

Using a Community of Practice to Define the Role of Family Partners in Wraparound

22nd Annual Research Conference,
A System of Care for Children's
Mental Health: *Expanding the
Research Base*

March 2, 2009

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Introduction and Background

- Defining the role of Family Partner within context of the wraparound approach
- National Wraparound Initiative and Family Partner Task Force
 - *partnership to create a family driven participatory strategy for developing tools to support standards*
- Application of NWI tools and techniques to the role of family partner
 - *Ten Principles of Wraparound*

Methodology

- Delphi approach
 - 3 separate rounds of feedback collection
 - Web-based survey
- Rounds 1 & 2
 - Limited to Family Partner Task Force
- Round 3
 - All advisors invited to give feedback

Methodology

- Round 1 (Dec-Jan 06-07)
 - N = 12, Respondents asked:
 - Like the description? Agree with description?
 - Feedback as to how to change or improve.
- Round 2 (March – April 2007)
 - N = 11, Respondents asked:
 - Keep the description as is? Change the description? Discard the description?
 - If 'change' or 'discard', required to explain reasoning
- Round 3 (June - August 2007)
 - N = 42, Respondents asked:
 - Keep the description as is? Change the description? Discard the description?
 - If 'change' or 'discard', required to explain reasoning

Copy of Draft III - Role of Family Partner on Wrap Teams

The Wraparound Principle of Family Voice & Choice is stated as follows:
"Family and youth/child perspectives are intentionally elicited and prioritized during all phases of the wraparound process. Planning is grounded in family members' perspectives, and the team strives to provide options and choices such that the plan reflects family values and preferences"

Please read the following description of the Family Partner role as it relates to the principle of Family Voice & Choice.

Coaching, educating, supporting and encouraging for family members to use their own voice to express their views clearly and to make informed choices is the very essence of the role of the Family Partner. The Family Partner actively ensures that the family's own voice drives the wraparound process and their wraparound plan. The Family Partner helps to create a safe environment in which families may express their views or vent frustration. The Family Partner can help the family discover ways to describe negative experiences and express their fears and anxieties to the team in ways that promote communication.

The Family Partner makes a special effort to ensure that the family's point of view (not the Family Partner's), is heard by the team. The Family Partner must be able to convey the family's perspective when the family is unable or unwilling to express it themselves and asks that the Family Partner be their spokesperson. To do this, the Family Partner invests as much time as is necessary to develop a complete understanding of the family's perspective.

The Family Partner has a responsibility to educate the other professional team members on the significance of family voice and choice and how their own practice and behavior can create an environment in which families feel safe using their voice and expressing their choices.

Please check one of the following options:

Feedback

Keep the description as is Change the description Discard the description

Survey Example Question

Principle

Family Partner Role Description

If you answered "Change the description", please explain how you would change it.
If you answered "Discard the description", please explain why you would like to discard it.
If you answered "Leave the description as is", please type "N/A".

**Example Feedback (Round 3)
Principle 1 – Voice and Choice**

- **From the individual:** The Family Partner makes a special effort to ensure that the family's point of view (not the Family Partner's), is heard by the team. I don't agree with what is written above. I suggest the family partner spend as much time as is necessary to connect the family to the team members individually to connect family so that the relationships are developed so that family can speak and that team members individually will listen and hear.
- **As a group: n = 40**

Answer	Frequency	Percentage
Keep as is	32	80%
Change	8	20%
Discard	0	0%

[Findings]

- The community-based evidence approach has been useful in defining and clarifying the role of family partners in the wraparound process
- The inclusiveness of the approach has facilitated acceptance and use of the model
- The approach is a practical tool for developing additional tools and materials to support implementation

[Conclusions]

- **The Application of the Ten Principles of the Wraparound Process to the Role of Family Partners on Wraparound Teams** is gaining wide acceptance as a model for practice in communities around the country
- The model can be used or adapted across a wide spectrum of system of care communities while establishing a base line for fidelity

[Implications]

- The model establishes the foundation for systematic study of the role of family partners – such as
 - How family partners function in different contexts
 - What impact family partners have on a variety of factors associated with planning and service delivery for children, youth, and families

[Next Steps]

- The Family Partner Task Force is continuing to use this approach to develop additional tools
 - How Family Partners Contribute to the Phases and Activities of the Wraparound Process
 - A framework for developing salary schedules and other conditions of employment
 - Tools to assess and support high quality performance of family partners