THE WRAPAROUND FACILITATOR'S TOOL BOX

Tools and Techniques for the Wraparound Process

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Description of Tools for Wraparound Facilitators:

1. **The Family Timeline**: This technique is a way to gather the family's story and keep track of the details. This allows facilitators to "get the story" rather than simply get the strengths. Strengths should be generated from the story rather than simply asking the family to report their strengths. This approach allows the facilitator to keep track of key events in the family's unique story. The timeline typically has at least three lines of events with the birth of the child being placed somewhere on the middle line. *This tool is typically not used in team meetings but is useful to help a facilitator generate functional strengths and unmet needs to bring to the team. This tool is useful in Team Preparation and Engagement Phase.*

2. **The Connections and Support Map:** This tool, developed by John Franz (www.paperboat.com) involves identifying a range of supports across a series of dimensions. Completing the Connections and Support Map can be useful for the Facilitator in Phase One as they are trying to identify potential team members. This tool can also be useful during the implementation phase in the event the major changes are likely to happen such as a change in placement for the young person. It is often helpful to have the team consider the Connections Map by considering who would be on the map the day before placement and the day after placement. This can sometimes empower a team to augment Residential settings with more network development. The tool can also be useful at the Transition Stage of Wraparound as the team is considering ending formal Wraparound*. This tool can be used outside of team meeting as well as during team meetings throughout all phases of the process.*

3. **The Needs Egg**: This tool involves analyzing behavior to develop a range of possible needs statements. The needs egg process involves identifying a defined behavioral episode starting by identifying when a behavior occurred and then moving to describe exactly what happened. This is completed in the top right hand quadrant of the needs egg. When the incident has been described in terms of when it happened, what happened, where it happened and who was involved the Facilitator should move to the lower right hand quadrant. In this quadrant the facilitator should get a description of what happened next and how the situation was resolved. In the next quadrant, the Facilitator is responsible for identifying <u>at least ten</u> possible explanations for the behavior. The last quadrant is the upper left hand quadrant and reflects the possible needs that are likely to be explain the event or behavior. *This technique is not to be used in team meetings but instead should be used by the Facilitator in organizing approaches to help the team gain better understanding about what may be driving the behavior. This tool can be used in all phases of Wraparound but is often helpful to generate needs statements in Phase One that can be brought to the team for planning or to be used when the team is stymied and reacting to behaviors.*

4. **Multi Dimensional Safety Programming Form:** This form is used to negotiate safety responses. Starting with Risk, the Facilitator should lead the gathered group in describing the immediate hazard in behavioral terms. If the severity and likelihood of reoccurrence are high all other Rs should be address. The other R's include

    a. **a.** Reconnection: Identifying who else should be involved
    b. **b.** Rehabilitation: Crafting ways for new skills and alternative methods to be used
    c. **c.** Restoration: Developing methods to repair the harm that has occurred as well building confidence in the victim and bystanders that the event is able to be managed
    d. **d.** Regret: Addressing guilt or shame that may be impacting those affected by the unsafe situation.

    This tool can be used throughout the process but will be especially useful during the Implementation Phase of Wraparound. In may be used in Team meetings of if the safety situation is of a sensitive nature it could be used in a smaller group meeting outside of team meetings to develop safety contingencies.

5. **Wraparound Team Action Form:** This form is used to keep track of team member commitments. During Team meetings, the Facilitator should distribute one of these forms to each team member. As the plan emerges, Team Members should be reminded to keep track of what activity they will complete as well as when the task will be completed. At the end of the meeting, the Family gets a copy of the individual team member sheets as well as the Facilitator. The Facilitator can use this to construct the Wraparound Plan of Care. *This tool is used during Phase Two (Initial Plan Development) as well as Phase Three (Ongoing Implementation).*

