Monday, September 11 -
Wednesday, September 13, 2017
Baltimore, MD

Building Skills, Transforming Communities, Improving Lives

2017 National Wraparound Implementation Academy

Hosted by the National Wraparound Implementation Center (NWIC)
In partnership with the National Wraparound Initiative (NWI)

NWIC | National Wraparound Implementation Center

Advancing Systems • Enhancing the Workforce • Improving Outcomes

Welcome to the 2017 National Wraparound Implementation Academy!

Welcome to the National Wraparound Implementation Academy! We are thrilled to have you join us in the important work of designing effective service systems, as well as supporting a well-prepared workforce to develop, sustain, or expand Wraparound implementation. As systems of care reform efforts advance, the National Wraparound Implementation Center (NWIC) will continue to create opportunities like this to ensure the most up-to-date and cutting-edge information is shared. We hope to build skill and provide pertinent tools and information you can utilize once back in your state, tribe, or organization. As a reminder, Day 1 of the academy is comprised of full-day intensive sessions that you signed up for when you registered. The following day and a half consists of diverse and engaging 1 ½-hour sessions that you can mix and match to meet your learning goals. We also are offering individualized technical assistance that is provided by the presenters.

Renaissance Baltimore Harborplace Hotel is just steps from Baltimore's Inner Harbor, which is an attraction in itself. Surrounding this urban waterfront park, you'll discover a number of places to visit. The National Aquarium features more than 16,000 animals, from sharks to a giant sea turtle, while the Maryland Science Center's highlights include two-story dinosaurs and interactive exhibits. And, if it's the unexpected you seek, you'll be talking about the oddities in *Ripley's Believe or Not!* for weeks!

If you are looking to explore beyond the Inner Harbor, it is recommended that you travel by water on Baltimore's water taxi! From Baltimore's famous Inner Harbor to Fort McHenry and everywhere in between, the water taxi connects you to the finest attractions, restaurants, bars, shopping, and history that Baltimore has to offer. Participants can explore Fells Point's innumerable spirits (spooky and bottled), restaurants, live music, antiques, collectibles, one-of-a-kind shops, history, theaters, and, according to local legend, the ghost of Edgar Allan Poe. Canton Waterfront Park, Korean War Memorial Landing, and Locust Point are excellent areas to experience all that Baltimore has to offer. If you want to check out a neighborhood that exudes Charm City flavor more than any other, make your way to Hampden for a collection of everything Baltimore from nostalgic kitsch to the ultra-hip to the wonderfully tacky. Hampdenites are proud of their pink flamingos, beehive hairdo wigs, and frequent use of the word "Hon" and the occasional John Waters sighting.

We would like to thank each of you for attending our academy and bringing your expertise to the gathered group. Throughout the conference, we ask that you BMORE engaged and help us shape the future for all youth with complex mental health needs and their families.

Thank you!
The National Wraparound Implementation Academy Team

Tweet about the conference and use #NWIA2017!

8 a.m. – 8:45 a.m. Registration and Breakfast *(Maryland/Baltimore Foyer)*

9 a.m. – 10:15 a.m. Welcome and Keynote *(Maryland C/D)*

Welcome

Kimberly Estep, Director, National Wraparound Implementation Center

Keynote: The Human Need for Belonging

Amelia Franck Meyer, MS, MSW, LISW, APSW Founder and CEO of Alia: Innovations for people and systems impacted by childhood trauma

All humans are born connected to another human being. This need for connection is especially important in human young, but our need for belonging is lifelong and never goes away. In fact, our early experiences in belonging play a significant role in shaping our life-long trajectory in determining our health and wellbeing. When humans, especially human young, feel as though they are "in it on their own", changes occur in thoughts and behaviors that reflect the human instinct for survival. When we understand that these as normal, natural responses to what happened, we are better able to help the children, youth and youth adults and their families with whom we work.

10:15 a.m. – 10:30 a.m. Networking Break

10:30 a.m. – 4:15 p.m. Full-Day Intensive Sessions

Full-Day Intensive Sessions

Building the Foundation for Wraparound *(Baltimore A)*

This introductory intensive will provide care coordinators and others new to Wraparound with the basics associated with Wraparound practice. This intensive is designed for individuals who are new to Wraparound.

10:30 a.m. – Noon

Part 1: What is Wraparound?: Values, Principles, Key Elements Oh My!

Lisa Garland and Kimberly Gilliam

This workshop will introduce the principles, values, and key elements that guide the wraparound process. Beginning care coordinators will develop a foundational understanding of Wraparound values that guide the work they do with families and examine how the principles are operationalized around four key elements that make wraparound unique from other team based approaches.

Noon - 1 p.m. Networking Lunch *(Maryland C/D)*

1 p.m. - 2:30 p.m.

Part 2: So You Think You Can Wrap: What Do Care Coordinators Do Again?

Bonnie Evans and Natalie Richey

You've finally attained your dream job as a Wraparound facilitator, but what exactly does that entail? If this is a question running through your head than this is the session for you. During this intensive two-part workshop, participants will learn about the role and responsibilities of facilitators across all four phases of Wraparound. You will be introduced to essential activities, products, and details associated with each phase as well as tools that can be employed to help keep track of the process.

2:30 p.m. – 2:45 p.m. Networking Break

2:45 p.m. – 4:15 p.m.

Part 3: So You Think You Can Wrap: What Do Care Coordinators Do Again?

Bonnie Evans and Natalie Richey

Participants will have an opportunity to engage in small group activities and will leave the session with a comprehensive understanding of what to do in their position and why these tasks are so essential to creating positive and sustainable outcomes for the children, families, and teams that they partner with Wraparound.

Advancing Wraparound Practice for Care Coordinators — Cohort 1 *(Maryland A)*

This intensive will provide further skill development and support around advanced Wraparound care coordination topics and is designed for care coordinators who have been implementing Wraparound for a minimum of one year.

