

Building Skills, Transforming Communities,
Improving Lives

**National
Wraparound
Implementation
Academy**

September 9 – 11, 2019

*Baltimore Marriott Waterfront Hotel
Baltimore, MD*

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



**National
Wraparound
Implementation
Center**

#NWIA2019

WELCOME TO THE

2019 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 your skills 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 1½-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.

Baltimore Marriott Waterfront Hotel is just steps from Baltimore's Harbor, which is an attraction in itself. Surrounding this urban waterfront park, you'll discover a number of places to visit. The Civil War Museum is just steps from the hotel and is the historic railroad station with artifacts and displays detailing the city's role in the Civil War.

If you are looking to explore beyond the Harbor East, consider traveling by water taxi! To 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, 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 behavioral health needs and their families.

Thank you!

The National Wraparound Implementation Academy Team

AGENDA AT A GLANCE

Monday, September 9, 2019

7:30 a.m. - 9:00 a.m. *Breakfast and Registration*
9:00 a.m. - 10:15 a.m. *Welcome and General Session*
10:15 a.m. - 10:30 a.m. *Networking Break*
10:30 a.m. - 12:00 p.m. *Learning Intensives*
12:00 p.m. - 1:00 p.m. *Lunch*
1:00 p.m. - 4:15 p.m. *Learning Intensives continued*

Tuesday, September 10, 2019

7:30 a.m. - 9:00 a.m. *Breakfast and Registration*
9:00 a.m. - 10:30 a.m. *Sessions*
10:30 a.m. - 10:45 a.m. *Networking Break*
10:45 a.m. - 12:15 p.m. *Sessions*
12:15 p.m. - 1:30 p.m. *Lunch & Special Entertainment*
1:30 p.m. - 3:00 p.m. *Sessions*
3:30 p.m. - 5:00 p.m. *Technical Assistance*
(required to sign up in advance)

Wednesday, September 11, 2019

7:30 a.m. - 9:00 a.m. *Breakfast and Registration*
9:00 a.m. - 10:30 a.m. *Sessions*
10:30 a.m. - 10:45 a.m. *Networking Break*
10:45 a.m. - 12:15 p.m. *Sessions*



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THIS
YEAR!**

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details & speaker information!

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2020 TRAINING INSTITUTES

#WhatCouldBe

*Bolder Systems & Brighter Futures for
Children, Youth, Young Adults & their Families*



Pre-Institutes **June 29-30, 2020**
Training Institutes **July 1-3, 2020**
Orlando, Florida

Monday, September 9, 2019

7:30 a.m. – 9 a.m.

Registration and Networking Breakfast

GRAND BALLROOM WEST FOYER

9 a.m. – 10:15 a.m.

Opening Session

GRAND BALLROOM V & VI

Welcome

Kimberly Estep

Kim Estep is the Director of the National Wraparound Implementation Center and is excited to share the exciting lineup this year so get ready to roll up your sleeves and have fun while building your skills in Wraparound.

Keynote Address: Neuropsychology for Wraparound Teams

Dr. T. Andrew Zabel

Dr. Zabel is the Assistant Vice-President of Clinical Research and Quality Improvement at Kennedy Krieger. Dr. Zabel has spent the past 30 years, as a clinical neuropsychologist, in various professional treatment and assessment roles involving children and adolescents, including residential treatment, foster care, community-based rehabilitation, and hospital-based clinical neuropsychology. Through these experiences, Dr. Zabel has gained an appreciation of the interplay between children's brains and their environments. While patterns of brain development often equip children to meet the evolving demands of school and life, the balance between brain development and increased environmental expectations can easily be "thrown off" around key transition points. These "out of sync" periods can contribute to behavioral and emotional challenges for children and the community members that support them. Dr. Zabel will highlight patterns of brain development that occur over childhood, adolescence, and young adulthood, and discuss their relevance to the individual's transition into the roles and responsibilities of adulthood. Please join us as he shares his top ten list of brain science's "greatest hits" that every Wraparound team member should know.

Wrap Around the World: New Research and Other Developments

Eric J. Bruns and Janet S. Walker

There have been many exciting developments nationally and internationally since our last National Wraparound Implementation Academy two years ago. Eric Bruns and Janet Walker, Co-Directors of the National Wraparound Initiative, will provide "news you can use" from the world of Wraparound research and implementation support.

10:15 a.m. – 10:30 a.m.

Networking Break

10:30 a.m. – 4:15 p.m.

Full-Day Intensive Sessions

Care Coordinators and Supervisors

These intensive sessions are designed to enhance the skill sets of care coordinators and supervisors of Wraparound efforts and have been tailored to respond to common care coordinator and supervisor inquiries from around the country. This year's sessions are targeted to the integration of Wraparound for specific populations or challenges associated with Wraparound installation.

WATERVIEW C-D

Born this Way: Getting on the Right Track, Baby to Supporting LGBTQ+ Youth in Wraparound

Marlene Matarese and Angela Weeks

This intensive session will provide participants with an opportunity to learn about the needs and experiences of young people with diverse sexual orientation, gender identity, and/or gender expression (SOGIE) and their families, as well as strategies to address these needs within the Wraparound process. This session will provide a space for participants to engage in activities and practice strategies to address challenging situations when addressing SOGIE needs for families engaged in Wraparound.

GRAND BALLROOM III

Change: How to Make Wraparound Powerful for Youth and Families Involved in the Foster Care System*Natalie Richey and Carrie Gould-Kabler*

Are you struggling to understand how to apply the Wraparound process to young people and families involved with the foster care system? If so, this intensive full day workshop is for you. Participants will have the opportunity to learn how to effectively apply the Wraparound practice model and guiding principles to this unique population. They will also have the chance to discuss common challenges and develop new skills to overcome these barriers while ensuring that Wraparound is implemented in a high quality, high fidelity way that creates long-term and lasting change.

GRAND BALLROOM IX

The “F” Word: Cleaning up Our Act Around Facilitation*Kimberly Coviello and Beverly Burton*

This intensive full-day training will provide participants with an opportunity to refine their understanding of the essential components and skill sets needed to facilitate a meaningful Wraparound Child and Family Team Meeting. Participants will develop an understanding of their role and responsibilities as a facilitator, learn how to make connections between key elements of the process, acquire new skills to inspire a fun and creative meeting, and learn how to overcome common challenges often encountered during Child and Family Team Meetings. This training will use video segments and real life examples and will provide multiple opportunities for hands-on practice.