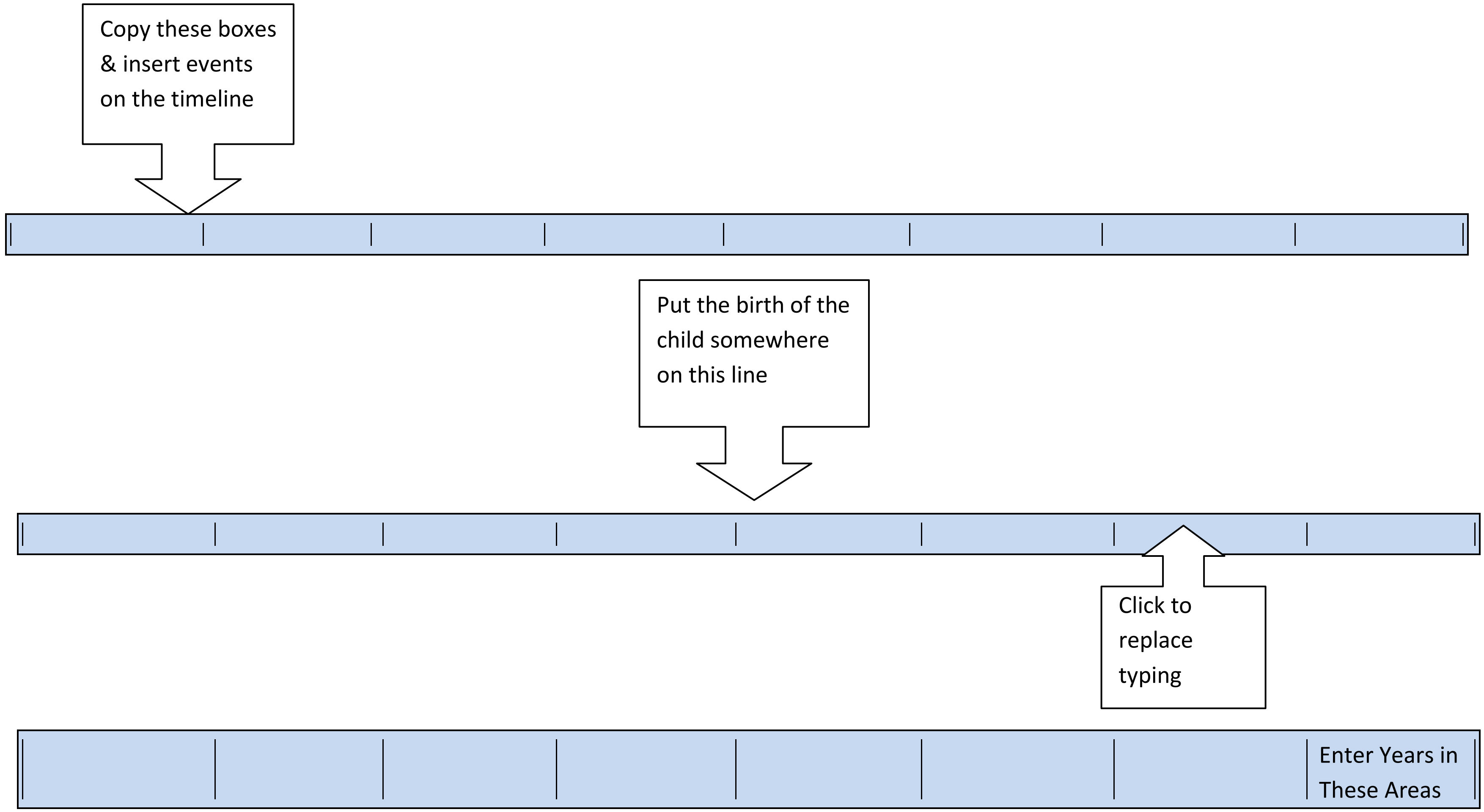
6. **The Outcome Progress Form:** This document is useful for Facilitators as they begin to develop measures for capturing progress. This form starts by listing the Needs statement that has been agreed on for focus by the Child and Family Team. The goal statement should be drawn directly from the need statement and should answer the question of "if this need were met, the behavior we would see would _____". It is important to identify desired behavior as well as the frequency in the goal statement. Once the Goal statement is completed, the Facilitator should check whether this goal will be formally reviewed weekly, monthly or quarterly. At those intervals, the goal should be rated to identify whether partial, complete or no progress has been made. Most facilitators will get this done by asking Teams to rate on a set scale (1 to 10, 1 to 5, A through F) or by rating percentages. When the target rises above 50% it is time to consider Wraparound Transition. *This tool is used during the Implementation Phase of Wraparound.*

