National Wraparound Initiative Advisory Meeting
June 22, 2005

Summary of Shared Themes
Small Group Discussions on Dissemination Kit and Strategies

Key Points from Janet’s group:

Gift box: Need to have products that are appropriate for where a system/community is, developmentally, and to help them get over the various “speed bumps” that are points in development that things can fall apart. There are lots of different people who need to get on board. A central need is supports for getting families to the center of things and building their capacity because if wraparound is going to work they need to be the ones who are holding the system accountable and bringing the community together.

Implementation guide/Dissemination: There was discussion of whether or not there should be an effort to certify wraparound programs—“If we don’t do it, someone else will...” However, no clear consensus on how this would happen. Possibly through certifying supervisors, since staff turnover is so high, or self-assessment, certify organizations that meet certain fidelity/outcome criteria, or certify people at different levels: novice, practitioner, expert, mentor.

Key Points from Nancy’s group:

Gift box: Communities need some way to get family and youth voice to the forefront at the beginning. Communities need access to what works: examples of great plans or strengths discoveries; tools; some way to get to the moral values; knowledge about how to access resources in the community; mentorship/expertise, perhaps from experienced community; stories of personal experience; ways to get people up to speed with new skills like conflict resolution and other core skills; piles of MONEY!

Implementation guide/Dissemination: Guide should be useful, available, handy, and practical. Work with partners: TAP, universities (get them to teach skills/practice of wraparound).

Need some sort of intensive training or mentoring for facilitators to practice prior to working—possibly certification. And/or coaching as a means to get there. Supervisors need hands on experience with wraparound, learn by doing it. Supervisors need mentoring/coaching too, or even more. Communities need guidelines about how to put together training/supervision/coaching.
What goes in the ‘box’ of implementation supports? (Trina’s group):

- A list of services – not just current offerings in the community but all the possibilities that might be considered (evidence base or other data about their effectiveness and about which populations they work for)
- A video (tape or CD) of John or Jim (or others) doing a wraparound session
- Youth and family members (on tape or CD)
  - giving an orientation to the wraparound process
  - talking about their expectations of the process
  - talking about cultural and linguistic perspectives as well as how differences in socio-economic status, age and development stage, influence their perspective
- Guidelines for deciding who should be on the team and what the minimum membership should be
- A check list to track tasks to make sure all aspects of the process have been addressed
- Role descriptions for all kinds of folks – both formal and informal positions – including
  - why each role is an essential part of the process
  - how much each person is expected to participate (time)
  - what are the expectation of each role
  - what responsibilities are specifically assigned to each role
  - what limitations are they for each role
- Guides to hiring and supervising team members
- Guides to engaging and educating families
- Quick overviews of evidence-based practice
- Tools for families and youth
- Family guide
  - Youth guide
  - Organizing tools such as folders or binders with sections to keep various documents, track appointments, keep notes
  - Links to natural networks
  - Strategies, incentives, and peer supports to engage youth
    - Develop the youth ladder
    - Include lists of what youth are doing that works
    - Identify where the youth groups are
- Tools for management
  - Templates to feed data on core measures into a central (national) database from which reports could be generated of local interest including benchmarks
  - Strategies for funding
    - public and private funding sources
    - don’t rely only on Medicaid
    - strategies for getting wraparound into the benefit package
  - Confidentiality forms, policies, and interagency agreements
- Administrative support tools
- Lists of experts and individuals with specific experience to call in when you need help

- **Tools for the community**
  - Self-assessment guides to determine readiness for wraparound and guide development of an implementation plan
  - Framework for describing the organizational and community context
  - Fidelity measurement tools
  - Marketing tools to sell it to policy makers and funders outside the mental health system

**What goes in the ‘box’ of implementation supports? (Eric’s group):**

**Tools at the Community/System level**

- Interagency agreement template.
  - Before people use a sample agreement, there should be a process they have gone through to share resources.
- Structure – system and program conditions.
  - An orientation and training overall system and agency level of support required to do quality wraparound.
- Good research on how system change occurs
  - E.g., “Tipping Point” research – Malcolm Gladwell
- Agreement to what it is and where you are going
  - “Get on the same page:” A shared vision, articulated in a way everyone agrees to it.
- Clout, knowledge and passion in leadership.
  - Ron Heivitz speaks to leadership.
- **Building Systems of Care** monograph – it is easy to read and helpful.
- Data for population
  - What does a community need to collect to convince partners.
- Social marketing plan.
- Case studies of high-end kids, costs and where money comes from.
  - Back page what it will cost with community-based services in play.
- Funding strategies to support implementation for wraparound.
  - Where you are spending dollars now.
- Data system sharing – look at other systems.
  - These are the elements you need in a data system. Examples of MIS and data tracking.
  - Development of a database and elements you might want to include.

**Tools at the team level:**

- Sample team agreement
  - What to expect, roles, strengths, reading documents, etc.
- Information one-pager to give to families and other team members.
- Everyone on team should have the family guide.
- Family participation at all levels connected to the interagency agreement.
(What would it be like for facilitators if they didn’t have interagency agreement)

• Template for writing a wraparound plan.
  o Probation, education, social services, mental health and youth. How will they collaborate?
  o Template talks about community advisory boards, how review wrap plans, advisory capacity to ensure wraparound. How involve parent partners.

• Team training based on what makes for an effective team
• Instrument to measure team composition, structure and cohesion.

**How do we disseminate and implement what is in the box? (Trina’s group):**

- Build wraparound into SIG requirements
- State with a few locations willing to implement it and share their data in a national pool
- Hold a competition to select locations to test the tool kit (Allow communities to test a specific portion of the kit or the whole deal)
- Regenerate a national wraparound conference
- Direct marketing to agencies such as networks of foster care provider organizations
- Roll out at the training institutes
- Interest universities in training personnel on wraparound and marketing their students
- Education the United Way and other foundations – interest them in funding studies of fidelity and effectiveness
- Promote at the FFCMH conference
- Give youth funds to develop a video that promotes wraparound from their perspective

**How can the NWI support implementation? (Eric’s Group):**

- NWI serves as a resource clearinghouse.
- Support coaching and modeling.
- Guide communities to do feasibility/readiness assessment:
  - Is this right for you? Not every agency “right” for wraparound.
- Peer review of materials
- Certification process.
- Support to high-quality Supervision
- Support to Training, education, certification.
- Support coaching and training by people who know what they are doing.
- Integration into higher education.
  - Develop University sponsored trainings for supervisors.
  - University graduate programs training students utilizing IV-E match.
- Certify trainers who become ambassadors.
  - Have training standards.
- Support contracts and regulations that tie-in to competent practice
- Support lobbying and advocating for change at legislative level.
- Have a Training Institute!

**Overall important themes from the day:** Need tools, also need to know more about what the skills are and how to teach them. Need more knowledge about how to get family/youth active participation beginning from the earliest phases of implementation.