



January 2017



Allan and his son, Matt

## “Wraparound Stuck With Us”

As a foster parent, Allan had experience with children from an array of backgrounds, including children with disabilities. His 12-year-old son, Matt, is on the autism spectrum. Prior to Wraparound, Allan said he and Matt had worked with many services, including treatment centers, counselors, social workers, and hospital programs.

When he was referred to Wraparound about 20 months ago, Allan was initially skeptical. However, he needed a break – and support.

Allan had predicted that Matt’s response during the first Wraparound home visit would not go well, and he was right. Matt caused some property damage, and his behavior resulted in the departure of one of the Wraparound team members.

“Most people would have given up and considered us not appropriate for their services. We had been through that before,” Allan said, “But the Wrap team regrouped and came back the next day. They changed their approach, and they kept coming back.”

Allan was impressed that the team didn’t criticize. Instead, he said, “They listened and observed what was going on.” They built on what was working already, instead of asking him to do things differently. Allan said that this

increased his confidence and taught him to trust his instincts. “The Wrap team supported me in treating Matt like a regular kid,” he said.

Allan said his Wraparound parent partner also played a critical role. She listened without judging, and she shared her own family stories.

“Eventually, I had to trust myself and what I was doing with Matt,” Allan said. “I feel that’s what helped us turn the corner. I learned a lot about me in the process, and things are more relaxed now.”

“The Wraparound team made me feel like I was the expert.” They came in and supported what he was doing, without trying to “fix” things, Allan said.

Allan explained that the Wraparound youth specialist would visit Matt, but unlike so many others before, he had no expectations. He would just be there. He took his cues from Matt, even if there were no exchanges during a visit. Eventually Matt got used to him and began to interact. Like many families, Allan and Matt had been riding an “emotional roller-coaster,” but what eventually worked for him was learning to keep things simple.

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## Editor's Column:

# Thoughtful Reflection

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“You have to put your kid first and never give up,” Allan said. “I can trust Matt now. I give him responsibilities, but I have no expectations. He’ll surprise me, but I won’t be disappointed. Every interaction is a gift.” Allan said he learned long ago that acceptance is freedom. “There was support and acceptance from Wraparound from the very beginning,” he said. “They really stunned me that they stayed,” he said. “And I’m so grateful that they stuck with us!”

What kind of year did you have? Was it filled with joy, accomplishment and happiness, or was it draining, confusing or, possibly, uneventful? Our perspective on things, and how we believe we interacted with our world, can set a tone for the future. Being aware of these personal conclusions is a major step in planning for future happiness. Understanding the relationship between one’s beliefs and one’s respective behavior, or self-fulfilling prophecies, can be a key to a better year.

So look back at 2016 with a focus on being thankful and pleased before planning for 2017. Lack of thoughtful reflection can lead you down a path into weeds of disappointment – ultimately getting you stuck.

Instead, think big! Think of your goals from the previous year and give yourself credit for even the small steps forward. If that proves hard to do, try these approaches:

First, think about those attributes that you appreciate about yourself. Are you creative, organized, engaging or reflective?

Think back over the year and connect what you accomplished to these attributes. Give yourself credit! Did your idea or energy motivate someone, or were you able to make a decision that was best for your family? Sit still for a while and list out what you helped do to be successful. Tell yourself you did well.

You can also dig out your calendar, phone or “to-do” lists. Look back at the day-to-day tasks you gave yourself. Look at everything: meetings, projects, special events, days of rest, etc. Take your time on this. You might be overwhelmed to see all you did. Spend some time reliving the days, and again, give yourself credit.

Once you find yourself appreciating your abilities, think about what the new year can be for you, the families you work with and the community you live in. Understand that change is a slow process. Find a goal you want to reach. Keep it simple and stay on the path to success.

Wishing you all a productive and joyous 2017.

Sincerely,



*Jane Tabor-Bane, Interim Director  
Resource Center for Family-Focused Practice*

# My Role as a Parent Partner

By Elaine Dupre', Parent Partner, Riverside County Behavioral Health Systems

I have been employed with the County of Riverside for over eight years, and I am loving it!

Because parent partner roles can vary from agency to agency and county to county, I would like to discuss my role as a parent partner. I was hired to work in behavioral health clinics with families and professional staff to assist in the planning and provision of services for children receiving treatment in the mental health system.

