Case Management and the High Fidelity Wraparound Process...

Working Together to Benefit Youth and Families

Youth and Family Training Institute

Introductions

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Objectives

1. Learn about the Youth and Family Training Institute
2. Recognize the 10 principles, four phases, various activities and the Theory of Change of High Fidelity Wraparound (HFW).
Objectives

4. Recognize the importance of youth and family voice and choice in case management.
5. Describe skills that will increase success and promote confidence in youth and families.
6. Describe how to work with the youth and family to develop natural supports and an effective team.

Let's Clear a Few Things Up!

High Fidelity Wraparound (HFW) is not “wraparound”.

Behavioral Health Rehabilitative Services (BHRS) in PA is what everyone calls “wraparound”, and that includes Mobile Therapists, Therapeutic Support Staff, and Behavioral Support Consultants.

At the National Wraparound Initiative (sets HFW standards), Vroon Vandenberg, other states and Canada, it is called “wraparound”. Go figure!

Let’s Clear a Few Things Up!

The High Fidelity Wraparound workforce is identified by several different names throughout Pennsylvania.

- Joint Planning Team
- High Fidelity Wraparound Team or HFW Team
- Hi-Fi Team
- Child and Family Team
- Youth and Family Team
- Wrap Team
Let's Clear a Few Things Up!

Regardless of the name, the HFW team consists of the youth, family, natural and professional supports, and the HFW workforce.

The Youth and Family Training Institute (YFTI)

YFTI staff (from left)
Back row:
Chad Owens (Youth Support Partner Specialist)
Doreen Barkowitz (Training Coordinator)
Tanya Walburn (Statewide Credentialing Coach)
Shannon Fagan (YFTI Director)
Front row:
Tricia Turley (Project Coordinator)
Dave Czias (Training Specialist)
Christine Snyder (Family Support Partner Specialist)
Unavailable for picture:
Laurie Fowler-Beckel (Statewide Credentialing Coach)

Co-Administrators: Dr. Ken Nash, Chief of Clinical Services, Western Psychiatric Institute and Clinic; Laurie Jones, VP of Business Development, Western Psychiatric Institute and Clinic
Youth and Family Training Institute


Youth and Family Training Institute

YFTI ensures that the HFW workforce has the knowledge and skills to provide HFW consistently, and with accountability and fidelity to the process.

Youth and Family Training Institute

- Provides technical assistance and helps prepare counties and system partners interested in implementing HFW.
- Provides natural and community support development training.
- Includes two certified Youth Mental Health First Aid trainers

Website: www.yftipa.org
High Fidelity Wraparound (HFW)

National Wraparound Initiative
High Fidelity Wraparound is a team-based collaborative process for developing, implementing and monitoring individualized plans for youth with mental health challenges and multi-system involvement and their families.

http://www.nwi.pdx.edu

The goals of HFW are to:
1. Meet the needs prioritized by the family.
2. Improve their ability and confidence to manage their own services and supports.
3. Develop or strengthen their own natural support system over time.
Who is HFW For?

HFW is for youth who have significant behavioral health concerns and complex needs that require support from multiple systems, for instance:

- Children/youth with behavioral health/substance abuse concerns in child welfare
- Youth in juvenile justice with behavioral health/substance abuse concerns
- Youth at-risk of an out-of-home placement or returning home from an out-of-home placement

The HFW Process

A process for supporting youth and families that...

... is defined by Ten Principles of how the process is implemented.

... is done in Four Phases and related activities that describe what is to be done.

... fits the four components of the Theory of Change (TOC) that explains why it works.

High Fidelity Wraparound Framework

[Diagram showing engagement, family voice and choice, outcomes-based planning, strength-based planning, natural supports, culturally competent collaboration, individualized implementation, prioritized needs, integrated planning, self-efficacy]
The Theory of Change

• Is why we do HFW
• Is what about HFW that makes it work
• Is what differentiates it from other service coordination processes
• Defines expectations for what we hope to accomplish through HFW

Theory of Change

HFW Workforce Members

• HFW Coach
• HFW Facilitator
• HFW Family Support Partner
• HFW Youth Support Partner
HFW Workforce Members

A HFW Coach is a skill-based teacher, teaching the workforce how to do the HFW process. Coaches are the guardians of fidelity and support the workforce in upholding fidelity through various coaching strategies.

A HFW Facilitator ensures that the 10 HFW Principles, four HFW Phases and the activities of the process are delivered with the highest possible fidelity to national best practices.

HFW Workforce Members

Family Support Partner (FSP) position is designed to provide intensive levels of peer support for families.

The Youth Support Partner (YSP) position is designed to provide intensive levels of direct support for youth or young adults.

