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| **NM High-Fidelity Wraparound Team Meeting Guide** |

A Wraparound team meeting is a crucial part of the process as it sets the context where significant change can begin, continue and be celebrated. There are inherent activities and skills that can make a Wraparound team meeting effective and pleasant. Towards this end this guide was developed to help a Wraparound facilitator to plan and to carry out a Wraparound team meeting.

The chart below outlines the activities that should be conducted prior to a Wraparound team meeting

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| **ACTIVITY: Prepare Materials for Team Meeting** | **CHECK** |
| * Invite and then confirm attendance of invitees |  |
| * Gather your materials: Flip Charts, Markers, Tape. |  |
| * Complete visual aids that are appropriate prior to meeting |  |
| * Complete & print agenda for the meeting (See Team Meeting Agenda Below) If meeting is virtual, prepare any documents you will need on your computer. |  |
| * **Ensure a Release of Information has been signed and on file for every team member** |  |
| **ACTIVITY: Attend to Family’s Perceptions** | **CHECK** |
| * Explain to the person enrolled/family/ team members exactly what to expect during the Wraparound team meeting and what information will be shared |  |
| * For live meetings, plan seating arrangements if needed. This is suggested when family members could be intimidated or be uncomfortable with certain team members |  |
| * Be conscious to not subgroup prior or after the meeting to avoid appearance that the family is being talked about by team members |  |
| **ACTIVITY: For in-person meetings know your environment** | **CHECK** |
| * Will the meeting room be accessible prior to the beginning of the meeting so that the facilitator can set up? |  |
| * Is there wall space for the display of visual aids? |  |
| * Is there enough space for all team members? |  |
| * Is there a phone available (If Necessary) |  |

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| **Team Meeting Agenda** |

An agenda is a useful tool to structure the Wraparound team meeting. It outlines the topics of discussion which in turn can keep the team focused. A Wraparound Agenda parallels the Wraparound Core Elements that guide the development of an Action Plan. Below is a sample of the points an agenda should cover followed by a description of each point.

* Introductions/Purpose
* Meeting Agreements
* Sharing Functional Strengths/Successes
* Sharing “John’s” Vision
* Unmet Needs
* Benchmarks
* Strategy Development
* Schedule next Team Meeting
* Close

**\* Ensure a Release of Information has been signed and on file for every team member.**

**Introduction/Purpose:** At this point every member in the team shares their name and their relation to person enrolled in Wraparound. If there are team members on the phone pay special attention that they are not over looked.

Facilitator will provide a brief overview of the purpose and function of High-Fidelity Wraparound. This would include a brief description of how the team is there to support a family’s hopes and dreams for the future, which is called their vision. It also would include discussion of the barriers to that vision, which we call underlying needs, and that the function of the team is to help the family address those underlying needs so they can reach their vision.

**Meeting Agreements**: Use a flip chart, chat room or virtual white board to write the agreements and make sure they remain accessible. These agreements are meant to provide boundaries that the team agree are important to keep so that the team meeting can progress and be of benefit. Some examples that are often suggested are: (These are examples, each team should create their own agreements)

* Turn off phones or identify if there is a need to keep them (ex. Someone is on call for emergencies) Allow people to finish their statement before speaking (No Interrupting)
* Talk to each other with respect
* Stay Strengths- based
* Take a break if needed

**Functional Strengths**: During this part of the meeting the facilitator shares the strengths of the person enrolled in Wraparound. This is not a place to just list a number of interests or likes, rather the facilitator should share with the team the enrolled person’s functional strengths (See example below) and evidence of how that strength manifests itself.

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| Interest/like | Functional strength / evidence |
| John likes music | When John becomes depressed he uses his guitar playing to help him manage his sadness |
| Andrea is good at math | Even though Andrea missed a lot of school because of changes in her foster care family, she persevered and has managed to keep a high average in math. |

After sharing the functional strengths, the facilitator should ask each team member to share a functional strength that they bring to the team. If the person enrolled in Wraparound knows the team well he/she can share the functional strengths he/she has experienced from each team member. This is a very powerful exercise to build team cohesion, however, the enrolled person should prepare a list of the team’s functional strengths prior to the meeting.

Sharing functional strengths during the first few meetings is important, however sharing the same functional strengths at subsequent meetings can become repetitive and potentially inconsequential. Therefore, it is important to keep identifying additional strengths as the process progresses. Also, at times, “Functional Strengths” can be supplemented with “Successes.” Success in the agenda would be the place where accomplishments, progress, positive examples of the person enrolled in Wraparound can be shared.

**Sharing the Vision**: At this place of the meeting, the Vision that has been developed through “Gathering the Story,” is shared with the team. This part of the agenda should be addressed with energy because the enrolled person is, in essence, sharing their personal hope for their future. It is the “North Star” that provides the destination the team will be encouraging and supporting throughout the Wraparound process.

