Building a Successful Natural Supports System

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Training Objectives

Participants will understand the importance of natural supports

Participants will be able to assist families in identifying and managing a natural supports system

Participants will learn how to transition a family into a natural support framework

What is Wraparound Anyway?

- A comprehensive, holistic, youth and family-driven way of responding when children or youth experience serious mental health or behavioral challenges

- Puts the child or youth and family at the center. With support from a team of professionals and natural supports, the family's ideas and perspectives about what they need and what will be helpful drive all of the work in Wraparound

- Can include the family's friends and people from the wider community, as well as providers of services and supports.

- Family and young person take the lead in deciding team vision and goals, and in developing creative and individualized services and supports that will help them achieve the goals and vision. Team members work together to put the plan into action, monitor how well it's working, and change it as needed.

HIGH FIDELITY WRAPAROUND

Child & Family Focus
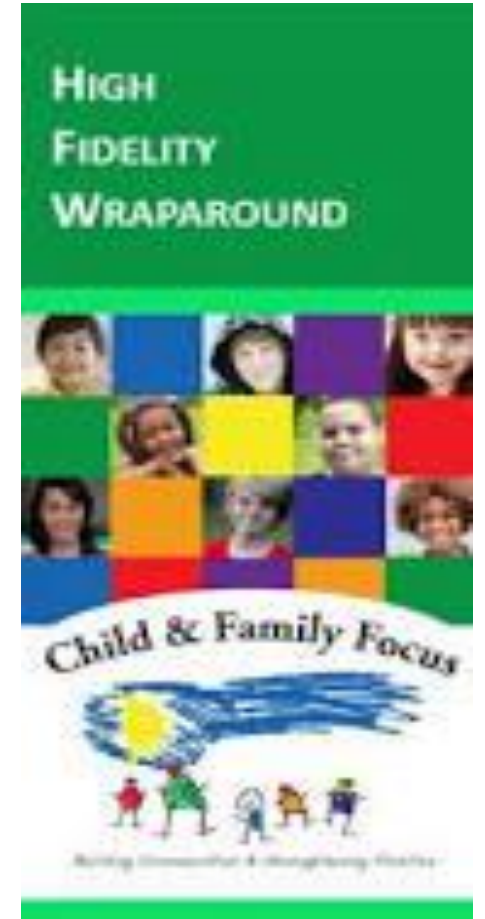
Data Background

- The statewide data shows that the average age of kids who receive wraparound services are between the ages of 10-13 years old.

- 66.67% of customers in wraparound are male while 33.33% are female.

- 76.92% are/or identify as White/Caucasian while 12.82% identify as Black/African American.

- The data is broken down into 3 different domains. Here is what the data tells us.

  - Functioning Outcomes- Kentucky is at or above the National range

  - School and Community Outcomes- Kentucky is well above average compared to Nationally.

  - Satisfaction Outcomes- Our customers are on average happier about the services they receive compared to Nationally.

- When Wraparound is done well (i.e., with "fidelity"), young people with complex needs are more likely to be able to stay in their homes and communities, or, should a crisis occur, to be in out-of-home placements only for short periods of time.

- Families who experience wraparound tend to have better outcomes than similar young people who don't receive Wraparound, across different areas of their lives including mental health, and functioning in their homes, schools and communities.

- It saves money by minimizing the time that young people spend in out-of-home facilities like residential treatment centers or psychiatric hospitals, which can cost $1000 – $3000 per day.

IT WORKS PEOPLE!!!!

Different Types of Support

- "**Natural Supports**" **means** personal associations and relationships typically developed in the community that enhance the quality and security of life for people, including, but not limited to, family relationships; friendships reflecting the diversity of the neighborhood and the community; association with fellow

Informal Systems

Formal Systems

Friends   Family

Neighbours

Health   Services

Practitioners

Tyze online, private, secure, personal networks bridge formal and informal systems of care.

