

Family Partner Functions, Roles and Action Steps

The primary responsibilities of the Care coordinator are directly tied to actions steps relating the phases and activities of Wraparound. The Family Partner (FP) role needs to be much more flexible to support the family to successfully navigate and complete the Wraparound process. The Family Partner has three primary roles which are defined in terms of seven functions, which in turn are defined in terms of 97 action steps.

Functions of the Family Partner

- Partners with Wraparound Staff (Care coordinator and Wraparound Coach/Supervisor) to ensure that the Wraparound process is provided with high fidelity and is successful for families
- Provides direct support to parents and child and family team members through Action Steps (Tasks) in the Wraparound plan
- Connects families to other families to strengthen natural support systems and provides system level family voice and choice

Family Partner Roles

- The FP is a role model for parents for effective personal interactions and behavior.
- The FP supports families to identify their own future vision of what their family can be, the most important needs to achieve this future, and use their strengths and culture to get these needs met.
- The FP shares their own experiences to build relationships with and help families be successful with Wraparound.
- The FP mentors families to improve their confidence and ability to advocate for and effectively manage the services and supports for their own family.
- The FP supports development, reconnection and strengthening of natural supports for families.
- The FP partners with the Wraparound staff (e.g., care coordinator and Wraparound coach/supervisor) to provide a high fidelity Wraparound process.
- The FP supports development of Family to Family Supports.

FP Action Steps for Roles

Models Effective Interactions

1. The FP actively listens to the family and develops an engagement link prior to moving forward with Wraparound activities.
2. The FP encourages and models commitment to the family and encourages the family to believe in their future and to stick with the process.
3. The FP honors the culture of the family by keeping their own views in check.
4. The FP aligns themselves with the family to support the family's choices.
5. The FP engages in strategic and mutually respectful partnerships with the care coordinator and other team members.
6. The FP role models strengths-based interactions by not blaming or shaming others in the presence of the family or other team members.
7. The FP helps the family understand and build on the strengths of their team members.

8. The FP models protection of confidentiality by never talking about Wraparound families outside of the appropriate work setting, without the families' permission and input.
9. The FP checks in with the family during and at the end of interactions and activities to determine family satisfaction with the process.

Advocates For and Supports Family's Needs

10. The FP helps the family understand that support can take on many different forms and that the family will determine what the support will look like for them.
11. The FP actively listens to the family and takes notes about support needs, clarifying points with the family and care coordinator.
12. The FP shares experiences with families to help them understand how Wraparound can help families meet positively framed needs.
13. The FP educates and supports family members on the importance of using their own voice to express their needs and preferences (e.g., "do for, do with, and cheer on").
14. The FP and family have a running commentary on their current status of doing for themselves and continually plan for the next steps to move in that direction.
15. The FP provides direct support for the family while providing the least amount of support that will be successful with planned fading of support (do for, do with and then cheer on).
16. The FP recognizes and values the differences among families, helping families discover their unique culture, and using this information to determine how they can best advocate for their family.
17. The FP helps family members understand and explain their culture and strengths to get their plan to match their family culture.
18. The FP understands family needs, culture, strengths and preferences and supports families to advocate for them.
19. The FP helps the family understand the mandates and perspective of other team members, while keeping family perspective at the forefront of team discussions.

Sharing Your Experience

20. The FP recognizes the need to share experiences and identifies the purpose and intent of sharing.
21. The FP briefly shares a part of their story (or another family's story without their names or identifying information not straying from) the purpose and intent of the family's need.
22. The FP actively listens to the family as the FP shares their experience to ensure that the family wants to hear their story and that it is addressing the area of purpose and intent.
23. The FP shares their own experiences to develop a shared sense of understanding and relationship with families.
24. The FP may share their own experience with Wraparound to give the family an understanding of how the process can be an opportunity for them.
25. The FP may share their own experience with the different activities of the Wraparound process to give the family an understanding of how the process can affect them.
26. The FP may prepare the family for the strengths, needs, and culture discovery conversations through sharing personal and other family experiences.
27. The FP may give personal examples to help understand the importance of having a team that includes providers, custodial agencies and natural supports.