10:30 a.m. – Noon

Part 1: Beyond the Surface: What Does Strength-Based Really Mean?

Emily Bradshaw and Heidi Gross

Strength-based work is often misinterpreted based on looking at only the surface. In true strength-based work a skilled facilitator will explore strategically what are the unique skills, characteristics, and values that each member of the team brings to the process. This workshop focuses on how through engagement and meaningful connection relevant team members are identified and maintained through a strength-based approach that identifies their purpose. Facilitators will practice these skills and be able to make the connection of strength-based from the family story through transition planning.

Noon – 1 p.m. Networking Lunch *(Maryland C/D)*

1 p.m. - 2:30 p.m.

Part 2: Making Your Job Easier: Using Authentic Strengths Throughout the Process

Emily Bradshaw and Heidi Gross

In this session, we will discuss how the strength finding process can lead to a more authentic collaboration between everyone on the child and family team. Participants will learn strategies for using a strength-based family story to engage the family in investing in the process.

2:30 p.m. – 2:45 p.m. Networking Break

2:45 p.m. - 4:15 p.m.

Part 3: Making Your Job Easier: Using Authentic Strengths Throughout the Process

Emily Bradshaw and Heidi Gross

Presenters will continue and build from the earlier session to guide participants through the process of engaging the team in understanding the power of functional strengths in plan development without ever saying the words and maintaining momentum through continual strength development.

Advancing Wraparound Practice for Care Coordinators — Cohort 2 *(Federal Hill)*

This intensive will provide further skill development and support around advanced Wraparound care coordination topics and is designed for care coordinators who have been implementing Wraparound for a minimum of one year.

10:30 a.m. – Noon

Part 1: Beyond the Surface: What Does Strength-Based Really Mean?

Conan Green and Heidi Nelson

Strength-based work is often misinterpreted based on looking at only the surface. In true strength-based work a skilled facilitator will explore strategically what are the unique skills, characteristics, and values that each member of the team brings to the process. This workshop focuses on how through engagement and meaningful connection relevant team members are identified and maintained through a strength-based approach that identifies their purpose. Facilitators will practice these skills and be able to make the connection of strength-based from the family story through transition planning.

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1 p.m. - 2:30 p.m.

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Presenters will continue and build from the earlier session to guide participants through the process of engaging the team in understanding the power of functional strengths in plan development without ever saying the words and maintaining momentum through continual strength development.

Advancing Wraparound Practice for Care Coordination Supervisors — Cohort 1 ***(Maryland E)***

This intensive will focus on translational leadership and supporting supervisors in creating a climate and culture that supports quality Wraparound implementation. This intensive is designed for Wraparound supervisors and clinical directors who have been implementing Wraparound for a minimum of one year.

10:30 a.m. – Noon

Part 1: What Supervisors Need to Know, Feel, and Understand: Breaking Down Wraparound Implementation and the Real World

Kimberly Estep and Kimberly Coviello

This intensive track will focus on supporting supervisors and clinical directors as they embark on Wraparound installation in their organizations and states. We will break it down and create peer learning opportunities around what supervisors need to know, wish they had known, and dispel common myths about Wraparound and Wraparound implementation.

Noon – 1 p.m. Networking Lunch *(Maryland C/D)*

1 p.m. - 2:30 p.m.

Part 2: What Supervisors Need to Know, Feel, and Understand: Breaking Down Wraparound Implementation and the Real World

Kimberly Estep and Kimberly Coviello

In part two, we will then challenge supervisors to create a sense of enthusiasm and excitement about Wraparound installation for front-line staff. Supervisors will gain knowledge about how to connect activities associated with care coordination to the value base of Wraparound, creating an environment where everyone feels good about the work they are asked to perform.

2:30 p.m. – 2:45 p.m. Networking Break

2:45 p.m. - 4:15 p.m.

Part 3: What Supervisors Need to Know, Feel, and Understand: Breaking Down Wraparound Implementation and the Real World

Kimberly Estep and Kimberly Coviello

The power of Wraparound is not contained within the individual components rather in the connection between the pieces. This section will focus on building those connections in supervision to move staff from what to do, how to do, and ultimately why it is done in a certain way.

Advancing Wraparound Practice for Care Coordination Supervisors — Cohort 2 *(Maryland F)*

This intensive will focus on translational leadership and supporting supervisors in creating a climate and culture that supports quality Wraparound implementation. This intensive is designed for Wraparound supervisors and clinical directors who have been implementing Wraparound for a minimum of one year.

10:30 a.m. – Noon

Part 1: What Supervisors Need to Know, Feel, and Understand: Breaking Down Wraparound Implementation and the Real World

Erin Espinosa and Marlene Matarese

This intensive track will focus on supporting supervisors and clinical directors as they embark on Wraparound installation in their organizations and states. We will break it down and create peer learning opportunities around what supervisors need to know, wish they had known, and dispel common myths about Wraparound and Wraparound implementation.

Noon – 1 p.m. Networking Lunch *(Maryland C/D)*

1 p.m. - 2:30 p.m.

Part 2: What Supervisors Need to Know, Feel, and Understand: Breaking Down Wraparound Implementation and the Real World

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2:30 p.m. – 2:45 p.m. Networking Break

2:45 p.m. - 4:15 p.m.

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The power of Wraparound is not contained within the individual components rather in the connection between the pieces. This section will focus on building those connections in supervision to move staff from what to do, how to do, and ultimately why it is done in a certain way.

Strengthening Youth and Young Adult Engagement and Leadership *(Watertable Ballroom)*

This intensive will focus on enhancing skills for engaging young people, and supporting them to take an active role in all aspects of the Wraparound process. This intensive is intended for youth and young adult leaders, system partners, organization or provider staff, parent peer support partners, and others with roles in fostering improved engagement and leadership opportunities for youth.

