

## Appendix B

### National Wraparound Initiative Advisors Meeting Feedback from Groups

The numbers following the statements correspond to the group that reported that answer. For the last statements in each section, with no number, there was no group number listed on the sheet.

1. How has the NWI's work been most helpful?
  - Created national awareness of this body of work (1)
  - Gave structure/framework to what people should be doing (1)
  - Represents diverse individuals (1)
  - Avoided a fight between for-profit and non-profit (1)
  - It is a national entity (1)
  - Provides good training and coordinating the higher number of requests due to national structure (1)
  - Bringing people together to share information (3)
  - Materials are being used to present to state folks (3)
  - Good reference point for systems change, barriers, structures and programming to produce the best outcomes (3)
  - Necessary conditions bring credibility (research based info) (3)
  - Hopeful – creates a place for commonalities and to discuss differences (3)
  - Standards are being identified that can be used locally (3)
  - Producing information that can be readily used to share/sell Wraparound and for current training (3)
  - Tools – getting collaboration generic enough to provide consistency nationally, but allows for uniqueness of communities (4)
  - Multi-level massive system change efforts – learn from others how to manage this (4)
  - Providing forums to have rich discussions about what is happening elsewhere; struggles/challenges, solutions to learn from others (4)
  - Process of bringing people together, sharing email lists, networking (4)
  - Family guide and other tools (4)
  - To have a website and be able to reference it (4)
  - Tools – phases and having outcomes of those phases; provided guide to operationalize the concepts of wraparound (4)
  - Helpful for cultural competency (4)
  - LA County used NWI language on 4 phases of wraparound in their new contract (5)
  - NWI has helped with research, coordination, conversation between people (5)
  - Provides validity to the experience and many hours of training that we have received in the work that we do (7)
  - Access to non-proprietary information/documents (7)
  - More formalized and solid baseline (7)

- Provides support/data for the work (wraparound) (7)
- Clearinghouse for information and resources (7)
- Provides knowledge, hope, and empowerment (7)
- Tools for self-monitoring and self-assessment (7)
- Provides language for researchers, policy makers, authors, etc. (7)
- Provides credibility (7)
- At the practice level, NWI has provided streamlined tools to be used (7)
- Increased access to information (7)
- Articles and other written materials are very helpful, especially to those new to the field. 10 principles are very helpful (8)
- Website: tool, great resource for family members, wraparound facilitators, judges, senators, etc. (8)
- Gives legitimacy to the services (8)
- Having nationally agreed-upon standards to measure our work by is very helpful. Don't have to reinvent the wheel. (8)
- Concretizes the "how" part of how to do wraparound, offers clear structure and direction (8)
- Family guide – helpful in clarifying practice
- National standards securing funding
- Credibility
- Values
- Standardization
- Family organization – validation
- Assists in training process
- Phases and activities layed out
- Core not academic, legal, medical, etc. – helps keep intergenerational
- Family handbook – phases activities – helped bring together high fidelity wraparound; puts people on the same page
- Process helps keep us committed
- Broaden definitions to allow for individualization by staying true to process
- All can train in same framework
- Core defined

2. How could our products, our dissemination/outreach, or our "community of practice" be improved?
  - We are going to put a new cover on family guide and send to 3500 family members in the state (1)
  - Get it into everyone's hands, not just everyone who goes to the website
  - Alliance with National Mental Health, Depression Bipolar Association (1)
  - A larger amount of money is needed to go to the next level (1)
  - NIMH needs to support the research site (1)
  - Need to help people get their stories out (1)
  - Tools directed to state agencies regarding necessary conditions (3)
  - Political backing and dissemination needed (3)