7. **The Team Communication Form:** This form is used to manage communication among team members throughout the process. This form is typically used at the beginning of Phase 2 and is introduced at the first formal Child and Family Team meeting. Once the form is completed it should be reviewed at least quarterly with every team and whenever a new team member joins the team. The Facilitator should lead the team in deciding in what order each team member will

be called for communication. When the order has been negotiated each team member's name and number will be placed in the box that corresponds to the order in which they'll be called. Each team member is responsible for calling two other members. If the person called doesn't answer, leave a voice mail and call the next person down on the list until a real person is contacted.

8. **Risk Assessment Matrix:** This form is used to prioritize high risk situations that will require a right timed response and the development of contingencies should the event happen. Start by identifying the range of events and then working with the family identify in the first column the likelihood of the event happening. If it is predictable and highly like to occur again move to that box in the first column. Other options include Probable (wouldn't be at all surprised if it happened again), Possible (could happen or could not) and Remote (not likely to reoccur). Once that box has been selected the next step is to go across on that row to review the consequence of the event reoccurring. This ranges from Catastrophic (wide impact that is likely to affect the many people within the family as well as others for long periods and be felt deeply) and then moves Critical (which may have a long lasting and deeply felt impact on less individuals) Marginal (which can impact but be recovered from fairly quickly) to Minimal (which can be easily and quickly managed and recovered from). The event should be marked in that box and then the process should be repeated. Those that are in red must have a contingency plan in place while those in green may reflect a hidden strength in terms of the family's ability to recover or social support network.