10:30 a.m. – Noon

Part 1: Strengthening Skills for Engaging and Empowering Youth and Young Adults in the Wraparound Process

Janet Walker and Caitlin Baird

This session focuses on the central principle of "guiding without leading" and the basic practice techniques that are essential for ensuring that young people's perspectives are being elicited and built on during the Wraparound process. As part of this session, we will review video clips of providers (including peer support providers and care coordinators) using the techniques in real situations, and discuss how to know when the techniques are being used effectively.

Noon – 1 p.m. Networking Lunch *(Maryland C/D)*

1 p.m. – 2:30 p.m.

Part 2: Strengthening Skills for Engaging and Empowering Youth and Young Adults in the Wraparound Process

Janet Walker and Caitlin Baird

This session focuses on practice techniques for ensuring that young people feel a sense of empowerment during conversations that they have with Wraparound providers. As in the other sessions within this intensive, we will review video clips of real-world interactions between young people and providers, and participants will have opportunities to practice the techniques.

2:30 p.m. – 2:45 p.m. Networking Break

2:45 p.m. - 4:15 p.m.

Part 3: Strengthening Skills for Engaging and Empowering Youth and Young Adults in the Wraparound Process

Janet Walker and Caitlin Baird

This session focuses on techniques for keeping a youth-driven conversation engaging, meaningful, and open to new ideas and meanings, while also accomplishing the goals of the conversation. The session will include opportunities to view video clips of real-world interactions and to practice the techniques.

Enhancing Parent Peer-to-Peer Support and Leadership

(Maryland B)

This intensive will focus on skill building for parent peer support partners partnering with families in Wraparound or other system initiatives. It is designed for parent peer support partners (PPSPs), Family Run Organization leadership and other staff, state, county, or organizational leaders responsible for parent peer support partner implementation efforts.

10:30 a.m. – Noon

Establishing Peer-Based Relationships; Connection vs. Engagement

Toni Donnelly, Denise R. Baker, and Regina Crider

Skilled PPSPs take the responsibility for establishing, holding, maintaining, and nurturing a relationship grounded in the concept of peer partnership. In this workshop, PPSPs will reflect on their own story using the framework of the parent journey developed by Patricia Miles to continue to make sense of their own story as new chapters are always being written. PPSPs will learn through a variety of hands-on exercises how to manage strategic self-disclosure to establish authentic connections based on their understanding of the parent's experience. If time allows, PPSPs also will reflect on their own system journey to connect with the meaning of parents receiving support even when it is different from the system's meaning.

Noon – 1 p.m. Networking Lunch *(Maryland C/D)*

1 p.m. – 2:30 p.m.

Cultivating a Stance of Active Acceptance

Toni Donnelly, Denise R. Baker, and Regina Crider

This core competency involves continuous, purposeful self-examination and the ability to adjust based on external feedback. In this workshop PPSPs will return to their own journey in a reflective exercise and reflect on how different family members saw and understood their experience in stage one of the parent journey. Understanding your own meaning sets the stage for active acceptance of the peers you are supporting to occur. Skilled PPSPs attend carefully to both verbal and nonverbal communication. Participants will complete any activity using a technique for setting the stage to follow the parent's lead when making decisions.

2:30 p.m. – 2:45 p.m. Networking Break

2:45 p.m. - 4:15 p.m.

Holding a Relationship based in Respect

Toni Donnelly, Denise R. Baker, and Regina Crider

This core competency involves the PPSP taking responsibility to develop a peer-based relationship grounded in the principles of respect. A skilled PPSP takes responsibility to think about the unique attributes associated with respect in a peer-based relationship and being mindful about how to communicate these attributes throughout the entire relationship with their peer. During this workshop PPSPs will consider their basic values and ethics in light of their relationship with the peers they are supporting. PPSPs will develop their own ABCs of respect and use their ABC building blocks in working through various situations that they are likely to encounter in their work as a PPSP.

Strengthening Evaluation, Research, and Outcomes Management *(Kent)*

This intensive will present the building blocks of a Wraparound accountability system, and provide concrete tools and strategies for monitoring quality and outcomes within a Wraparound initiative. It is intended for individuals leading or involved in data collection and reporting of Wraparound fidelity, CQI processes, and/or outcomes data.

10:30 a.m. – Noon

Determining Your Information Needs and Describing Your Wraparound Population

Eric Bruns and Jennifer Schurer Coldiron

In this segment of the evaluation intensive, we will discuss elements that any sound data plan should include for continuous quality improvement (CQI) in a Wraparound initiative. This first workshop will focus on locating your program, community, or state on a continuum of CQI development and how best to track fundamental youth- and family-level information for maximum efficiency and usefulness at multiple operational levels. Collecting and reporting data with and without an electronic health record will be covered as well.

Noon – 1 p.m. Networking Lunch ***(Maryland C/D)***

1 p.m. - 2:30 p.m.

Monitoring Your Workforce Development Efforts, Service Quality, and Wraparound Fidelity

Eric Bruns and Jennifer Schurer Coldiron

In our second workshop we will describe and discuss the core information any initiative should track about their Wraparound staff, service quality, and Wraparound fidelity. We also will highlight how this information can be integrated with site-specific information needs and reporting requirements, as well as ways to use the data continuously for monitoring and practice improvement.

2:30 p.m. – 2:45 p.m. Networking Break

2:45 p.m. - 4:15 p.m.

Evaluating Outcomes and Demonstrating Wraparound's Impact: How to Wisely Use Data You Already Have and Creatively Find Other Information

Eric Bruns and Jennifer Schurer Coldiron

Our final workshop in the evaluation intensive will help attendees explore what data they may already have or could be easily enhanced that could be used to demonstrate their Wraparound initiative's impact. Larger-scale evaluation options will be explored, but focus will be on practical approaches to collecting reliable data and/or accessing pertinent information from system partners, in order to document impact and inform key decisions.

