Nevada PEP Family Support 360 Center

FAMILY NAVIGATOR ROLES AND ACTIVITIES IN
WRAPROUND SERVICE COORDINATION*

PHASE 1 ENGAGEMENT AND TEAM PREPARATION

The family navigator has a collaborative relationship with the wraparound facilitator. Together they establish mechanisms to keep each other informed.

1.1 Orient the family and youth

1.1a. Orient Family and Youth to wraparound service coordination

1. Educate family about wraparound
2. Listens to family, builds trust, shares own experiences
3. Learns about family support needs
4. Establish role for family navigator based on needs
5. Links family with support groups and other organized activities
6. Helps family gather and organize child’s documents

1.1b. Ethical and Legal Issues

7. Educates the family about the process of informed consent
8. Educates the family about system mandates, court proceedings,
9. Educates family about mandated child abuse from a family perspective

1.2. Stabilize Crises

1.2a. Immediate Crisis concerns

10. Meets with facilitator and family to discuss immediate crisis concerns
11. Helps family identify immediate strategies resources to help family stabilize (i.e. food, shelter)
12. Helps family view past crisis/safety concerns from other team members perspective and helps them communicate this, keeping in mind trigger for mandated reports.

1.2b. Elicit information from agency representatives and potential team members regarding immediate or potential crises

13. Helps family define crisis or safety concerns including triggers
14. Clarifies how others on team might view crises that could trigger an abuse/neglect report

15. Helps family communicate potential crises to team

16. Helps family identify both formal and informal supports that have helped with crises in the past, and how to engage them again.

1.2c. If immediate crisis response is necessary, formulate a response for immediate intervention and/or stabilization

17. Makes sure the family feels the planned response can be implemented or helps them express any concerns

1.3. Facilitate conversations with family and youth/child

1.3a. Explore strength, needs, culture, and vision with child/youth and family

18. Learns about family strengths, natural supports and potential team members through home visits and other contacts with family

19. Helps the family prepare to talk about this comfortably, reframe negative concerns, and manage their emotions to make this process respectful.

20. Helps family write their presentation if necessary, role play, and practice effective communication

21. Helps family understand and accept child’s participation if age-appropriate

22. Asks family if they need support with school issues, court issues, and appointments for health/mental health.

23. Provides the family with information about their education, mental health and other system rights and connects to expert advisors if necessary.

24. Monitors language and attitudes of all team members to promote family friendly atmosphere

1.3b. Facilitator prepares a summary document

25. Works with the facilitator to help summarize the strengths, needs, culture and vision of the family

26. Reviews the document with the family to make sure family understands and agrees with it.

1.4. Engage other team members

1.4a. Solicit participation/orient team members

27. Helps family decide who should be on their team
28. Helps families invite individuals to be on team and explain their responsibilities

29. Acts as a role model to other team members in encouraging family voice and choice

30. Acts as a bridge builder by encouraging understanding and respect among team members

1.5. Make necessary meeting arrangements

1.5. Arrange Meeting Logistics

31. Collaborates with facilitator to make sure all meetings are help at a time, location, manner comfortable for family.

32. May collaborate with facilitator to send out meeting notices, reminders, and identify need for child Supports for participants (child care, translation, etc.)

33. Works with facilitator to build meeting agenda and consider refreshments for meeting.
PHASE 2: INITIAL PLAN DEVELOPMENT

The family navigator collaborates with the wrap facilitator to establish the trust and mutual respect necessary for the team (including the family) to function.

2.1. Develop an initial plan of care

2.1a. Determine ground rules

34. With permission, attends first care planning meeting after discussing best way to support family

35. Encourage family to: (1) participate in setting ground rules; (2) express strengths, vision, and needs; (3) describe family’s cultural, spiritual and moral belief; (4) contribute to development of realistic strategies

36. Encourages family to speak up and say not when they do not agree

37. Ensures the family’s perspective is visible by asking questions of the family as the plan evolves

38. Encourages facilitator to use visual tools to illustrate the plan as it develops

39. Helps other team members understand and feel comfortable with the principles of family voice and Choice

40. Agrees to take responsibility for follow up tasks that are compatible with their role

41. Shares OWN experiences to help the team think “outside the box and creatively

42. Asks the family questions to confirm that the plan is workable for them: (1) Is it flexible enough to meet the your changing needs? (2) Does it incorporate needed natural supports; (3) has your voice been heard; (4) Does the plan incorporate needed formal and clinical services; (5) Is the plan’s financing realistic?

2.1b. Describe and document strengths

43. Explains to team why strengths are important, how to recognize them, and gives a personal example

44. Works with family to see how family, team and community strengths can be use to address needs

2.1c. Create team mission

45. Helps family express changes in their vision for the future to their team

46. Makes sure the team mission incorporates family and youth perspectives, abilities, and
preferences.

47. Makes sure the family understands that their team’s mission may need to be revised with family changes.

2.1d. Describe and prioritize needs/goals

48. Help family determine their priorities and express them to team

49. Helps family understand some needs will be attended to later.

50. Helps the family learn the phase of the wraparound process, especially difference between traditional and natural supports

2.1e. Determine goals and associated outcomes and indicators for each goal

51. Helps family talk about whether the goals will meet their needs and are realistic; helps them express any concerns

52. Helps family actively participate in choosing how progress will be track and how they will participate in collecting data

2.1f. Select strategies

53. Coaches family to speak about how practical each proposed strategy is and to talk about what has worked or not worked in the past.

