Integrated Service Approach

Case Management, Wraparound, and the Road to Resiliency

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Objectives

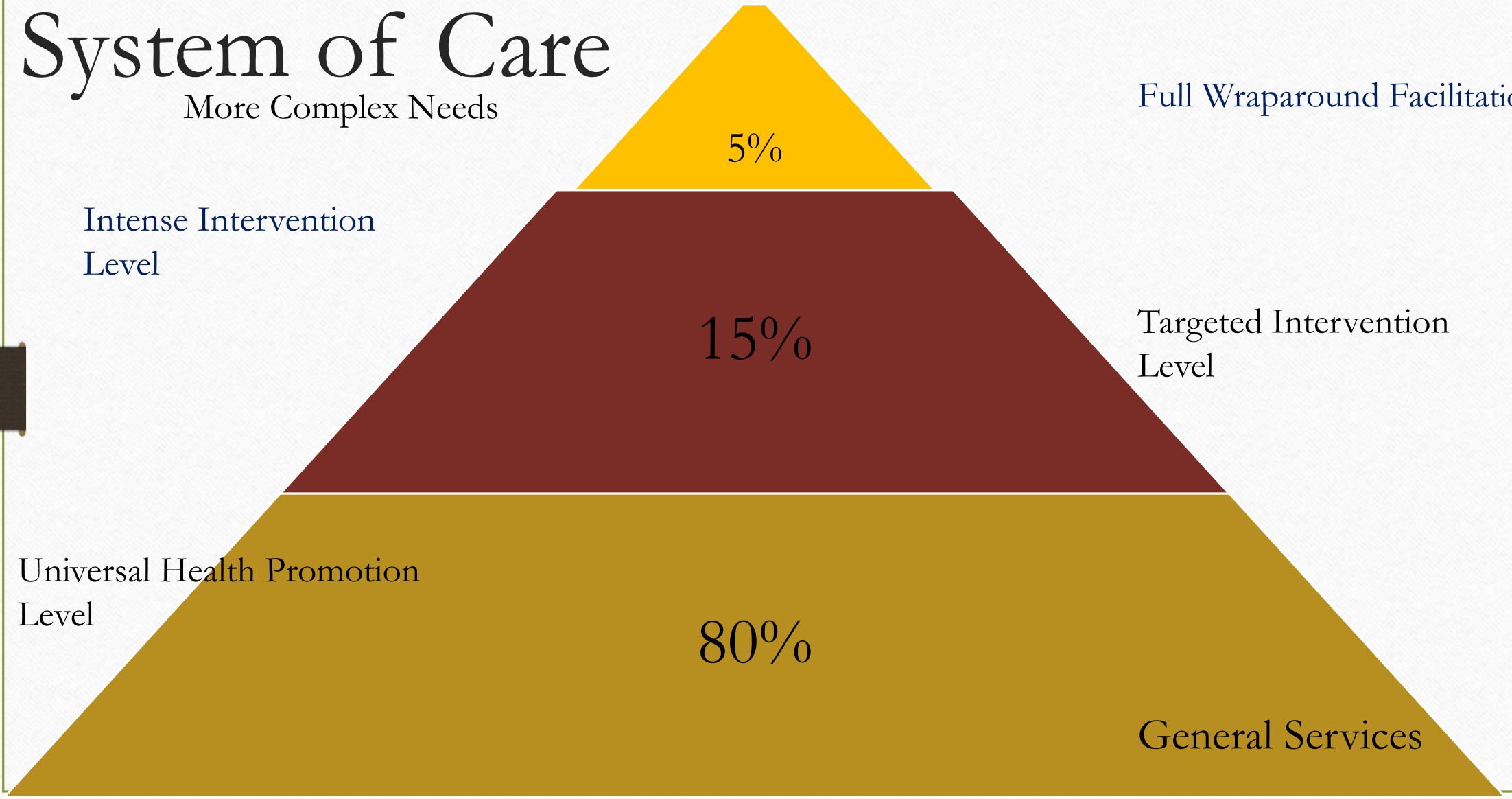
- Define System of Care/Case Management
- The Relationship, Importance and Impact of Resiliency
- Exploration and Integration of Wraparound principles, structure and research
- What have we learned? Time to Practice! – A Mindfulness Exercise

SYSTEM OF CARE

- **Definition:** A spectrum of effective, community-based services and supports for individuals and their families who are experiencing mental health or other challenges. That is organized into a coordinated network, builds meaningful partnerships with families and youth, and addresses their cultural and linguistic needs, in order to help them to function better at home, in school, in the community, and throughout life.