28. The FP may share their own experience of how being honest and open helped them to get better support.

Mentors Families to Improve Self-Efficacy (Confidence They Can Be Successful)

- 29. The FP helps the family identify their current strengths around areas of self-efficacy (e.g., advocating for themselves, getting needed services and supports, managing crisis situations, accessing needed resources and signs of confidence that they can make things work for their family).
- 30. The FP helps the family identify areas of need around self-efficacy and set some priorities about things they would like to be better at through doing the Wraparound process.
- 31. The FP helps the family set manageable goals and short term objectives for improving their self-efficacy.
- 32. The FP works with the family through a “do for, do with, and cheer on” strategy to build the family’s self-efficacy and transfer control of the process to the family.
- 33. The FP observes and interacts with the family to help the family understand and celebrate their strengths and accomplishments.
- 34. The FP support the family to continually celebrate their successes.
- 35. The FP knows available resources within a community and helps the families in choosing and accessing those that address their needs and match their culture and strengths.
- 36. The FP educates and supports the family in the importance of maintaining and using documentation to advocate and control the process of service and support.
- 37. The FP helps families to understand how to store and use documentation to support services for their children.
- 38. The FP helps and encourages families to find and develop effective self-advocacy skills.

Supports Development, Reconnection and Strengthening of Natural Supports for Families

- 39. The FP may share personal experiences and reasons why natural supports can be important for families.
- 40. The FP actively listens to the family about concerns of having natural supports involved with the process and helps them understand the checks and balances within Wraparound that can address many of these concerns.
- 41. The FP helps families identify reciprocal relationships (what each person gets from the relationship) that define and sustain natural supports.
- 42. The FP helps families focus on the strengths of natural supports and the opportunities natural supports provide for the family.
- 43. The FP brainstorms ways the family can be a stronger support for their supports.
- 44. When families do not easily identify natural supports, an FP may be enlisted to do more in depth work with the family to identify potential supports.
- 45. The FP may work with the family to plan for contacting potential natural support team members and orienting them to the process.
- 46. The FP may meet with natural supports to get them ready for initial or follow-up Wraparound meetings.
- 47. The FP helps families to plan and reconnect with extended family and natural supports based on family voice and choice.
- 48. The FP helps families and natural supports work through barriers to partnership.
- 49. The FP may help the family identify the need for and strategies to develop new natural supports.

Supports Implementation of the Phases and Activities of Wraparound

(The FP partners with the care coordinator to complete the activities of the Wraparound process.)

Wraparound Phase One: Engagement

Initial Engagement

50. The FP may assist the care coordinator by doing one on one orientation, sharing their own experience with Wraparound, and helping the family to understand how Wraparound might be a positive opportunity for them.
51. The FP is open and welcoming and engaging the family in conversation identifying the family's concerns before explaining Wraparound in detail.
52. The FP asks the family about their hopes and dreams and helps them to believe that they can accomplish their visions.
53. The FP helps the family understand what is different about Wraparound by explaining wraparound from a family's perspective.
54. The FP may provide written materials and other resources to help families understand Wraparound, review these materials with the family, and answer questions.
55. The FP explains their role including what they may do and limits on the role.
56. The FP may assist the care coordinator in explaining confidentiality and client rights and responsibilities, and as needed, help ease these fears and answer questions from a family perspective.
57. If a family member is very distrustful of systems and does not want to sign consent and release forms, the FP may need to do some one on one time with the family member to help them understand why sharing could benefit their family.
58. The FP may assist in the development of crisis stabilization plans to make sure the plans are individualized, based on voice and choice and are realistic for the family.

Strengths Needs and Culture Discovery

59. The FP may help the family prepare for the SNCD by helping the family understand why sharing their strengths, needs, culture and vision from a family perspective can lead to a better Wraparound experience.
60. The FP may help the family prepare for the SNCD by understanding why Wraparound works better when focused on positive needs and reframing negative concerns into positive needs.
61. The FP may help the family gather and organize information that they will need to advocate for their child.
62. The FP may help the care coordinator gather the information for the strengths, needs and culture discovery and ensure that this information truly reflects the opinions and priorities of the family.
63. The FP may take the completed summary document to the family and sit with them and go over it to make sure it is correct and add to the document as needed.
64. The FP may help different members of the family come up with consensus needs, vision and options that can be win/win for all family members.

