

WRAPAROUND COACHING MANUAL

Wraparound Florida Training
& Coaching Video Companion

Module 5:
Preparing the Family for the
First Team Meeting

Prepared For:



FLORIDA DEPARTMENT
OF CHILDREN AND FAMILIES
MYFLFAMILIES.COM

This manual has been developed to accompany the Wraparound Florida Training and Coaching video series. The material in this manual will provide coaching support to assist case managers and coaches in achieving certification in the Wraparound process. The purpose of the manual is to provide material to support the coaching process. There is instructional information for coaches in the manual as well as written material that may be shared with case managers to assist them in learning the process. Throughout the manual the terms "case manager" and "Wraparound facilitator" are used interchangeably. The following resources are mentioned throughout the manual and may be found in the locations listed below:

- Wraparound Florida Training and Coaching video series- videos are located on the Collectively website at www.collectivelyus.org under the Wraparound tab.
- Wraparound Coaching Tools are located at the back of the Coaching Manual #10. The same Coaching Tools are also located on the Southeast Florida Behavioral Health Network website in the Wraparound Toolkit: www.sefbhn.org (scroll to the bottom right and click on Wraparound, then go to the Champion Toolkit to access the Coaching Tools).
- Throughout the Coaching Manuals there are several references to forms. This material is also available on the www.sefbhn.org website under the Organizational Toolkit in the forms tab.

Created by

Julie Radlauer-Doerfler

Jody Olayinka-Lebrun

John Mayo

Prepared by

Rubi Garcia

Sponsored by Collectively and State of Florida, Department of Children and Families



P: 954-649-1902
E: hello@collectivelyus.org

TABLE OF CONTENTS

MODULE 5 TEAM PREPARATION	4
EXAMPLE 12: ENGAGING SYSTEM PARTNERS TO ATTEND TEAM MEETINGS	14
EXAMPLE 13: SNCD KEVIN	16
EXAMPLE 14: PREPARING THE FAMILY FOR TEAM MEETINGS	25
EXAMPLE 15: CONVERSATION WITH THE FAMILY/YOUTH FOR FIRST MEETING	27

MODULE 5

TEAM PREPARATION

Imagine you are called into your supervisor's office on a Monday and told that there will be a meeting about you on Friday. You are told that others will be invited to the meeting and many of the people invited are people in your organization that are responsible for making decisions about you (Human Resources, Director of Services, Supervisor). Now imagine this is the only information that you receive...how do you feel? Would you be nervous, would you have severe anxiety, would you even show up?

Now you can understand how our clients feel when they are told that we are having a team meeting about them, with those that make decisions about their lives (system partners), without preparing them for the meeting. How many meetings have our clients had in the past that didn't go well for them? It is imperative that Wraparound coaches and case managers ensure that the clients that they serve are always prepared for every step in the process. By preparing the client for the team meeting, they feel more comfortable and know that they should have a voice in the decision-making process. When we prepare a client for the team meeting, clients feel more comfortable attending.

Wraparound is a teaching model, so the role of the case manager is to provide them the skills necessary to meet their own needs after professionals are no longer involved. They will learn how to develop an agenda, invite others to the table and facilitate a team meeting. The goal is for clients to be comfortable, knowledgeable and fully active participants in the Wraparound process.

It is the role of the coach to support case managers in the learning process, so that they can then teach their clients. First, instruct the case manager to utilize the Wraparound Coaching video as an initial guide to the Coaching tool. Ask case managers to review the video and take notes. There will be a short role play at the end of the video. Provide case managers with the coaching tool to review while they are watching the role play. Instruct case managers to look for the action steps being completed. Case managers will not see every step being completed due to this being a short example, but they will be able to obtain an idea of what should take place during a team preparation meeting. A typical team preparation meeting can take between 45 minutes to an hour to complete. After the case manager watches the video, use the question in Discussion 5.1 (located on the following page) to process the information.

As a coach, it is important that case managers are instructed to follow the action steps in detail to show proficiency and to ensure that the client is fully prepared to be an active participant. Coaching through each action step on the coaching tool is important. This allows for the case manager to grasp the concepts being taught and what is expected of them. It is the responsibility of the coach to help the case manager understand the information.