System of Care

More Complex Needs



Full Wraparound Facilitation

Intense Intervention Level

Targeted Intervention Level

Universal Health Promotion Level

General Services

System of Care Framework

System of care Framework (From Stroul, B. & Friedman, R. (1986 rev ed)

Key Components and Values

- 1. **Family driven and youth guided,**
- 2. **Community based,**
- 3. **Culturally and linguistically competent,**
- 4. **Blended Funds and Outcomes Driven**

- Stroul, B., Blau, G., & Friedman, R. (2010). Updating the system of care concept and philosophy. Washington, DC: Georgetown University Center for Child and Human Development, National Technical Assistance Center for Children's Mental Health.

The Transformation from Case Management to Wraparound:

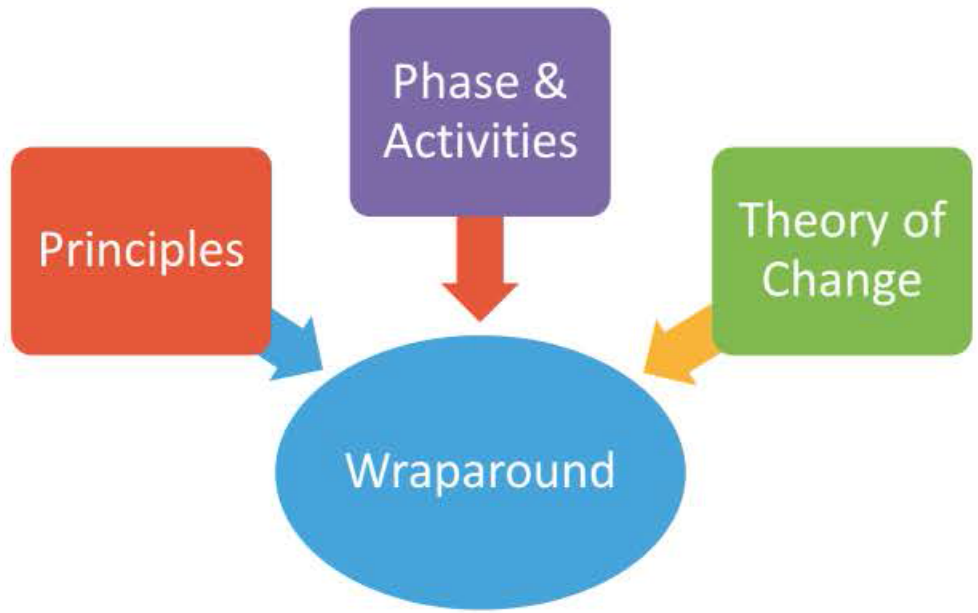
- Case Management
- The purpose
- The goal
- Review of the Medicaid Manual
- There are several models of Case Management: Broker, Strengths, ACT, Intensive and Wraparound.

Comparing Systems

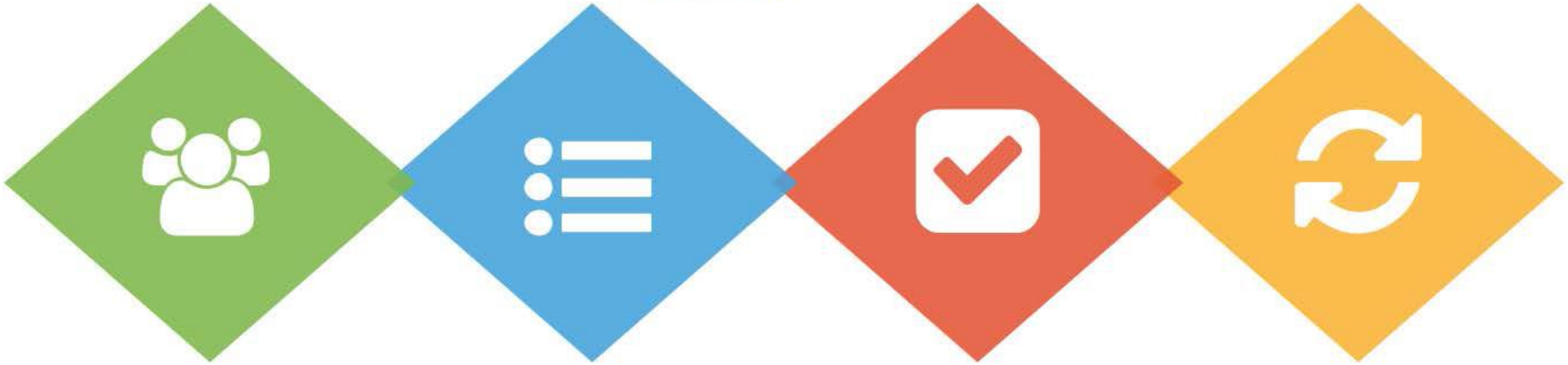
TRADITIONAL SYSTEM	VS	SYSTEM OF CARE APPROACH
Focused on symptoms Reduction/Stabilization		Symptoms Reductions with a Purpose/a means to an end
Other life domain are not addressed		A spectrum of effective, community-based services