- Formal **supports** usually involve some form of payment for services and may include relationships with service providers – such as counselors, therapists, line staff and care managers.

Specific Roles

- **Clinical= Support for skill and emotional development**
- **Facilitator= Act as gatekeeper of the wraparound process and liaison between team members**
- **Peer Support= Strategic sharing, support family in meeting (within the formalized structure)**
- **Other team members - teacher= academic, special ed.= accommodation specialist**
- **Individual Family and Youth= the beneficiaries of the strategies and supports**
- **Natural support= Individual who committed to the long haul success of family and youth and not paid to be thre.**

What is a natural support?

- **Individuals who are connected to families by relationship rather than an official role or tied to a specific goal**

- **Individuals who can have influence outside of formal settings**

- **People who are not paid to provide services to the family**

- **Opportunities to participate in the community at large**

- **Individuals who are personally invested in family's success**

Why is Natural Support Important ?

- Many professionals are temporary

- Transition is inevitable

- Increases family's skills and confidence
  to manage their life

- Decreases dependence on formal services

- Strengthens family/ youth driven solutions

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Possible Natural Supports

- School custodial staff
- School bus driver
- Store owners/merchants
- Crossing guards
- Neighbors
- Coaches
- Youth guided councils
- Girl Scouts

- Parent's co-workers
- Relatives
- Friends
- Classmates
- Church members
- Parent lead support groups
- Scouts, Brownies, school clubs, etc.

Possible Strengths

- Patience: Being in it for the long haul
- Long standing relationship
- Understands family culture
- Gains a better understanding of treatment goals
- Knowledgeable about additional informal supports
- Has influence on family
- Can become part of solution instead of part of the problem
- Leadership development

Possible Barriers

- **Negative system experiences themselves**
- **Burn out intensity od need, time, etc.**
- **Belief about mental health treatment**
- **Resistance to medication**
- **Resistance to outside supports – stigma**
- **Fearful of their own exposure/ situation**
- **Past experiences with some of the team members**

Strategies

Negative system experiences
a) Validate experiences (their truth)
b) Assist in understanding hidden rules of child serving agencies
c) Help them identify positive lessons learned

Burn out (intensity of need, time, etc.)
a) Ensure they are not everything, every time
b) Brainstorm limitations
c) Help brainstorm rotation system

Belief about mental health treatment

a) Offer positive outcomes from mental health treatment

b) Discuss stigma and myths and give resources

c) Share names of famous and successful people who have gotten good results mental health treatment.

Resistance to medication

a) Help them identify their concerns

b) Assist them to find a way to research proposed medication

c) Validate family chooses whether medication will be used ultimately

Strategies

The wings of transformation are born of patience and struggle.
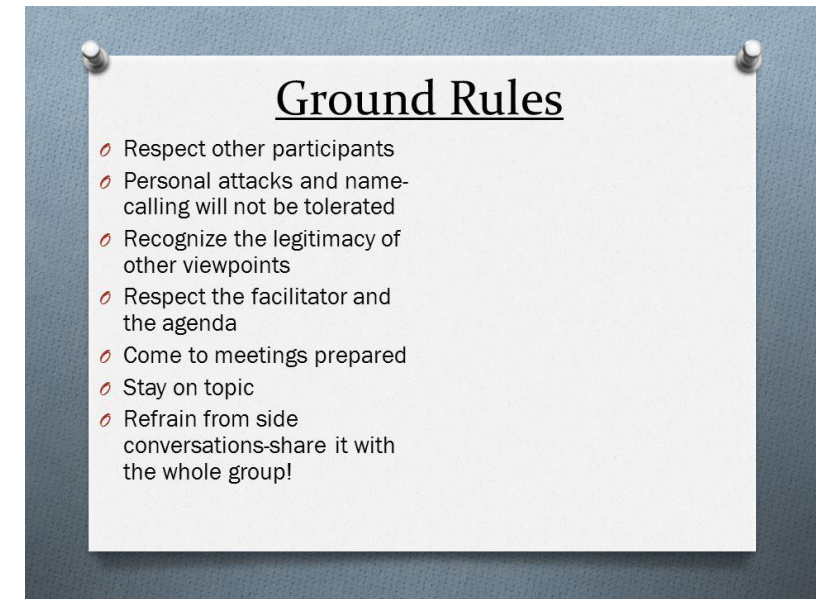
- **<u>Resistance to outside supports</u>**
  a) Brainstorm what some positive outcomes might be
  b) Endeavor to portray why a specific member needs to be involved
  c) Validate their desire for independence and develop a plan for remaining or becoming independent