Advancing Organizational Executive Leadership Management
(Baltimore B)

This intensive will address the issues related to an organization's ability to install Wraparound including financing, organizational policies, opportunities for expansion, climate and culture necessary for successful integration and delivery of Wraparound. This intensive is for executive leadership and management of organizations implementing Wraparound, which may include directors, CEOs, CFOs, and other administrators of organizations responsible for Wraparound implementation.

10:30 a.m. – Noon
Leadership of Culture Change
Shannon Robshaw, Gwynne Goodlett, and Mona Gauthier

Implementation of quality Wraparound care coordination is a fundamental culture change for most agencies and system of care (SOC) implementation overall is equally challenging. This workshop will educate participants on elements of culture change typically necessary to implement high-quality Wraparound, the challenges of leading a culture change, and strategies for successful adoption.

Noon – 1 p.m. Networking Lunch ***(Maryland C/D)***

1 p.m. - 2:30 p.m.
Structures and Supports for Successful High-Quality Wraparound Implementation
Shannon Robshaw, Gwynne Goodlett, and Mona Gauthier

This workshop will focus on sharing knowledge about the range of organizational structures and policies that have an impact on the successful implementation of high-quality Wraparound. Consideration will be given to staff incentives, management and accountability strategies, organizational and process restructuring, supportive environments, and other factors.

2:30 p.m. – 2:45 p.m. Networking Break

2:45 p.m. – 4:15 p.m.
Systems Level Leadership
Shannon Robshaw, Gwynne Goodlett, and Mona Gauthier

Managing large-scale system SOC efforts can be extremely challenging. This workshop will focus strategies for working across systems, management strategies, and achieving needed buy-in from the range of stakeholders needed for success.

Advancing Policy and Finance Strategies *(Homeland)*

This intensive will focus on the design of Wraparound within larger delivery systems, implementation issues, financing using Medicaid and other funding streams, contract language, monitoring, outcomes tracking, and training structures. It is designed for state and local agencies/purchasers including MCOs, policymakers, Medicaid directors/leadership, state level agency leadership (child welfare, juvenile justice, behavioral health, etc.).

10:30 a.m. – Noon

Designing and Financing Systems of Care
Suzanne Fields and Dayana Simons

This workshop will highlight key components of systems of care, and how they can be structured to support successful implementation within the current health care reform environment. Various Medicaid authorities as well as other funding sources also will be presented, along with considerations relevant to their use.

Noon – 1 p.m. Networking Lunch *(Maryland C/D)*

1 p.m. - 2:30 p.m.

Using Data to Support SOC Implementation
Suzanne Fields and Elizabeth Manley

This workshop will focus on how data can be used to support SOC planning, guide initial implementation, manage ongoing implementation and system development, track outcomes, and demonstrate a return on investment to support SOC expansion.

2:30 p.m. – 2:45 p.m. Networking Break

2:45 p.m. - 4:15 p.m.

Establishing the Necessary Array of Services and Supports
Dayana Simons and Elizabeth Manley

This workshop will focus on the services identified in the 2013 Joint CMCS and SAMHSA Informational Bulletin, "Coverage of Behavioral Health Services for Children, Youth, and Young Adults with Significant Mental Health Conditions" and approaches states have taken to finance them. Creative strategies for developing the network of providers and access to services and supports also will be presented.

Note: Workshop attendance limited to room capacity and will be filled on a first-come basis.

8 a.m. – 8:45 a.m. Breakfast *(Maryland C/D)*

9 a.m. - 10:30 a.m. General Sessions

Part 1: Relational Stance – Find Out What it Really Means and Never Use the Word 'Non-Compliant' Again *(Baltimore A)*

Emily Bradshaw and Sara Strader

A relational stance defines the practice model from the moment we first meet a family in the Wraparound process. Within this session, participants will explore how to build positive relationships with families from the beginning and break down barriers to engagement. Participants will consider factors that can upset the balance of partnership; explore opportunities to gain understanding and appreciation in your family visits; practice approaches that build meaningful relationships with families.

Part 1: Addressing Underlying Needs *(Maryland A)*

Lisa Garland and Kimberly Estep

It is not more of the same. Wraparound requires shifting our approach in partnering with families that moves away from merely managing behaviors, toward an understanding of a family's history, traditions, and challenges from multiple perspectives to begin to understand the reasons behind the behavior. The Wraparound team then centers its efforts and care planning on meeting those underlying needs thereby ensuring success and sustainability for families. This workshop is designed with many group and individual activities aimed at uncovering underlying conditions causing behaviors through reflection and thoughtful interpretation of a family's story.

Youth Guided in Practice: Incorporating the Young Child's Voice *(Maryland E)*

Margo Candelaria

This presentation will focus on how to incorporate young children into care coordination meetings for families with early childhood mental health needs. This will include engagement strategies, developmentally appropriate language, and how to use multiple team members to facilitate meetings while keeping young children engaged.
The presentation will include lecture, discussion, video, and interactive activities. At the end of the presentation, attendees should be able to identify three strategies for incorporating young children into care coordination meetings.

Setting Up Your Organization for Success: First Steps to Create a Culture that Supports Wraparound *(Maryland F)*

Kimberly Coviello and Conan Green

This session will provide participants with both structural and individual considerations and approaches for creating a supportive implementation climate. Data will be provided around staff perceptions of organizational leadership and other factors influencing implementation efforts. Participants will leave the session with an understanding of those considerations and tangible strategies toward developing responses that support quality implementation.

Staying True to the Peer: Rocking the Youth Peer Support Role *(Watertable Ballroom)*

Caitlin Baird, Lydia Proulx and Brie Masselli

Young adult peer support is a popular addition to Wraparound. To support effective integration of youth peers, role clarification is key for the workforce. This session will focus on identifying the key tasks and responsibilities associated with the peer role as well as the common misconceptions about the function of peer support. This session is ideal for people who are new to peer support work, as well as people involved in fostering or developing young adult peer support programs and initiatives.