The coach is responsible for reviewing the team preparation information with the case manager. It is important that the case manager understands how to explain the purpose of the team meeting to the client. The purpose of the team meeting is to develop a plan. A team meeting is not designed to discuss the past or talk about everything that has been going wrong, a team meeting is an opportunity to work together. The client and their family

should be informed that a team meeting is a strength-based meeting. In the meeting, they will develop a plan to move forward. The client has a voice and in fact their voice is the most important one on the team. They have the initial and the final say in what they want to work on. When coaching case managers, the coach should instruct the case manager to be clear about the purpose of the team meeting.

Discussion Activity 5.1: Team Preparation

For new Wraparound practitioners, the first team meeting with a family can be very anxiety producing. It's important to discuss how they are feeling and thinking regarding the steps in the process. Reflect on what it was like when you were first starting and strive to normalize the case manager's feelings. Discuss their confidence level and attend to areas that need improvement. Also:

- As before, continue to form a trusting relationship between coach and practitioner.
- Ask questions that encourage exploring details about the family, team members, and emerging relationships as it relates the forming an agenda.
- Listen, ask open ended questions that reinforce the goal of this meeting is to prepare for the first team meeting.
- Be patient and allow the case manager to start to discover their style.
- Practice the Motivational Interviewing process.
- Use role playing to help in increasing the comfort level and skill building of the case manager.
- Nurture, support, and encourage the case manager.
- Foster the reflective process to be internalized by the case manager.

Coaches may copy and share the following information with case managers or review this information verbally.

After explaining the purpose of the team meeting to the client, the case manager should review the Strengths, Needs, and Culture Discovery (SNCD) with the client to ensure that it is accurate. We want to make sure that the SNCD looks and feels like the client and their family. The client will approve the SNCD if it is accurate. The client can make changes to the SNCD if necessary. Once the SNCD is approved and signed by the client, the case manager should discuss the possibility of sharing it during the team meeting. It is up to the client if they want to share their SNCD during the team meeting. The case manager should explain to the client which people have legal jurisdiction and thus are able to receive a copy of the SNCD. Other professionals, such as therapist, can also benefit from a copy of the SNCD. Sometimes it is best if the client is provided copies to give to those they wish, such as to natural supports. Most clients do not wish for natural supports to receive a copy of their SNCD and their confidentiality should be upheld.

Next, it is important to coach the value of developing the team. This is the time to determine who will be on the team. The client gets to decide who will be on their team, except for mandated team members. The case manager should encourage the client to include as many natural supports as possible, as they will be the client's support system long after professionals are gone. The coach should work with the case manager on techniques to solicit natural supports with families. Sometimes families do not know who their supports are, or they are embarrassed by their situation. Instruct the case manager to normalize the situation and find ways to explain the importance of natural supports. For

example, "Supports can help you and be on the plan even if they are not sitting at the table." Having said that, at this point in the process families have not yet experienced a team meeting so we need to be sensitive to their apprehension. Looking back at the beginning of this module, ask yourself whether you would want your family and friends invited to the meeting with your Human Resources director and your supervisor if you have never been to a team meeting. Families will invite supports to the table once they are comfortable with the team process. It is important that coaches review this timing issue with case managers, so they do not push families too early in the process.

Figure 5.1 Meeting Preparation



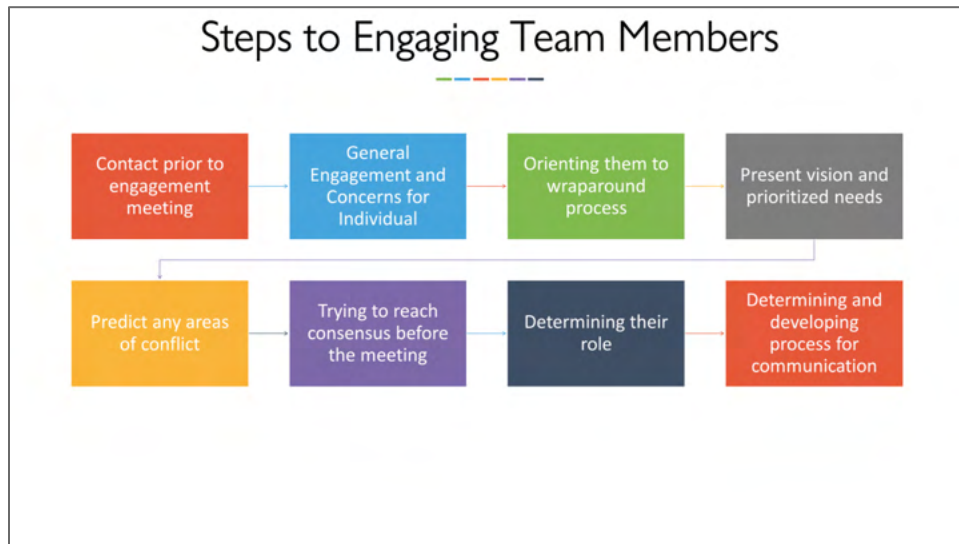
While the agenda for the meeting is typically standard, there is room for individualization. Every agenda should match the needs of the client. The case manager should go over each agenda item in detail explaining what will take place with the client and their family and allow for questions. The case manager should ensure that they assist the client in