- **<u>Fearful of their own exposure/ situation</u>**
  a) Help them understand they do not have to share their own situation beyond how they feel safe
  b) Help them prepare for the meetings
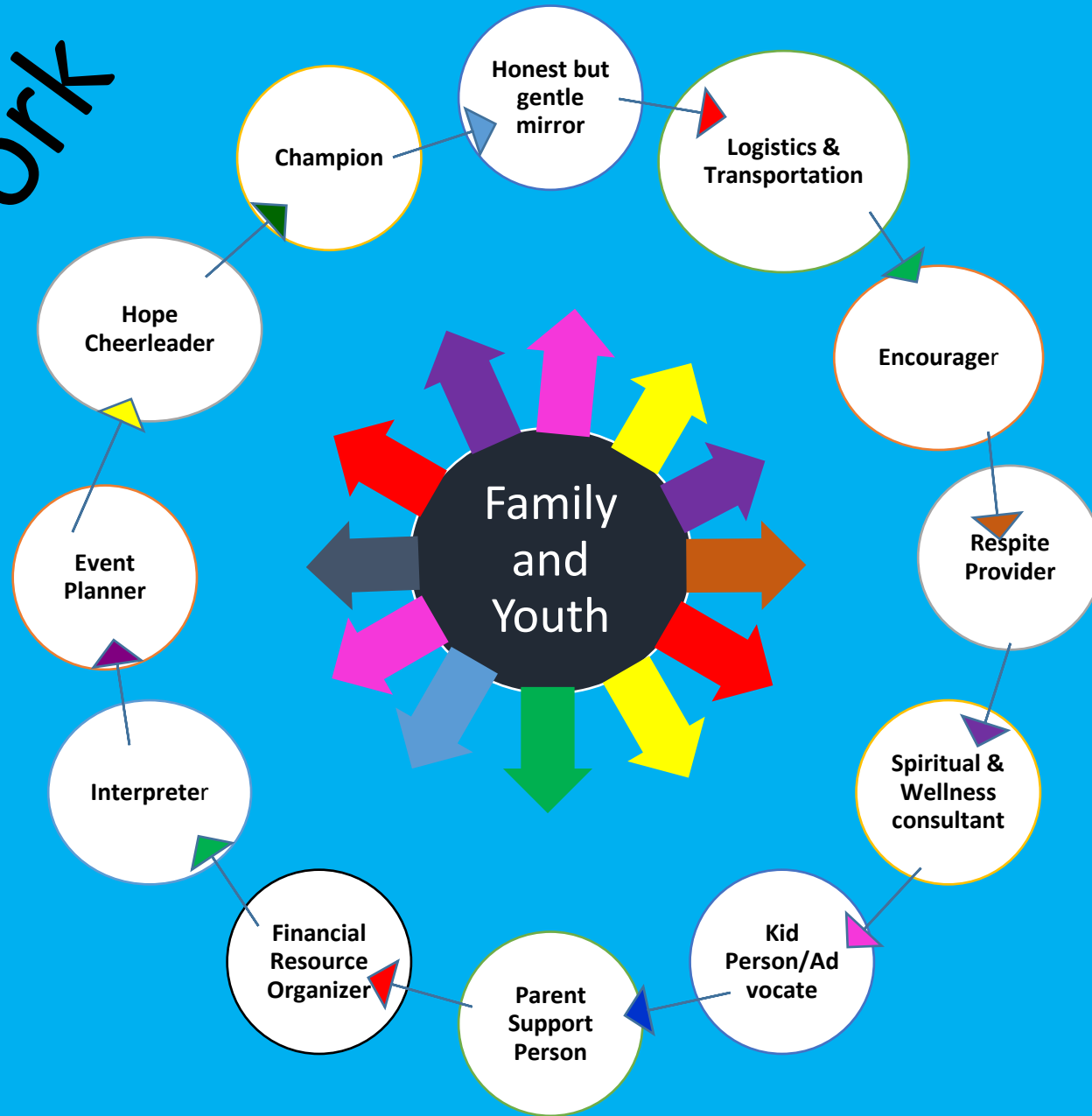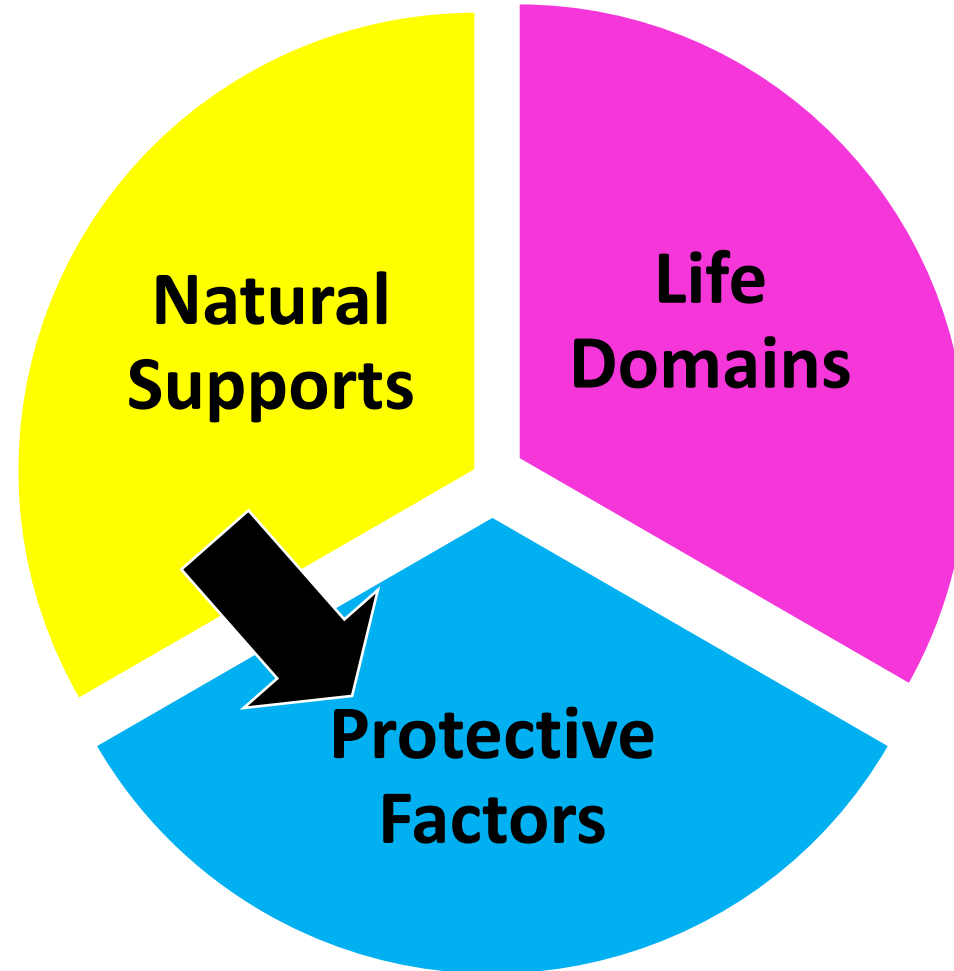 c) Encourage them to build a relationship they can rely on later

