

WRAPAROUND FACILITATOR AND FAMILY SUPPORT PARTNER

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What is a Wraparound Facilitator?

There have been many terms to describe the title of the person who makes the wraparound process happen for an individual family, including case managers, care coordinators, service coordinators, wrap assistants, system navigators, family support specialists, etc. We use the term wraparound facilitator in this training. A wraparound facilitator is a person who ensures that the values and steps of the process are delivered with the highest possible fidelity to national best practices as possible, while still allowing for local individualization of the process.

The facilitator is not just a neutral coordinator of services but someone who brings added value to the table. The wraparound facilitator helps the family to develop a pro-social narrative as part of the strengths, needs and culture discovery. The wraparound facilitator teaches and supports the family to learn and use the skills to develop their own plans and access their own resources. The wraparound facilitator works with the family to build and strengthen their natural support network. The wraparound facilitator develops a partnership relationship with the family that helps them to address and work through challenges to make changes in their lives. This may include understanding developmental readiness and using teachable moments to surface issues that are important to helping the family reach their long range vision.

Qualifications. A wraparound facilitator should have a broad base of experience with life and possess a diverse view of what families need to have better lives. The ideal facilitator has experience working directly with children and their families in a variety of settings, or living with children who have complex emotional needs. The ideal facilitator is able to work under supervision and collaborate closely with a team of family members, natural supports and professionals who develop and carry out individualized plans. A preferred facilitator characteristic is an understanding and experience with different systems, including schools, mental health, child welfare, juvenile justice, health, and others. Another preferred characteristic is knowledge of community resources and an ability to engage these.

Wraparound facilitator caseloads and best practice. Typically, to produce a high fidelity wraparound process as described in this training, a facilitator can facilitate

between 8 and 15 families. To manage this number, all families cannot start the process at the same time, as the early weeks with the family are more time consuming.

Characteristics of Effective Facilitators

- Outgoing personality
- Ability to understand from another's point of view
- Sense of humor
- Detail management and follow through
- Life experience just as important as academic learning or degrees
- Self-awareness (of potential "blind spots")
- Knowledge of other child-serving systems
- Ability to suspend our personal culture and judgment
- Willingness to show our human-ness, i.e., appropriate self-disclosure
- Know when to seek supervision and/or clinical input
- Mobilizes team to implement plan – doesn't take on too much

What is a Family Support Partner?

Many sites such as Arizona and Oklahoma have established the roles of Family Support Partner, which is a position designed to provide intensive levels of direct support for families who need it. These positions are called advocates, family support specialists, family support providers, family aides, and many other terms. These positions are a distinctly different job than the wraparound facilitator, but work closely with the facilitator to obtain outcomes at the family level. In general, but not always, the family support partner is a graduate of wraparound, or is a family member of a person with complex emotional or medical needs. Early demonstrations of wraparound did not often include family support partner roles. However, many family organizations began to take an active role in wraparound. At times, family support partners work for family support organizations and are then assigned to wraparound roles on a contractual basis. In other situations, family support partners work for the same agency as the wrap facilitator and are often supervised by the same supervisor.

Typical qualifications for family support partners include:

- Strong communication skills
- Ability to work with team of family members and human services professionals
- Team player
- Outspoken, flexible, motivated, self-discipline
- Sense of humor, good common sense, background check,

- Ability to share story appropriately , with passion not emotion
- Good working knowledge of children’s services
- Familiar with community and resources
- Experience navigating two or more systems
- Knowledge of independent living skills
- Be able to take constructive criticism
- Open mind
- Time management
- Organization skills
- Able to establish relationships with other agencies
- Ability to understand other cultures

The following table represents the major differences and similarities between the roles of wraparound facilitator and family support partner:

Wraparound Facilitators	Family Support Partners
<ul style="list-style-type: none"> • Responsible to ensure all Phases and Activities of the Wraparound Process are done to high fidelity • Engagement through education • Crisis Stabilization Planning • Functional Assessment • Doing and writing Strengths and Culture Discovery • Creating Team • Managing Planning • Writing Plan • Crisis and Safety Planning • Team maintenance over time • Transition Coordination • Track Graduates over time • Public contacts and education about WA 	<ul style="list-style-type: none"> • Engagement through education and direct support • Helping carry out crisis stabilization • Modeling Strengths-based approaches and sharing experiences • Being team member as needed; temporary surrogate supports • Carrying out Plan Strategies • Link to natural supports and community resources • Direct support to Youth and Parents • Help Families with paperwork • Provide support in court • Model parenting skills • Public contacts and education about WA