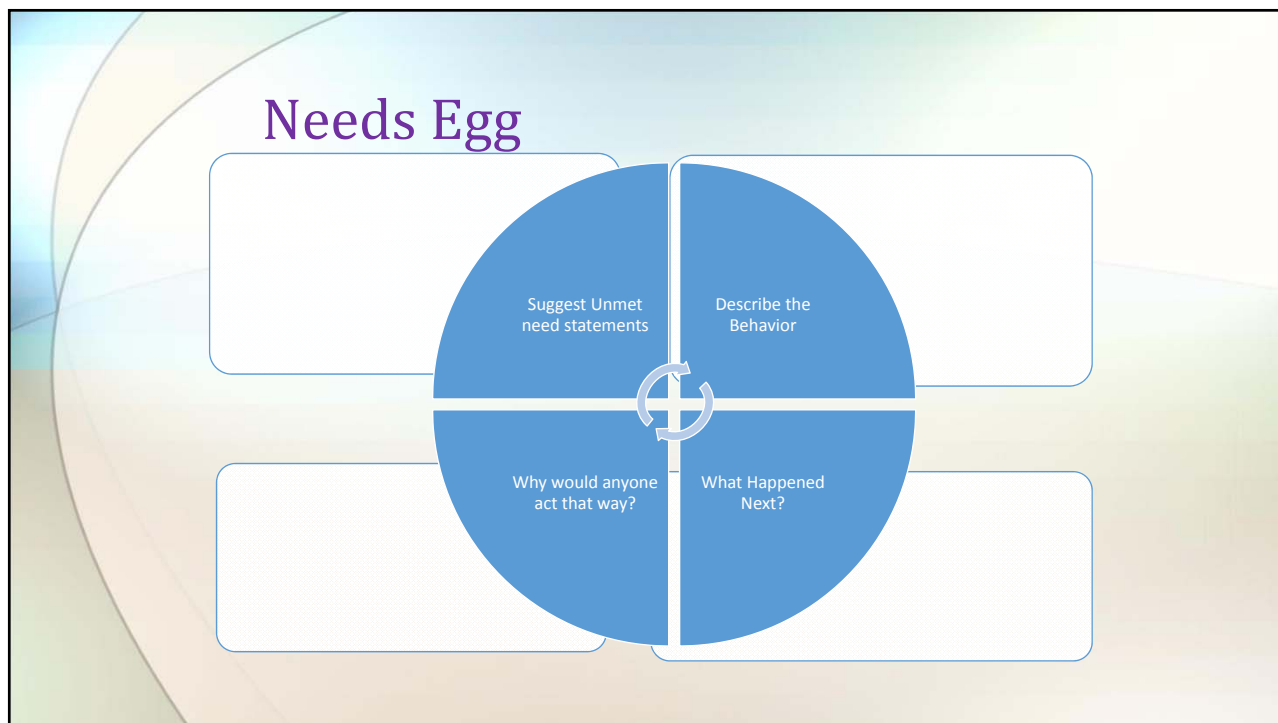
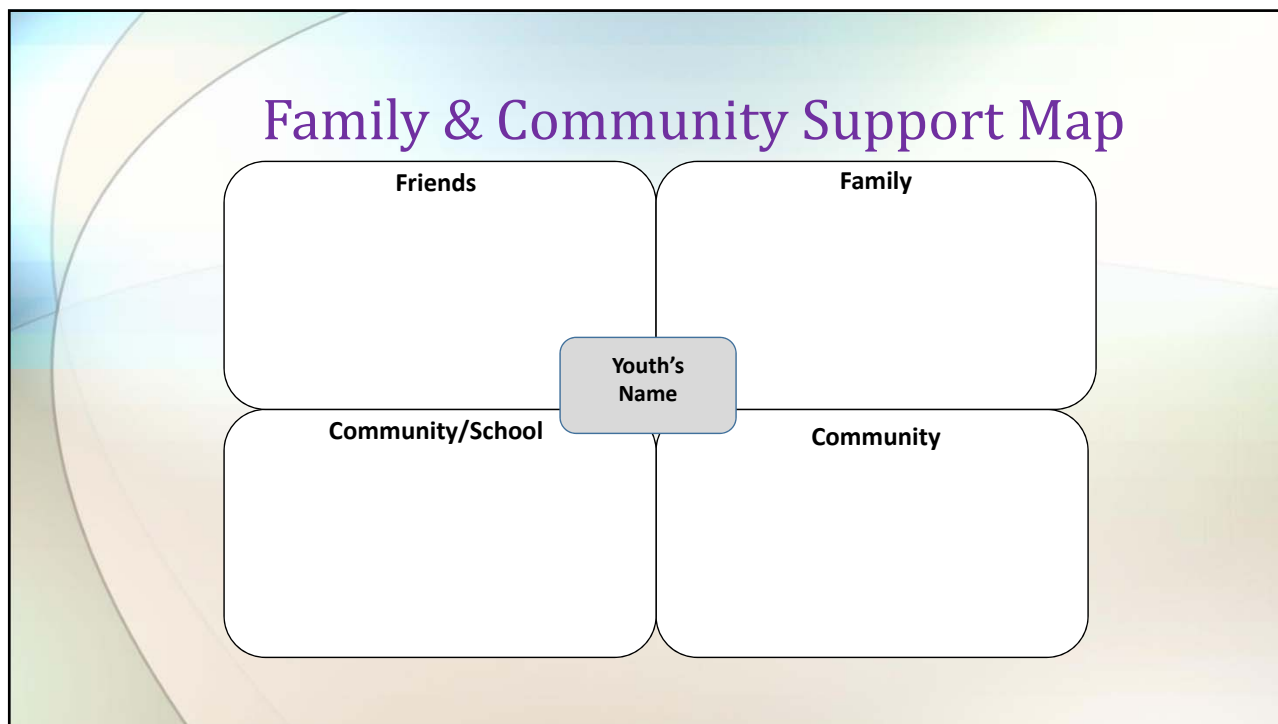
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Case Example