DOVER

Integrating Youth-Driven and Strengths-Based Practice: Advanced Skills for Providers Working with Youth and Young Adults*Maria Hermsen, Janet Walker, and Caitlin Baird*

Two of the defining principles of Wraparound are “strengths based” and “youth driven.” While providers typically understand and endorse these principles, they may be uncertain about how to implement them, particularly in situations in which the young person is proposing something that seems risky, unwise, or misguided. In this training, we review a series of specific techniques and strategies and describe how providers (including care coordinators and peer

support providers) can use them to stay true to these principles while also minimizing risk. We will also review techniques for increasing the focus on strengths in ways that feel genuine to the young person. The training will use real-life, video-recorded examples of good and improvable practice and will give participants the opportunity to practice the identified techniques and strategies.

LAUREL C-D

Moving from “What’s Wrong with You?” to “What Happened to You?”: Facilitating the Wraparound Process Through the Trauma Lens*Emily Bradshaw and Neil Mallon*

This intensive session will focus on the prevalence of trauma and the impact of traumatic experiences on physical, emotional, and behavioral development. Participants will practice how to facilitate a trauma-informed Wraparound process from engagement through planning.

THE RAVEN

Near, Far, Wherever You Are: Breaking the Ice on Wraparound in Rural Communities*Sara Strader and Sara Bowman*

This intensive session will explore the uniqueness of serving rural communities with the same high quality, high fidelity Wraparound as provider-saturated urban centers. Care coordinators and supervisors must think and work differently to support quality practice across hundreds of miles with little access to formal services.

ESSEX

Numbers Don’t Lie: Integrating Data to Improve Practice in Wraparound*Lisa Garland, Heidi Gross, Philip Benjamin, and Alya Azman*

This intensive session will focus on how to make changes in practice based on fidelity data collection and data driven decision-making at the child and family level. This involves the review, collection, analysis, and integration of data to improve practice rather than making decisions that are intuitive or based on observation alone. This session, while targeted at the practice level, may also be of interest to researchers and evaluators, as discussion will include frontline workforce responses and shifts in practice in response to quality improvement initiatives.

GRAND BALLROOM VIII

Recovery Road: Wraparound Perspective and Strategies for Working with Families Struggling with Substance Abuse**Conan Green and Brook Kearley**

This intensive workshop will outline how Wraparound can be successful working alongside families who also have substance abuse issues. Participants will learn practical skills that reflect the values and skills needed in Wraparound to support long-term recovery in all domains that impact families.

LAUREL A-B

The Wonky Donkey: How to Make Wraparound Less Wonky, and More Relevant for Early Childhood**Bonnie Evans and Kate Wasserman**

During this full-day intensive workshop, we will explore the unique characteristics of early childhood, and practically address how to keep Wraparound relevant for this population and their families.

Parent Peer Support Partners

This intensive session 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) and Family Run Organization leadership.

GRAND BALLROOM X

Cultivating a Culture of Proactive Intentional Support**Toni Donnelly and Laura Burger Lucas**

To meet families where they are, PPSPs sometimes get caught up in a cycle of reactivity. In this intensive session, we will provide a variety of skills and techniques that will assist PPSPs in cultivating a proactive culture of intentional support within PPSP programs. This session is geared for frontline PPSPs and will provide a variety of experiential exercises that are designed to increase skills and critical thinking.

State and County Leadership

This intensive session will focus on the necessary conditions to ensure successful installation of Wraparound within larger delivery systems. It is designed for state and local agencies/purchasers including MCOs, policymakers, Medicaid directors/leadership, and state level agency leadership (child welfare, juvenile justice, behavioral health, etc.).

GRAND BALLROOM II

It Takes More Than Money: Actionable Approaches for State and County Leaders to Ensure High Quality Wraparound**Kimberly Estep, Suzanne Fields, and Eric Bruns**

This intensive session will expose state leaders and research partners to the “Wraparound Implementation Standards — State” (WISS) tool and the newly adapted “Stages of Implementation Completion — Wraparound” tool. Through guided self-assessment using these tools, participants will take an in-depth look at actionable approaches in state and county oversight to ensure fidelity and quality of Wraparound implementation in their state or tribe.

Organization/Provider Leadership

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

WATERVIEW A-B

Leading Organizational Change**Shannon Robshaw, Nicole Foster, and Jonathan Olson**

This intensive session will present tools and strategies for use by organizational executive leadership and evaluators to advance successful implementation of high fidelity and high quality Wraparound and other improvement efforts within organizations. It will include a focus on the importance of organizational culture and using the “Wraparound Implementation Standards — Program”.

Tuesday, September 10, 2019

Note: Workshop attendance is limited by room capacity and will be filled on a first come, first served basis.

7:30 a.m. – 9 a.m.

Networking Breakfast

GRAND BALLROOM WEST FOYER

9 a.m. – 10:30 a.m.

Sessions

DOVER

Part 1: Partnering with Transition-Age Youth in Wraparound — Challenges and Strategies

Caitlin Baird, Maria Hermson, Janet Walker, and Conan Green

Participants will learn about how Wraparound with older youth and young adults tends to differ from Wraparound with younger children. We will explore how these differences impact the Wraparound process and how to manage challenges that commonly occur. Additionally, participants will learn to address the implications this has for Wraparound fidelity.

**Note — This is a three-part series.*

GRAND BALLROOM X

Part 1: Family Involvement Center's Onboarding Process for Parent Peer Support Roles

Toni Donnelly

This session will describe the onboarding process in use at The Family Involvement Center in Phoenix, AZ. Trainers will share a description of the process, discuss how it was developed, and review lessons learned from implementation. Topics will include infrastructure development, resource allocation, and evaluation efforts. Participants will review tools including PPSP competencies and job descriptions and trainers will discuss and share onboarding schedules and share tips about how to create customized tools to support onboarding efforts.

**Note — This is a two-part series.*

GRAND BALLROOM II

Oh My, We Are in a Pickle! But Lettuce Romaine Calm... We Have a Plan: Crisis Planning in Wraparound

Lisa Garland and Alissa Lucke

How can you manage a crisis if you are not prepared for one? Effective crisis planning requires an understanding of how families define crisis and how they have managed difficult times in the past. It also requires creative input from both formal and informal supports. This session is designed to provide a practical guide for crisis and safety plan development that reflects a family's capabilities and makes sense given their current situation.

GRAND BALLROOM VIII

Navigating Individualized Education Plans (IEP) and the 504 Accommodation Plan Process: How to Advocate Effectively in Partnership with Families

Lisa Spera and Bonnie Evans

Participants will receive a brief overview of Special Education and IEPs, review IEP Timelines, and walk through the six principles of federal law so care coordinators and others can effectively navigate the school system in partnership with families. The six principles include:

- Free and Appropriate Public Education (FAPE)
- Appropriate evaluation
- Individualized Education Plan (IEP)
- Least Restrictive Environment (LRE)
- Parent/student participation in decisions
- Procedural safeguards

THE RAVEN

Addressing Underlying Needs: It's More Than Behavior or Services

Kimberly Estep

Traditionally, planning has centered on addressing big behaviors; however, recognizing that behaviors are communicating something more is crucial to success in Wraparound. This session will explore why identifying and addressing underlying needs is so important and leads to greater success and sustainability for the youth and caregivers we partner with in Wraparound.