Family Timeline Template



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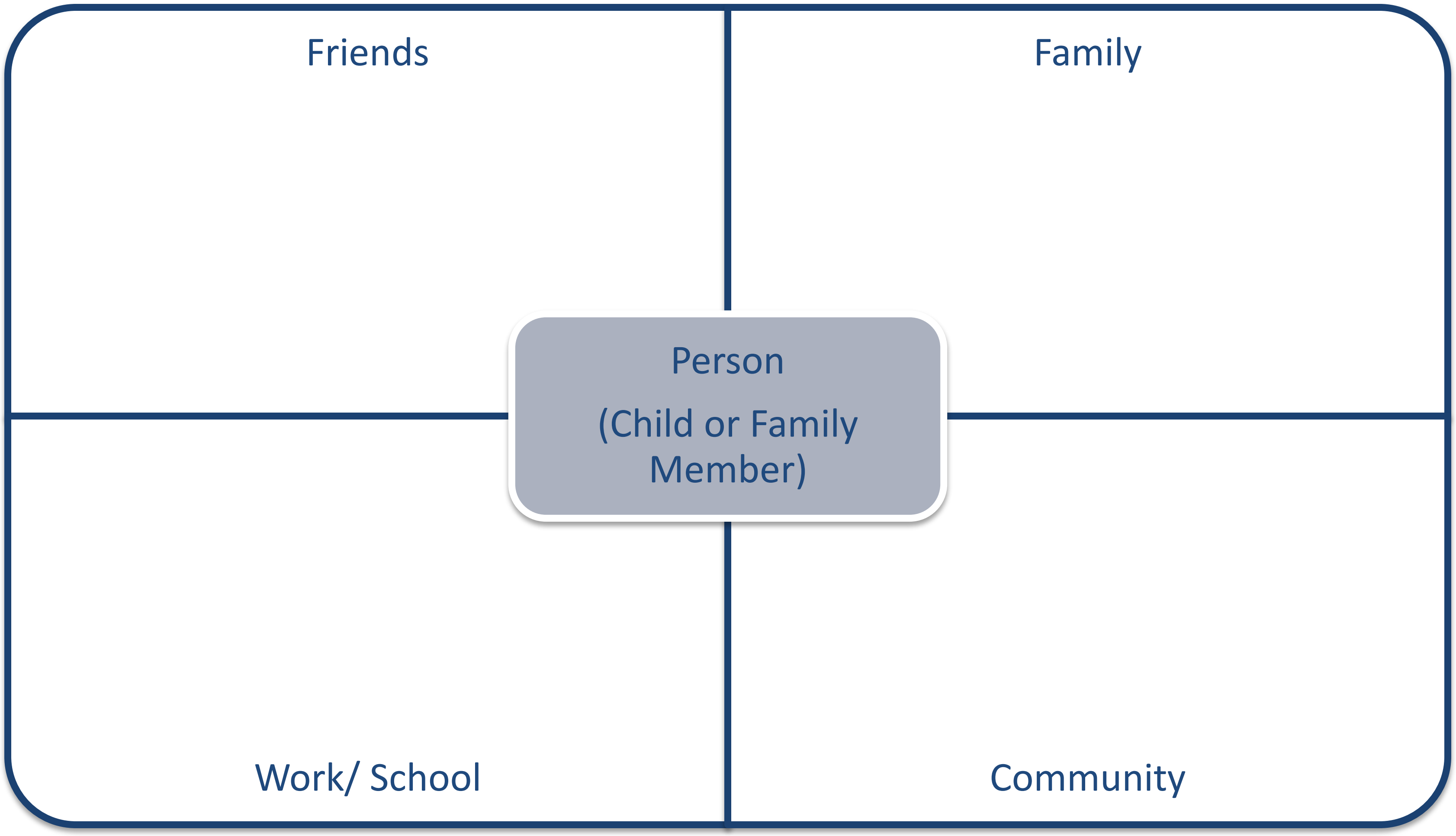
The Connections and Support Map



