Better Endings: Hope & Wraparound

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Wraparound as Phases

- Provider View
- Tried to “chunk” Wraparound down to manageable parts
- Attempt to make Wraparound more than a meeting
- Easier to remember than 8-10 steps
- Moving from “do you have the values” to “are you doing the practice?”
- Create a structure for measurement
  - Things happening outside of team meetings were impacting fidelity ratings of team meetings
Emergent View: Family Focused Stages of Wraparound

• Focused on the family’s experience of Wraparound
• Move away from a product view (compliance) to an outcome focused (impact)
• One builds on another
• Timing is focused on family’s experience versus funding structures
• Requires multiple opportunities for family input to drive design
• From rigid process to fluid process

Big Idea of Hope Stage

*Having a sense of confidence that you could do what must be done associated with a sense of competence that you can actually do it... no matter what challenges are in front of you.*

• The Hope Stage: What’s the Frame
  • Does the family have an increased sense of:
    • Confidence: that they can respond to what comes next?
    • Connection: that they know where, who or what they can turn when next occurs?
    • Competence: that they know what works, what doesn’t?
    • Capacity: to influence what happens next?
  • Do team members have a sense of:
    • Progress: in terms of the initial conditions
    • Adaptability: ability to recognize what interventions they built?
    • Logical: can identify interventions that produced different results?
Transition Versus Hope

**Transition**
- Focus on ending
- Driven by system rules
- Creates a range of challenges
- Timing to goodbye

**Hope**
- Have you produced enough hope to get by
- Focus on results with families
- Encourages a framework for “good enough”

Summary of How to Do Wraparound

- Reliability matters: Follow Wraparound footsteps in moving forward
- Results matter: Use Wraparound as a way to produce outcomes and a sense of hope rather than getting bogged down in the details.
- Responsibility matters: Take the time to learn and digest the purpose behind each stage of wraparound
So How Does it Work?

Starts with a situation: "We Don’t Know What to Do" or “we think if do what we do it won’t work.”

Family is referred to someone who takes responsibility for making Wraparound happen. Initial outreach.

Wraparound people reach out to family & others to get the story & search for strengths & needs. Assess & respond (superficially) to immediate risk.

Family and other team confidence increases. Wraparound people schedule a series of team meetings to forecast future need and equip folks with resources they need.

Team members follow through on agreements. Team meets 2, 3 or 4 weeks out from first meeting. Is it working? Should you keep doing it, stop doing it or change it. Everyone leaves with a little different job.

Wraparound people host a team meeting somewhere between 3 and 28 days to review strengths, needs & start creative brainstorming. Everyone leaves with a job.

Rinse, Lather, Repeat. Outcomes are reviewed and striking a balance between team meeting and individual team member doing.

Formal Wraparound Team meetings end. Ongoing services may continue along with incidental contact.

Hope Stage: Families Deserve To

• To have a sense of hello rather than goodbye
• To feel connected to others rather than abandoned
  • To know what team members they will stay connected to after this over
• To know that they can manage what comes their way
• To see that things may turn out their way
• To be recognized for what they have accomplished
• To have a sense of their own resiliency rather than a focus on readiness
Timing & Wraparound

• Each stage has to be right timed to assure that families get the help they need to produce healing in order to assure that they can return to a hope filled life
  • Hello Stage: Lasts no more than 30 days but must move from welcome to action within that time
    • Moving to help can happen quicker than 30 days and should if things are extreme
  • Help Stage: Lasts from 1 to 3 weeks, involves moving the team from reflection to action
    • Involves summarizing information and then starting a plan of action
    • Help begins when the first new action occurs
  • Healing Stage: Typically lasts from 8 to 13 months, starts as you move from the first action to the smart action
    • Involves reviewing what you’ve done for result and modifying based on facts
    • If you end up longer than consider modification
  • Hope Stage: Lasts from 30 to 60 days with an ideal of 45 days, though everything builds towards hope meet more, plan more, prepare more
    • Involves setting a target for family health, wellness and recovery
    • Increase frequency for preparation rather than slow reduction,

Timing and the Hope Stage

• Stage in Wraparound lasts from 30 to 60 days
  • Too long causes tension and extra staff for family
    • “The family is sabotaging the transition plan”
    • “We know it’s time to go but no one will agree”
  • Too short causes abandonment
    • “If we stop doing this, no one will notice we’ve left”
    • Reactive approach versus proactive