**Unmet Needs**: This step in the agenda should be treated with a lot of sensitivity because unmet needs are often related to painful experiences. In addition, the facilitator should be very intentional to not allow the team to dwell in negative behavior associated with the unmet need as it can be discouraging and frustrating to the individual.

The initial unmet needs should be generated during Gathering the Family Story and documented in the Team Meeting Prep form. Team members can ask questions and comment on the needs identified. If team members feel like other needs should be added, the facilitator should guide the conversation to assure the language is not shaming, that the identified unmet need is a helpful explanation for the “why” of a behavior, and that the youth/family clearly agree and support what is being said. If there is resistance or reluctance, facilitator should consider putting the need in a “parking lot” (and added to appropriate section of the Action Plan) for future consideration. Youth/families must agree to any new unmet needs that relate to them that become part of the plan. During this step a facilitator should ask team members to add any non-negotiables, emergent issues that may have not been identified

**Benchmarks:** Follow the D.O.M.A. acronym to establish a benchmark that measures progress/change of a Benchmarks answer the question: What would begin to be different if a specific need was beginning to get met, and how would we know?

**Strategy Development**: The facilitator must be very careful to make sure that the strategies developed are addressing the unmet needs. Be aware that team members often use this part of the agenda to prescribe services. Even though services are not inherently bad, often they do not address the unmet need of an individual. Rather, prescription of services are often intended to contain behavior. Finally, a facilitator should also assure that strategies are built around the individual’s functional strengths and that team members are assigned strategies of the Action Plan.

**Schedule Next Team Meeting**: A Wraparound team meeting may be one of the few instances where you may have all the members of the team in the same room. Use this opportunity to always schedule the next team meeting. Remember the frequency of meetings are based on the intensity needed to meet the individual’s needs.

**Close**: Always thank everyone for their participation and advise that you will contact everyone before the next team meeting to offer support or answer questions.

Note that the agenda sample above is for an initial Wraparound team meeting, however subsequent meetings should follow the same order but the appropriate points would change to “Review” i.e. “Review of John’s Vision” etc.

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| **Useful Skills for facilitating a Wraparound Team Meeting** |

* Be proactive by beginning the discussion, the team will be looking to you for direction
* Keep all communication strengths based, be ready to reframe deficit-based statements, and when needed, remind the team of the agreements
* Keep on track by using the agenda and the meeting agreements
* Focus on solutions that address the unmet needs
* Remain neutral
* Whenever possible solicit the individual’s/family’s voice
* Be mindful of the time
* Pay attention to seating
* Summarize meeting including decisions made about primary focus
* Try to customize (favorite cartoon/anime character, quote, sports team, etc.) the team meeting form for the family to show them that it is personalized for them.

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| **Useful Skills for facilitating a Wraparound Team Meeting- Phone/Virtual Conferences** |

* Be ready to ask team members to wait to discuss agenda topics until the conference call starts
* When doing introductions always start with the families first.
* When doing introductions group individuals according to the system they represent.

(i.e. Can the team members from the “MCO/CYFD-PS” introduce themselves.)

* When a team member wants to speak he/she should alert the facilitator and wait to be called. If you are online, the person can raise their virtual hand to let you know they wish to speak.
* Do frequent summarizations
* Be aware of team members on the phone, we want to be sure that everyone feels included and a part of the process.
* When you are the host of an online meeting, it is important that you are familiar with the platform you are using for the meeting, (zoom, google meets etc.) especially the host controls. If you are not familiar with the platform, ask your provider agency for an orientation.
* Decide in advance if team members will be allowed to share their screens or chat. Set the security settings when you start the meeting to allow/not allow access.
* It is helpful in zoom to have your participant window open. This will show if someone is in the waiting room.
* Enable the play sound when someone joins or leaves in Zoom to give yourself an audible signal that someone is in the waiting room by clicking on the three dots at the bottom of your participant window and checking this selection.
* Ensure that the youth and family are set up to engage in a meeting virtually. Make sure they have the appropriate app downloaded on their computer or phone and they know how to join the meeting.
* Ensure that the youth and family are comfortable with the technology and participating in a virtual meeting. If this will be a new experience, a practice meeting where they can log on with the facilitator and make sure they know how to mute/unmute etc. can be helpful. Frustration with technology can derail a meeting and discourage active participation.

**NM High-Fidelity Wraparound TEAM MEETING PREP FORM**

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| **Who is on my team? (Name and Relationship)** | | |
| Name | Relationship | **F=formal**  **IF= informal**  **N= natural** |
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| **Functional Strengths of Youth / Family / Team Members** | |
| Name | Functional Strength |
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| **Family Vision** |
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| **Life Domain**  **where Underlying Need exists** | **Underlying Need**  **What is getting in the way of reaching their vision?**  **What gets is the way of improving this life domain?**  **What is driving the concerning behavior?** | **Need**  **(Concrete or underlying)** | **Whose need is it?** | **Priority of Underlying Need\*** |
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**\*family Priority of Underlying Needs: (1) being most important**

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**Coaches Signature** Date

(Must be obtained prior to scheduling first team meeting