What is Wraparound?

- A process that focuses on strengths, needs and culture.
- A process that supports the individual through an integrated plan.
- The plan is designed by the individual and their team to help them achieve their vision.
- Wraparound is designed by the individual and their team to help them achieve their vision.



Phases of Wraparound



Engagement & Team Preparation

- Establish trust & shared vision
- Orient client to Wraparound
- Facilitate conversations about strengths, needs, culture, and vision
- Engage other potential team members
- Make needed meeting arrangements

Planning

- Develop a plan of care
- Develop a detailed crisis/safety plan

Implementation

- Implement the plan
- Revisit & update plan
- Maintain team cohesiveness & trust
- Complete documentation & handle logistics

Transition

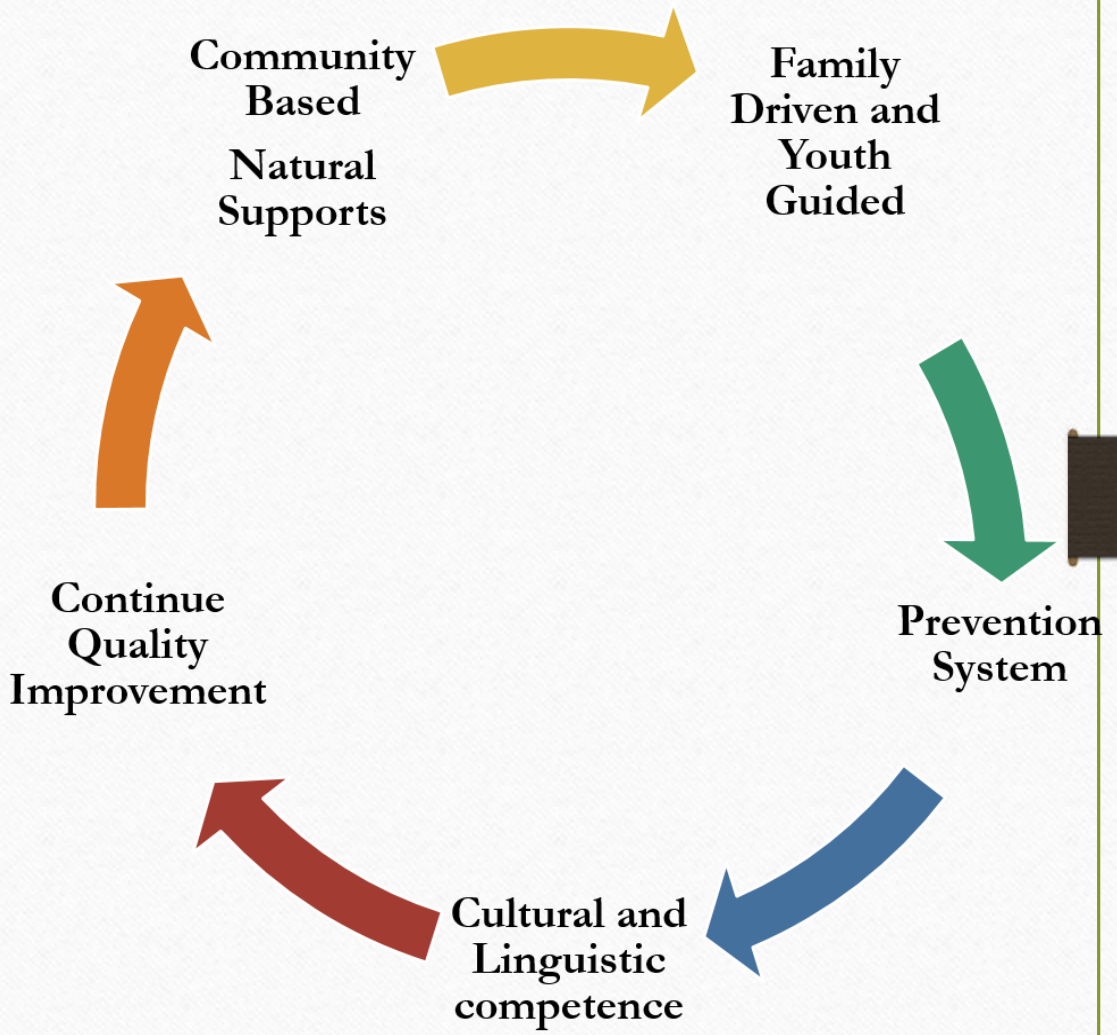
- Plan for cessation of wrap
- Conduct commencement ceremonies
- Follow-up with the client after graduation