• Meetings increase to as many as once per week or as few as every other week

• Focus is on the future and life planning rather than the past and what wraparound has accomplished
Wraparound the Hope Stage

• Involves activating the team to consider the future
  • Start by exploring hopes and fears
  • Plan and set up strategies to manage fears while building on hopes
  • Establish a sense of
    • Connection
    • Confidence
    • Competence
    • Capacity
  • Sets resources in place by following a Wraparound planning method
    • Strengths, needs, strategies, outcomes
  • Increases frequency of meetings and activities as preparing for life

What Needs to Happen During the Well Constructed Hope Phase

• Introduces concept of planning to support increased hopefulness
• Increases frequency of team meetings to review next steps
• Solicits all team members sense of progress
  • Charts sense of met need & possible futures
  • Reviews benchmark information
• Has team discuss what life would like after Wraparound
  • Defines each person’s hopes for the future
  • Defines each person’s fears for the future
  • Reviews underlying context/conditions that brought family to the system in the first place to determine if situation has changed
• Prioritizes those items of concern for planning and resource development
  • Identifies who else can be involved
  • Facilitates approach of “post-system” Wraparound resource people
  • Creates or assigns rehearsals or drills with a “what if” approach
• Identifies what team members will continue to communicate
  • Formalizes structured follow-up if needed
• Creates a commencement ritual appropriate to family
Planned Transition & Team Meetings

FREQUENCY OF MONTHLY MEETINGS

Rapid Reflection

- Identify one difference between the practice described and how you practice.
- What is the source of your practice variation?
  - What purpose does it serve?
  - Where did it come from?
  - What works well about it?
  - What doesn’t work as well?
  - What could you do to make it work better?
Common Concerns Raised by Staff in Wraparound Phase Four

- “The family is sabotaging the transition plan”
- “The child is aging out”
- “It’s only us and the family now, the other systems have closed out”
- “the natural supports have dropped out. The family is getting too dependent”
- “The family doesn’t want us to leave”
- “I don’t think the family/child is really ready yet”
- “We haven’t been meeting much, maybe it’s just time to close”
- “There was another crisis last night…I guess we’re not ready”

Necessary Products During the Hope Stage

- A transition plan;
- A crisis and contingency plan;
- A self-care plan for the parents or primary caregivers;
- A system for follow-up contacts;
- A formal discharge plan;
- Letters of introduction to follow-up services and other resources; and
- An after-Wrap life list
Hope Stage of Wraparound

- Holds meetings
  - Open Discussion about what comes next
- Review the Help that has been provided
  - What has been done
  - What have you learned
- Review the Healing that has happened
  - Solicits all team members sense of progress
  - Reviews underlying context/conditions that brought family to the system in the first place to determine if situation has changed
- Has team discuss what a “hope filled” life will look like
  - Charts sense of met need & possible futures
  - Identifies who else can be involved
  - Facilitates approach of “post-system” Wraparound resource people
  - Formalizes structured follow-up if needed
- Practices Wellness, Empowerment
  - Creates or assigns rehearsals or drills with a “what if” approach
- Creates a commencement ritual appropriate to family & team

Features of Engaged Transition through the Hope Phase

Goal Oriented

- Transition to Something Rather than Away from Something
  - Open about Next Steps
  - Define opportunities for next steps
  - Recovery versus Cure

Collaborative

- Work together to move to a new state
  - Establish your timeline with the family & team (ideal 45 days, no more than 60, no less than 30)
  - Be prepared to increase your “face time” with family during this phase

Empowering

- Increase capacity for families to determine their own situation
  - Focus on increasing family’s ability to for a self determined life
  - Create opportunities for continued connections
  - Builds on Past Steps (strengths, supports, needs)
  - Build Capacity

Accountable

- Hold yourself to keeping it going through the last minute
- Make Your Time Purposeful
- Direct your activities to the goal of balance, recovery, self determination
Building An Effective Self Care Plan at Transition

Wellness Plans

- Wellness Recovery Action Plans can be one resource
  - Look it up
- Help family members learn some things from the recovery world
  - Don’t get angry
  - Don’t get lonely
  - Don’t get hungry
  - Don’t get tired
  - Everything else is added wellness
After Wraparound Life List: Building more Hopeful Days

- Moving to action
- Doing something is better than being stuck in idle
- Establish future oriented blueprints for “hope-filled” life

- Support
  - Contingencies for how to get support (assistance, connection)
    - Connection is the best antidote for lonesome

- Service
  - Pathways for accessing the right help in the right way at the right time to produce the right results
    - Families prepared to make good use of services when they need them rather than service as the first, only or best results

- Success
  - Creating a life outline for maintaining a positive outlook
    - Setting situations up for high expectations

Family Results in the Hope Stage

1. **Confidence**: that they can respond to what comes next?

