



National Wraparound Initiative

Family Partner Task Force

Work Plan as of June 26, 2009

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Task List	Description	Updates at Task Force Meeting July 16, 2008	Status June 1, 2009 Updated at June 26, 2009 Task Force Meeting
<p>1. Choose a name or title for the parent partner role in the context of the National Wraparound Initiative vs. other settings. Preface all products that families are not limited to this role in wraparound but can, when they have the interest, knowledge, and skills, successfully perform many other roles.</p>	<p>Based on responses to a questionnaire sent to the Family Partner Task Force, a working title for this role and a brief description of it has been developed.</p> <p><i>“The Family Partner is a formal member of the wraparound team whose role is to serve the family and help them engage and actively participate on the team and make informed decisions that drive the process. Family Partners have a strong connection to the community and are very knowledgeable about resources, services, and supports for families. The Family Partner’s personal experience is critical to their earning the respect of families and</i></p>	<p>Completed</p>	<p>Completed</p>

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	<i>establishing a trusting relationship that the family values.”</i>		
<p>2. Identify the characteristics of the role including both the description of the job responsibilities and the personal qualities and skills necessary to do the work.</p>	<p>This work has been tied to the Ten Principles of Wraparound. Two rounds of input from the Family Partner Task Force have been completed. A third draft of the document is ready for circulation to the full NWI Task Force.</p>	<p>Completed and on NWI website</p>	<p>Completed</p>
<p>3. Use the National Wraparound Initiative process to gather reactions, comments, and other feedback on the developed title and descriptive materials.</p>	<p>With assistance from April Sather, an on line survey was used to collect feedback for Tasks 1 and 2 as materials were being developed. <i>This practice will continue as materials are refined and new materials are developed.</i></p>	<p>Ongoing/standard practice as new tools and products are developed.</p>	<ul style="list-style-type: none"> • <i>The process has been used to develop Task #5</i> • <i>A presentation on the use of the process was made at the RTC conference in Tampa, FL</i>
<p>4. Create a electronic bank of resources about this role</p> <p style="padding-left: 20px;">a. Collect existing material such as:</p>	<p>Task Force members have been asked to submit materials they have developed or used. Collection is ongoing.</p>	<p>A number of job descriptions for this position have been posted on the NWI website.</p>	<p><i>This task requires human, technological, and financial resources. It is on hold until these are available.</i></p>

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<p>i. Job descriptions,</p> <p>ii. Skill sets,</p> <p>iii. Training programs,</p> <p>iv. Descriptions of how the role functions in a program or project, and</p> <p>v. How individuals are supervised.</p> <p>b. Establish a review process for examples collected that is similar to the one used for all other tools posted to the National</p>	<p>Items should be sent electronically if possible to April Sather. sather@u.washington.edu</p> <p>Some items related to family partners have been posted to the NWI website and reviewed. April will continue to collect items.</p> <p>Previous tasks 4, 5, and 6 have been combined into one as they are interrelated. A work group has been organized (Lisa Conlan, Susan Boehrner, Pat Mosby, Tammie Harrison, Ally Linfoot) to tackle a variety of issues associated with this work including (but not limited to) how to catalogue the collected materials so users can easily find what</p>	<p>Need a vetting group that evaluates items against principles/standard perhaps in a matrix that developers/users could use to self-assess the quality/fidelity of tools and materials.</p> <p>There is a need to organize these contributions in a way that makes it easy for a reader to compare their features and associate them with the work family partners do in the four phases of wraparound.</p> <p>Discussion about the value and drawbacks of developing "ratings" with general consensus that scoring is not helpful but standards are.</p> <p>Discussion about</p>	<p>June 2009 Discussion: We should focus on developing a tool that provides a framework, guidance, or standards in the form of a checklist that developers and adopters can use to assess how closely tools conform to NWI FPTF principles and practice.</p> <p>Tools related to family partner work should continue to be posted in the resources section of the NWI website.</p> <p>Consider offering a peer review process for developers. Items would be reviewed by FPTF (using our own tool) and receive a stamp of approval of some kind. Perhaps in the form of being located in a</p>

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<p>Wraparound Initiative Website.</p> <p>c. Integrate the collected materials with the four phases of wraparound.</p>	<p>they need and how to make sure submitted materials are consistent with NWI principles.</p>	<p>vulnerability of putting items on the web which are very specific to a site.</p> <p>Goal for Family Partner Task Force is to develop some general frameworks that would lead others to make informed decisions about tools and materials.</p> <p>Work Team Joan Cox (point person), Sue Smith, Karina Funes</p>	<p>different part of the website.</p> <p>Decisions: Develop a check list tool and test it using some materials developed by Task Force members</p> <p>Toni Issadore agreed to be the point person, on this task. Jeanette Barnes and Patti Derr agreed to join the work group.</p>
<p>5. Integrate the activities of a family partner with the four phases of wraparound.</p>	<p>Task Force members have been asked to submit input about what family partners actually do during each of the four phases. A structure for organizing their ideas has been developed and distributed to Family Partner Task Force members. More work on this will be done at the annual meeting.</p>	<p>In process - Initial input from Family Partner Task Force members has been synthesized and is being formatted for web-based distributed to get Task Force member comments and additional input.</p>	<p>Three rounds of feedback and revision have been completed. Comment from the full NWI Board of Advisors has been collected and will be reviewed for final approval by the Family Partner Task Force at its June 2009 meeting.</p> <p>June 2009 Discussion:</p>