Ten Principles of Wraparound

Challenges in Applying Elements of the Wraparound Across Lower Levels of Need

- Shifts in funding streams and rates of reimbursement
- Limited by regulation or policy across child serving systems
- Certain elements of Wraparound create barriers to care for families with lower levels of intensity of need
- Teaming
- Eligibility requirements
- Intensity of support
- Values are not enough
- Wraparound is ineffective when pulled apart

Common Values Across Integration Continuum



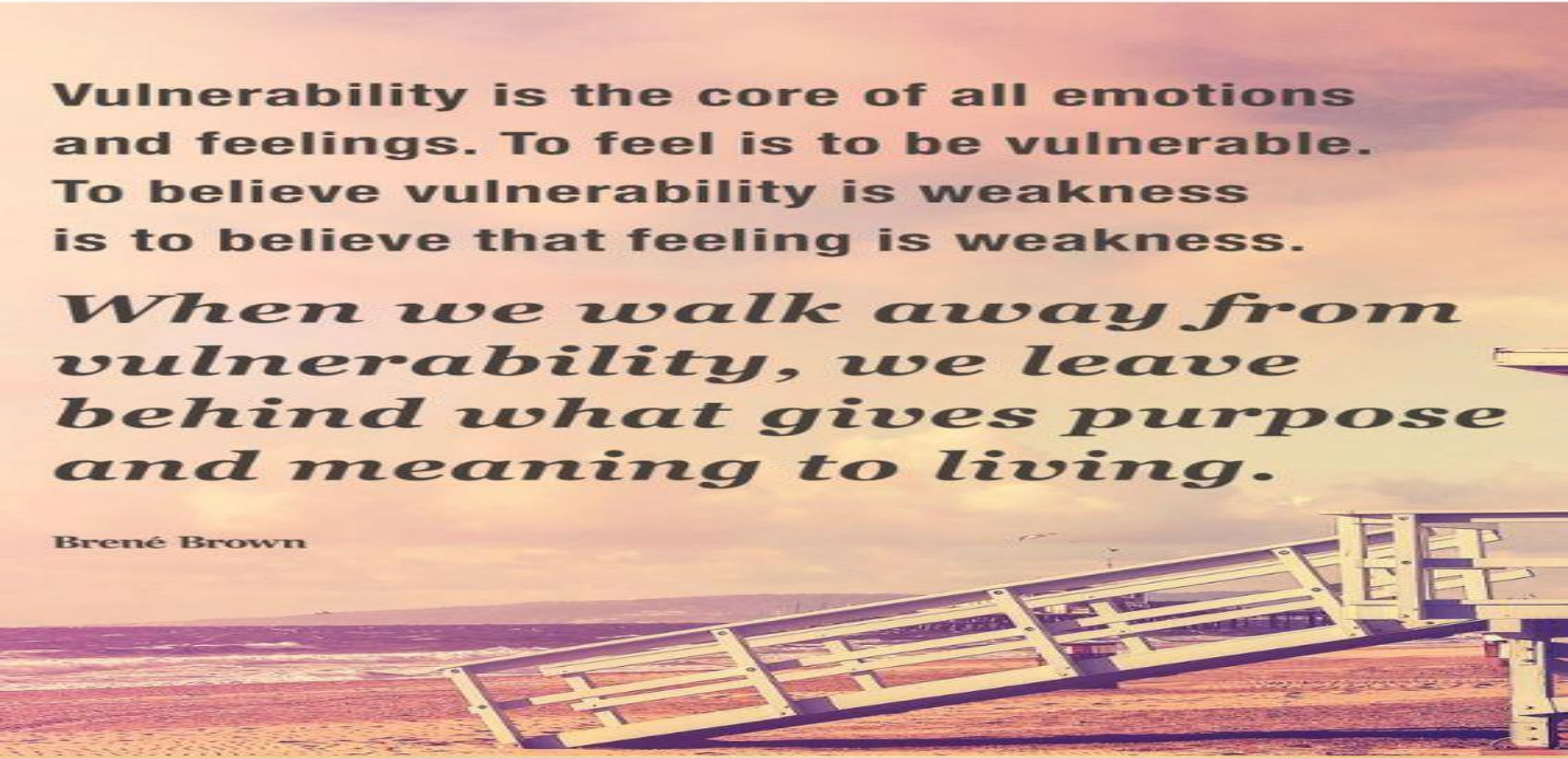
What is Resiliency

- Resilience is the process of adapting to difference circumstances…
- Being resilient does not mean that a person doesn't experience difficulty or distress.
- Resilience is not a trait that people either have or do not have. It involves behaviors, thoughts and actions that can be learned and developed in anyone.

Road of Resiliency

Need to Develop Resiliency

Brené Brown


Vulnerability is the core of all emotions
and feelings. To feel is to be vulnerable.
To believe vulnerability is weakness
is to believe that feeling is weakness.
When we walk away from
vulnerability, we leave
behind what gives purpose
and meaning to living.
Brené Brown

Developing to Resiliency

- How do people deal with difficult events that change their lives? The death of a loved one, loss of a job, serious illness, terrorist attacks and other traumatic events: these are all examples of very challenging life experiences. Many people react to such circumstances with a flood of strong emotions and a sense of uncertainty.
- Yet people generally adapt well over time to life-changing situations and stressful conditions. What enables them to do so? It involves resilience, an ongoing process that requires time and effort and engages people in taking a number of steps.

How Professional Case Management Can Help Individuals to Develop Resiliency

depression
mental illness
delirium
memory
fury
mood
lost
symptoms
bipolar
balance
help
suffer
retiree
distraught
confusion
medicine
rage
ADHD
antisocial
