

2019

Natural Supports: Do They Really Need to be Involved in Wraparound?



Participant Manual

Baltimore Marriott Waterfront Hotel
Baltimore, MD



The National Wraparound Implementation Center (NWIC) supports states, communities, and organizations to implement Wraparound effectively. NWIC uses innovative approaches grounded in implementation science and incorporates cutting-edge strategies to support Wraparound implementation. NWIC provides support that is intensive yet affordable. The work is focused on building sustainable local capacity to provide model-adherent, high fidelity Wraparound, thereby increasing positive outcomes for children, youth, and their families.

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. These three universities collaborate to ensure sites have access to comprehensive support for implementing model-adherent, high quality Wraparound for children and youth with behavioral health needs and their families.

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Learning Objectives:

1. Explore how to _____ and _____ natural supports
2. Practice approaches to build _____ _____ to include natural supports
3. Learn how to engage _____ _____ and keep them engaged.





These Are My People- Rodney Atkins

Well We grew up Down by the railroad Tracks
shootin BB's at old beer cans

We were
Southern Rock Junkies
Crankin' up the stereo's
Singing Loud and Proud
to "Gimmie Three Steps" "Simple Man" and "Curtis Loew"
We were big yuh know

These are my people
This is where I come from
Were givin' this life everything we got and then some
It ain't always pretty
But its real
It's the way we were made
Wouldn't have it any other way
These are my people

Well We take it all week on the chin with a grin
'til we make it to a friday night
And it's church league softball

holler about a bad call
preacher breaking up the fight

These are my people
This is where I come from
Were givin' this life everything we got and then some
It ain't always pretty
but it's real
It's the way we were made
Wouldn't have it any other way
These Are My People

We fall Down and We get up
We walk proud and We talk tough
We got heart and We got nerve
Even If we are a bit disturbed

These are my people
This is where I come from
Were givin' this life everything we got and then some
It ain't always pretty
but it's real
Its the way we were made
Wouldn't have it any other way Ah naw
These Are My People Yeah wo



Whose job it is to find and engage natural supports?

The STRUGGLE Is REAL

"A higher percentage of natural supports at meetings was associated with better youth outcomes."



Why are natural supports essential in Wraparound?

- R _____ and _____ supports go hand in hand.
- Natural _____ build a quality of _____.
- They are there _____.



What do you see?

Family Story

Andrea Wolcott is a 15-year-old female currently in the ninth grade at Riverside High School. Andrea has an Individualized Educational Plan (IEP) and receives services for English as a Second Language (ESL) and emotional and behavioral challenges. Andrea's last report card was mainly C's. She was suspended on at least three occasions last semester for aggressive behavior towards students and teachers. Andrea was referred to Wraparound by her school guidance counselor, Ms. Gru, due to her daily outbursts in the classroom. Ms. Gru states the school is willing to work with Andrea, but if her extreme behaviors do not show improvement, she will be referred to an alternative school setting next school year. Andrea has been diagnosed with Post Traumatic Stress Disorder and Bipolar Disorder. Ms. Wolcott reports Andrea has difficulty sleeping at times and reports nightmares and flashbacks related to her time in the orphanage and sexual abuse. Andrea states she does best with at least 8-9 hours of sleep and is much less irritable and agitated during the day if she can get a good night sleep. Andrea currently sees Dr. Batista, psychiatrist, for medication management on a monthly basis and Ms. Christine Abbott for weekly therapy through Church Street Counseling.

Andrea was born in Minsk, Belarus to an unmarried 19-year-old female. Ms. Wolcott reports Andrea lived in a government run orphanage on the outskirts of Minsk from the time she was three years old until she was eleven years old, at which time she was adopted by the Wolcotts. Ms. Wolcott states the orphanage did not maintain good records and a great deal of information regarding Andrea's birth, attainment of developmental milestones, childhood diseases and biological family medical history was unavailable. Records obtained did indicate that Andrea was placed into the state's care due to her biological mother's history of drug and alcohol abuse, multiple arrests for prostitution and inability to meet Andrea's basic needs. The Wolcotts state it is unclear if Andrea was born addicted to any substances. It is suspected she was physically abused and emotionally neglected while in her mother's care. The Wolcotts report the conditions of the orphanage Andrea grew up in were terrible and Andrea was rarely provided with love or attention. They also report Andrea was forced to grow up quickly and was helping to care for other younger children prior to her adoption. The orphanage was "bare bones" and severely understaffed. In addition, they report that Andrea was sexually abused in the orphanage by a male staff from the age of seven until eleven. The Wolcotts were not aware of this at the time of adoption. It was Andrea's issues with personal hygiene, explosive outbursts (yelling, screaming, kicking, hitting, throwing items, etc.) intense nightmares and self-injurious behaviors (cutting and suicidal ideation) that initially led them to seek help for their daughter through Lamar Community Mental Health Center. It was not until a year later that Andrea opened up about her abuse and began to receive the specialized treatment she needed from Ms. Abbott.