understanding how to take ownership for the meeting. This usually does not happen at the first team meeting, but it is never too early to start. Families can take an active role in the team process by helping facilitate the meeting, writing notes, being a timekeeper and so forth. The client should be encouraged to start thinking about strengths to add at the team meeting. The case manager should ask every team member to contribute to a list of strengths. Strengths need to be concrete and tangible and include hobbies and interests. This is important because having a solid list of strengths ensures strength-based planning later. Next ground rules should be discussed. Every team needs ground rules to ensure the meeting flows smoothly and remains strength based. The case manager should start working with the client to identify ground rules that they feel would support the team. The case manager will keep everyone on track and mediate any trouble areas with effective ground rules in place. The purpose of the preparation meeting is to begin to introduce these topics, such as identifying strengths and thinking about ground rules, so that the family is prepared for the team meeting.

The case manager will need to review the long-range vision from the SNCD with the client to ensure that it is still accurate, and that the client wishes to work towards that goal. The case manager should discuss the team mission with the client. The team mission is what the team will commit to so that the client reaches their long-range vision. During the SNCD, priority needs were addressed. The case manager should discuss these with the client to ensure that these are still their priority needs and to prepare them for voicing their priority needs during the team meeting. Next, the case manager should start thinking about the strengths and culture surrounding those priority needs. This could be what is going well

that can be used to meet needs. For example, if the client likes horses, when she is feeling depressed and wants to feel better about herself, she can volunteer with horses to help build self-esteem.

Figure 5.2 Steps to Engaging Team Members



Every team member that will be attending the team meeting will need to be engaged prior to the meeting. After preparing the client and coming to a consensus on the team members, the case manager will need to contact those team members to prepare them for the team meeting. Team members should be informed of the date and time of the meeting to ensure that they are able to attend. If they are not able to attend, then the case manager should work with the entire team to come to a consensus of the meeting date and location. Remember, the client's preference is priority whenever possible.

The case manager will need to explain the purpose of the team meeting, share the agenda, inform the team member that this is a strength-based meeting and that they will be

asked to identify strengths about the client or family (review the example of how to engage system partners in attending team meetings at the end of the module). The case manager will need to inform the team member that this is not a meeting to blame anyone or shame anyone but for developing a plan to meet the client and family needs. If the team member cannot attend in person, the case manager should request that they either attend by phone or by video if possible. If they still cannot attend, the case manager should call to obtain their input before the meeting and provide them with a summary of what took place after the meeting. All team members should be actively engaged and prepared for team meetings.

During coaching, practice the team preparation coaching tool with the case manager. The first method of practice is through role play. The coach will start the role play by playing the case manager and the case manager will act as the client (Review the SNCD for Kevin found at the end of the module). Use the coaching tool and prepare the client for the initial team meeting, going through each action step. Role play for about 15-20 minutes. After role playing for 15-20 minutes, switch sides allowing for the case manager to play the case management role. Ask the case manager the following questions.

- How did they feel when they were being prepared for the team meeting? Why?
- How did they feel preparing the client for the team meeting? Why?
- What did they find most challenging? Why?
- What do they think they can do to overcome the challenges?
- Do they have any questions about preparing the team for team meetings?

This can be followed up with another activity to support the learning process (see Preparing the Family for Team Meetings Activity Worksheet at the end of the module). This can be coached individually or in a group. During the activity, read each of the common scenarios and write how they could have been avoided or mitigated with some pre-meeting preparation. Together review the responses and hold a discussion around them.

Providing written material has always been beneficial to the learning process. Provide a written example of how a preparation meeting would typically look for case managers to review for practice (See initial Family Preparation for Team Meeting Example at the end of the module). This will support the case managers' learning process.