- Needs to become parent of college curriculum so it is not a drastic system change transitioning into the work field (3)
- Involvement of youth in the NWI/community of practice (3)
- Regional sub-groups for more conversations to occur (3)
- Keep at it – address it on many levels from individual providers all the way up to the political climate (4)
- As things come out it bubbles up new thoughts/issues/perspectives (4)
- Identifying trends (4)
- Going deeper into managing and monitoring transitions (4)
- Gap between CMS thinking and SOC thinking; services have to fit Medicaid modalities (4)
- Medicaid is a deficit-based model and goes against the values and principles of wraparound (4)
- Getting private insurance on board and how to fund wraparound for low-income families that are not Medicaid eligible (4)
- EBP movement and how wraparound fits in and tools to help state funders understand how wraparound can still be used in conjunction with EBP. Both are essential/balance between clinical practice and family voice and choice. (4)
- How are we working collaboratively to contribute to the evidence base on wraparound (4)
- How to educate parents, agencies, legislators, etc. about limitations of EBP's and complexity the challenges faced by families with SED children (4)
- Ensuring families have a voice and choice (4)
- Broader dissemination of materials (5)
- Partner with other universities (5)
- Develop state structure for NWI (state WI); CA is trying this (5)
- Increase collaboration with national TA centers (7)
- Increase collaboration with agencies/organizations beyond SED groups (model at a national level collaboration across programs that is expected at local and state level) (7)
- Include partners that are outside of the funding stream (i.e., medical community, education, faith-based organizations) (7)
- Include education/partners with education (7)
- Facilitate or provide additional opportunities for face-to-face meetings or discussions about wraparound. Could piggyback onto other meetings (e.g. Federation for Families). Perhaps occasional regional (within driving distance) meeting. Phone teleconferencing. (8)
- Make efforts to encourage the diversity of systems and representatives to our work – go outside mental health to include juvenile justice, judges, schools, social services. Recognize the context of other systems. In some areas it appears social services is developing a parallel process. (8)
- Include participants' affiliation info to help with above (8)
- Tools that speak to people in these other systems (8)

- Targeted information and outreach efforts to other systems, most notably for probation/juvenile justice, schools, social services. (8)
- Add web linkages to and from other sites with the NWI sites (e.g. PBLs) (8)
- Increase cultural diversity (8)
- Increase, foster, and facilitate youth voice. Develop a place for youth at the table. (8)
- Standards for being able to rate tools
- Watered down tools?
- Train team members
- More “social marketing” strategies
- Implementation: credibility/trust; simple language format; training in how to deliver respectfully
- Products: local “contact us”; local person story in the book; multimedia documentation; connect to family support at local level; SAMHSA write info grants need for fidelity and evaluation; written into state plan – high fidelity; set of ethics – standards that are ensuring fidelity.

3. What additional materials or work would be most helpful?

- Need compendium of lawsuits (1)
- How to deal with system partners (1)
- Another national wraparound conference (1)
- A way to get concepts to people who are illiterate and language translation (1)
- Need an agency director manual, a finance manager guide, and a hiring guide (especially for parent partners) (1)
- Exemplary sites like Tulsa (1)
- Get some support money to better exemplary site (1)
- Work in prisons (1)
- Available in different languages (3)
- Adapting products to different cultures (3)
- Product development regarding different levels (administration, state agencies, parent partners) (3)
- Keep products short and easy to use (3)
- How to take and put into a manual for service model delivery (3)
- Including/being mindful of materials being very culturally competent (may be several versions of the same document/form) (3)
- More strategy on operationalizing phases and tools (i.e., strength-based transition) (4)
- Parent partner piece further developed, role, etc.; add stuff on website (4)
- What is the definition of true partnership and how to work within the framework of bureaucracy (i.e., not putting programs out to bid every three years) to create a sustainable movement and transformation (4)
- Shared outcome (4)
- Work on “systems phases” like the phases of wraparound (4)

- How to infuse values deeply such that all systems are doing business according to them – clinical practice holds family voice just as social work does (4)
- “How do you identify need” – handout/training (5)
- Training materials on the development of natural supports and resources on teams (stigma and shame are often obstacles) (5)
- Handbook for policy makers, university educators, systems people, and politicians (5)
- Wraparound self-assessment test that could be completed in less than three minutes that could tell a project where they are in the process implementation (7)
- Easily accessible tool kits for families (7)
- Easily accessible implementation tool kits for practitioners (7)
- Step-by-step guide for implementation based on developmental stage of family and/or practitioners in the wraparound process
- Tools/resources that operationalize culture and linguist (7)ic competence in service plans (7)
- A youth guide (7)
- Info on youth support partners (7)
- Info on balancing parent voice vs. youth voice on teams (7)
- Orientation packets for team members and self-assessment tests for team members (7)
- Step-by-step orientation guide for team members (7)
- Targeted info that speaks to people working in the other systems (e.g. educators) (8)
- Translating materials into other languages (e.g. new wraparound family handbook) (8)
- More attention to cultural diversity (8)
- Tools for “social marketing”
- Work with judges, clinicians, other team members
- DVD, CD’s, blogs, ADA compliant in various languages
- Media exposure
- Family organizations involved at ground level
- Develop standards and evaluation that support high fidelity
- Standards that are true to the process
- Coaching and training
- Careful of being too prescriptive
- Watch cost containment
- Product for the medical community
- Curriculum for high schools
- Translations into languages