It's my job to offer support by drawing on my own experiences. I navigated the complex systems and dealt with the personal impact while I supported my own children with mental health challenges. This is my passion and the driving force behind the great work from which all parent partners draw. My own child has been through the mental health system, jail systems and even homelessness, and these challenges and my success in dealing with them are what makes me good at what I do.

I know all too well how it feels to be in a place of hopelessness and helplessness. As a parent, you want to instill in your children the strength and desire to pull themselves free when they become stuck and don't know what to do. As a parent partner, I can model and support this. I go into schools and act as a liaison, providing emotional support to parents through the IEP process. Often, without parental advocacy, children are not offered the support services they need to reach their educational goals.

Parents want to hear from someone who understands the struggle just to get through the day. I can do that, in addition to helping them interpret the complicated diagnosis

and related educational codes. And, most importantly, I reinforce their desire to love and help their child. At times, it can feel as if a child's high needs are being blamed on the parent. Ensuring this doesn't happen is critical to moving forward and not feeling stuck.

I have worked in three Wraparound programs: the Desert, Western and now Mid-County Regions. I bring all that I have learned into my job to empower and instill hope in our families. I meet the families right where they are, without trying to change their situations. If something is not working, I suggest trying something else. If something is working, I reinforce the continued use of those skills and techniques. I remind families that their child's diagnosis does not determine who they are. With treatment and the use of coping skills and medication, if needed, a child can overcome obstacles, to grow and mature.

What I love most about Wraparound is when families find strength in their religious and spiritual beliefs. I am able to share, that I, too, in the darkest moments, put trust in God to see my way through. I am currently working on obtaining a bachelor's in sociology, I am a deaconess at my church, and I have taken religious studies, crisis and trauma courses. I value this on-going professional development and look forward to using my new skills to serve children, youth and families.



**“As a parent, you want to instill in your children the strength and desire to pull themselves free when they become stuck and don't know what to do. As a parent partner, I can model and support this.”**



# Wraparound Services for Delayed Trauma Effects

By Catalina Hillestad, analyst, California Department of Social Services

**“As a CDSS analyst, a foster/adoptive parent, Wraparound client, former educator and advocate, I see the multitude of ways in which the upcoming implementation of the Continuum of Care Reform (CCR) will benefit families more effectively and uniformly statewide.”**

As a new analyst at the California Department of Social Services (CDSS), I see how dedicated and visionary people are at the policy level, wanting to improve the lives of children and families. Through the California Wraparound Program, families in need of help during crisis are engaged through Child and Family Teams (CFTs) and provided with home-based services, which studies have shown are more effective than out-of-home-placements. Children with intense emotional needs and children adopted through the foster care system have access to various services and Wraparound. Personally, my family accessed Wraparound services for our daughter, and their help brought us out of an intensely difficult time.

When I became a parent over a decade ago, I thought I was prepared. I had love to give and an education and advocacy background. Based on the many friends I have in the adoption community, I know that this optimistic and anticipatory attitude is pervasive, although naïve, since most of us entered into parenthood with a lack of trauma-informed preparation to help our children. Many children in foster care eventually showed varying levels of trauma effects with highly dysregulated stress responses: anxiety, disrupted sleep, fear of strangers and eating/food issues.

My daughter joined our family at the age of 26 months and the beginning of her story, like all children in the child welfare system, is a sad one. We immersed ourselves in therapeutic services that turned that story around and for several years, she continued to develop on a neurotypical continuum. By age eight, though, the trauma she experienced in her early life emerged in a stress response

that paralyzed her with a fear of going to public places, getting out of the car and eventually the inability to go to school.

Dr. Bruce Perry, an expert on treating children with difficult stories, said in his book, “The Neurobiological Power of Play” (co-authored with Richard Gaskill) that trauma results in the alteration of brain structure: “The stress response systems are ‘locked into’ a persistent state of fear.”

We accessed services from the county where her adoption was finalized, and we saw first-hand what Dr. Perry observed: “The key to helping the child begin to move back to a regulated state [is] making the child feel safe and thereby more available for cognitive engagement and therapeutic change.”

The Wraparound team also suggested opening a case for our younger daughter, to receive ancillary help, as she was affected by the difficulties she saw her sister processing. However, because she was adopted from a different county, the procedures were very different and, overall, the process seemed more challenging than the experience we had with our older daughter.

