



# National Wraparound Initiative

## Family Partner Task Force

### Work Plan Revised June 16, 2008

Co-chairs: Marlene Penn [mpenn8@aol.com](mailto:mpenn8@aol.com) & Trina W. Osher [tosh3@comcast.net](mailto:tosh3@comcast.net)

Task List	Status as of June 2007	Updates at Task Force Meeting July 16, 2008
<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><b><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 establishing a trusting relationship that the family values.”</i></b></p>	<p>Completed</p>
<p>2. Identify the characteristics of the role including both the</p>	<p>This work has been tied to the Ten Principles of Wraparound. Two rounds of input from the Family</p>	<p>Completed and on NWI website</p>

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description of the job responsibilities and the personal qualities and skills necessary to do the work.	Partner Task Force have been completed. A third draft of the document is ready for circulation to the full NWI Task Force.	
3. Use the National Wraparound Initiative process to gather reactions, comments, and other feedback on the developed title and descriptive materials.	With assistance from April Sather, an on line survey was used to collect feedback for Tasks 1 and 2 as materials were being developed. <b>This practice will continue as materials are refined and new materials are developed.</b>	Ongoing/standard practice as new tools and products are developed.
4. Create a electronic bank of resources about this role <ul style="list-style-type: none"> <li>a. Collect existing material such as: <ul style="list-style-type: none"> <li>i. Job descriptions,</li> <li>ii. Skill sets,</li> <li>iii. Training programs,</li> <li>iv. Descriptions of how the role functions in a program</li> </ul> </li> </ul>	Task Force members have been asked to submit materials they have developed or used. Collection is ongoing. Items should be sent electronically if possible to April Sather. <a href="mailto:sather@u.washington.edu">sather@u.washington.edu</a>  Some items related to family partners have been posted to the NWI website and reviewed. <b>April will continue to collect items.</b>  <b>Previous tasks 4, 5, and 6 have been combined into one as they are interrelated. A work group has been organized (Lisa Conlan, Susan</b>	A number of job descriptions for this position have been posted on the NWI website.  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.  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.

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<p>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 Wraparound Initiative Website.</p> <p>c. Integrate the collected materials with the four phases of wraparound.</p>	<p>Boehrer, 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 they need and how to make sure submitted materials are consistent with NWI principles.</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 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><b>Work Team</b> Joan Cox (point person), Sue Smith, Karina Funes</p>
<p><b>5. Integrate the activities of a family partner with the four phases of wraparound.</b></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</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>

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	<p>Partner Task Force members. More work on this will be done at the annual meeting.</p> <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>6. Describe strategies for linking individuals who serve in this role with family organizations to sustain and support the role in the community and creating a web-based strategy for family partners to link with a group of their peers for support and</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 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>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> <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>

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sharing.		<p>Create a welcome packet for newly hired family partners.</p> <p><b>Work Team:</b> Jane Adams (point person), Celia Serkin, Pam Marshall</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 ) 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><b>Work Team:</b> Pat Mosby (Point person) Celia, Beverly Baker, Carol LaForce</p>
<p>8. Develop a framework for developing salary schedules and defining of work environment and employment issues such as benefits, liability,</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</p>	<p>Possibly work in collaboration with TAP and FFCMH</p> <p><b>Work Team:</b> Sue Smith (point person), Pam Marshall</p>

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flexible working hours, supervision, career ladders, growth opportunities, and 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.	the full Task Force to consider and review. There is a close relationship of this work to the work of the Workforce Taskforce.	
9. Establish a research agenda in conjunction with researchers.	Not started. The Family Partner Task Force agreed 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.	Dropped.
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 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

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	<p>the sole responsibility of family partners. To clarify that neither of these situation is consistent with the principles of wraparound nor are they 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>to be done to describe this and other roles for families in other contexts.</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 similar survey to find out where there are family partners.</p> <p>Connected to Item #6</p>



## *National Wraparound Initiative*

### *Parent Partner Task Force*

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# **Task Force Meeting Agenda & Notes** **July 16, 2008** **Nashville, TN**

Co-chairs: Marlene Penn & Trina W. Osher

✓ Introductions.

Pamela Marshall, Arkansas FFCMH  
Beverly Baker, Maine  
Sue Smith, GA Parent Support Network  
Carolyn Cox, Three Rivers  
Karina Funes, Silver Spring, FFCMH  
Pat Mosby, Innovations Institute, University of Maryland  
Joan Charquero, Silver Spring FFCMH  
April Sather, NWI  
Celia Serkin, Montgomery County, MD FFCMH  
Jane Adams, Keys for Networking, KS  
Marlene Penn, co-chair  
Trina Osher, co-chair

✓ Review **Work Plan** and update individual commitments to get involved in specific tasks.

- Identify a chair or point person to take responsibility for leading the work for each task in the Work Plan.
  - See attached **Task List Updated at July 16, 2008 Task Force Meeting**
- Establish a practical communication system for task workgroups to check in with co-chairs and update each other on a regular basis.

- **Web-page with 2 sections: one has documents, and another has comments for small working groups (Yahoo Groups?)**
  - **April to do the technical work to set up web-based mechanisms.**
  - **Quarterly conference call with Work Team point persons**
  - **Get a list of all Task Force members and what work they are interested in doing.**
  - **Meet at FFCMH conference – invite anyone who is doing this work to join us.**
- ✓ **Review recent survey on family role (partner, organization, peer) in data driven decision making about wraparound implementation.**
- **Marlene reported on survey results – N=11. Group decided to use this as a springboard to develop options for family partners to document what they do and demonstrate the impact it has – add it under Item# 7.**