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	<p>Additional work was not done as planned at the annual meeting. Family Partner Task Force members agreed to respond via e-mail. April will send everyone an electronic form to return to her along with a link to the full Phases document on the NWI website. She will compile all the responses. Task Force Co-chairs (Marlene Penn and Trina Osher) will continue to take responsibility for coordinating review, discussion, and revision of this tool.</p>		<p>Analysis of feedback from the full NWI is underway. Progress was reported at the NWU meeting (June 25th) and not reviewed at FPTF meeting.</p>
<p>6. Describe strategies for linking individuals who serve in this role with family organizations to sustain and support the role in the community</p>	<p>Not started. The Family Partner Task Force felt this was a critical task but required technical skills and needed to address some ethical issues. In</p>	<p>The Family Partner Task Force listserv has been established. The group needs to work out a viable "support" mechanism for anyone doing this work.</p>	<ul style="list-style-type: none"> • The listserv has been used as a vehicle for communicating within the Family Partner Task Force. • The work team

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<p>and creating a web-based strategy for family partners to link with a group of their peers for support and sharing.</p>	<p>addition, it should be linked with the work of the Dissemination Task Force. One member (Heidi Todd) agreed to tackle some of the issues and work on the linkage to dissemination.</p>	<p>Links to FFCMH and other national family networks should be on NWI website.</p> <p>Connect people to each other on a personal level. Have a list of folks who are willing to talk "peer-to-peer" with someone.</p> <p>Create a welcome packet for newly hired family partners.</p> <p>Work Team: Jane Adams (point person), Celia Serkin, Pam Marshall</p>	<p>concluded that the task was too overwhelming to be done without some resources. Relying on volunteers doing this on top of their regular jobs and family responsibilities is not realistic.</p> <p>June 2009 Discussion: Various kinds of vehicles were discussed - blogs, Face Book, Ning.com, web-based communities where you have to be invited, passing this task on to some other agency.</p> <p>Concerns were expressed about managing the content and insuring that members are not overwhelmed by the amount and type of information that is</p>

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			<p>transmitted.</p> <p>Decision: put a request for reaction and ideas on the NWI FPTF listserv.</p>
<p>7. Develop tools to assess/support the quality with which individuals are performing this role as well as the outcomes from having this role in the community.</p>	<p>Not started. The Family Partner Task Force agreed that this task is closely related to the work of the Standards Task Force. One member indicated her state (MD) has developed standards; another indicated her state (OR) was on the verge of beginning to do so. Ally Linfoot agreed to be the point person on this for now recognizing that until other tasks were completed it would not be realistic to tackle this one.</p>	<p>The Task Force and FFCMH listserv was surveyed to identify family involvement in wraparound evaluation. This identified some work underway that relates to this task. (NY, MD, OR, NJ, AZ, KS, OK, AR, GA, CA)</p> <p>Need a fidelity index to guide work of family partners</p> <p>Develop options for family partners to document what they do and demonstrate the impact it has.</p> <p>Work Team: Pat Mosby (Point person)</p>	<p>Pat Mosby has taken leadership of a work team on this Task. They will be reporting on their progress and making recommendations during the June 2009 Family Partner Task Force meeting.</p> <p>June 2009 Discussion: Several "tools" either in use or in development were identified. FANS (developed in and being used in NY - contact Nancy Craig) was discussed as a possible model. FFCMH's peer-to-peer work group is working on this. Jane Adams has a group working</p>

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		Celia, Beverly Baker, Carol LaForce	<p>on this too. FPTF sees a need to get the various working groups to bring their work together and reduce duplication of effort.</p> <p>Decision: Work group is going to connect with the existing groups and try to pull things together with the expectation that there will be a report of findings and recommendations back to the Task Force.</p>
<p>8. Develop a framework for developing salary schedules and defining of work environment and employment issues such as benefits, liability, flexible working hours, supervision, career ladders, growth opportunities, and</p>	<p>Not started. This task was identified as a high need. A work group was formed (Janine Lounsbery, Lynette Tolliver, Renee Rich, Beth Berndt, and Pam Hawkins) to collect existing materials and draft a framework for the full Task Force to consider and review. There is a</p>	<p>Possibly work in collaboration with TAP and FFCMH</p> <p>Work Team: Sue Smith (point person), Pam Marshall</p>	<p>Sue Smith and Anna McLaughlin have taken on leadership of this team. They sent out a call for information and compiled results. That will be presented at the June 2009 Family Partner Task Force meeting. Next steps for this task will be discussed at the meeting.</p>