As a CDSS analyst, a foster/adoptive parent, Wraparound client, former educator and advocate, I see the multitude of ways in which the upcoming implementation of the Continuum of Care Reform (CCR) will benefit families more effectively and uniformly statewide. One of the overarching goals is that there will be improved coordination of care, a goal which is integral to further assisting children and families in crisis and helping them arrive at stability and permanency with the ease of effective care and trauma-informed mechanisms.

# California Wraparound Hub Reports



## Northern California Hub Meeting Notes

The Northern Hub met in Davis on November 2, 2016, and was facilitated by Nicole Nelson.

The meeting began with a presentation by Heidi Brahms, program specialist for Shasta County Office of Education and coordinator for northern counties, regarding the implementation of new education funding that supports foster youth education. She reviewed information on AB 490 and the key provisions such as school stability; timely transition and transfer of education information; protection of credits, grades and graduation; and caseworkers' and probation officers' access to school records, to name a few. She also gave a brief history and covered the main elements of AB 854. She reviewed the new data collection tools and information sharing between agencies to help foster youth have successful outcomes. She encouraged Wraparound participants to seek out the foster youth liaisons in their counties and make a connection. She answered many questions and invited participants to contact her for guidance and information. She also touched on the benefits of the Guardian Scholars program at California State University, Sacramento; UC Davis and San Jose State University.

Updates from the state included legislation updates (effective January 1, 2017). The Baby Wrap model is currently in development and quality standards for the Wraparound workgroup meeting took place in November. The next California Wraparound Advisory Committee (CWAC) meeting is on April 17, 2017. IFC is now called Therapeutic Family

Care and ITFC is now called Intensive Service Foster Care. CDSS issued an All-County Letter regarding the Continuum of Care and CFTs, which can be found online, along with an updated list of state consultants. The ACL number is 16-84.

UC Davis Extension shared that *California Wraparound Connections* newsletters are available and gave ideas on how to share when bringing them back to your agency. If you want to nominate a family to be interviewed for the newsletter, please contact Lynne Jones: [ljones@ucdavis.edu](mailto:ljones@ucdavis.edu). In addition, training for the new Wraparound Standards is currently being developed. Learning objectives include the areas of knowledge, skills and attitude. For the CCR roll-out, the Resource Center for Family-Focused Practice has developed a three-day foundation training that includes an overview, skills building and facilitation. State CCR trainings are coming to your area.

In the afternoon, providers from Sutter, Mendocino, Nevada, Sacramento, Santa Clara, Sonoma, Marin and Tehama Counties discussed differences in eligibility in their counties for Wraparound. Some counties use at-risk levels (e.g., Level 10) and others use complexity of family needs. Some counties utilize flat rates, which eliminates the need to check eligibility. Providers also discussed the high turnover of the facilitator position across counties and programs. Suggestions were given and it was agreed to discuss the issue further at the next Hub meeting in February. Topics include the role of the facilitator, why turnover might be happening, incentives and recruitment ideas.

The current meeting site in Davis is no longer available. The next Hub on February 2, 2017, will either be in Fairfield at the Seneca Family of Agencies or in Sacramento at Stanford Youth Solutions. Location: Seneca Family of Agencies - Fairfield Office.

## Central California Hub Meeting Notes

The Central Hub met in Santa Maria on October 14, 2016, and was hosted by Casa Pacifica-Santa Barbara. Hub co-chair Tabitha Baldwin opened with the agenda review and announcements. Shana Pompa, program manager for Casa Pacifica Santa Barbara County, has agreed to be the new co-chair taking the place of Nicole Browning.

The meeting opened with training from Casa Pacifica on the Personal Brain Model and reviewed how experiences, both good and bad, shape our developing brain and how risk and protective factors affect our relationships and our brain's growth potential. The training reminded us how many of the youth in Wraparound have difficulty with engagement and how their reactions to previous trauma might be affecting their everyday functioning. Lessons learned included how we might have a positive effect on the changing brain and how we might approach them. It also covered how Wraparound and reimbursement principles complement each other and how youth in Wraparound can receive brain-changing experiences.

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CDSS announcements/information included Continuum of Care Reform (CCR) information and updates on various state work groups. Implementation of the CCR is January 1, 2017. The treatment foster care ACL is being finalized and covers the Child and Family Team process, confidentiality and Child and Family Integrative Service model and what it would look like. The next CWAC meeting will be in April.

Resource Center for Family-Focused Practice, UC Davis Extension, updates included training on CCR and feedback from families who presented at the Institute in June. New nominations are welcome for Central Hub families to be interviewed for the *Connections* newsletter.