LAUREL A-B

Overview of the Day 1 Session “The ‘F’ Word: Cleaning up Our Act Around Facilitation”*Kimberly Coviello and Beverly Burton*

This session will focus on the role of a facilitator and the skill sets required to be effective as a facilitator of Wraparound. Participants will be provided with opportunities to assess their own facilitation skills and identify areas of strength and needed growth. They will be introduced to essential components of meeting facilitation and provided with tips, tools, and techniques around how to inspire fun and creativity within meetings, overcome common meeting pitfalls, and ensure everyone is actively engaged in the process.

LAUREL C-D

Ain't it Hard Keeping it so Hardcore? The Difference Between Holding Wraparound Expectations and Coaching Skill*Emily Bradshaw and Britney Smith*

This session will highlight the expectations to implement Wraparound within a Wraparound organization. Participants will learn what it means to hold staff accountable while still utilizing a supportive coaching model to build skill.

GRAND BALLROOM III

Managed Care Strategies for Financing Wraparound*Shannon Robshaw and Jill Sorensen*

Sustainable financing for Wraparound care coordination can be challenging for states and communities and navigating Medicaid managed care structures can seem intimidating. This session will look at mechanisms states and communities have used to finance Wraparound within managed care environments even when it is not covered as a state plan or waiver service.

WATERVIEW C-D

Effective Use of CANS in Wraparound for System and Practice Improvement*Eric J. Bruns*

The Wraparound process is the most common care coordination model for youth with complex needs and their families. Meanwhile,

the Child and Adolescent Needs and Strengths (CANS) is now the most widely used assessment tool in public child-serving systems. Some states, systems, and organizations, however, have struggled to coordinate the two philosophies and make the best use of CANS data at individual, organization, and system levels. This session will present guidance on ways to use CANS data to inform system and program improvements in Wraparound initiatives. The session will also provide guidance from a “joint statement” from NWIC and Chapin Hall (organizational home of the CANS) on integration of the two models in practice.

WATERVIEW A-B

Mobile Response and Stabilization Services and Wraparound as Fundamental Components of Systems of Care*Liz Manley*

Fidelity Wraparound is intended to be implemented within a system of care that includes a broad, flexible array of services. Mobile Response and Stabilization Services (MRSS) are a critical part of the service array. This session will present information on the evolution of MRSS, current best practice approaches, and effective ways to connect to Wraparound within a system of care.

GRAND BALLROOM IX

The Relational Stance: Honoring Families Through Partnerships*Natalie Richey*

Beginning with the first meeting, the approach we take with families enrolled in the Wraparound process matters. This session will explore the use of the “relational stance” to break down barriers and engage with families to build positive relationships throughout the process. Participants will dive in around factors that can upset the balance of partnerships within Wraparound and practice approaches that can instead build meaningful relationships with families.

ESSEX

Overview of the Day 1 Session “Near, Far, Wherever You Are: Breaking the Ice on Wraparound in Rural Communities”*Sara Strader and Sara Bowman*

This session will explore the shifts in practice necessary for care coordinators and supervisors to implement Wraparound in rural settings. This session, while focused on action steps for “boots on the

ground”, will also explore the myths hindering successful implementation. Supervisors and care coordinators alike must expand their capacity for creativity.

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

10:45 a.m. – 12:15 p.m.
Sessions

DOVER

Part 2: Partnering with Transition-Age Youth in Wraparound — Challenges and Strategies

Maria Hermsen, Caitlin Baird, Janet Walker, and Conan Green

Participants will learn what fidelity Wraparound looks like in the switch from family-driven to youth- or young adult-driven, and how to address challenges around team building when doing Wraparound with older youth and young adults. Participants will also learn about strategies for handling challenges related to collaboration.

**Note — This session is a continuation from the early morning sessions.*

GRAND BALLROOM X

Part 2: Family Involvement Center’s Onboarding Process for Parent Peer Support Roles

Toni Donnelly

This session will describe the onboarding process in use at The Family Involvement Center in Phoenix, AZ. Trainers will share a description of the process, discuss how it was developed, and review lessons learned from implementation. Topics will include infrastructure development, resource allocation, evaluation efforts. Participants will review tools including PPSP competencies and job descriptions and trainers will discuss and share onboarding schedules and share tips about how to create customized tools to support onboarding efforts.

**Note — This session is a continuation from the early morning sessions.*

GRAND BALLROOM II

Supporting Transgender and Gender-Expansive Youth in Systems of Care

Angela Weeks and Lyndsay Smith

Participants will learn to differentiate between sexual orientation, gender identity, and gender expression and strategies for talking to staff about these topics. Participants will also 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.

ESSEX

How to Make Sure Apathy Isn’t One of Your Four A’s: Ensuring that Planning is Evolving and Adjusting with New Information

Sara Strader and Vanessa Huston

This session will address how having a firm understanding of your role between meetings and actively tracking progress can set you up to be a champion barrier buster in your Child and Family Team Meetings. Participants will define and explore the “4 A’s” and gain an understanding of how to adjust accordingly in the field. Participants will also learn practical steps they can implement in order to get the most out of each team member and practice ways of tracking progress towards the family’s goals.

LAUREL A-B

BAM! Brainstorming, Actions and Monitoring — Creating a More Dynamic Planning Process During Implementation

Kimberly Coviello and Haylee Middleton

During implementation, it can be difficult to keep the planning process from feeling routine and static. That’s where BAM! comes in. This session will explore how to create a more dynamic planning process for teams during Phase 3 by strategizing, assigning new action steps, and monitoring progress at each and every team meeting. Participants will learn techniques for ensuring the planning process remains purposeful, creative, and relevant while simultaneously moving the family closer to desired outcomes. Discussion will also occur around what to do when aspects of the plan are not working or progress is not being made.

THE RAVEN

“Wraparound Lite” is NOT a Thing: Let’s FOCUS!**Kimberly Estep**

As funding streams and populations shift, states, communities, and providers sometimes pull apart Wraparound processes to accommodate changing policy expectations and meet fiscal demands. In this session, participants will explore why high fidelity and quality Wraparound should be maintained and what happens when pieces are pulled out. An alternative intermediate care coordination and evidence-informed practice, FOCUS, will be presented. Learn how FOCUS can complete a tiered care coordination approach in states while maintaining high quality standards in Wraparound efforts and operationalizing system of care values.