Strategies

Ground Rules

o Respect other participants
o Personal attacks and name-calling will not be tolerated
o Recognize the legitimacy of other viewpoints
o Respect the facilitator and the agenda
o Come to meetings prepared
o Stay on topic
o Refrain from side conversations-share it with the whole group!

- **Past experiences with some of the team members**

  a) Share what ground rules are and that that there will be ground rules for the meeting
  b) Help them understand this is an opportunity for everyone to be seen in a different context
  c) Assist them in practicing positive communication and conflict resolution

The Framework

Family and Youth

Honest but gentle mirror
Champion
Logistics & Transportation
Hope Cheerleader
Encourager
Event Planner
Respite Provider
Interpreter
Spiritual & Wellness consultant
Financial Resource Organizer
Kid Person/Advocate
Parent Support Person

Connecting Our Practice

Protective factor Parental Resilience

IS:

- **Families are able to bounce back**

- **Families can manage stress and get through it when they are faced with challenges, adversity and trauma.**

Looks Like:

- Parent exhibits strength and flexibility to general life stress
- Recognizes and values their unique strengths
- Can identify themselves as hopeful, optimistic and confident.
- Has strong problem-solving skills and practices regular self care to keep stress from interfering with nurturing their child

Natural Support Role:

- Help parent with problem solving and look at options

- Encourages self care

- Assists parent to look beyond current situations and to keep on keeping on

Knowledge of Child Development

IS:	Looks Like:	Natural Support Role:
☐ Parent understands how children grow and develop ☐ Parent understands parenting strategies that advance physical cognitive, language social and emotional development	➤ Parent identifies realistic expectations for child's developmental stage ➤ Parent is committed to lifelong learning ➤ Parent practices positive discipline techniques and effectively manages child's behavior ➤ Parent recognizes and responds appropriately to their child's specific developmental needs	✓ Help find info and resources on child development ✓ Observe and ask questions ✓ Brainstorm new strategies to address parenting issue from a strength- based perspective

Concrete support in times of need

IS:

☐ **Ability to gain assistance to meet basic needs access to resources that address basic needs and minimize stress caused by challenges**

Looks Like:

Food
Water
Shelter
Clothing
BASIC NEEDS

➢ **Have resources to meet basic needs feel safe in community know how to have info and connections to services in community feel supported and valued**

Natural Support Role:

✓ **Respond immediately when there is a crisis**
✓ **Provide information and connection to services available**
✓ **Help develop realistic list of needs and ways to connect to supports**
✓ **Encourage them to build relationships so they are comfortable sharing the challenges.**
✓ **Help parent understand that everyone needs help sometimes**

Social and Emotional Competence of Children

IS

- Families teach children how to have healthy relationships. Family and child interactions that help children develop the ability to recognize, communicate and regulate their emotions.

Looks Like:

- Families encourage and reinforce their child's positive social skills and set limits in a positive way.
- Families help their child manage and communicate their feelings.
- Teach and encourage your child to solve problems in age-appropriate ways.

Natural Support Role:

- ✓ Validate feelings and emotions
- ✓ Assist family in ensuring they are communicating effectively/ positive communication
- ✓ Validate culture
- ✓ Actively listening using clarifications and

Nurturing and Attachment

What It IS:	What It Looks Like:	Natural Support Role:
❑ Families **ensure children feel loved and safe. A child's early experience of being nurtured and developing a bond with a caring adult.**	➢ Families respond to their child with warmth and consistently build a strong and secure attachment. ➢ Families help their child to trust that their environments are safe. ➢ Families recognize and embrace their child's strengths and	✓ Provide respite or childcare to give them a break ✓ Help parent figure out how to collaborate. ✓ Help parent feel their experience is believed. ✓ Provide encouragement and validate feelings and parent as a good person.