Preparing the Family for Team Meetings

65. The FP may be able to help the family find natural supports within the community to help with the planning process.
66. The FP may spend additional time with the family to prepare them for the initial Wraparound meetings making sure they understand each of the parts of the agenda and are prepared to use their voice and choice.

67. The FP may help the family to define strengths and culture that relate to priority needs and do some brainstorming of possible options related to these needs based on the strengths and culture prior to the meeting to better prepare the family for the meeting.
68. If the family wants the FP at planning meetings the FP works with the family to decide the role the FP will play in advance of the meeting.
69. The FP works with the care coordinator to make sure family needs are met in the scheduling, location and agenda for the Wraparound planning meetings.
70. The FP may work with families to contact team members who will need support to get to and participate in the meeting.
71. The FP models the process of listening to the concerns of the potential team member, explaining Wraparound in terms of these concerns and the family vision, and identifying any needs of constraints the person has to participate on the team.

Wraparound Phase Two: Planning

72. The FP helps other team members to understand the importance of and feel comfortable with family voice and choice.
73. The FP helps the family understand the needs of other team members and works to find ways for the family to work with these team members.
74. The FP encourages thinking beyond the usual services and supports.
75. The FP is determined to ensure family voice and choice during needs selection. Ideally, the FP comes to the meeting with an understanding of family wishes in this area (and on goals and objectives).
76. The FP agrees to take on Action Steps that are compatible with their role and that they have the time and resources to complete.
77. The FP is careful to ensure that the family understands the reason for the crisis plan and why it is being done.
78. The FP explains the functional assessment process and shares how this process has helped other families and the importance of in-depth accurate information.
79. The FP checks in with the family to ensure they feel they were heard and that the developed plan is individualized to who they are and is realistic.

Wraparound Phase Three: Implementation

80. The FP reviews the written plan with the family to make sure they understand it, agree with it and have any resources or supports needed to implement it.
81. The FP encourages the family in completing Action Steps, through motivation, support and reminders.
82. The FP works with the family to determine if the plan is working and to decide when they need to ask for changes in the plan.
83. The FP checks with the family on emerging needs and if the needs should be brought to the team and if new strategies are needed.
84. The FP may help the family to update their various documents and information used to advocate for their child and family, helps the family to identify the strengths of their natural support systems and communities, and helps them identify ongoing needs to be more connected as needed.
85. The FP constantly checks with the family on their feeling of support from the team, and if they are beginning to feel a lack of support, too much support, or if the family is not content with the team for any reason.

- 86. The FP can be used to spend additional time with the family to prepare them for follow-up Wraparound meetings.
- 87. The FP works creatively with the family and their team to make sure that progress does not stop when barriers and challenges occur.
- 88. The FP models positive collaboration with all team members to build team cohesion (togetherness).
- 89. The FP documents their work with the family through progress notes that meet the criteria set by the participating agencies.

Wraparound Phase Four: Transition

- 90. The FP supports the family to identify the needs that will continue to need attention after formal Wraparound ends.
- 91. The FP helps the family identify the successes they have had and the lessons they have learned through the Wraparound process.
- 92. The FP checks in with the family to ensure that the modification to the Wraparound process is understood and is culturally competent to the family.
- 93. The FP checks with the family to see how and if they would like to celebrate success in a culturally competent manner.
- 94. Ideally the FP should be committed to remaining with the family as long (and no longer) than the family needs/desires. The FP supports the family through self-advocacy. Phasing out the FP should be a gradual process as families expand their role.

Supports Development of Family to Family Supports

- 95. The FP may link the family with other graduates of the process who can be team members and natural supports.
- 96. The FP gives families opportunities to become part of the larger circle of families where they can find support from other parents and caregivers with similar experiences.
- 97. FPs connect families to local family groups and organizations.