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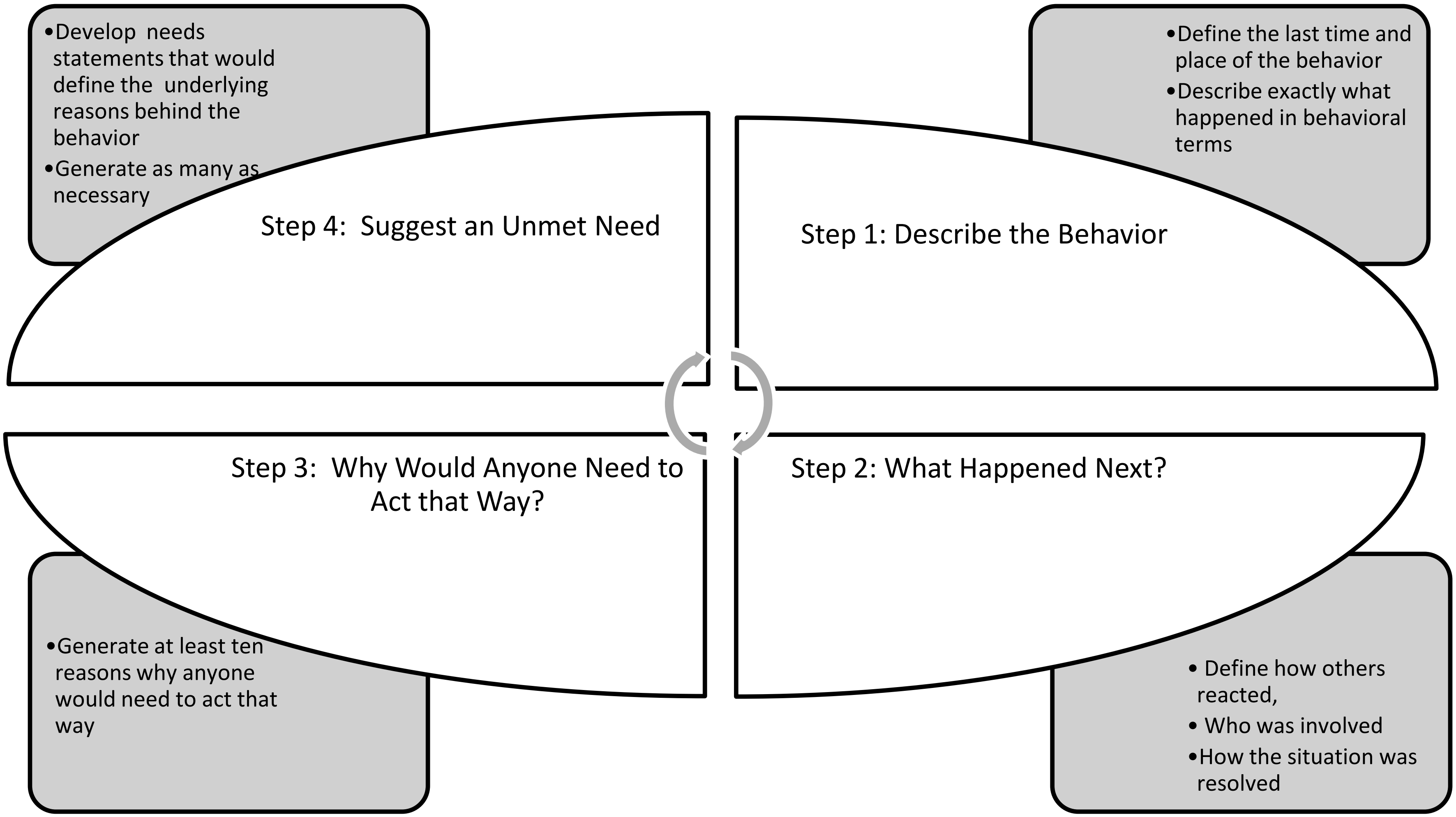
The Needs Egg