Social Connections

| IS:	Looks Like:	Natural Support Role:
❑ **Families have friends they can count on and positive relationships that provide emotional informational and spiritual support**	➤ **Parent exhibits strength and flexibility to general life stress** ➤ **Parent can recognize and value their unique strengths** ➤ **They identify their self as hopeful, optimistic and confident.** ➤ **Parent has strong problem solving skills**	✓ **Help parent with problem solving** ✓ **Assist parent in developing and weighing options** ✓ **Encourage parent to identify and practice self care** ✓ **Assist parent to look beyond current situations and to keep on keeping on**

Natural Support Roles

- Logistics and transportation
- Encourager
- Honest but gentle Mirror
- Respite provider
- Spiritual and wellness consultant
- Kid person/ advocate
- Parent Support person
- Financial Resource organizer
- Interpreter
- Event planner
- Hope cheerleader
- Champion

BOX ACTIVITY

1. Get in small groups

1. Match domains with positive support actions (Group must agree)

2. Identify at least 1 additional activity natural supports could utilize

3. Groups tour other groups work

4. Compare and process

Connecting Our Practice
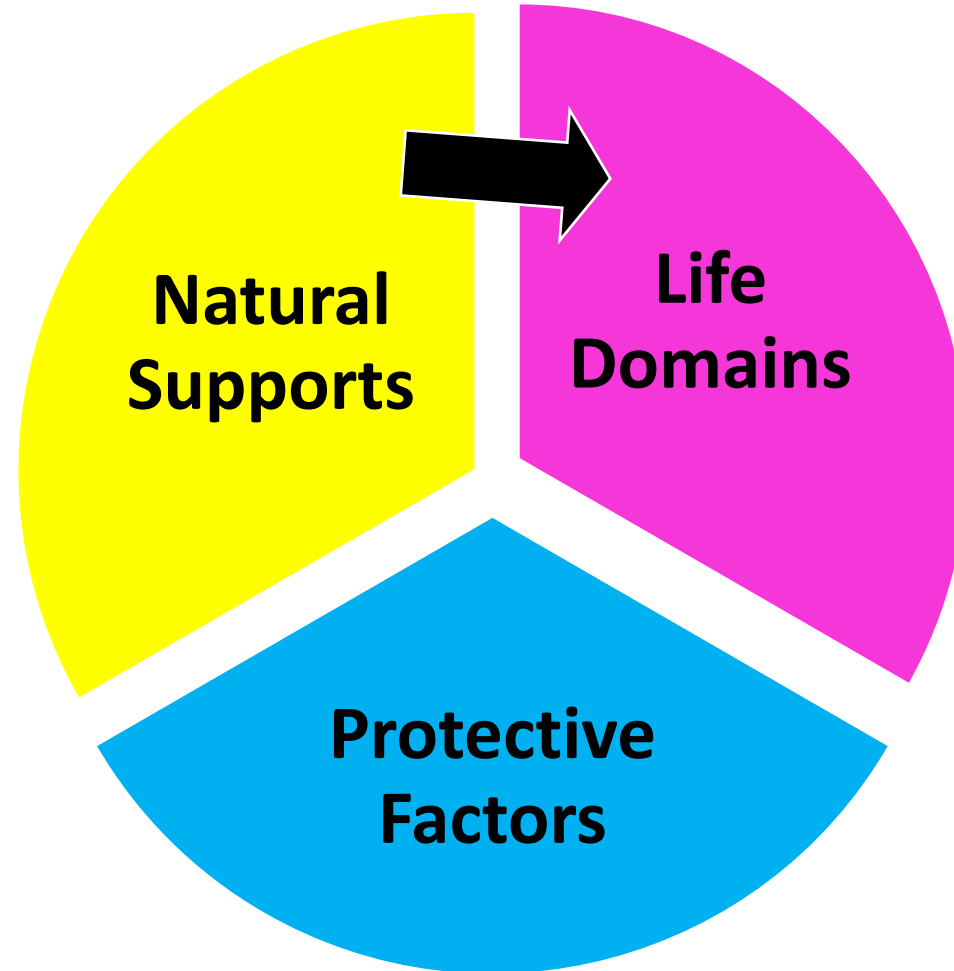
Safety

Offer emergency ride

Helps crate a what if list

Back up plan

Respite

School And Work

Wake Up call

Possible pick up drop off

An emergency proxy

Helps with assignments

Health

Remind about appointments

Helps organize medicine

Stresses the importance of self care

Goes with to the appointment

Help getting insurance

LIFE DOMAINS

Social/ Fun

Remind the family that this is important

Brainstorm activities or ideas

Brainstorm how to get to it

Provide respite

Help identify resources needed

A place to live

Helps create list of options

Help create a budget

Identify public assistance available

Help find a truck

Recruit help

Legal Issues

Researches consulting options

Provides honest feedback

Role plays situation

Appropriate clothing

Culture	Behaviors	Emotions
Help preserve positive traditions	Call it when they see it	Provide empathy
Able to understand and work in family structure	Helping to predict	Be available to listen
Help family understand agency hidden rules	Help identify unmet need	Clarify and reflect
	Modeling	Regular check ins

Transportation

Help organize rides

Be a back up

Help get resources to fix or get a vehicle

Help with gas money

Finances

Help create a budget

Meal planning

Create a calendar

Help with getting public assistance

Natural Supporters in

Wraparound Phases

Building a Natural Support Team

Phase One- Engagement & Team Preparation