PPSP Coaching in Action: Insights and Reflections from Illinois *(Maryland B)*

Toni Donnelly, Denise R. Baker, and Regina Crider

In this workshop, participants interested in learning about implementing the NWIC PPSP coaching model will hear insights and reflections from Regina Crider, director of Family Run Organization, Illinois Alliance. Participants will hear about her determination to maintain fidelity to the PPSP Foundational training and the coaching process that she implemented within her agency during a 12-month period. Regina will share some of the challenges but also the major successes and celebrations that she never expected.

Using Data to Manage Your State's Wraparound Initiative: The State of the Art from Three States *(Homeland)*

Facilitator: Jennifer Schurer Coldiron

Panelists: Arnecca Byrd, Beverly Burton, Vanessa Huston, and Betty Walton

This session will feature in-depth examples from representatives of three states that have used data to inform their Wraparound implementation efforts and stay on track.

Youth-, Family-, & Research-Driven: Coordinating Wraparound with Evidence-Based Practices *(Federal Hill)*

Eric Bruns

During the last 25 years, Wraparound has become the most prominent care coordination model for youth with complex needs and their families. During this same time period, the evidence-based practice (EBP) movement also has shaped the field of children's behavioral health. In this session, attendees will receive guidance on how best to maximize the many points of connection between Wraparound care coordination and EBPs, including (1) how high-quality Wraparound practice is based on research evidence; (2) the importance of ensuring EBPs are available in the service system; (3) how to select and manage use of EBPs in the service array; and (4) implications for workforce development, including clinical care providers, care coordinators, peer support workers, supervisors, and other roles.

Analyzing Medicaid Data to Inform Quality and Cost Improvement in Systems of Care *(Baltimore B)*

Sheila Pires

Medicaid is the primary funding source for behavioral health care for children, youth, and young adults. This workshop focuses on the importance of analyzing Medicaid data to identify: the types of services and psychotropic medications use; expense and utilization patterns; projected use intensive care coordination/Wraparound; and opportunities to improve quality and cost outcomes. Information will be provided on how to structure an analysis of Medicaid data pertinent to children with behavioral health challenges enrolled in Medicaid, and data will be presented from a national study that has been tracking child behavioral health utilization and expenditures over the past five years, using Medicaid Analytic eXtract (MAX) data on the total child Medicaid population.

10:30 a.m. - 10:45 a.m. Networking Break

****Last chance to vote for your favorite Innovations in Wraparound Nominee!***

10:45 a.m. - 12:15 p.m. General Sessions

Part 2: Relational Stance – Find Out What It Really Means and Never Use the Word 'Non-Compliant' Again *(Baltimore A)*

Emily Bradshaw and Sara Strader

A relational stance defines the practice model from the moment we first meet a family in the Wraparound process. Within this session, participants will explore how to build positive relationships with families from the beginning and break down barriers to engagement. Participants will consider factors that can upset the balance of partnership, explore opportunities to gain understanding and appreciation in your family visits, and practice approaches that build meaningful relationships with families.

Part 2: Addressing Underlying Needs *(Maryland A)*

Lisa Garland and Kimberly Estep

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Supporting Transgender and Gender-Expansive Youth in Systems of Care *(Federal Hill)*

Angela Weeks and Lyndsay Smith

Participants will learn to differentiate between sexual orientation, gender identity, and gender expression. Participants also will gain skills to support transgender and gender-expansive youth by creating affirming environments, understanding social and medical gender-affirming transitions, and accessing supportive services for youth in their care.

Balancing Productivity and Quality Wraparound Implementation *(Maryland F)*

Erin Espinosa and Monica Rodriguez

This session will emphasize the importance of quality practice and how managing to quality can increase productivity. Organizational examples, practices, and data will be shared as you walk through an organization's lessons learned as well as the tools used to ensure quality practice while balancing organizational expectations around productivity. Participants will leave this session with an understanding of how organizations can break even and provide high-quality partnerships for families in Wraparound.

Part 1: Supervising Young Adult Peer Support Providers *(Watertable Ballroom)*

Caitlin Baird and Lydia Proulx

Young adult peer support providers hold a unique position in Wraparound teams and are best supported in their roles with targeted supervision. This session will focus on how to structure supervision meetings; what topics to cover during supervision; how to identify signs of burnout; how to model and encourage self-care in a meaningful way; and how to support peers in their professional development and career goals.

The Parent's Journey and Peer Parent Support: Providing Authentic Peer Parent Support, Moving Past Busy *(Maryland B)*

Toni Donnelly, Denise R. Baker, and Regina Crider

This workshop session will provide an overview of a framework to consider when identifying peer support needs for parents. The parent's journey is a broad framework developed by Patricia Miles as a way to understand the unique perspective and context that parents experience when seeking and accessing services on behalf of their children living with emotional, behavioral, and mental health needs. These five stages of the parent's journey are what we are using to train the peer parent support workforce to create conditions for authentic and purposeful peer parent support.

The Evidence Base and Wraparound: A Review of the Research Literature *(Maryland E)*

Eric Bruns and Jennifer Schurer Coldiron

In this session, findings from over 200 research studies on Wraparound published since 1990 are reviewed, focusing on how to use the results to guide your system and program's Wraparound implementation decisions and how to use the evidence to make the case for Wraparound.

Panel Presentation: Working with Survivors of Domestic Minor Sex Trafficking *(Homeland)*

Facilitator: Neil Mallon

Panelists: Nadine Finigan-Carr, Diane Banchiere, Renee Murrell, Amanda Rodriguez, Elisabet Martinez, and Chelsea Haverly

This workshop will be presented by a panel of professionals from the Victim Services Subcommittee of Maryland's Task Force on Human Trafficking. The panel is comprised of representatives from the fields of research, federal law enforcement, child welfare policy, and victim service providers. The goal of this workshop is to provide 1) an overview of domestic minor sex trafficking; (2) an explanation of the modes of recruitment and types of trafficking situations; (3) guidance on how to recognize the signs of victimization and vulnerabilities of this population; and (4) strategies for working with survivors. This panel presentation also will include time for a question and answer forum with the audience.