Here are some key points coaches should review with case managers when preparing team members for team meetings. You may share this list with case managers during coaching.

- The case manager meets with the client and their family to go over the purpose of the team meeting (initial and on-going plan development) and prepares them to be active participants (voice and choice).
- The case manager lets the client and their family know that this is a strength-based meeting where they will develop a plan to move forward.
- The case manager discusses the agenda for the team meeting (introductions, ground rules, strengths, needs, plan).
- The case manager asks the client and family if they want to add anything to the agenda.
- The case manager answers the client and family's questions about the team meeting.

- The case manager informs the client and their family that the case manager will facilitate the meeting. The family is invited to participate in the facilitation as well (co-facilitate, writing notes, writing on the flip chart, keeping time, etc.).
- The case manager ensures the client and family is comfortable prior to leaving the home.
- The case manager allows the client and family to identify any additional team members and obtains releases.
- The case manager asks the client and family to think about their goals and strengths that they want to discuss at the team meeting.
- The case manager contacts all providers and supports to prepare them for the team meeting, informs them of the date and time of the meeting and ensures that it is a good time and location for them. If not, work with the entire team to come to a consensus of the meeting date and location.
- The case manager explains the purpose of the team meeting, shares the agenda, informs the team member that this is a strength-based meeting and prepares them to say a strength about the client or family.
- The case manager informs the team member that this is not a meeting to blame anyone or shame anyone but for developing a plan to meet the client and family needs, including legal mandates (if any).
- The case manager works with team members that cannot attend the meeting by requesting their attendance by phone if possible. If they still cannot participate, the case manager should inform them that they will call to obtain their input prior to the meeting and will provide them with a summary of what took place after the meeting.
- The case manager should always check for understanding and answer any questions the client may have.

EXAMPLE 12: ENGAGING SYSTEM PARTNERS TO ATTEND TEAM MEETINGS

Hello, system partner. Thank you for being a part of the Wraparound process for the family. When we first met, I explained what Wraparound is and that there would be monthly team meetings. Every person connected to the client is an important member of the team and vital to the Wraparound process. The initial team meeting has been scheduled and during this meeting we will be developing the individual/family Wraparound Plan (service plan). We want to ensure that the most important needs of the family are addressed on the plan and we need your participation in the process. Team meetings provide an opportunity for everyone to come together to share ideas, information and responsibilities. Team meetings are designed to decrease the workload for each person while making more room for important activities. It is important that team members understand that team meetings are strength based and every team member should be prepared to discuss strengths about the family. Every team member offers different experiences, resources and abilities to ensure the individual's plan is realistic, has multiple options and is achievable. Also, important information that you need for your job will be easily obtainable during the team meeting. Team meetings will help the team be on the same page and have a more successful working relationship with the client and team. We are having a team meeting on _____ and we would like you to attend. During the team meeting the following will be discussed...

1. Introductions:
 - The purpose of the meeting today is to develop goals for the family and a plan to reach them as a team.
2. Confidentiality:
 - Everything discussed here stays here. We need to protect the confidentiality of the family.
3. Ground Rules:
 - All team members will create together
4. Family Vision/Team Mission:
 - The family long term view and the team's commitment to support the family.
5. Family Strengths including natural supports:
 - What the child and family is good at, positives, hobbies and what is unique about the family. All team members will provide input.
6. The family and child needs and prioritize needs:
 - The family determines what they feel are their needs and what they want to work on.
7. Ways to meet the priority needs including who will do what:
 - The team will brainstorm ways to meet the needs the family determines they want to work on. The family will have the final say on what they will do to reach their goals.
8. Ideas for the next team meeting?
 - Suggestions/ideas for improvement/desired topics.
9. Open floor:
 - All topics that are not on the agenda that need to be covered in today's meeting. If time allows, we will discuss as a group or schedule a separate time to address these topics.