- *Family describes, from their perspective, what things have worked in the past to help their family and what they would like to see happen in the Wrap process. They will talk about people who care about them and their child/youth and who has been helpful for each family member.*

- *Family describes their family's beliefs and traditions as well as family members' strengths – things that they are good at and that help them to succeed.*

- *Care coordinator will talk with other people in family's life to get their commitment to participate*

- *Team members are invited to first Wrap meeting.*

- *Any crises will get addressed and an initial crisis plan should be developed. During later phases, you and your team will work together to develop an effective crisis plan.* all team members should have a copy

Natural support identification

- *Engage families and youth in identifying possible natural supports*

- *Assist family in formulating a vision of a gradual transition plan with inclusion of natural supports*

- *Help identify what life could/will look like when formal services end.*

- *Include family's existing natural supports in initial crisis management*

- *Identity specific area of support not already present and a plan for how to secure missing pieces and people.*

Building a Natural Support Team

Phase Two: Initial Plan Development

- *At first planning meeting, child and family members will introduce themselves and strengths list will be reviewed and added to by other team members*

- *Entire team will discuss the purpose of working together and create a mission statement that gives a sense of direction for each team member and a shared goal that will act as a guide to work by.*

- *Needs statements for individual family members will be identified and recorded and the team will select 2–3 needs that address underlying needs causing the behavior that will get you closer to realizing your team's mission and/ or your family's vision.*

- *Several strategies, actions and outcomes are collaboratively developed, and*

WE HAVE THE CARE PLAN

Natural support integration

- **Invite natural support into the team and explain their role with the family and the team.**

- **Make building the natural support framework part of the mission.**

- **Having the framework should be included in the needs statement.**

- **Identify strategies and actions needed to include natural supports (meeting times, place etc.**

- **Help identify core natural supports and extended natural supports**

WE HAVE A PLAN

Building a Natural Support Team

Phase Three: Implementing the Plan

- *Ongoing team meetings that follow a regular agenda starting with accomplishments and summarizes progress made during the last thirty days.*

- *Assess whether the plan is working which involves looking at whether people did what they said they were going to do and* whether the action steps helped to get the strategy accomplished.