Hub participants followed with updates:

In Kern County, Aspiranet discussed their census. They have 180 slots but only 108 are filled. They are the only Wraparound provider in Kern County at this time and provide services to CPS, Probation and non-dependent minors. Kern is using cost savings to provide services to non-minor dependents for up to 90 days as a prevention tool. This program is not billed to Medi-Cal.

Kings County Family Builders reports their census is 38 families. They are using MHSA funds but not billing Medi-Cal for their services.

Santa Barbara County is at capacity and has been full since August. They have fully trained their staff in the Personal Brain Model and are using it to identify and meet reimbursement needs for their youth. They bill Medi-Cal for allowable services.

Monterey County is approaching full capacity with 38 of 42 slots filled. They are piloting 3 slots for families in voluntary maintenance services (VFM) and are billing Medi-Cal for services. They are currently seeking bilingual facilitators for their programs.

In Fresno County, Uplift Family Services currently has half their slots open. Referrals

come from CDSS, Probation and AAP. New programs that serve Katie A. youth have started in the county, and programs are learning how they are alike and how they differ so they can provide comprehensive services. As program adjustments are made, they will be able to provide a continuum of services to families in the county. In Madera County, Uplift Family Services are the only providers. They currently have six slots, two of which are filled.

The next meeting will be hosted by Uplift Family Services in Fresno on Friday, January 13, 2017.

## **Southern California Hub Meeting Notes**

The Southern Hub met in Covina on November 14, 2016, and was hosted by Hathaway-Sycamores. Co-Chairs Rebekah Cox and Jarred Vermillion facilitated the meeting.

Updates from multiple providers in person and via conference call included increased coordination among service providers and other Wraparound programs serving families, as well as the hiring of a nurse practitioner at the San Diego Center for Children as a way to overcome psychiatry shortages in the area. Riverside, San Bernardino, San Diego, Oak Grove and Victor Community Support Services discussed referrals and management of transitions for youth. Ester McCoy from Riverside also reported expanded services and collaboration with probation departments. San Bernardino County discontinued use of involvement with CFTs. Rebekah Cox is now employed with Victor Community Support Services. Oak Grove has experienced a great partnership with the county and had had lots of positive changes.

Vermillion started the meeting with a "Year in Review" of the Southern Hub. The participants voiced positives about the Hub meetings including: opportunities to meet new providers and match faces with names; CDSS and UC Davis support and the opportunity to have direct communication

with these entities; information sharing among providers and especially from the state as providers and counties go through changes; the inclusion of county partners from CDSS, Probation and Mental Health; and support among providers regarding challenges.

Participants agreed that this is an excellent forum to bounce around ideas and perspectives. The participants want to increase participation and partnerships. Improvements for the Hub include better technology, which will provide greater outreach. Overall, providers are pleased and grateful to have a Hub meeting in which they can gather.

Initial nominations for new co-chairs followed as Cox and Vermillion have completed their leadership roles. Nominations included Dawne Shaw and Skye Padilla together as one nomination, and Marissa Espinosa from Ventura County is another possibility, as she has been a chair before. Participants were encouraged to seek out those from their agencies to nominate over the next few months and will provide names to Cox and Vermillion. Candidate selection will be finalized at the next meeting in February.

The Resource Center for Family-Focused Practice, UC Davis Extension, announced updates on Training for Trainers for CFTs, which is currently in development. The focus will be on a CFT overview, skill building and facilitation. Revised training also consistent with Wraparound standards will focus on knowledge, skills and attitude. There is ongoing CCR training as well from the state.

Updates from CDSS included information on the Wraparound Advisory Committee and Katie A. technical assistance. The committee will be looking at the National Wraparound Standards in comparison with California. A CFT All-County Letter was released. CCR updates were distributed and discussed and training on CCR core is ongoing. New rates were released January 1, 2017. The single rate of \$8,573 was selected for Wraparound, as the tiered placement level system will no

longer exist. In addition, Caroline reminded everyone that eligibility for Wraparound is a child at risk of any level of out-of-home placement. Therapeutic Foster Care (TFC) will release a newsletter about billing codes that will be helpful to those billing Medi-Cal. There was also a discussion about managing funds for adopted youth who are receiving Wraparound services. Department of Health Care Services (DHCS) is required by AB 1299 to have a policy issued by June 2017 regarding Out-of-County Services. There's a technical assistance call the first Wednesday of every month for those who have questions or who want updated information.