EXAMPLE 13: SNCD KEVIN

Client Name: Kevin Smith	Medical Record #: 12345	Date: 1/15/2017
Facilitator Name:	D.O.B.: 1/1/2003	Initial:
<p>Presenting problem/Need:</p> <p>Kevin was referred by his parents due to them feeling that Kevin needs a locked residential treatment facility. They reported that they feel this will help Kevin become more stable. The parents report that Kevin is having mental health needs that have been unmet and he needs services. Kevin is having behavioral concerns including being verbally and physically aggressive, legal involvement and leaving the home without permission. He is reported to be disruptive in school and recently was caught vandalizing the school.</p> <p>Long term goal: "For the family relationship to be stronger"</p>		

I. FAMILY

Kevin Smith is a 14-year-old male. He was adopted when he was 3 years old by Ron and Karla Smith after being placed in foster care due to physical abuse and severe neglect. He has 2 siblings (Brian 10 and Cindy 11), who are the biological children of Ron and Karla. The family currently resides in Palm Beach County. Kevin reports that he likes his siblings but feels that they get "special treatment" from his parents. He stated that he tries to help his siblings, but they destroy his stuff. The parents reported that the siblings used to be close in the past. He stated that Cindy looks up to Kevin. The family has a pet dog, Rocky, that Kevin spends time with. Rocky sleeps with Kevin and Kevin stated that Rocky is the only one who cares about him. The family stated that Kevin is "extremely" kind to Rocky and they don't understand why Kevin is kind to the dog but not to his family. The family reported that they used to be close with the maternal grandmother Karen and the uncle, Jim. In the past, the maternal grandmother watched the kids on the weekends and uncle Jim used to play soccer with Kevin. The parents report that it was Kevin's behaviors that caused the distance between them and their family. The family reported that they do not have any other supports.

Kevin's biological mother was unable to care for Kevin due to being homeless and unemployed. The biological mother was reported to have become involved in a violent relationship and Kevin was physically abused. When Kevin was placed in foster care, he was one year old and "extremely" underweight. The biological father has not been in Kevin's life since birth. The biological father is currently serving time in prison for attempted murder. Kevin is reported to have one older brother and one older sister from his biological parents. It is reported that both siblings are still in foster care. Ron and Karla stated that they considered adopting all 3 but were unable at the time. Kevin had contact with his siblings before the adoption but not since the adoption was finalized. Kevin reported that he knows his paternal side of the biological family but does not have contact with them after the adoption. Kevin was initially placed with his paternal aunt Holly after being removed from his mother however Holly was unable to keep Kevin long term. Kevin was eventually placed up for adoption. The paternal aunt was unable to adopt Kevin, so Kevin was placed with Ron and Karla for adoption.

2. FAMILY

The parents reported that Kevin started having behavioral concerns two year ago. The mother reported that when Kevin is upset, he will start raising his voice and he will breathe fast. He will become sarcastic and slam doors. She stated that not too long after that he will start using profanity and threaten people. The mother stated that when this happens, she does not know what to do and there is usually a “screaming match” in the house. Kevin stated that he does not like when his mom keeps asking him “what’s wrong with you” or telling him that he “needs to relax.” He also stated that he gets mad when his younger sister makes comments when he is already annoyed. Kevin leaves the house without permission and the parents are unable to locate him. Kevin typically returns home about 12:00 am.

Kevin and his parents are unable to talk to each other without yelling and Kevin will use profanity towards his parents and siblings. Kevin has thrown things at his sister but has not caused any physical harm. He has punched his younger brother in the mouth and busted his lip. Kevin stated that he hit his brother because his brother was breaking his video games and his parents didn’t do anything about it. Kevin made comments about wanting to hurt himself and his parents but has never acted on those statements. The parents have called the police on Kevin several times during arguments. Kevin has made threats of harming himself or others however the police were always able to deescalate the situation and he was not arrested, or baker acted. He stated that he can talk to his dad more than his mom however he feels that his dad no longer has time for him. The father reports that he does not want to “reward” Kevin’s behaviors with positive attention.

The parents report that they used to discipline the children by taking away privileges, but that does not work with Kevin any longer. The parents reported that it still works for his siblings. The parents are not sure what to do for Kevin. The parents report that they must go to their room and close the door when they are stressed because they do not want to “say things we don’t want to say.”

3. FINANCIAL/PHYSICAL NEEDS

Kevin's financial and physical needs are being met by his parents. Kevin has Medicaid and the family receives an adoption subsidy. Both parents are employed full time. The mother works as a secretary and the father is an accountant. The family has two cars. The mother stated that if there is an emergency, she can call her mother Karen for help.