- 12 year old youth
- Adopted at age 6
- SED diagnoses with the primary diagnosis of Reactive Attachment Disorder
- Difficulty participating in extra-curricular activities and socializing with same aged peers
- Sleeping in parents' room
- Physically aggressive towards sibling that is developmentally disabled
- Physically aggressive (scratching) to peers during unstructured times (at home and school) or when unsupervised.
- Multiple suspensions, hiding from teachers, difficulty in some classes.
- Instigating/ knowing the difference between right and wrong.
- Parents explained at times, "The 6 year old gets in the way of the 12 year old."

Phase 1: "Hello"

- Involves a sense of being welcomed which sets the stage for enduring equal partnership.
- Hello conveys the experience of being greeted and appreciated that families deserve to feel as they enter Wraparound.
- Provides comfort while quickly gathering enough information to assemble a helping response on the foundation of the initial greeting.



Phase 2: “Help”

- Families are usually more interested in getting help than in a completed plan.
- Build a team, identify team member strengths and roles, decide what to work on, develop strategies.
- A Child and Family Team is not the intervention but is the way that decisions get made about the range of interventions.

Phase 3: “Healing”

- Healing is the restoration of the family's sense of **health and wholeness**, as they **take charge** of identifying, accessing, and utilizing the **supports and services they need**.

Phase 4: “Hope”

- Hope begins to happen when the family’s underlying needs are being met and the family’s vision is realized.
- When the right supports are in place and the family feels they are no longer in need of a formal wraparound process, then transition planning and commencement happen.

Weaving the Phases Together

“Just as hello isn’t something that only happens at the outset of the arc of care, hope isn’t confined to the closing moments. Hello should kindle and nurture hope throughout the course of the process.

Help should be delivered in the context of a powerful optimism designed to increase expectancy on the part of all team members as well as families.

Healing should be recognized throughout the entire process of Wraparound as a way to acknowledge and celebrate gains and set the stage for a future of possibilities” –Pat Miles, 2014

A4

FAST Forward NH Project Critical Roles: Wraparound Coordinators

NH Wraparound Coordinators in the Fast Forward Project (2012-2016):

- Works with families to establish wraparound teams, hold initial meetings with families, facilitates wraparound meetings and performs care coordination, facilitates referrals to other supports and services, develop crisis plans, facilitates the development of the family's vision and plan of care, collaborates with Family and Community Support Specialists, collects data and completes required documentation.

FAST Forward NH Project Critical Roles: Family Peer Support Specialists

- **Member** of the youth and family team; supports and coaches the family in the wraparound process; assists family to identify, prioritize, and articulate their goals and needs.
- Ensure that the **family's culture** is respected; provide peer to peer support that will include helping the family learn how to navigate within the system; and work with the family to share their voice in a positive way.
- Fosters a sense of resilience and hope within the family.
- Provide families with information about and connect them with natural supports and resources.