WATERVIEW C-D

“WrapSTAT”: A New System for Evaluating Youth Outcomes and Wraparound Quality Using Measures of the Wraparound Fidelity Assessment System**Taylor Berntson, Marianne Kellogg, Lydia M. Andris, and Eric J. Bruns**

The measures of the Wraparound Fidelity Assessment System (WFAS) evaluate Wraparound quality using surveys or interviews of youth, caregivers, facilitators, and team members; observation of Wraparound team meetings; and reviews of documentation. For many years, licensed users of WFAS tools have employed online data systems to enter, manage, and produce reports related to their fidelity data. In 2020, a new system will be made available to states, programs, and communities using WFAS. This system, provisionally called “WrapSTAT” will provide much-needed improvements to the current system, including (1) a youth/family registry that facilitates sampling for fidelity assessment and also allows for tracking of enrollment, length of service, and outcomes; (2) active assistance for stratified random sampling of youth/families for fidelity assessment; (3) internal tracking of data collection progress and completion rates; and (4) active data collection support such as automated emails with links to web-based Wraparound Fidelity Index surveys, auto-completed forms, and interactive dashboards for all system users. In this session, we will provide a demonstration of the new system, gain feedback from the wraparound community, and answer questions from the field.

GRAND BALLROOM III

Let’s Talk about Strengths — Identifying and Utilizing Functional Strengths in Wraparound**Lisa Garland and Elizabeth McDowell**

Adopting a strengths-based approach is often misinterpreted as neglecting what is hard or problematic and narrowly concentrating only on strengths as a way to sugarcoat difficult situations. That is not the case in Wraparound. This session will focus on acknowledging challenges and looking for unique capabilities, experiences, and skills each team member brings to the Wraparound process to overcome those challenges. Participants will practice utilizing functional strengths to engage families and team members in the process and develop creative strategies in care planning.

LAUREL C-D

Addressing Bullying through School Partnerships: Integrating Strategies into a Single Plan of Care**Lisa Spera and Bonnie Evans**

As many as one in three children and youth are bullied, and 30% admit to having bullied others. Cyberbullying is on the rise. Participants in this session will learn how to integrate effective strategies into Wraparound plans of care to address the impact of bullying. The latest evidence-based practices around bullying intervention will be shared, and participants will leave with an understanding of what bullying is and how it differs from teasing and other typical growing behaviors

WATERVIEW A-B

Financing Wraparound through Blending and Braiding Funds**Sheila Pires**

Children and youth involved with Wraparound typically are being referred from multiple child-serving systems, and most of these children are Medicaid-eligible. Cross-agency financing of Wraparound care coordination inherently makes sense. However, there are advantages and disadvantages to each of the funding streams controlled by various child-serving systems. This session will present strategies for using funding from a variety of sources to support sustainable implementation of fidelity Wraparound care coordination. Examples from states and localities will be provided, as well as information about potential new opportunities from current reform efforts.

GRAND BALLROOM IX

Get Creative: Wrapping your Mind Around Fitting Services to Families' Needs*Emily Bradshaw and Sylvie Malta*

Stuck in a rut? Do all your plans of care look the same? Are you utilizing mostly formal services? This isn't fair to families and can lead to staff burnout. In this session, you will learn how to individualize options and increase creativity in planning at Child and Family Team Meetings, which. This can increase positive outcomes for families as well as increase job satisfaction!

GRAND BALLROOM VIII

Overview of the Day 1 Session- Change: How to Make Wraparound Powerful for Youth and Families Involved in the Foster Care System*Natalie Richey and Carrie Gould-Kabler*

This session will discuss the common challenges children and families face when they are involved in the foster care system. Participants will be provided with an opportunity to learn how to overcome these challenges, using Wraparound to create long lasting change. Recent data trends will be shared to help guide participants through their understanding of families involved in foster care; additionally, the role and value of biological family members and other natural supports will be explored.

12:15 p.m. - 1:30 p.m. (1 p.m. Lunch Performance)

Networking Lunch

GRAND BALLROOM V & VI

Join us for the world famous Lethal Ladies of BLSYW Step Team performance!

The Baltimore Leadership School for Young Women (BLSYW, pronounced "Bliss") is an all-girls, college preparatory public charter school serving young women residing in Baltimore. BLSYW is modeled after the highly successful The Young Women's Leadership School of East Harlem, which has a proven track record of 100% of their graduates going to college for the past ten years. Key to achieving this result is the investment in a full-time college counselor

whose sole focus is to guide every student through the college application and financial aid process. Located in Mount Vernon, BLSYW school uses the city as their campus.

The documentary film, STEP, will be shown during the afternoon sessions and will have a facilitated discussion with Coach G (the coach highlighted in the film and the current coach of the Lethal Ladies of BLSYW Step Team).

1:30 p.m. – 3 p.m.

Sessions

DOVER

Part 3: Partnering with Transition-Age Youth in Wraparound: Challenges and Strategies*Caitlin Baird, Maria Hermsen, Janet Walker, and Conan Green*

This session will address how peer support can be organized through role definition, training, coaching and supervision so that it effectively supports and enhances the strategies described in parts I and II of this session. This session will also explore how peers in well-structured roles help build a bridge between young people and other professionals to promote collaboration and teaming.

**Note: This session is a continuation from the morning sessions.*

GRAND BALLROOM X

Family First Prevention Services Act*Sheila Pires*

This session will present information on the 2018 federal legislation enacting significant reforms to the child welfare system. The Family First Prevention Services Act (FFPSA) presents an opportunity to expand mental health and substance use disorder services and family/caregiver supports to children and families at risk for child welfare involvement and improve the quality of residential care. FFPSA planning and implementation is best undertaken through a collaborative and systemic approach by state child welfare, Medicaid, and children's behavioral health agencies. Collaboration across systems will help to ensure that resources are maximized and coordinated for prevention and treatment services, and that common evidence-informed practice criteria are applied to all residential programs, regardless of payer. The presenter will

provide information on how states might use provisions of the act to support expansion of systems of care and implementation of fidelity Wraparound care coordination, parent and youth peer support, and mobile response and stabilization services.

GRAND BALLROOM II

Overview of the Day 1 Session “Moving from ‘What’s Wrong with You?’ to ‘What Happened to You?’: Facilitating the Wraparound Process Through the Trauma Lens”

Emily Bradshaw and Neil Mallon

Children and youth who experience trauma can be found in many different kinds of child-serving systems that often intersect with Wraparound. Acknowledging trauma and recognizing traumatic reactions are crucial steps towards providing an effective process for families that meet their needs. This session will provide an overview of the prevalence and impact of trauma. Participants will learn where trauma interventions fit into the activities and components of the Wraparound process

GRAND BALLROOM VIII

Supporting Transgender and Gender-Expansive Youth in Systems of Care

Angela Weeks and Lyndsay Smith

Participants will learn to differentiate between sexual orientation, gender identity, and gender expression and strategies for talking to staff about these topics. Participants will also 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.