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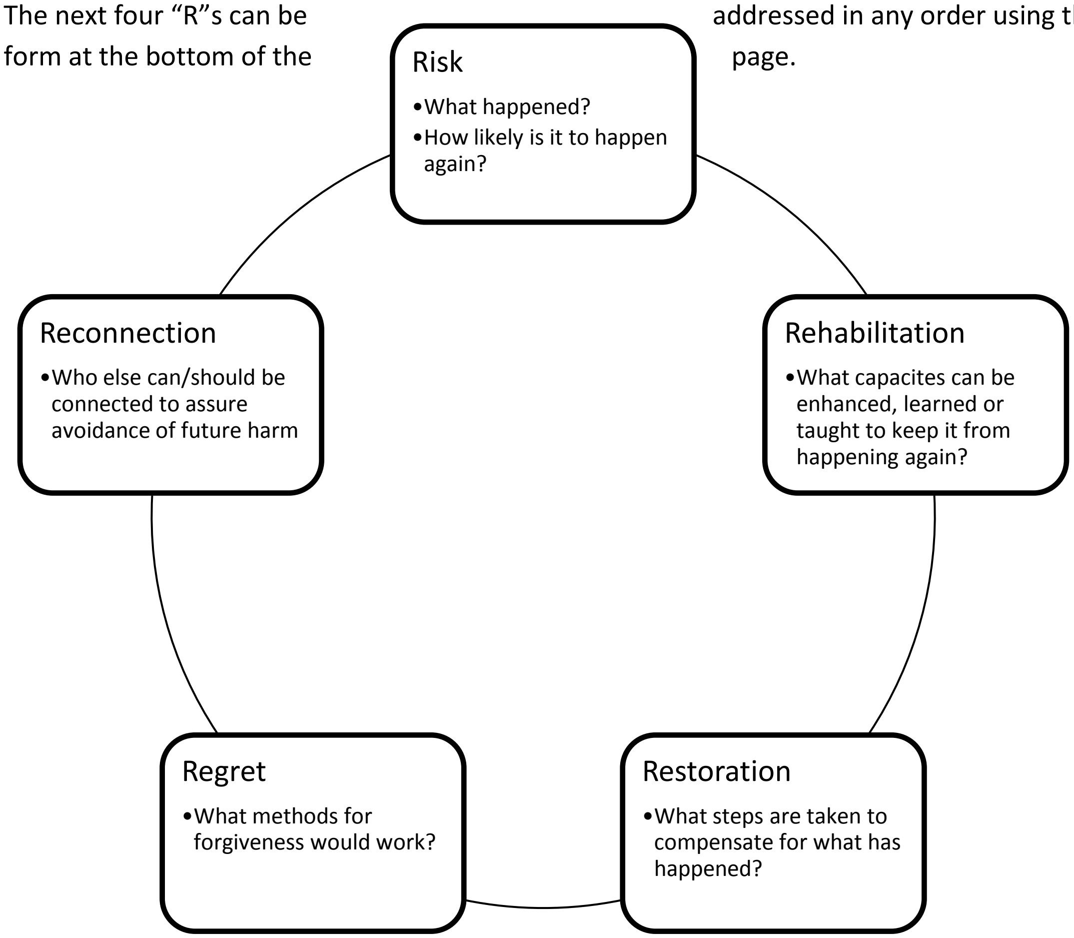
Multi-dimensional Safety Programming

Use the diagram below to identify the following:

- Risk: Be specific about what happened, when, who was involved and where and place that in the middle of the diagram. When you have completed the description of the risk give it a rating of likelihood of happening again from 1 unlikely to 5 very likely.
- The next four "R"s can be addressed in any order using the form at the bottom of the page.



Dimension	Task: Describe what will be done to address this area	Responsibility: Who?	Timeline: List start date
Reconnection			
Regret			
Restoration			
Rehabiliation			

WRAPAROUND TEAM ACTION FORM

Young Person Name: ______________________________ Family Name: _______________________

Date of Meeting: __________________________________ Team Member Name: _______________________

This form should be distributed to each team member to keep track of their commitments. When the meeting is over, the Family gets the original, the Facilitator gets one copy and the team member gets a copy.

Need Discussed	**Task/Action**	**Due Date**
Special Details:		

Next Meeting: Time: Location:

___________________________________ ____

Family Signature Team Member Signature

Original – Family Pink – Facilitator Yellow – Team Member

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Outcome Progress Form

Need Statement: (List the need statement that is being addressed here. This could be more than one statement if they share the same goal).							
Goal Statement: (Identify in specific behavioral terms what the change in behavior would be if the need were met.)							
Frequency of Measure (Check how often you will measure)	Time 1 Date:	Time 2 Date:	Time 3 Date:	Time 4 Date:	Time 5 Date:	Time 6 Date:	Time 7 Date:
❑ **Weekly** ❑ **Monthly** ❑ **Quarterly**	Record the Team's assessment of progress in the spaces below for each time. These can be percentages, a number within a range of any other item agreed on by the team.						
Comments:							
Need Statement							
Goal Statement:							
Frequency of Measure	Date:	Date:	Date:	Date:	Date:	Date:	Date:
❑ **Weekly** ❑ **Monthly** ❑ **Quarterly**							
Comments:							