A4 Coaches role?
Author, 1/13/2016

FAST Forward NH Project Critical Roles: Family Peer Support Specialists (continued)

- Brings “lived” experience to the team
- Coaches and empowers the family to find their own voice in the process
- Provides resource information and connects the family with support activities
- Ensures the family’s culture is respected
- Helps family identify strengths and natural supports



NAMI New Hampshire

**F.A.S.T. Forward
Expand “Family to Family”
Support, Education and Leadership Training**

**+ 1:1 Support-Wraparound
+ PMC Family Education Program
+ Family Leadership Training**

**Identify, recruit and provide on-going
technical assistance
to family leaders serving on a wide range of
activities on
the local, state and national levels.**

Youth Leadership and Development of Youth Peer Support Granite State Federation of Families for Children's Mental Health

| Individual Level: Training and Support | System Level: Training and Support | Leadership |
|---|---|---|
| Training for youth to drive their own planning | Youth Move Orientation, Focus Groups | Youth Voice and Perspective to Systems Change Efforts |
| Group Forums for Individual Support and Connections (YM and RENEW Facebook) | "Strategic Sharing" "What Helps What Harms"- YM National Social Marketing Initiative | Conference Planning and Co-Hosting: Youth Track Development |
| Development of 1:1 Youth Peer Support Model | Training and Recruitment of Youth for Action in Systems Change | Support and technical assistance to emerging youth leaders across systems |

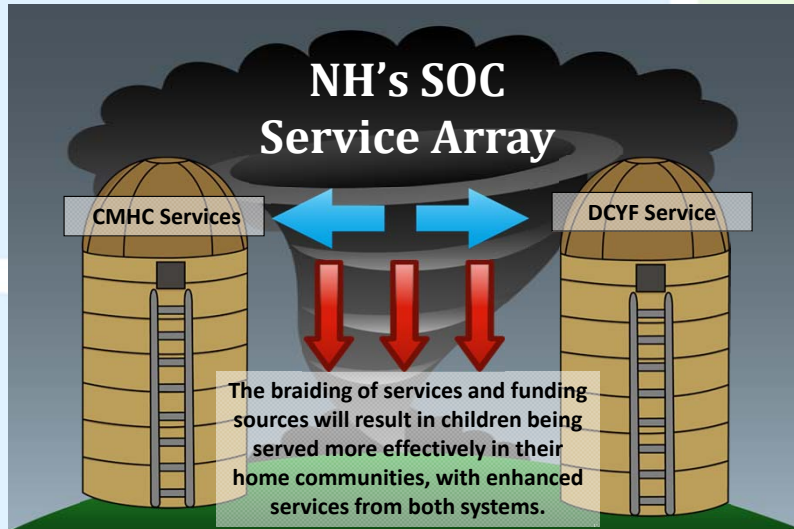


FAST Forward NH Project

- 4-year System of Care project funded by the federal Substance Abuse and Mental Health Services Administration (SAMHSA)
- Goals:
 - Establish family/youth-driven wraparound in NH
 - Establish a funding, policy, and systems administration to support System of Care and wraparound development in NH

Breaking Down Silos

For NH's Top-Tiered Children in Need of Mental Health Services



FAST Forward- System of Care Service Array

- Enhance and expand traditional service array
- Develop new, non-traditional supports
- Natural, unpaid, community based supports
- All team members commit to developing natural community supports and connections

NH System of Care

Individuals in FAST Forward have access to a full service array:

Reimbursable through CMHC Medicaid Program:

- Assessment and diagnostic evaluation
- Outpatient therapy: Office based, individual, group and family therapies
- Medication management
- Psychiatric/medication consultation
- Functional support services
- Case Management
- Crisis intervention;
- Outreach support to children and their families, both in their homes and in community settings
- Sexual offender assessments and treatment; and
- Specialty services for the treatment of attachment disorder.
- Substance Use intensive outpatient treatment
- Substance use disorder support services

Provided by Fast Forward Grant:

- Care coordination
- Wraparound facilitation
- Stipends for team members participating in wraparound meetings
- Family Support, Leadership and Education
- Youth Peer Support, Leadership and Education
- Customizable Goods and Services

Provided by ACT Projects:

- Mobile Crisis intervention –Assertive Community Treatment (ACT)

NH System of Care Service Array

Reimbursed for FAST Forward Program through DHHS infrastructure:

- Community Youth Mentor/behavioral aide service
- Therapeutic Day Treatment: after school programs
- ISO in home supports
- Home Based Therapeutic Support
- Child Health Support/Parent Aide
- Respite Services
- Therapeutic Foster Care: ISO foster care
- Residential Treatment (stay less than 14 days)

Questions?

Partners



Institute on Disability/UCED



NH Department of Health and Human Services