Policy Considerations for Youth and Family Voice in SOC *(Baltimore B)*

Jane Walker, Brie Masselli, and Deborah Harburger

Youth and families should be actively engaged in all levels of system of care (SOC) implementation from direct service, system improvements, evaluation, and governance. This workshop will focus on how SOC leaders can establish structures and policies to promote and support effective youth and family engagement and leadership development and long-term sustainability.

12:15 p.m. - 1:30 p.m.

Networking Lunch and Innovations in Wraparound Award *(Maryland C/D)*

Look for our surprise visitor!

1:30 p.m. – 3 p.m. General Sessions

Keep Calm and Collaborate: Team Building in Wraparound *(Baltimore A)*

Conan Green and Michael Lewis

This workshop, designed for those just getting introduced to Wraparound, focuses on relationship building with all team members. The care coordinator will be able to identify the skills needed to ensure that each team member is relevant and accountable. Care coordinators will have an opportunity to practice interpersonal skills that focus on ensuring that action steps are completed and that each team member is a resource throughout the Wraparound process.

It's Not Just Business as Usual *(Maryland A)*

Emily Bradshaw and Monica Rodriquez

The brainstorming process creates the pathway to develop proactive and holistic strategies that can address the root cause for behavior. Within the session, participants will learn how to facilitate a creative and robust brainstorming process to support strategy selection and strategy development. Participants will have the opportunity to discuss and watch how to maintain creativity and uphold family preferences even in the face of imposed mandates or minimal resources.

Behavioral Regression in Children: When Should I Refer a Child for Medical Evaluation? *(Federal Hill)*

Andrew Zabel

Distinguishing between medical, psychosocial, and mental health/psychiatric causes of behavioral changes/regression in children can be very challenging for parents and mental health providers. Correctly determining causes of behavioral change is critical, however, as a correct diagnosis can lead to more effective treatment approaches. This seminar is designed to give parents and mental health providers an overview of different etiologies of behavioral change and provide guidance as to when to make referrals for additional diagnostic workups. The seminar will review several medical variables associated with behavioral decline (e.g., Autistic Spectrum Disorder, seizure disorders, mitochondrial disorders, genetic conditions, concussion) and "red flags" that should lead to additional medical referral.

Understanding What Implementation of Wraparound Really Takes: Taking Inventory *(Maryland F)*

Tonya Barton and Kimberly Estep

Hear about the successes around Wraparound installation in South Carolina in this session where all the dirty details will be provided. Participants will gain an understanding of the challenges facing an organizational restructure and how that organization worked to come out on the other side to be one of the leaders in quality Wraparound implementation.

Part 2: Supervising Young Adult Peer Support Providers *(Watertable Ballroom)*

Caitlin Baird and Lydia Proulx

Young adult peer support providers hold a unique position in Wraparound teams and are best supported in their roles with targeted supervision. This session will focus on how to structure supervision meetings; what topics to cover during supervision; how to identify signs of burnout; how to model and encourage self-care in a meaningful way; and how to support peers in their professional development and career goals.

Overview of the NWIC PPSP PEARLS Coaching Competencies for PPSPs *(Maryland B)*

Toni Donnelly, Denise R. Baker, and Regina Crider

This workshop is for individuals in leadership positions who are responsible for developing skilled Peer Parent Support Partners/ Providers (PPSPs) and are interested in learning about a companion piece to the core training developed for authentic purposeful peer parent support that follows a parent's journey. Participants will learn about six core Meta skills that should be demonstrated by PPSPs in each and every interaction with a parent they are supporting. Skills covered will include establishing a peer-based relationship, encouraging parents to grow in their own direction as a peer rather than expert, communicating active acceptance, respect, and suspending bias and blame.

Are You Meeting the Standards? Engaging Your Wraparound Initiative in a Comprehensive Self-Assessment Process *(Maryland E)*

Eric Bruns and Jennifer Schurer Coldiron

In this session, participants will learn how a Wraparound provider organization can undertake a structured self-assessment and quality improvement planning process to move closer to the Wraparound Implementation and Practice Standards (WIPS) released last year. Participants will also have the chance to preview and provide feedback on NWIC's web-based WIPS portal that is currently in development to help facilitate and support the self-assessment and quality improvement planning process.

Panel Presentation: Working with Survivors of Domestic Minor Sex Trafficking *(Homeland)*

Facilitator: Neil Mallon

Panelists: Nadine Finigan-Carr, Diane Banchiere, Renee Murrell, Amanda Rodriguez, Elisabet Martinez, and Chelsea Haverly

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Primary Care - Behavioral Health Integration *(Baltimore B)*

Shannon Robshaw and Sheila Pires

Many state Medicaid agencies are moving toward integrated primary and behavioral health care by carving behavioral health services into physical health managed care organizations or by using other value-based purchasing approaches. This workshop will examine the range of integration approaches currently in use and the role of high-quality Wraparound within integration efforts.

3:00 p.m. - 3:15 p.m. Networking Break

3:15 p.m. - 4:30 p.m.

Individualized Technical Assistance (TA)
Participants will have signed up in advance for individualized TA and will have an assigned time, content experts, and location.

8 a.m. – 8:45 a.m. Breakfast *(Maryland/Baltimore Foyer)*

9 a.m. - 10:30 a.m. General Sessions

Part 1: No Magic Needed—The Art of Facilitation *(Baltimore A)*

Lisa Garland and Conan Green

This two-part workshop for novice care coordinators explores the strategies of facilitation so they can ensure teams are equipped to make the connections between the details of the plan and the purpose of the plan. Participants will walk away from this workshop with a better understanding of what information must be shared, what gathered information is important, and how to use it all. This is about being purposeful and efficient in our facilitation of teams.