HFW Workforce and HFW Teams

HFW team includes:

- The youth and family
- The HFW workforce (Facilitators and Support Partners)
- Natural supports
- System/agency partners (including physicians, therapists, education personnel, etc.)
### Comparative Overview

<table>
<thead>
<tr>
<th>Case Management/Service Coordination (CM/SC)</th>
<th>High Fidelity Wraparound</th>
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<tbody>
<tr>
<td>Service</td>
<td>Process with four phases</td>
</tr>
<tr>
<td>Focus on identified consumer</td>
<td>Referral for identified youth but focus is entire family</td>
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<tr>
<td>One person coordinates services</td>
<td>Team based-collaborative approach</td>
</tr>
<tr>
<td>Coordinates multi-system/services of identified consumer</td>
<td>Integration of multi-system/services of family and youth</td>
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<tr>
<td>SPA Model (Single Point of Accountability)</td>
<td>HFW framework w/Theory of Change, 10 principles and phases</td>
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<tr>
<td>CANS* (Child and Adolescent Needs and Strengths Assessment)*</td>
<td>Strengths, Needs, and Cultural Discovery-Narrative</td>
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<tr>
<td>Crisis planning &amp; intervention...provide on-call support and crisis intervention</td>
<td>Crisis prevention...support planning of intervention but not a part of intervention</td>
</tr>
<tr>
<td>Assist in developing supports</td>
<td>Natural supports are non-negotiable/part of fidelity</td>
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- CANS is an example of one assessment tool.
- Other tools include:
  - Caregiver Strain
  - Child Outcome Survey
  - Perception of Opportunities (over 14 y/o)
Comparative Overview

How Case Management and High Fidelity Wraparound (HFW) Differ:

- **CM** is a program/service that connects the family to resources.
- **HFW** is a process that brings the team together to brainstorm needs surrounding resources.
- **CM** is focused more on the youth’s needs.
- **HFW** is focused on the youth/family needs.

Comparative Overview

Single Point of Accountability (SPA) model:

- Service Coordinator (SC) rather than Case Manager (CM)
- Providing less direct support to consumers
- Planning is recovery focused.
- Not expected to be a long-term service and offers a step down level

Comparative Overview

How Case Managers can work with HFW teams:

- Case Managers are part of the HFW team
- Case Managers make referrals for the youth and family members regarding mental/behavioral health services and supports
- Case Managers can help brainstorm ideas because of their familiarity with the community resources.
- Also focuses on person’s strengths, needs and desires
Comparative Overview

- HFW planning is focused on supporting youth and families being able to maintain/meet needs on their own once formal services and HFW workforce have transitioned (similar to recovery focused).
- Average length of HFW involvement – one year to 18 months. Includes Transition Phase.

Comparative Overview

- HFW provides more direct support initially (Do for); Supports youth/family learn to do on their own (Do with); and then “cheers on” as they are able to do it on their own.
- HFW – Not all needs require a service.

How to Increase Success

- What is it about a planning process, such as case management, that keeps youth and families involved?
- What is it that we do for them that they can do for themselves?
- What would it take to transfer skills to the youth and family in order to increase success?
Building Independence

- Avoid stepping in and creating dependency in the family by “doing it all”.
- Be careful not to plan something for the family without their input.
- Look for supports and services that can, eventually, be fulfilled by the family and/or their natural supports.
- Help the youth and family identify their needs, and brainstorm solutions that they can achieve.

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How to Help Youth and Families Be Independent

- Use peer mentors/support partners – Does your county have them?
- Allegheny County – Case Managers/Service Coordinators have access to Family Support Partners.
- Natural Supports - Natural supports are family members, friends, and personal relationships who enhance the quality of life.

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Who and What are Natural Supports?

- Natural supports may involve activities, community organizations, individuals outside the immediate family, and informal supports found in the neighborhood or larger community.
- These are people who provide us with support through daily activities, and those who we can count on in times of need.
- These relationships are reciprocal (give-and-take).
Why Have Natural Supports?

Natural supports allow each individual to gain confidence by contributing toward a meaningful relationship.

Natural supports encourage the youth/family to express what they want, rather than just accept what the providers recommend.

Why Have Natural Supports?

Natural supports help bring an interdependence and growth in the youth and family.

Youth/families can be more optimistic and feel better about themselves and their future.

Natural Supports

We typically think of natural supports as:

Friends

Family members

These are great 'Inside the Box' options for identifying natural supports. This training can take your thinking to the next level... "Outside the Box!"
Community Natural Supports

Time Banks / Community and Time Exchange programs...

Reciprocal programming that builds on talents, strengths and skills.

The Next Level...
Social Media/Networking

Places You Can Look

Social networking greatly expands the opportunity for natural supports.

Social networking helps the youth/family to expand interests, experience success, and possibly decrease the symptoms and the impact of behavioral health issues.

In the Community

Some parents may need to develop their self-confidence and social skills to expand their social networks.

Helping youth/family to identify resources can provide opportunities and may encourage isolated parents to reach out.
Teach Them to Fish!!!

Questions?

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Youth and Family Training Institute: www.yftipa.org