LAUREL C-D

Effective Supervision Strategies for Supporting Parent Peer Support Providers

Millie Sweeney and Malisa Pearson

Parent peer support providers (PPSPs) are a growing workforce nationally with more states offering certification or credentialing, Medicaid reimbursement, and implementation in diverse settings across child serving systems. It is essential to establish strategies to support implementation and ensure a qualified workforce with mandated training not only for PPSPs, but for their supervisors as

well. Supervisors of PPSPs face unique challenges in supporting their teams that can be mitigated with targeted supervisory training and ongoing support in their role. The information and strategies highlighted in this workshop are based on the experience and work of both national and statewide family organizations and focus on employing a developmental approach to supervision of PPSPs. Participants will have an opportunity to engage in dialogue around successes and challenges in implementation and will be more prepared to effectively support this valuable workforce.

LAUREL A-B

What If It Were You? Using Unconditional Care to Support Families Even When Systems Fail Them

Lisa Garland and Deidre Manley

Youth and family needs in Wraparound are complex and overlapping, often resulting in unsuccessful interventions and treatment efforts. Youth typically get passed from system to system as their needs and behaviors escalate. What if we tried something different? This session will focus on unconditional care as an intervention to support families in the face of challenges and create a sense of hope and possibility for their future.

GRAND BALLROOM I

STEP Documentary and Discussion with Geri McCarter (Coach G.)

Facilitated by Natalie Richey

STEP documents the 2017 senior class of an all-female, high school, step dance team. The film is set against the background of inner-city Baltimore and follows each dancer as she tries to become the first in her family to attend college. Throughout the film the girls strive to make their dancing a success while being forced to deal with an overarching presence of social unrest. *(Distributed by Fox Searchlight Pictures)*

GRAND BALLROOM III

Assuring the Appropriate Populations of Focus in Wraparound Implementation: Psychiatric Residential Treatment Facilities (PRTFs) Level of Care

Kimberly Estep and Liz Manley

Wraparound is intended to serve those children and youth at the highest risk of residential intervention, yet states and communities sometimes struggle with referral processes that are not adequately designed to reach this population. This session will present strategies states and communities can use to establish well integrated referral pathways to assure opportunities for diversion from PRTFs.

WATERVIEW C-D

Don't Stop Believing-Strategies to Support Wraparound Implementation within Community Mental Health Centers

Sara Strader, Kimberly Coviello, and Heidi Nelson

Organizations across the country may believe in Wraparound, but those organizations are not always structured to support its implementation fully or with quality. Policies and procedures may not represent the flexibility needed to allow for aspects of Wraparound to occur — hours kept by facilitators, Electronic Health Record (EHR) restraints, onboarding and training protocols, discharge or transition requirements, staffing rationales, and so on. Leaders must step back and reevaluate how they typically think about policy or procedures in order to foster an atmosphere in which collaboration and individualization can take place. Elements of Wraparound cannot be considered an add-on to facilitator job requirements.

WATERVIEW A-B

Measuring Wraparound Implementation at the State, System, and Organizational Levels

Jonathan Olson, Shannon Robshaw, Philip Benjamin, and Eric Bruns

Given the clear influence of system- and organizational-level factors on quality of implementation of healthcare innovations, the National Wraparound Implementation Center (NWIC) is increasingly emphasizing collection and feedback of system- and program-level implementation data in its work with states and systems. In this session, we will highlight the specific measures used by NWIC and how data from these tools support NWIC training and technical

assistance. Measures to be reviewed include the NWIC adaptation of the Stages of Implementation Completion (SIC) scale (Saldana & Chamberlain, 2012); NWIC's Wraparound Provider Standards, which outline Wraparound implementation steps at the organizational level; and two new monitoring tools called the Wraparound Implementation Standards – System (WISS) and Wraparound Implementation Standards – Program (WISP).

GRAND BALLROOM IX

Overview of the Day 1 Session “The Wonky Donkey: How to make Wraparound Less Wonky, and More Relevant for Early Childhood”

Bonnie Evans

This session will include an overview of key characteristics of early childhood and parts of the Wraparound process care coordinators often struggle with. Participants will learn and practice how to better engage early childhood families within the Wraparound process.

ESSEX

Using the Proven SOAR Model to Maximize Income and Increase Housing Stability for Children and Youth with Disabilities who are Experiencing or at Risk of Homelessness

Kristin Lupfer and Caroline Bolas

SSI/SSDI Outreach, Access, and Recovery (SOAR) for Children has proven to increase access to Supplemental Security Income (SSI) for children and youth with disabling conditions who are experiencing or at risk of homelessness. The curriculum emphasizes SSA work incentives that make it possible for youth to pursue vocational goals while maintaining benefits. Learn how SOAR can be integrated into programming to ensure the right combination of services to best suit current and future needs.

3:30 p.m. – 5 p.m.

GRAND BALLROOM V & VI

Individualized Technical Assistance (TA)

Participants will have signed up in advance for individualized TA and will have an assigned time, content expert(s), and location.

Wednesday, September 11th, 2019

7:30 a.m. – 9 a.m.

Networking Breakfast

GRAND BALLROOM WEST FOYER

9 a.m. – 10:30 a.m.

Sessions

DOVER

CLC Social Determinants of Health and Health Equity

Peter Gamache and Myriam Monslave Serrna

This presentation will facilitate an interactive discussion with participants that focuses on building behavioral health equity for all populations and communities served by System of Care states, tribes, territories and communities. Specifically, it will focus on building understanding among Wraparound front line staff with regard to behavioral health equity and the social determinants of health. This session will therefore ask participants to share their work related to Wraparound in Systems of Care and to examine the mental health disparities that service recipients may experience as they access behavioral health services, including Wraparound. Care coordinators will discuss local priorities and challenges to promoting behavioral health equity in partnership with the communities and populations that session participants serve.

WATERVIEW C-D

Booster Building 101: Making the Most Out of Group Supervision Training Opportunities

Kimberly Coviello and Jen Gibson

Are your group supervisory sessions booster trainings not having the desired impact or leading to the shifts in practice you hope to see? If so, this session is for you! During this session, participants will learn how to use data to make decisions about areas of needed staff development and skill building. They will be introduced to the central principles of adult learning theory and implementation science and will learn how to use these methodologies to create booster trainings that are staff led, action-oriented, and applicable to the real world.

LAUREL C-D

Part 1: Natural Supports — Do They Really Need to be Involved in Wraparound?

Natalie Richey and Sara Bowman

The role of natural supports is crucial to being successful within the Wraparound process and ensuring continued success after formal involvement with Wraparound has ended. This session aims to address the challenges that care coordinators frequently encounter in regards to finding and engaging with natural supports. Participants will explore various approaches for identifying natural supports and cultivating continued by- in, as well as strategies to keep supports engaged throughout the process.