Part 1: Are We Making a Difference? *(Maryland A)*

Kimberly Coviello and Bonnie Evans

Did you know that overt tracking of progress is the component of Wraparound most correlated with positive outcomes for families? Interestingly, research has found that while many Wraparound initiatives wholly embrace other defining principles in practice, most continue to struggle with implementing the principle of "outcome-based" when partnering with families and teams. This two-part workshop will help to increase participant understanding around the importance of being "outcome-based" in Wraparound and operationalize what outcomes should be measured in our practice. Participants will learn how to establish baselines, actively engage families and teams to track progress and monitor change, facilitate team discussions when progress is not being made, and use outcomes to determine readiness for transition. This workshop will introduce participants to tools and techniques for monitoring progress and not losing sight of the overall process, provide opportunities for hands-on practice, and create space for small group discussions.

Let's Talk About Sex: Initiating and Maintaining Conversation about Sex *(Homeland)*

Whitney Burton

Our own discomfort and biases about sex are often the main barriers that prevent us from addressing sexuality and sexual activities when partnering with children, youth, and families to develop comprehensive plans of care. However, ignoring this basic behavior can be harmful in many ways. This workshop will offer participants an overview of human sexuality and encourage discourse between young people, their family, and team members on the topic of sex. Participants will learn new methods for child and family teams to develop safe and supportive environments where children, youth, and families can gain information about comprehensive sex education, harm reduction strategies, and more to encourage informed decision-making in relation to sexual activities.

No Excuses: Setting Up Your Organization for Success Around the Crucial and Non-Negotiable Elements of Wraparound *(Maryland F)*

Erin Espinosa and Kimberly Estep

This session will provide participants with key considerations and tools for developing a factual approach to decision-making to guide and inform quality installation of Wraparound. We will include examples of how setting expectations and developing non-negotiables from the start will make your road to success much easier.

Enhancing Natural Supports for Youth Through Leadership and Empowerment Structures *(Watertable Ballroom)*

Caitlin Baird, Brie Masselli, and Lydia Proulx

Youth and young adults consistently voice their desire for positive social relationships, community connections, and natural supports while receiving services. Finding, connecting, and resourcing natural supports can be an ongoing challenge for communities. This session will explore what happens when investments are made in positive, prosocial space for youth engagement, leadership, and empowerment to occur, thus providing opportunities to connect youth in Wraparound to these activities. Supporting the development of youth-guided and -driven programs within and outside of services is possible and supports the development of effective programs and follows the self-defined needs of youth.

Suspending Judgment: Working Through 'Held' and 'Felt' Bias *(Maryland B)*

Toni Donnelly, Denise R. Baker, and Regina Crider

Parent bias and blame still exists in our culture even though there has been vast improvement within service systems. When confronted with a challenging situation it can be tempting to disengage rather than lean in. This core competency focuses on suspending bias in self and others. In this workshop PPSPs will be led through a variety of exercises that will allow them to get in touch with both their "held" and "felt" bias and empower others to change their perspective rather than bury their bias.

It's So EZ ... to Make the Most of Your Wraparound Fidelity Data *(Maryland E)*

Spencer Hensley and Jennifer Schurer Coldiron

The Wraparound Fidelity Index, Short form (WFI-EZ) is a brief survey of fidelity to the Wraparound care coordination model. With the WFI-EZ now used by a diverse community of over 40 state and local wraparound initiatives, there is a need for clarity around how best to interpret results of the tool across its three domains of fidelity, satisfaction, and outcomes. What scores represent "High Fidelity" versus a need for improvement? What are implications of using internal versus external data collectors, getting high versus low response rates, or using a sampling strategy versus collecting data for all enrolled families? How does an initiative best incorporate data into a dynamic CQI process that supports quality practice? In this session, UW WERT will provide guidance about both the interpretation and use of WFI-EZ results. Participants can expect to leave with practical steps to understanding and disseminating their WFI-EZ results and sample language for reporting purposes.

Rate Setting for Wraparound and Peer Support *(Baltimore B)*

Deborah Harburger and Melissa Schrober

This workshop will show methodologies states have to use to set rates to support high-quality Wraparound implementation and parent peer support and youth peer support services. Key considerations in assuring that adequate rates are established will be highlighted.

Building Behavioral Health Equity in Our Communities: Supporting the Needs of Youth and Families at Risk of Deportation Receiving Behavioral Health Services *(Federal Hill)*

Linda Callejas

This interactive session is intended to increase participants' awareness of the needs and concerns of youth and families who fear deportation and learn about strategies to support them. Participants will learn from the lived experience of people facing deportation, along with strategies used by service providers and advocates working to support the needs of immigrant communities. In addition, participants will have the opportunity to identify key issues facing youth and families at risk of deportation and next steps for implementing strategies in their own communities.

10:30 a.m. - 10:45 a.m. Networking Break

10:45 a.m. - 12:15 p.m. General Sessions

Part 2: No Magic Needed—The Art of Facilitation *(Baltimore A)*

Lisa Garland and Conan Green

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Staying on Track – Using Data to Monitor and Change Course *(Maryland F)*

Erin Espinosa and Kimberly Estep

How do you protect for or manage drift? How do you maintain the momentum and excitement from the early days of implementation? How do you ensure that agency policy, structures, and accountability systems are in line with ongoing implementation? This session will provide practical strategies for ongoing quality assurance as well as tips for self-correction.

Youth and Parent Peer Support Integration: How to Maximize the Potential *(Watertable Ballroom)*

Brie Masselli and Jane Walker

Youth peer support (YPS) and parent peer support (PPS) services are key roles in Wraparound implementation and within the broader systems. This session will address the opportunities and roles for YPS and PPS to work together to support youth and families. Through role and responsibility clarification, youth and parent peers can effectively maximize their support of families. Exploration of what is working well, as well as barriers and challenges that are being seen in the field, will be addressed. The session will cover financing considerations for the integration of multiple peer service options.