- *identify any changes to the plan needed and make adjustments by changing some action steps, stopping some actions, or adding some new ones.*

- Select the next set of actions designed to meet needs and have team members to take responsibility for specific actions.

Natural Support help implement

- **Adjust natural support based on interest and limitations as needed**

- **Identify additional natural supports and weave into the team.**

- **New natural support actions? strategies**

- **Consider bringing natural supports virtually.**

- **Follow up with natural support members**

Building a Natural Support Team

Phase Four: Transition

- *Outcomes are being accomplished, and the team's mission has been met or is close to being met. Things will be going well for you and your family. At this point, transition is negotiated.*

- *Team brainstorms follow-up options that will help and support family to succeed outside of the formal structure and identify what type of follow-up support they can personally provide to the family.*

- *Figure out some sort of final celebration*

- Negotiate and agree on an ending date and any plans for follow-up care.

- *Check on family to ensure they are successful in managing the natural support plan.*

## Solidify Plan, Players, and Practice

- Celebrate natural support successes

- Family and youth will practice managing natural support framework and feel confidence in formal support ending.

- Assist family in tweaking the plan until they are confident, they can manage it.

- Encourage family to share their plan with follow-up providers for on going work with family.

Managing a natural support system
Have a completed written plan

❖ A list of possible names and contact info:
- Natural supporters
- Emergency contacts
- Agencies being utilized
- Crisis options
- Drug Store
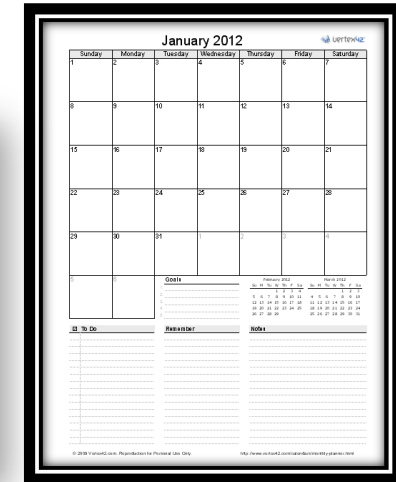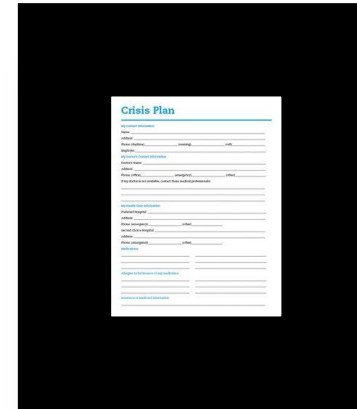
❖ Crisis plan and strategies from least involvement to intensive involvement that is prioritized

❖ A calendar of which natural supporters is on call for what and when they are available and back up plan for what if…

❖ Positive discipline strategies

❖ Monthly family fun schedule

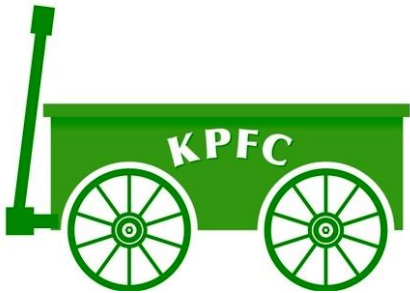# Questions and Answers

Evaluations

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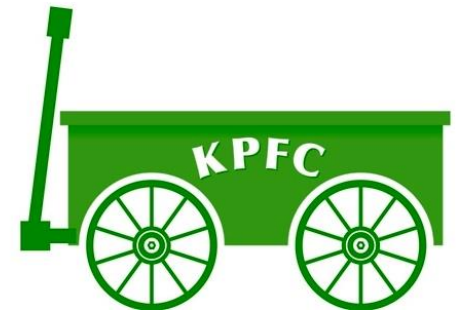brittany@kypartnership.org

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KPFC's vision is that all families raising youth and children affected by behavioral health challenges will achieve their fullest potential.