Andrea currently resides in Pennsylvania with her adoptive parents, Yvette and Jerry Wolcott, and her adoptive sister, MacKenzie (17). The Wolcotts have been married for over twenty-five years and report their secret to a happy marriage and family is that they are best friends and have good communication with one another. Ms. Wolcott is of Russian heritage and grew up in a Russian community in Brighton, MA. Ms. Wolcott is a licensed cosmetologist and works part time in a busy salon downtown. Mr. Wolcott has a Bachelor's degree in Business Administration and is a manager at a local bank. Mr. Wolcott works a lot of overtime and frequently returns home after 7:30 pm on the weekdays. He states that this puts the majority of the parenting on his wife. MacKenzie attends High School with Andrea and is in the twelfth grade. She describes herself as very over protective of Andrea at school and in the community, but easily frustrated by her in the home setting. MacKenzie and her sister enjoy playing soccer together on a community team. Andrea seemed

to relate well to her most recent coach, Mr. Collins. Mr. Collins is an older man who is retired, but spent many years working in children's mental health, so he understands the struggles the family has faced. He says quirky little things like, "Rome wasn't built in a day and just keep putting one foot in front of the other." In an attempt to encourage the whole family. Ms. Wolcott states Andrea does well when she is engaged in constructive, physical activities and rarely has an outburst on the field. Andrea describes MacKenzie as her best friend and a good listener.

The Wolcotts describe Andrea as extremely resilient and they cannot even begin to imagine how hard it must have been for her to survive what she has on her own. They view her behaviors as "maladaptive coping mechanisms" Andrea had to develop in order to survive the terrible situation she was in. They thought their love and the safety of their family would be enough to help Andrea have a happy childhood but realize now the situation is much more complicated. Their greatest fear is that Andrea is going to act out and hurt herself or someone else so severely the police are called, and she is arrested. They feel lucky the school has been so understanding and this has not happened yet. They are also afraid Andrea may cut herself too deeply one day or follow through with suicide. Andrea was hospitalized three times in the last year due to verbalizing she wants to kill herself at school. They are afraid the trauma she has endured over her life span is too much and she will never be able to move past it. They often feel completely alone and unsure of their ability to help Andrea. Andrea's counselor, Ms. Abbott states Andrea is making good progress in therapy, but it will take time for her to learn and implement more effective tools and techniques for navigating challenging situations on a daily basis. She reports Andrea is doing better with trusting people and is starting to interact more with her peers. Andrea has even made a new friend, she calls her Jenn. Andrea says Jenn seems to know when she is having a tough day and will do things to make her laugh like tell a joke or make funny faces.

The Wolcott family describes themselves as extremely close knit and they like to spend time together as a family. The family attends New Life Community Church for regular Sunday services and Andrea and MacKenzie attend youth group at the church on Wednesdays. The youth group leader is Ms. Cindy Thomas. Ms. Thomas says that Andrea is a very well-mannered child. Andrea says Ms. Thomas takes the time to listen. "I ask a lot of questions about God and what the bible says, and she is always patient with answering them." Mr. and Mrs. Wolcott have friends that also attend New Life Community Church, Mr. and Mrs. Herring. They have been friends for years and have supported the Wolcotts by spending time with Andrea so the Wolcotts can have time together to rejuvenate. The Herrings have also been supportive when the Wolcotts did not know what to do by praying with them, bring a meal or two and have also come to Sunday dinners. The Wolcotts report they enjoy going swimming in their pool, going to the amusement parks (they have season passes to Hershey Park), watching movies together and playing board or card games for fun. The entire family also gets together every Sunday for a big sit-down dinner at the house. This includes Yvette's mother, Olga, and father, Victor, who live a few towns away. Andrea especially likes spending time with Grandma Olga because she speaks Russian, is an awesome cook, and makes her laugh. When asked about her greatest accomplishment Andrea stated it was moving to America and learning English. She indicates that although her English is not perfect it is getting better, and she is able to communicate more easily with people. Andrea likes to knit, do arts and craft projects and spend time with her dog, Lucy. Andrea says Lucy calms her and helps her refocus. She will often take Lucy for a walk if she is feeling anxious or frustrated. Andrea's goal for one year from now is to be able to stay in her current school and have a best friend that she can trust and go with to the mall and improve her pronunciation and accent. In five years, Andrea hopes to have graduated high school and be in college to become a Veterinarian Technician. The Wolcotts stated their greatest accomplishment is raising their children and providing them with a loving family and home life. One year from now the Wolcotts would like to see Andrea be a happier, healthier, and better adjusted teenager. In five years, the Wolcotts see Andrea attending college and working in a job she loves.