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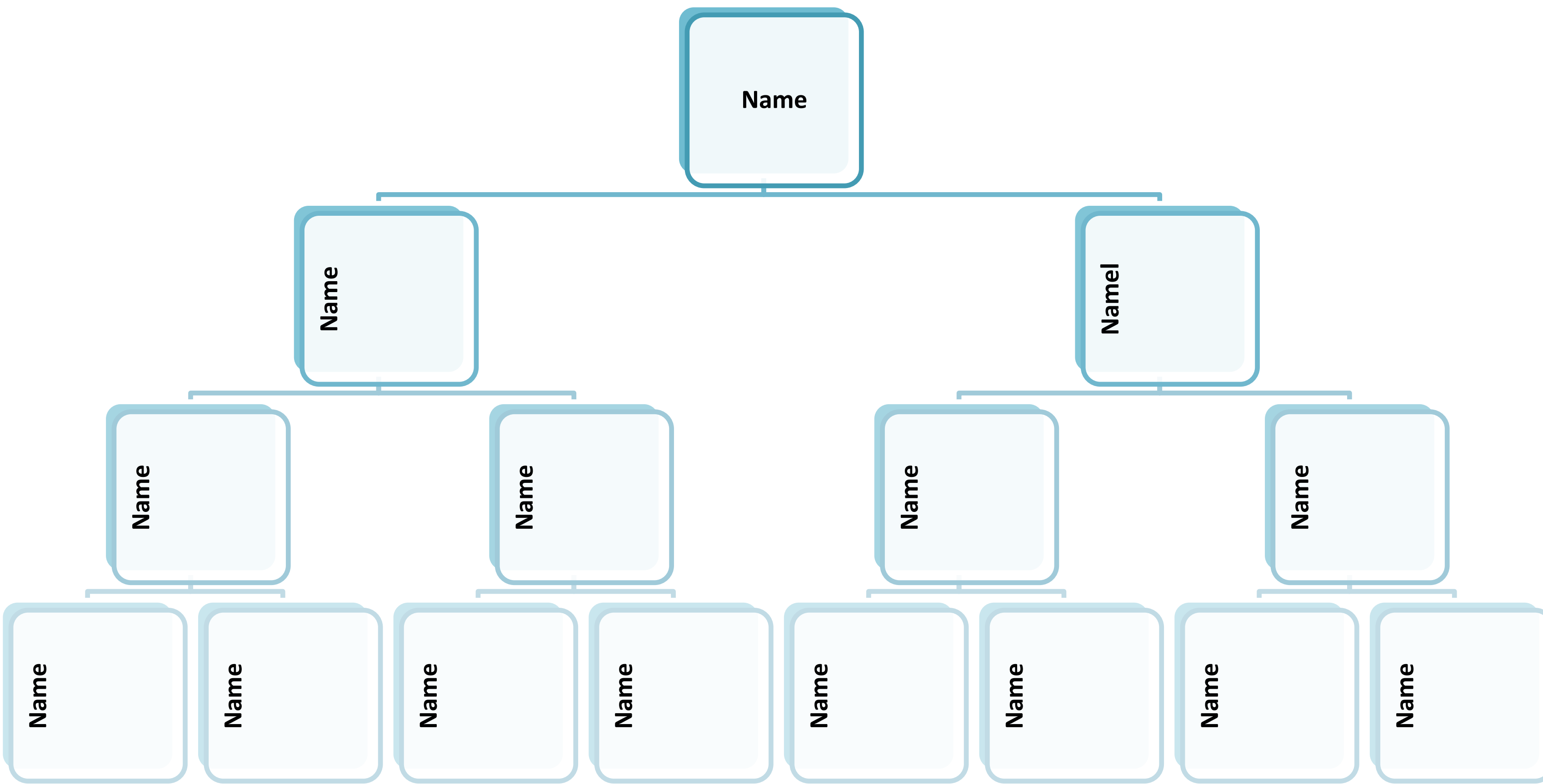
Team Communication Form



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Risk Assessment Matrix

Define the event in specific behavioral terms:				
Likelihood Of Occurrence	Impact/Severity			
	Catastrophic	Critical	Marginal	Minimal
Predictable				
Probable				
Possible				
Remote				
Improvable				

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