4. SPIRITUAL/CULTURAL

The family reports that they believe in God but have not attended church in over a year. They reported that they used to be active members of Mount Bethel Church. Kevin was baptized at that church when he was ten. The family reports that they celebrate all traditional holidays except Halloween. The parents reported that Halloween is too dangerous, and the candy is not good for the kids. They typically spend Christmas with extended family. The family reports that they eat together as a family for dinner and on the weekends. The family reported that they enjoy camping but have not gone in several years. The family also reported that in the past they used to have movie nights and the mother stated that she would like to have that happen again. Kevin stated that he spends most of his time, when he is not in school, in the house playing video games in his room. The father stated that the home is a "busy home" with his siblings having extracurricular activities daily, ensuring dinner is served and "arguing" with Kevin.

The family speaks English, but the father is fluent in Spanish. The parents stated that education is important to them, as this is the only way one can get ahead in life. The mother stated that she wants the family to be able to laugh together daily and not have so much arguing in the home. The parents reported that they make decisions as a couple and they are always on the same page. The parents reported that the home used to be quiet and that they went on vacations every summer. The family stated that their favorite spot was Gatlinburg, TN. They were able to hike and camp in the mountains.

5. SOCIAL/FRIENDS

Kevin enjoys playing soccer and, he used to play on a team. He won several trophies for playing soccer. His parents took him off the team when Kevin's grades started to drop in school as they felt he needed to focus more on school. He stated that playing soccer calmed him down when he was upset. He stated that he also likes listening to music and going fishing at a lake near the house. Kevin has two friends and they reside in the neighborhood. The parents report that "those kids are bad influences" on Kevin and that he engages in harmful behaviors with them. Kevin stated that his friends listen to him and they do not make him do anything he doesn't want to do. He stated that his parents refused to meet his friends.

Kevin used to be close with his uncle Jim and they would practice soccer together. Kevin stated that he wished he could live with his uncle. After Kevin was no longer allowed to play soccer, the relationship with his uncle became strained. He stated that his parents did not allow him to spend time with his uncle doing sports. He stated that he had to spend most of his time doing schoolwork and he was "sick of" doing schoolwork all the time. Kevin is reported to be able to make friends easily. He reports that he doesn't want to make friends because he isn't "allowed" to spend time with them anyway.

6. VOCATIONAL

Kevin is not involved in vocational activities at this time. Kevin stated that he wants to be a video game developer when he grows up. He also wants to do something on the side with animals. Both parents are employed.

7. EDUCATIONAL

Kevin is in the 8th grade at Palm Beach Middle School. He is one year behind due to failing last school year. Kevin is attending school daily however he is not completing his assignments. He is at risk of failing this grade as well. He has a history of getting all A's and B's. He has been getting suspended frequently from school for fighting, not following directions and vandalizing the school after school hours. Kevin reports that he likes his PE coach and that they both like soccer. The school offered to have Kevin stay after school for tutoring, but Kevin reported that he refused but did not state why. Kevin stated that he does not have a favorite subject, but he does enjoy spending time in the computer lab. Kevin is in mainstream classes without any accommodations.

8. LEGAL

He is currently on probation for the vandalism charge. It was reported that Kevin was high on weed when he caused damage to the school. Kevin has recently smoked marijuana and did not pass his last drug screen. The JPO, Mr. Carlton stated that if Kevin continues to display these behaviors, he may recommend a DJJ residential placement. Kevin must complete community service hours, write a letter of apology and pay restitution for the damage he caused at school. This is Kevin's first charge. The JPO stated that Kevin has been on probation for 5 months and he has not started to complete any of his stipulations. The next court date is 3/10/17.

9. RESIDENCE/NEIGHBORHOOD

Kevin and his family reside in 4-bedroom home in a mixed neighborhood. He has his own room and he has decorated it with posters. The home has all necessary furnishings for comfort. The home has a fenced yard and a pool. Kevin's windows are fixed with alarms from the outside. The parents wanted to ensure that they would hear if Kevin was to sneak out at night. If Kevin opens his window after hours, an alarm will sound in their bedroom. The home has an alarm system however the parents have learned that Kevin knows the code. The home is located near a park and a shopping center. The home is also a half mile away from a lake that Kevin likes to fish in.

10. MEDICAL

Kevin is up to date with his physical and immunizations. He is also up to date with his dental. Kevin has asthma and uses an albuterol inhaler when needed. The medical doctor is Dr. Johnson from Pediatric Associates. He goes to Sage Dental. The parents reported that it is unknown if his biological parents have any medical concerns. Kevin has glasses for reading, but he does not wear them. Kevin is 5'9 and has an average build.