2. **Connection**: that they know where, who or what they can turn when next occurs?

3. **Competence**: that they know what works, what doesn’t?

4. **Capacity**: to influence what happens next?

A. Frank & Evelyn have been briefed on Frank’s mother’s mental illness and how it relates to Danny’s depression

B. Helen, Frank’s wife, has taken a NAMI Family to Family class and is planning to co-teach in the fall

C. Danny carries a wellness plan in his wallet that he uses when things are out of control. It includes a reference to the officer who has been part of his team.

D. The entire family is talking about Danny going to state university in the next two years.
Team Results in the Hope Stage

• Do team members have a sense of:

1. **Progress**: in terms of the initial conditions
2. **Adaptability**: ability to recognize what interventions they built?
3. **Logical connections**: can identify interventions that produced different results?

A. School attendance has increased
B. Safe days have increased
C. Therapy schedule has moved to twice per month in home rather weekly in office
D. Music playlist is used for self soothing
E. Poetry about sobriety completed & shared in local treatment center
F. Helen is sharing car pool duties with Evelyn

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The Planning Clock

A Follow-up Telephone Tree

- Each person is responsible for moving information down the tree
- If you don't get an answer call the next person down
- Go back & call the no answer
- If information is not critical but must be passed on, call the person in the first position
A Connection & Support Map

Family  Friends

Self

Community  System

Elements of Sustainable Hope

• Families have some sense of what comes next (forecast rather than dread)
• Families have increased confidence in their own abilities to make their own vision real
• Families have a sense of connection to various team and community members
• Families know what to do if things go wrong (reliability)
• Families are able to chart & recognize their sense of progress since the beginning of their journey
Effective Hello

• Creates a foundation for future work
  • Ready, aim, fire rather than Ready, fire, aim
• Establishes a foundation for an effective plan
• Sets the stage for a fit between what you get and what you need
• Establishes the agreement among all individuals to “play wraparound”

• If your dentist said, “I’ll just start drilling until you yell because my x-ray machine is not working well, would you stay in the chair?”

Core Process Questions in the Hope Stage

• Did you establish the right “Hello”?  
  • A warm welcome  
  • Tailored to each family?  
  • Right sized to the situation?
• Did you provide Help?  
  • More than meetings?  
  • Right size responses?
• Did the Help create Healing?  
  • Have you asked for feedback from the family throughout the process?  
  • Have you reviewed data and fact to assure that things have, in fact, improved?
Big Idea of Hello Stage

*Each family and situation should be met in a way that is tailored to their identity, situation, and sense of urgency*

- **Hello Stage**
  - What’s the Frame?
    - Who are you?
    - What has happened to you?
    - What does it mean to you?
    - How can I understand this so that I can make sure help occurs?

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Big Idea of the Help Stage

*Families deserve to get the best response to their situation in the shortest amount of time. It’s not about producing a document or holding a meeting but about establishing the right response.*

- **The Help Stage: What’s the Frame?**
  - How can we bring people together around a common concept?
  - What will it take to move people to action?
    - Coordinated
    - Consistent
    - Different?
  - What does better look like?
Big Idea of Healing Stage
*It will take time to get to the right fit between need and response; adjustments have to be made until balance is achieved.*

• The Healing Stage: What’s the Frame?
  • Is what you’re doing working?
    • Do you need more information?
    • Do your benchmarks reflect a change from where you started?
  • Does the family experience a sense of met need?
  • Are team members working smarter?

The Family Timeline
Rapid Research
Review the Timeline
Who are the Natural Supports?
Now identify benefits to family of their involvement

Mapping Family Culture

Together
Flexible
Optimism
Communication
Belief
Structured
Organizational
Processes
Separate
Private
Pessimism
System
Cohesiveness
“The more information you collect the more frequently you can make meaningful connections that can make other people feel good & give you an edge in business....If I don’t know ...I’ve lost a chance to make a meaningful connection that could enhance our relationship. The information is there. You have to choose to look.”

Danny Meyer, Setting the Table