obsession
stress
panic
emotional
Alzheimer
hate
dementia
aggressive
diagnosis
withdrawal
arachnophobia
solitary
tension
agoraphobia
anger
disorder
communication
psychology
assistance
schizophrenia
sadness
anorexia
phobia
hallucination
bereavement
mental
loneliness
trauma
anxiety
illness
problem
fear
turbulence
psychotic
clinic
hospital
PTSD
delusion
resentment
psychosomatic
grief
health
elderly
therapy
nightmare
unhappy
support
OCD
outburst
scary
insanity
pressure
treatment
insomnia
brain
condition

Think About the Biggest Crisis in Your Life

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Finding Help

Finding Support

Why Supervision and Coaching is Important?

OUTCOMES---
% of participants who demonstrate knowledge, demonstrate new skills in a training setting, and use new skills in the field

TRAINING COMPONENTS	Knowledge	Skill Demonstration	Use in the field
Theory and Discussion	10%	5%	0%
Demonstration In Training	30%	20%	0%
Practice and Feedback in Training	60%	60%	5%
Coaching in Clinical Setting	95%	95%	95%

What Does the Research Say?

- High Fidelity Wraparound can produce significantly better outcomes for children and their families with significant needs than traditional approaches

- Increased permanency and stability for children
- Decreased restrictiveness of residential environments
- Improved behavior and mental health symptoms
- Decreased family and child safety issues and risk factors
- Increased family and child protective factors
- Increased family engagement and satisfaction with services
- Increased family resources to support their own children
- Increased family awareness and empowerment.

The Wraparound Research Based

- A Comprehensive Review of Published Wraparound Literature, 1988-2014 found on the National Wraparound Initiative Website
- Contains 217 research articles regarding outcomes and the implementation of Wraparound
- Compiled by the Wraparound Evaluation and Research Team (WERT), University of Washington https://nwi.pdx.edu/

Time to Practice: Mindfulness Raisin Exercise (Video)

QUESTIONS?