List relevant Natural Supports

How do you build buy-in from the family?

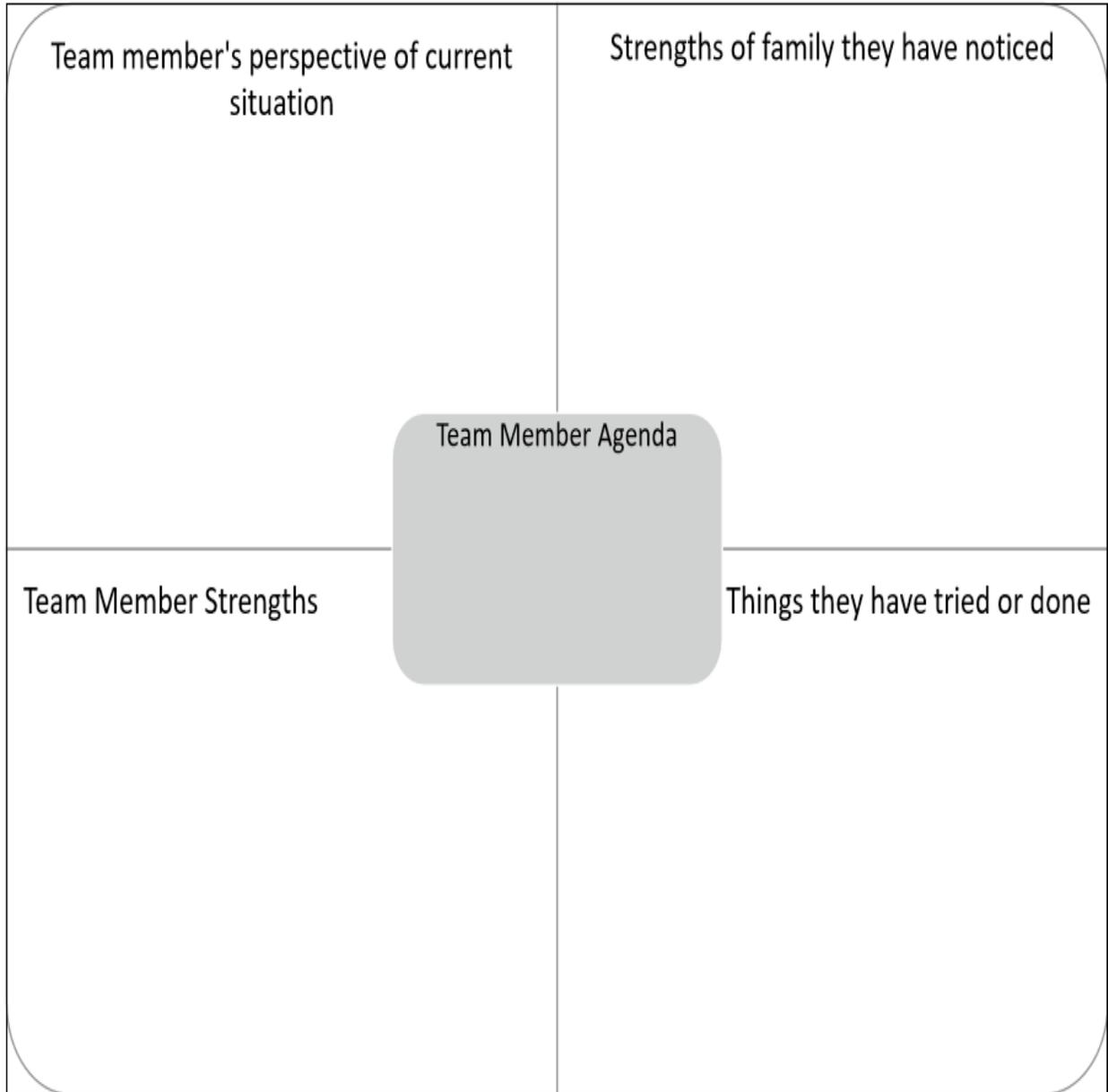
What does the family need know to help them to understand why natural supports should be a part of the process?

What would you say to the family about why it is important for this person to be a part of the process?

No jargon



Team Perspective Tool



What might be happening if natural supports stop coming to meetings?

What could you say or do to get natural supports to reengaged or stay engaged in the Wraparound process?





Name one reason it is important to include natural supports in the Wraparound process

One thing you will do different to ensure natural supports are included in the Wraparound process moving forward?