**Note — This is a two-part series.*

GRAND BALLROOM III

Strategies and Lessons Learned for Organizations Working with Immigrant Families

Sara Fernandez-Marcote and Natalie Dallard

Organizations providing services to immigrant families face particular challenges in the current environment. This workshop will outline the experience of the Philadelphia Alliance for Child Trauma Services (PACTS), a National Child Traumatic Stress Initiative grantee, to serve unaccompanied immigrant youth. PACTS is a network of 17 community-based behavioral health providers committed to the provision of Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) and other evidence-based practices to the city's most vulnerable populations. In 2018, PACTS received supplemental funding from SAMSHA to increase the city's capacity to serve unaccompanied immigrant children and youth who have been resettled in the Philadelphia area. This workshop will highlight the program's successes, explore the barriers encountered, and share future plans.

WATERVIEW A-B

Organizational-Level Strategies for Implementing Wraparound

Shannon Robshaw

Implementation of high quality, fidelity Wraparound requires more than just coaching and training. It also requires a supportive organization. Development of the Wraparound Implementation Standards - Program (WISP) and the Wraparound Implementation Standards - System (WISS) have operationalized the Wraparound Implemen-

tation Practice and Quality Standards into practical tools that can be used to guide wraparound implementation. This session will orient participants to the WISP and how organizational leaders can use the tool throughout the implementation process to know where the implementation is on track and where there are gaps they may need to address.

GRAND BALLROOM IX

Helping Youth Thrive: Promoting the Well-Being of Adolescents

Francie Zimmerman and Sam Martin

This session will introduce participants to the Youth Thrive™ framework which is currently in use in six jurisdictions across the country in child welfare, juvenile justice, police, and homelessness systems, as well as other youth-serving and youth-led advocacy organizations. Participants will learn about the research base for Youth Thrive and hear salient examples of policy and practice changes, implemented to improve results for youth (ages 9-26). While Youth Thrive is applicable to all young people, it is very relevant to young people served by Wraparound programs who have significant mental health needs.

LAUREL A-B

The Evidence Base for Wraparound: Results from a New Systematic Review and Meta-Analysis

Jonathan Olson, Philip Benjamin, Alya Azman, and Eric Bruns

In this session, the University of Washington Wraparound Evaluation and Research Team (UW WERT) will review findings from over 20 controlled research studies on Wraparound found in a recent systematic review, focusing on what the “weight of evidence” is for Wraparound’s effects on residential, functional, symptom, and community outcomes.

GRAND BALLROOM X

Leading from the Heart: Adaptive Skills for Family Leaders

Millie Sweeney and Malisa Pearson

Family leadership is unique in many ways, as we tend to lead from the heart and evolve into leaders from lived experiences and, often, necessity. These unique factors, however, can impact our ability to effectively lead change. We begin as advocates, but sometimes struggle with moving from advocacy to leadership to be effective in a leadership role. This workshop is designed to explore family

leadership from the inside out, providing opportunities for reflection on being an agent of change in environments that are often complex and difficult. We will address the leadership styles needed in systems change and how to be intentional in choosing the style that best fits a situation; describe the distinctions between advocacy and leadership; and identify what it means to lead with and without authority. The workshop will also address the importance of being self-aware, adapting to situations, being disciplined in observable behaviors and language, and developing a support team and partnerships with family colleagues and system professionals. A combination of information sharing and discussion of strategies and experiences from the field will guide participants to begin identifying reset opportunities in both mind-set and skill set.

GRAND BALLROOM VIII

Supporting Permanency Through Family Finding

Jennifer Kelman & Jennifer J. Pettis

The Family Finding Model, originally developed by Kevin Campbell and colleagues, offers methods and strategies for establishing a lifetime network of support for youth touched by the child welfare system. Using intensive search and engagement strategies, Family Finders seek to increase permanency options and improve outcomes for youth who may otherwise lack meaningful connections to relatives and other significant adults. This workshop will introduce participants to the Family Finding Model, including the core beliefs behind the approach, steps in the process, tools and techniques, and intended outcomes.

THE RAVEN

Are We Hiring the Right People?

Sara Strader and Lyndsey Kappel

Walk through the National Wraparound Implementation Center’s Hiring Guide and explore reasons this is crucial to the success of quality wraparound efforts. Finding the right applicant to be a Wraparound care coordinator can be somewhat challenging for agencies implementing high quality, model-adherent Wraparound. The National Wraparound Implementation Center (NWIC) has developed this resource as guidance to sites as they recruit and hire new care coordination staff. The information to be shared is a combination of NWIC materials, best practices in recruitment practices in social services, and information gathered by coaches and supervisors nationally.

ESSEX

So What's Going On? The Power of Getting Out of the Office and Into the Field

Emily Bradshaw and Jessica Morris

Do you ever feel like you are circling the same conversation over and over with the same result? This session will refresh your coaching and supervision sessions by helping you to create opportunities to move from situational conversations to skill-based coaching experiences in and outside of the office. Supervisors and coaches will be supported in understanding of the importance of using the *Tell, Show, Practice, Feedback* process to build skill in care coordinators.

10:30 a.m. – 10:45 a.m.

Networking Break

10:45 a.m. – 12:15 p.m.

Sessions

LAUREL A-B

Standards for Intensive In-Home Behavioral Health Treatment

Philip Benjamin, Marianne Kellogg, and Eric J. Bruns

Intensive In-Home Behavioral Health Treatment (IIBHT) is a critical component of the service array available in a high quality system of care. However, to date there has been little guidance to purchasers, providers, and the children's mental health field overall about what represents IIBHT "quality" at a program or practice level. This session will describe recent results of an effort to develop practice- and program-level quality standards for IIBHT that can be used to aid in IIBHT quality monitoring, contracting, and workforce training and development.

LAUREL C-D

Part 2: Natural Supports — Do They Really Need to be Involved in Wraparound?

Natalie Richey and Sara Bowman

The role of natural supports is crucial to being successful within the Wraparound process and ensuring continued success after formal involvement with Wraparound has ended. This session

aims to address the challenges that care coordinators frequently encounter in regards to finding and engaging with natural supports. Participants will explore various approaches for identifying natural supports and cultivating continued buy-in, as well as strategies to keep supports engaged throughout the process.

**Note — This session is a continuation from the early morning sessions.*

WATERVIEW C-D

I Can See Clearly Now: Surmounting Everyday Obstacles in Supervision

Kimberly Coviello and Jessica Morris

This session will help supervisors/leadership identify why staff push back about Wraparound and what conditions may help clear the way for it to be done more effectively. Participants will learn the organizational considerations to ensure Wraparound can be done well (e.g., caseload size, productivity, administrative support, MCO considerations) and provide participants the opportunity to learn from one another on what has worked in the face of shifting service arrays, MCO mandates, paperwork demands, etc.