New Hub business included a discussion on confidentiality and releases of information and how various providers manage this issue. This is a critical topic as more CFTs are formed. Solutions ranged from signing release-of-information documents initially to at every meeting or to utilize inclusive court orders. Practice standards would be helpful, as this currently varies from county to county and program to program. Regarding behavioral health, consent for treatment also allows for coordination of services. The releases and who needs to be included should be documented in the case records. All agreed that a positive relationship among providers is a key factor.

The afternoon training included a video from the National Center for Innovation and Excellence Wraparound Conference in 2016. John Franz and Pat Miles provided the training through a video link, which is available here: <http://centervideo.forest.usf.edu/NCFIEWrapConf2016/Hope2Hello/start.html>

The next meeting will be held on February 27, 2017, and hosted by San Diego County. Location TBA.



## We need you!

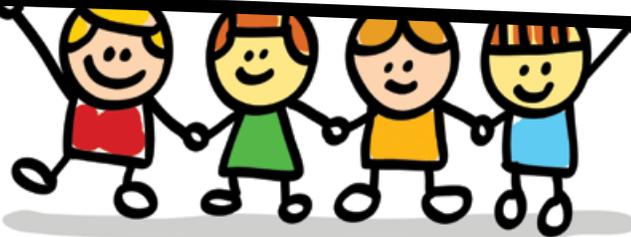
*California Wraparound Connections* helps to spread the innovations occurring in Wraparound throughout the state. No matter what your role in Wraparound is, you have a story worth sharing.

If you are a Wraparound family member, we'd like to hear about what worked for you and your family. If you work in Wraparound, then perhaps you have an idea, an approach or a lesson learned to share.

### Ways to contribute

- Nominate a family to be profiled as a cover story. (We come to you! Please share past cover stories, so families understand that we are strength-based!)
- Write a parent partner column (about 500 words). Or, alternatively, volunteer to be interviewed about your selected topic, and we will write the article.
- Write a feature article or short article (1,000 words or 500 words) about a success, lesson learned or innovative practice.
- Submit poetry or other creative endeavors by children, youth and family that reflect Wraparound.

If you are interested, please contact Monica Caprio at [macaprio@ucdavis.edu](mailto:macaprio@ucdavis.edu) to obtain information on how you can contribute. We look forward to hearing from you!



# ANNOUNCEMENTS

## Upcoming Hub Meetings—Winter 2017

### Northern Hub Meeting

**Thursday, February 2, 2017, 10 a.m.-3 p.m.**

Host and Location: Seneca Family of Agencies - Fairfield Office

Co-Chairs: Nicole Nelson and Lauren Crutsinger from Seneca Family of Agencies

Email: [Nicole\\_Nelson@senecacenter.org](mailto:Nicole_Nelson@senecacenter.org) [Lauren\\_Crutsinger@senecacenter.org](mailto:Lauren_Crutsinger@senecacenter.org)

Support email contact: [Chelsey\\_Garrett@senecacenter.org](mailto:Chelsey_Garrett@senecacenter.org)

### Central Hub Meeting

**Friday, January 13, 2017, 10 a.m.-2 p.m.**

Host and Location: UpLift Family Services in Fresno County, 1630 E. Shaw,

Suite 135, Fresno

Co-Chairs: Tabitha Baldwin, M.S., LMFT, LPCC, clinical associate director, Wraparound, Matrix, Tulare; SMH, TBS, Crossroads, Uplift Family Services-Fresno County, (559) 446-3076, and Shana M. Pompa, MFT, Wraparound SB 163 program manager, Casa Pacifica, Centers for Children and Families

Santa Barbara County (805) 319-7560, ext. 7560

Email Contacts: [tbaldwin@upliftfs.org](mailto:tbaldwin@upliftfs.org) and [spompa@casapacificca.org](mailto:spompa@casapacificca.org)

### Southern Hub Meeting

**Monday, February 27, 2017, 10 a.m.-3 p.m.**

Host and Location: Northern San Diego Co., TBA

Co-Chairs: Rebekah Cox, wraparound supervisor, Victor Community Support Services, Victorville and Jarred Vermillion, director and lead trainer, Vermillion Life Circle Consulting

Email Contact: [rcox@lsscommunitycare.org](mailto:rcox@lsscommunitycare.org) and [Jarredvermillion@gmail.com](mailto:Jarredvermillion@gmail.com)

### For more information

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