11. BEHAVIORAL

Kevin had an assessment with a psychiatrist from ABC Psychiatry last year and he was diagnosed with Oppositional Defiant Disorder and a mood disorder. Risperdal was recommended at that time. Kevin is not currently on any medication because he refuses to take them. Kevin stated that he does not "need crazy pills." His parents are unable to get him to understand the need for medications. Kevin has been participating in therapy with Ms. Tina for the past 3 months, but little progress has been made. The therapist stated that Kevin is just now starting to share with her. Kevin stated that he would prefer a male therapist, as a female cannot understand him. The agency currently does not have an available male therapist.

Kevin stated that he gets angry when "everyone" tells him what to do. Kevin stated that no one listens to him and that no one cares about what he wants. He stated that he has expressed his feelings to his parents many times, but he is "always" dismissed. He stated that if "my parents don't care, why should I care." The parents report that they can't handle Kevin's behaviors anymore and that they want him to go to a residential treatment program or they will place Kevin back in "the system." Kevin reported that his parents use "the system" as a threat often and he "really doesn't care anymore if they do send me away." The parents report that they are exhausted trying to "deal" with Kevin. They reported that they do not have the ability to care for him and to protect his siblings from him. The family reports that they do not have anyone who can help them, because they have "burned their bridges" with family and friends. Kevin stated that when he is mad, he just wants to be left alone.

Family Strengths:

The parents report that they care about Kevin and want the best for him. Kevin is attending school and can make passing grades. Kevin is good at soccer and technology. The family enjoys hiking and camping. The family has their basic needs met. The family has extended family members to call in case of an emergency.

Family Identified priority needs:

The parents report that their primary need currently is for Kevin to make better decisions in the home and community and to improve in school. Kevin stated that his priority is to get off probation and be allowed to do things again.

Potential Team Members Including Natural Supports:

The team members identified are the mother Karla, father Ron, Kevin, Maternal grandmother Karen, Uncle Jim, therapist Tina, JPO Mr. Carlton and Case Manager.

Date of initial home visit: 1/10/2017

If no home visit was completed explain why: N/A

If no home visit, date of first Face to Face visit: N/A

My signature below indicates I understand that all information being released to me under Florida Statute 394.459(a) and Florida Administrative Code 10.E.38 (Confidentiality of Client Records) is confidential. I further affirm this information is being used for the sole purpose of case planning and/or treatment for the family identified. I have participated in the formulation of this assessment.

<hr/> Guardian Signature	
<hr/> Date	<hr/> Case Manager
<hr/> Guardian Signature	<hr/> Date
<hr/> Date	<hr/> Client Signature
<hr/> Case Manager Supervisor	<hr/> Date
<hr/> Date	

EXAMPLE 14: PREPARING THE FAMILY FOR TEAM MEETINGS

Read each of the following common scenarios and write how they could have been avoided or mitigated with some pre-meeting preparation.

1. Nanette gets nervous speaking in front of groups. She ends up sitting quietly through her whole first meeting. After the meeting, she tells you she is not comfortable with the plan or the rules developed during the meeting.

2. Juan, who is 15, feels like everyone gangs up on him whenever they talk about him and what he needs to change. He feels like no one supports him. During the meeting he tells everyone to leave him alone and then refuses to engage in the process.

3. Tim and Michelle have radically different ideas about how they want to parent their children. They had begrudgingly agreed to a common vision, but it falls apart when the team starts to discuss planning.

4. In the space below, list four of the general reasons why Wraparound staff should prepare the family for the first team meeting.

Reasons why the family should be prepared for team meetings:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Coach Debriefing Questions:

1. Does thorough family preparation take extra time or save time? Why?
2. How can you use family preparation to help families learn how to plan for themselves?

EXAMPLE 15: CONVERSATION WITH THE FAMILY/YOUTH FOR FIRST MEETING

Good morning. We have done a lot of work already and now we are ready to have our first team meeting. I wanted to meet with you today to prepare you for the first team meeting. I want to ensure that you are informed and comfortable with the process. The team process in Wraparound is traditionally called a team meeting or CFT for short.

What are your thoughts about the upcoming team meeting? Do you have any concerns or questions?

(Listen)

Ok, I understand that, and I will describe each step to you so you will know what to expect. If you have any questions, please ask and I will do my best to answer them.