54. Supports other team members in understanding the family perspective

2.1g. Assign action steps

55. Encourages team to assign tasks to natural supports that will result in quick progress

56. Helps family assess which tasks they can take on

2.2. Develop crisis/safety plan

2.2a. Determine potential serious risks

57. Encourages family to draw on past experiences and knowledge that could trigger a crisis

58. Helps the team work with the family to think about what may happen that would request a crisis/safety plan.

2.2b. Create crisis/safety plan
59. Explains to family and team specific responsibilities and limitations on their role in responding to Crises

60. Encourages family and team to talk with youth, when appropriate, to help identify effective Strategies

61. Actively questions proposes responses to crisis to ensure that the crisis/safety plan will be used by the family

62. Makes sure the family has a copy of the crisis/safety plan and know where they will keep it

2.3. Complete the necessary documentation and logistics

2.3a. Complete documentation and logistics

63. Reviews initial written plan with family to make sure they understand, it reflects their own words and what they expect from it.

64. Helps family strategize how they will work with team if changes are needed

65. Helps family organize important paperwork and plans
PHASE 3: IMPLEMENTATION

The family navigator maintains a strategic partnership with the facilitator. Together they ensure everyone on the team is comfortable with the process and their responsibilities, encouraging team decision-making in an open atmosphere where everyone, especially the family, has all the information needed to participate and make decisions.

3.1. Implement the wraparound plan

3.1a. Implement actions steps for each strategy

66. Carries through on action steps they have agreed to take on.

67. Mentors and coaches the family towards self-empowerment and independence, including:
   (1) Accompanies family to school or other meetings, or court appearances as requested; (2) Invites families to support groups and other group family activities; (3) Encourages family to contact their various providers as questions/concerns emerge; (4) Cheer on family as they make accomplishments; (5) Help family monitor plan implementation

68. Practices communication skills with families if necessary and works out barriers family may have in communicating with team members or providers.

3.1b. Track progress on action steps

69. Between meetings, checks with family to see if they are completing assigned tasks and provide additional support to family and their informal supports if needed.

70. Encourages family to contact team member(s) if things are not going well

3.1c Evaluate success of strategies

71. Encourages team to present data in a way that is meaningful and understandable to family

72. Encourages family to ask questions, provide own views on progress, and actively participate in team.

3.1d. Celebrate successes

73. Encourages team to honor family's effort in a culturally relevant and meaningful way

74. Highlights family and team accomplishments in achieving goals, including small steps
3.2. Revisit and update the plan

3.2a Consider new strategies as necessary

75. Reviews what parts of the plan are working or not working in each family contact

76. Encourages family to request a team meeting if the plan needs adjustment and/or there are frequent crises.

77. Assists and supports family in bringing updates back to their team to identify barriers and identify improved strategies. Encourages family to share feelings and experiences with the team.

3.3. Maintain/build team cohesiveness and trust

3.3a. Maintain awareness of team members’ satisfaction and “buy-in”

78. Coaches family in ways to keep team conversations respectful, non-adversarial and collaborative, Even in difficult times using active, nonjudgmental listening

79. Helps family learn ways to better communicate with the team and voice their concerns or conflicts.

80. Collaborate with other team members to help them stay engaged, use and adapt the plan, and develop better ways to communicate with the family.

3.3b. Address issues of team cohesiveness and trust

81. Models for team how to reframe an issue to facilitate collaboration, how to be patient, and how to be strengths-based

82. Helps team review Principles of Wraparound and examine how their actions can build trust, cohesiveness and collaboration to achieve shared goals

83. Encourages family/team members to bring issues when they can get supports to resolve conflicts

3.4. Complete necessary documentation and logistics

3.4a Complete documentation and logistics

84. Reviews updates to written plan with family to ensure that it reflects their own words and expectations. Helps family strategize how to work with team if they have concerns or need modifications.

85. Helps family to organize and preserve important papers and plans.
86. Participates in interviewing families for evaluation purposes.

PHASE 4. TRANSITION

The family navigator focuses on making sure the family is well prepared for transition, is connected to necessary supports, and has the skills and knowledge they need to feel comfortable and capable of getting help without the formal support of the wraparound team in the future.

4.1 Plan for cessation of formal wraparound

4.1a Create a transition plan

87. Help family review their plan and determine if desired outcomes have been achieved.

88. Assesses family’s comfort level with transition and encourages self-advocacy if there are concerns

89. Helps the family identify the advocacy and other skills they have learned, included the use of natural supports and/or other services for crises

90. Supports creation of a transition plan and resource list the family can store and use

91. Continue to provide supportive contact after formal wraparound has ended

92. Encourages family to join a family-run organization where they can give as well as receive ongoing support.

4.1b Create a post-transition crisis management plan

93. Encourage family to call and facilitate their own team meeting if needed

94. Ensures the family has a crisis plan they can implement, to include how to quickly contact resources

4.1c Modify wraparound process to reflect transition

95. Helps family assume responsibility for self-advocacy and facilitation of own team. Provides support when difficulties arise.

4.2 Create a “commencement”

4.2a Document the team’s work

96. Ask the family how they would like to celebrate
97. Participates in planning the event

98. Ensures family has collected all important plans and paperwork in an organized way

**4.2b Celebrate success**

99. Encourages family to participate in the celebration or find an alternate way to acknowledge success and closure.

**4.3 Follow-up with the family**

**4.3a Check-in with the family**

100. Continues phone or face-to-face contact to check in with the family

101. Continues to connect family with support and information through events and newsletters