Parents as Champions of Family Voice *(Maryland B)*

Toni Donnelly, Denise R. Baker, and Regina Crider

In this workshop, participants will examine the differences between peer parent support, family involvement, and family leadership. The stages of the parent journey that may be potential points of development into leadership roles will be identified, including the parents' growing realization that they need to advocate on behalf of their families, understanding the meaning behind the parents' experiences, and the parents' desire to commit to help others through their own personal experiences. Roles of leadership and leadership skills and attributes will be reviewed, as well as strategies for promoting meaningful leadership experiences with parents, caregivers, youth, and families.

Tool Kit for Improving Behavioral Health Equity - Implementing the CLAS Standards *(Baltimore B)*

Catalina Booth

This session will focus on teaching participants how to move beyond cultural competency by applying tools that reduce behavioral health disparities and improve behavioral health equity. Participants will learn how to implement the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS standards) by using the following tools in their organizations:

(1) health beliefs tool kit

(2) language assistance tool kit

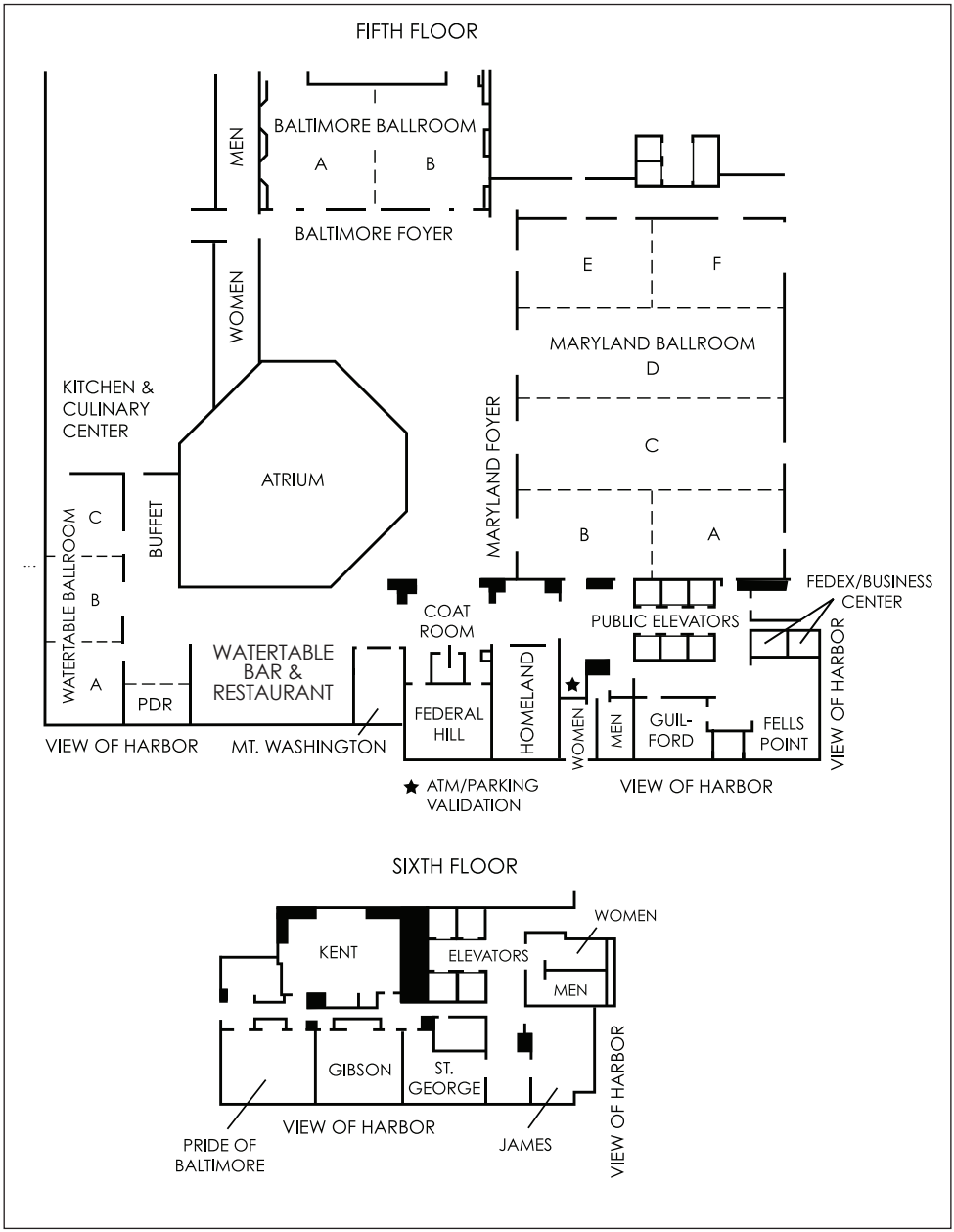
(3) cultural formulation interview

(4) CLC plans and Wraparound strategic plans structured around the CLAS standards

Foundational Knowledge for Serving Youth with Diverse Sexual Orientation and Gender Identity and Expression in Systems of Care *(Federal Hill)*

Angela Weeks and Lyndsay Smith

Participants will learn to differentiate between sexual orientation, gender identity, and gender expression. Participants also will learn about accepting and rejecting behaviors, the coming-out process, and how to create affirming environments in their own agency.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COAT ROOM
PUBLIC ELEVATORS
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JAMES
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Connections I've Made

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NWIC is a partnership among the three leading universities involved with Wraparound implementation: The University of Washington School of Medicine; Portland State University School of Social Work; and the University of Maryland School of Social Work.

Portland State UNIVERSITY

UW Medicine SCHOOL OF MEDICINE

University of Maryland School of Social Work
The Institute for Innovation and Implementation

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