GRAND BALLROOM VIII SESSION

Overview of the Day 1 Session "Recovery Road: Wraparound Perspective and Strategies for Working with Families Struggling with Substance Abuse"

Conan Green

During this session, participants will develop an understanding of how to effectively apply the Wraparound process to youth and families experiencing both mental health and substance abuse challenges. Information will be shared with participants about evidence-based practices that can be employed when partnering with individuals and families struggling with substance abuse. Participants will also be introduced to the concept of underlying needs and learn how to think differently about the root causes of substance abuse disorders.

GRAND BALLROOM II

Federal Developments in Medicaid Supporting Treatment for Substance Use Disorder*Deborah Harburger and Melissa Schober*

This session will cover recent federal legislative and policy initiatives to expand the availability and accessibility of SUD treatment for children, youth, and families. Presenters will discuss the recently enacted SUPPORT Act (H.R. 6), states' use of 1115 waivers, and the recently released CMS/SAMHSA bulletin on the provision of mental health and SUD services in school-based settings.

WATERVIEW A-B

State and System Level Strategies for High Quality Fidelity Wraparound Implementation*Shannon Robshaw*

This session will expose participants to the Wraparound Implementation Standards - System (WISS). The WISS has operationalized the Wraparound Implementation Practice and Quality Standards in a practical tool system leaders can use to support a successful Wraparound Implementation. Through guided self-assessment using this tool, participants will take an in-depth look at actionable approaches in state oversight to ensure fidelity and quality of Wraparound implementation in their state or system.

THE RAVEN

Cost Effectiveness of Shifting Organizations to Support Quality Wraparound: Preventing Higher Levels of Care and Keeping Youth in Their Beds at Night*Sara Strader and Heidi Gross*

If Wraparound is *just* another program leadership adds to create revenue, important procedural aspects will be missed. This session will explore the necessary elements an organization must implement at every level in order to minimize costs and maximize success. Cost analysis and time studies are initial tools needed, but continued supervisor support inspires staff and increases retention rates. We will examine the foundational elements an organization needs in order to increase long-term sustainability for youth and families.

ESSEX

Providing Psychiatric Residential Treatment Facilities (PRTF) Level of Intensity in the Community*Emily Bradshaw*

Wraparound is reserved for youth with complex behavioral health needs and often is the last option before placement in a residential treatment center. This session will target aspects of the Wraparound process that are needed to ensure that the Child and Family Team is serving as the hub of accountability for a Wraparound process that is coordinated, community-based, and comprehensive to meet a family's physical, emotional, social, and educational needs.

GRAND BALLROOM IX

Supporting Families in Their Community Not in a Program — Transition Planning in Wraparound*Lisa Garland*

How do you know when you are ready for transition in Wraparound? How soon is too soon to start transition planning? This session will provide an opportunity to learn and practice strategies for purposeful transition planning that celebrate the Child and Family Team's achievements throughout the Wraparound process.

GRAND BALLROOM III

Leading from the Heart: Adaptive Skills for Family Leaders*Millie Sweeney and Malisa Pearson*

Family leadership is unique in many ways, as we tend to lead from the heart and evolve into leaders from lived experiences and, often, necessity. These unique factors, however, can impact our ability to effectively lead change. We begin as advocates, but sometimes struggle with moving from advocacy to leadership to be effective in a leadership role. This workshop is designed to explore family leadership from the inside out, providing opportunities for reflection on being an agent of change in environments that are often complex and difficult. We will address the leadership styles needed in systems change and how to be intentional in choosing the style that best fits a situation; describe the distinctions between advocacy and leadership; and identify what it means to lead with and without authority. The workshop will also address the importance of being self-aware,

adapting to situations, being disciplined in observable behaviors and language, and developing a support team and partnerships with family colleagues and system professionals. A combination of information sharing and discussion of strategies and experiences from the field will guide participants to begin identifying reset opportunities in both mind-set and skill set.

GRAND BALLROOM X

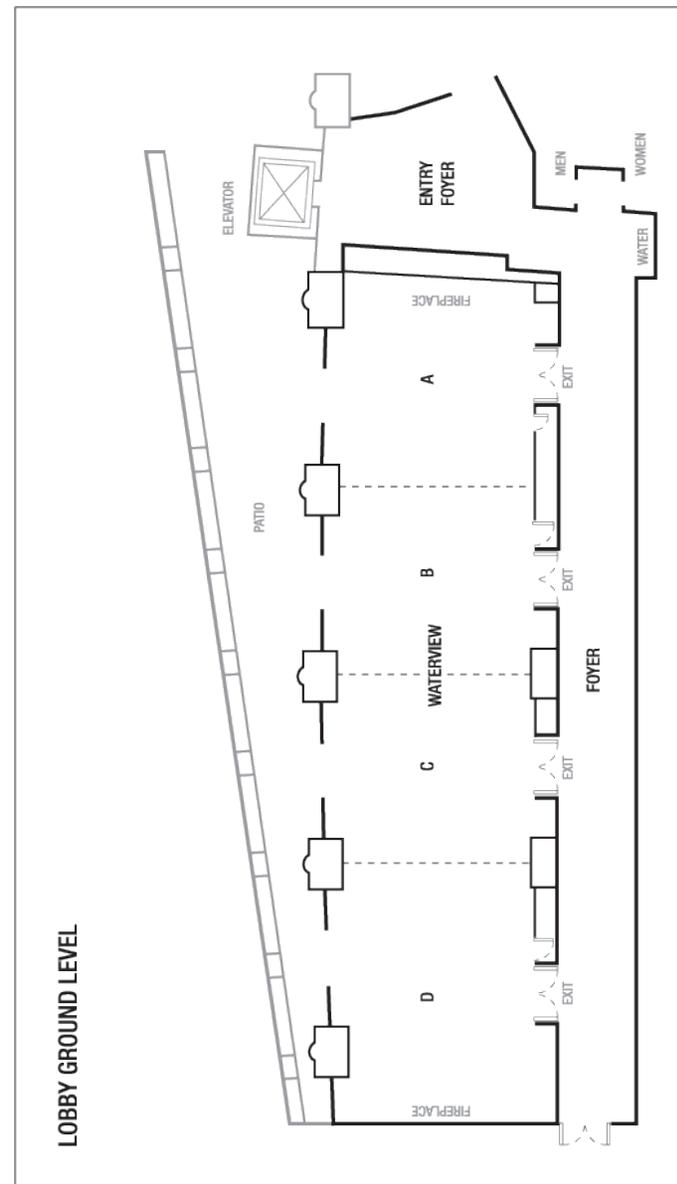
Engaging School Personnel – Don't Let Them Be the Untapped Resource for Wraparound Teams

Lisa Spera and Bonnie Evans

Children and youth spend much of their time in school. School teachers, principals, and other personnel are great sources of information regarding strengths, behaviors, and strategies that can make a care coordinator's job easier. In this session, learn how to engage school personnel to increase team participation and identify effective strategies that can be incorporated into plans of care.