4. What should the NWI’s priorities be for future work?

- International (1)
- Core materials in top 12 languages (1)
- Certification, credentialed issues (1)

- Younger generation are visual learners; need more visual prompts (1)
- Get funds for a dissemination center (1)
- Assist in training and coaching (1)
- Legitimacy/credibility – continue to work on credible empirical data (3)
- Adapting linguistic versions (3)
- Work force development in undergraduate and graduate programs (3)
- More definitions of roles of parent partners (3)
- Accountability – possibly needs some accreditation process and also self-evaluation (less formal) process to do own self study. Accreditation process might be beyond where NWI is right now today. (3)
- Assist in advocacy to push unified standards (3)
- Sustainability (4)
- System transformation (4)
- Community development – how to bring in other community leaders into the process (4)
- Look at role of individual providers all the way up to creating a political climate to sustain wraparound (4)
- How do we integrate EBP's into wraparound process? (4)
- How to provide ongoing community support around individual EBP's (4)
- Focus on strengths first (5)
- Development of parent partner/support component in wraparound (5)
- Use of parent partners for child protection investigations (5)
- Define and differentiate roles wraparound players in “Wrap process guide” (5)
- Change university reaction to define family support (5)
- Value parent expertise on their knowledge of their child (5)
- Define the differences between the wraparound process and interventions: what are the most effective interventions in a wraparound process; what are lessons learned about interventions (7)
- Identify minimum standards for fidelity (7)
- Bring more partners to NWI (7)
- Define differences in models (7)
- Define and address the roles and skill sets of a) wraparound facilitators, b) family partners, c) supervisors of both wrap facilitators and family partners (i.e., what should the ratio of supervisors to staff be?). (8)
- Pull together info/materials of the roles and trainings of family partners – there is a lot out there but not in one place, not in the available literature, etc. (8)
- Developing framework that speaks to Medicaid funding streams (8)
- Address cost, finance, and sustainability issues; need long-term cost-neutrality (?) outcome study. (8)
- Feds
- Payment
- Funding
- Accountability measures
- Establishing role of parent partner

- Standards
  - Media exposure
  - Develop cost estimate for sustainability
  - NWI “stamp” of approval
  - Diversity
  - Think tank to create curriculum
5. Are there any other points from your discussion that your group would like to emphasize?
- Support development of visual materials (1)
  - NWI could assess what is out there and what is needed (1)
  - Need compendium of training curriculum (1)
  - More toward CWL model (1)
  - CQI – need standards and ways to measure (1)
  - More focus on sustainability efforts and conditions supporting that (lends to credibility) (3)
  - How do we protect the fidelity in rural areas where higher education is not the norm? (3)
  - Strategies to teach about risks having what is a reasonable risk to take without finger pointing with other systems like juvenile justice and child welfare (4)
  - Funding streams for longevity and sustainability (4)
  - From a national perspective what will be the stance (unified?) (4)
  - How to fund research and outcome evaluation (4)
  - Practice challenge – give/prepare facilitators with tools to get information on natural supports (5)
  - Social services department breaking down (false) barriers and sharing resources so families can get what they need (5)
  - One plan/one child/one system to pool resources (5)
  - Social marketing of wraparound (5)
  - Almost no info available on supervision (8)
  - Justification for costs (8)
  - Outcomes not so much addressed in our discussion, but will be the bottom line for many (8)
  - Efficient way to find out what is going on in other states