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<p>different roles families can take on in wraparound. Related to this are the differences when family partners are employed by a family organization or a provider agency.</p>	<p>close relationship of this work to the work of the Workforce Taskforce.</p>		<p>June 2009 Discussion:</p> <p>Trina read Sue Smith's report and will distribute it with these notes.</p> <p>A major finding and concern is that family partner salaries, employment conditions, job descriptions, and career paths are different based on the type of organization hiring them (family organizations, systems of care, mental health providing agencies).</p> <p>We need to be sure any future survey differentiates between a family partner and family support.</p> <p>Arizona Department of</p>

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			<p>Human Services www.AZDH.gov has a guide that defines the various family roles and how they connect.</p> <p>There are difficulties associated with getting insurance coverage and keeping incomes low to protect Medicaid for dependent children. The consequence is to keep families in poverty rather than enable them to become independent and earn a good wage.</p> <p>Decision: Patti Derr is willing to help Sue Smith formulate a new set of questions. A survey monkey will be used to gather the information.</p>
<p>9. Establish a research agenda in conjunction</p>	<p>Not started. The Family Partner Task Force agreed</p>	<p>Dropped.</p>	<p>Dropped</p>

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with researchers.	that this task should be dropped and families should become members of the Research Task Force to insure that family stories about their wraparound journey are incorporated into research and become part of the evidence base.		
10. Describe the context for the family partner as being one of many roles that families can and should take on in wraparound.	The Family Partner Task Force identified two serious concerns that are opposite sides of the same issue. One is that family partners will become the only role for families in wraparound and the other is that partnership with families will become the sole responsibility of family partners. To clarify that neither of these situation is consistent with the principles of wraparound nor are they	The co-chairs wrote an article "Family Partners in Systems of Care and Wraparound" on the role of the family partner. (Focal Point vol. 22 No. 1, Winter 2008). The article described the evolution of this role and its current status within the context of wraparound. Further work needs to be done to describe this and other roles for families in other contexts.	No activity.

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	<p>sound practice of wraparound, the Task Force Co-chairs (Marlene Penn, Beth Berndt and Trina Osher) have been charged with drafting "The ROLES for Families in Wraparound" for full Task Force response.</p>	<p>Incorporate into Item 8 as a second step.</p>	
<p>11. Find a mechanism for identifying folks in all the different systems that are doing this kind of work in order to learn and share with them incorporate what they have done into our work.</p>		<p>Do outreach to find these folks such as Family Voices.</p> <p>Learn from other systems - non-mental health - that have had this kind of role such as peer-to-peer and family support. USF Peer to Peer Literature Review</p> <p>April and Eric have some data from a survey done last year to get started in identifying where wraparound is being done. Could follow up with a</p>	

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		<p>similar survey to find out where there are family partners.</p> <p>Connected to Item #6</p>	
<p>12. Background checks</p>	<p>Added as a result of inquiry and "conversation" on the Family Partner listserv during the winter and spring of 2009.</p>		<p>Jeanette Barnes is leading a work group that, to date, has called for input and compiled responses. They will provide a summary report and make recommendations for next steps at the Family Partner Task Force meeting in June 2009.</p> <p>June 2009 Discussion: Jeanette apologized for having lost copies of her group's written report. She can send it out to the list serv.</p> <p>Comments were collected from several states. General finding indicate</p>

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			<p>this is a common issue no matter what part of the country. BUT it is handled differently in each place - even within the same state. Generally legal barriers are overcome via an administrative decision to make an "exception" to the rules.</p> <p>There was strong consensus that approval to hire family members with "red flag" background needs to become the "norm" rather than an "exception."</p> <p>Washington State has a process for certifying adult consumers as peer support. The definition of "consumer" includes "parents" so they are covered, in many cases, under this new legislation.</p>

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			<p>We need some kind of "white" paper to bring this issue to light and describe how "exceptions" have been made as a way to offer guidance for national and state policy.</p> <p>Decision: Work to build a coalition of key leaders of national organizations - CWLA, Bazelon, NASMHPD, CASEY, GAINS Center, Shay Bilchek (at Georgetown University), SAMHSA, FFCMH, etc. - to hold a meeting to work on finding a solution to this issue.</p> <p>The work group will develop a 1 page abstract/summary on this issue to share around and</p>

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			generate interest. New team members include: Beth, Barbara, Pam, Vicki, Patti, Trina
<p>June 2009 New business:</p> <p>Members expressed the need for guidance on how to use and find things on the NWI website. Marlene and Trina will see about arranging a conference call on how to navigate the NWI website.</p> <p>Marlene and Trina will look into the possibility of holding a face-to-face meeting Sunday afternoon after the FFCMH conference in December 2009.</p>			

Participants, June 26, 2009 Meeting

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