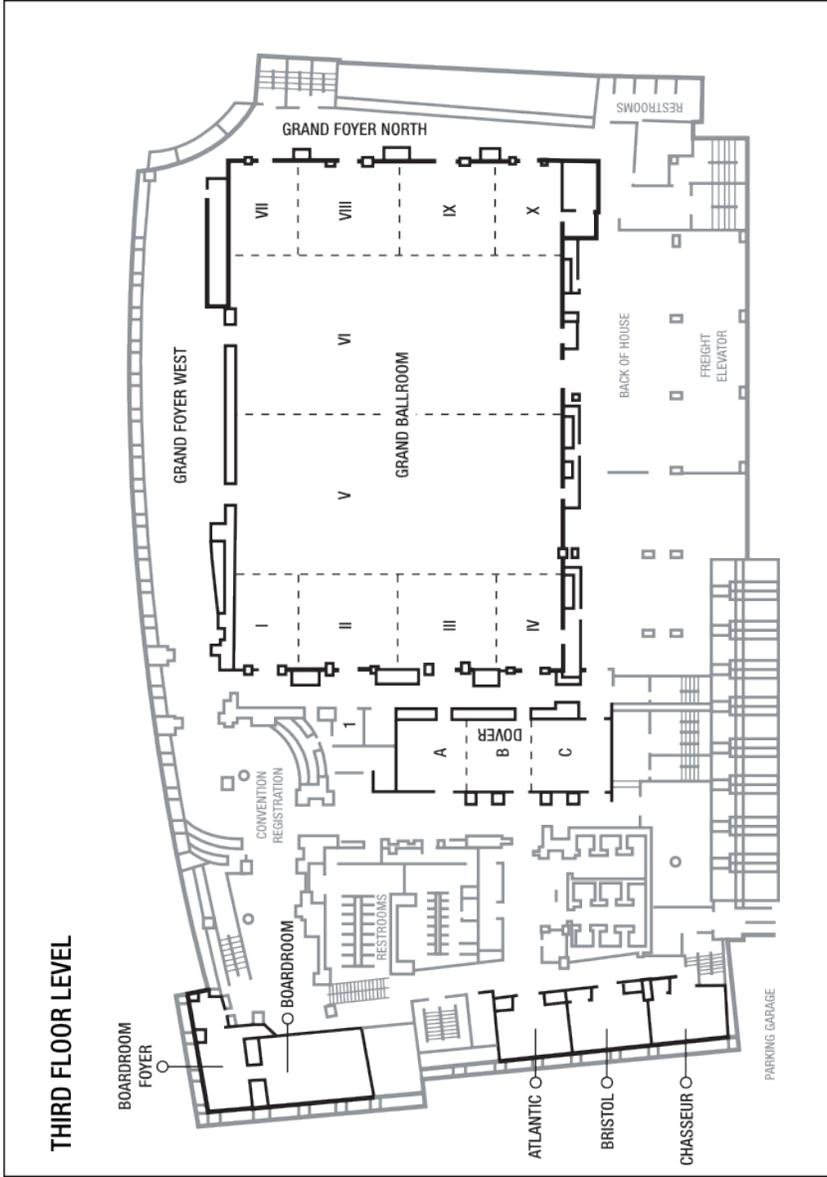
Map of Baltimore Marriott Waterfront Hotel

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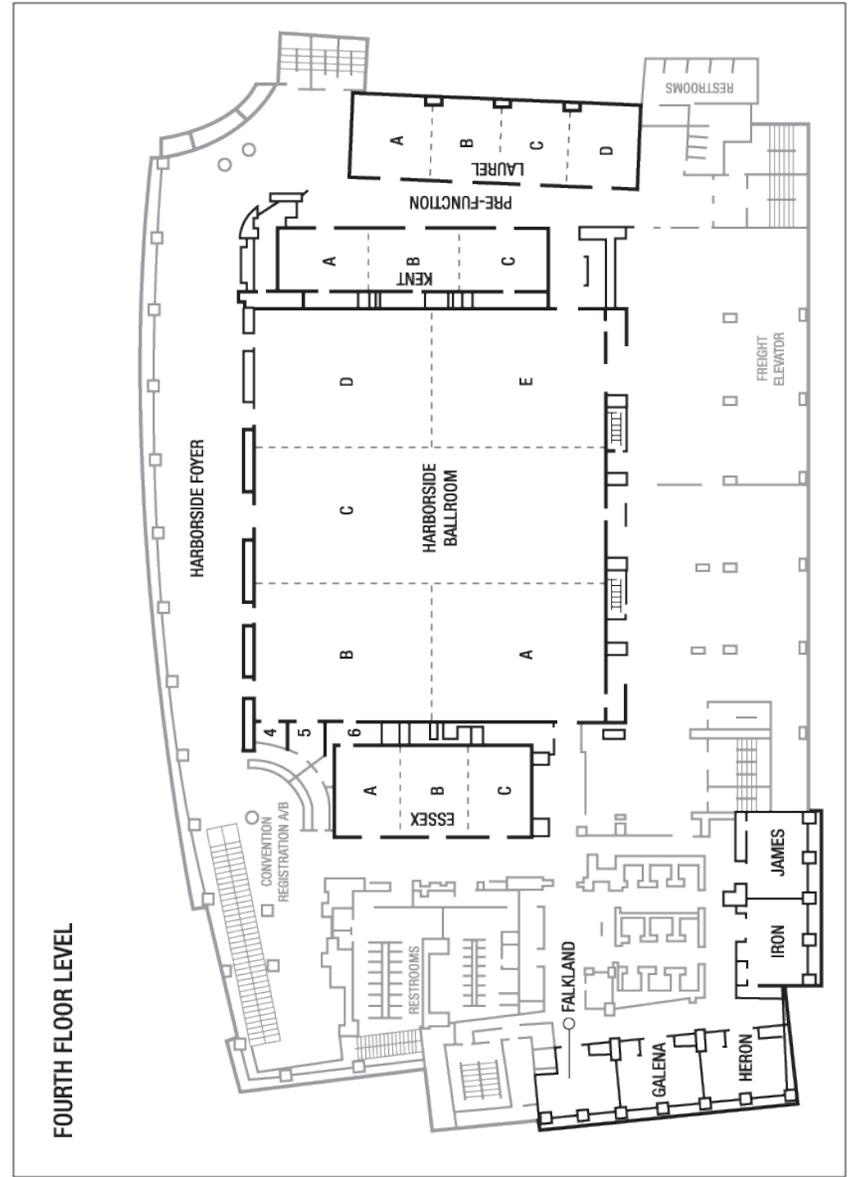
Map of Baltimore Marriott Waterfront Hotel

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Map of Baltimore Marriott Waterfront Hotel

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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.



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