

2019

What if it were you? Using
unconditional care to support families
even when systems fail them



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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Objectives

- Understand how a team’s commitment to supporting youth and family regardless of behaviors, placement, or availability of resources can provide a different experience.
- Consider how an unconditional care approach can be applied to the Wraparound process to individualize supports and interventions to support families in their communities.



Think about a time you felt success with family that was a challenge for you to engage. Was it hard to get the family to trust you?

Provide as much detail as you can.

What attributed to the success or positive outcomes?

1.

2.

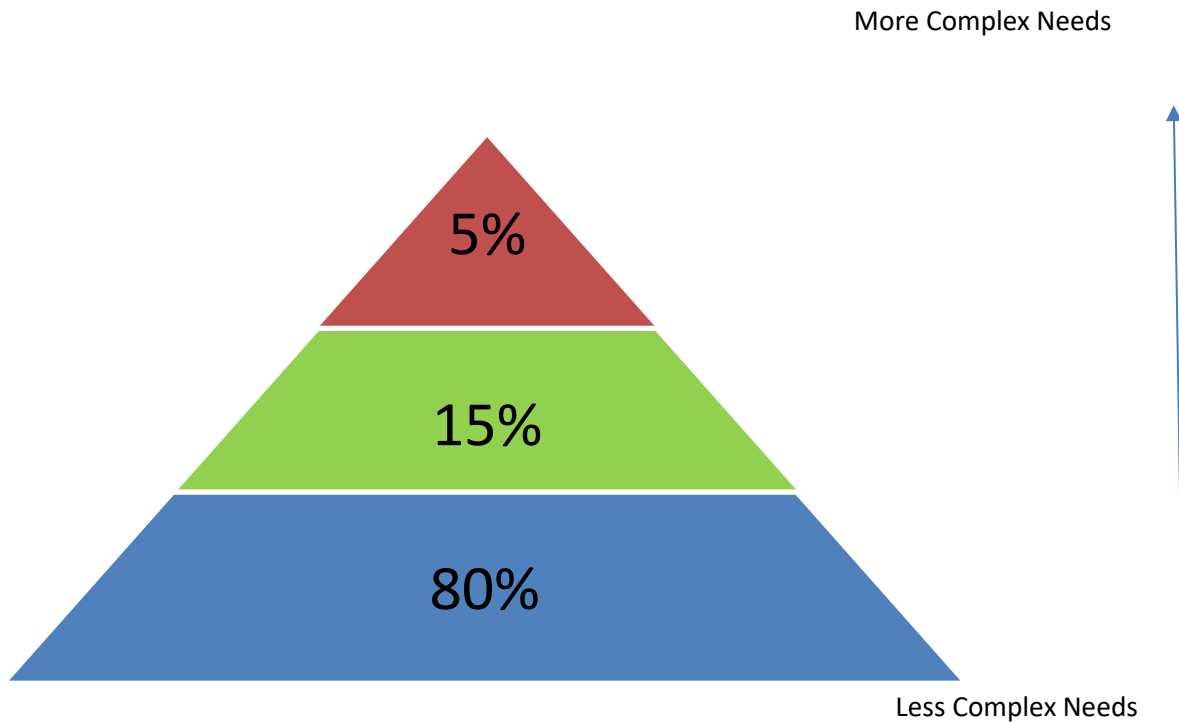
3.

Unconditional Care

Being unconditional means that our attitude toward a person is not depending on his or her behaviors. Regardless to what the person does, we keep to our promises and we give him the help and protection he needs. Unconditional doesn't mean that we have to be 24/7 for the person. It's about what happens in the moment of contact. --Gentle Teaching

“Unconditional care” can be characterized both as a core value or principle as well as an actual method of intervention. In the former sense, it refers to our conviction and policy that we will not discharge clients from our programs for the behaviors that brought them to us in the first place. In the latter, unconditional care can be seen as an implicit treatment intervention that informs and infuses all interactions between staff members and clients. --Seneca Family of Agencies





- Placement _____ have the greatest negative impact on children and youth with histories of _____ and _____ because they combine a message of rejection with a sense of powerlessness.
- These often sudden _____ can do profound emotional harm to children and youth who may have already experienced the _____ of birth parents, siblings, friends, school and neighborhood.

It's NOT about Agreement.

It's about Understanding.





1. Tell us about the family you were referred:

2. Develop a plan for next steps:

Who will you reach out to?

How do we start planning?

What do you think will help?

Putting Unconditional Care into Practice



Practicing Unconditional Care as an Intervention

With Family Members

1. "Doctors keep putting me on different meds; I am not going to take them."

Response: _____

2. "All of the therapists we've been to are all the same. What's going to change with this program?"

Response: _____

3. "I have tried everything, and nothing seems to work. I don't know what else to do"

Response: _____

Practicing Unconditional Care as an Intervention

With Team Members

1. “Alex is aggressive with teachers and peers, often getting into arguments or fights which lead to suspensions, so I don’t see how I can help.”—Ms. Taylor, school counselor

Response: _____

2. “I love my nephew and I know he loves his cousins, but he is so unpredictable. I am afraid he may hurt my kids”—Aunt Jennifer

Response: _____

3. “Mrs. Turner takes forever to call us back sometimes. Even when she says she will come get him, it takes her hours sometimes. If she doesn’t have time for Alex, I am not going to put any more effort. I do enough already”—Teacher

Response: _____



- Providing care and support in a way that is different from anything the family has experienced in the past
- Being recognized
- Being included
- Being listened to
- Revision of the youth and family’s “internal working model” —their perspectives of themselves

*It is critical to meet the
child's inevitable
expectation of failure with
an even stronger
commitment to sustaining a
relationship with him*

--Unconditional Care, Berrick and Sprinson, 2010