The purpose of the team meeting is for planning. During our meeting we want to develop the wraparound plan with you. We will invite the Juvenile Probation Officer and Child Welfare Case Manager to the meeting. It is important that they are there because they are involved in your life. Just because they are present, this does not mean that your voice will not be heard. I think by us meeting as a team we can work together to help you achieve your goals. Together we can develop a plan on how to interact with them at the meeting to ensure things go well.

Everyone who is involved is expected to share their thoughts, make suggestions and be a part of the discussion. The focus is on developing a plan to meet your needs and not to

focus on the past. It is a positive meeting and we will not blame others. During the meeting we will all listen to each other's ideas and build on them. Everyone's ideas are equally considered. It is important to treat everyone's ideas and concerns as valid and worth listening to. No one has their ideas dismissed or automatically accepted because of who they are. All ideas must be discussed based on their own merits and the team will come to an agreement.

Is there anyone else you would like to have on your team and attend the CFT including natural supports?

Do you know what natural supports are? Natural supports mean anyone in your life that helps and supports you and will continue to support you even after Wraparound ends. These people can be friends, family members, neighbors, teachers, church members or anyone you trust. By having them on the team, it will help them understand your needs and how they can provide on-going support to you. They can help you get through future situations that are difficult. Is there anyone you can think of? Ok, I understand that you don't know anyone at this time, but I would like to encourage you to continue to think about this. Is there anyone you can think of that should be at the meeting? Ok, I will invite the therapist and I will remind the system partners about the meeting.

If the individual wants someone at the meeting that you do not have a release for, obtain one.

I would like to review the SNCD with you to ensure that it is accurate. We can always make revisions as we want your story to be correct and reflect who you are? How do you

feel about this, did I capture your story correctly? Wonderful. I usually provide the team with a copy of the SNCD for review at the team meeting. Is this something you feel comfortable with? Ok, I will add this to the agenda. Is there any other document or information that you feel is important for the team to have?

The initial meeting is rather simple, and I want to make sure you know what will happen. I feel that an informed individual is an empowered individual. Also, by knowing what will happen, you will already know what to expect and you will be able to prepare your ideas.

I will facilitate the meeting and keep everyone on track but if you would like to help me keep everyone on track that would be great. I want to encourage you to take the lead in any part of this meeting. It's your meeting. You can participate by having your voice heard, sharing your ideas, leading the meeting if you like, maybe taking notes, being the timekeeper, making sure we all follow the rules or anything else you can think of to support this meeting. I hope in the future you will be able to run your meetings with minimal assistance. Let's put together an agenda for everyone to follow. If a topic comes up that is not on the agenda, I will write it on something called a parking lot and we will come back to it if we have time. If not, we can schedule a time to discuss the topic later.

Traditionally the agenda starts with introductions. We will then discuss your vision, what you want to accomplish during our time together. This is the vision you stated in the SNCD. If it changes that is ok and we can always revise it. Then together we will develop ground rules for the team, so everyone will know what is expected during the meeting. Please start thinking about what kind of ground rules you think would be necessary to have a safe and successful meeting. The next item on the agenda is identification of strengths. We will

discuss your strengths as everyone has strengths, and together we will help you identify them. Strengths will be discussed as a team and everyone will participate. I want you to start thinking about strengths you would like to add.

Next, we will discuss what you feel your needs are. Everyone at the table will be able to provide input but it is very important for you to participate so we can understand your needs. As a team we will come to an agreement on what needs you want to work on first. We will develop goals and action steps as a team to address your needs. Remember that you have the final say on what goals and interventions we choose to put on the plan. I know you may have a lot of needs but if we start with a few it will not be too overwhelming. I know everyone may have different goals for you, but you know what you want to work on first. It is important that you decide what you want to work on first.

At the end of the meeting, and if time permits, we will discuss any other topics that the team would like to address. I will also be asking how you feel the meeting went and I will ask for ideas and suggestions for future team meetings.

How do you feel so far? Do you have any concerns about anyone that will be coming to the meeting?

Work with the individual to develop a plan for engagement with other team members if necessary and role play if needed....

After discussing the meeting, how do you feel about the first meeting? Do you think you will be comfortable? If you have questions prior to the meeting next week, please call me and I will answer them for you. Thank you for taking the time to meet with me today and I

know that together we will be able to develop a great plan for your family. I look forward to seeing you next week at the meeting.