



January 2019



Tina and Robert's family puts their hands together to show their support of each other.

## What is a Family?

"A Family is people who belong to each other."

This quote hangs on a large plaque in Tina and Robert's living room and is surrounded by pictures of all the kids, ranging in age from eight to adult.

Tina and Robert fostered their three youngest children (now eight, 10 and 12), before adopting them. "The three boys seemed fine as 'littles,' but as they grew, they began displaying behaviors that were extreme and disturbing," she said.

Tina and Robert were unable to find help, and, desperate for answers and resources, they moved to California in search of services.

"There was little available for us here, since we adopted the boys in another state," Tina said. She and Robert sought out as much help as they could. They read books, tried interventions, joined parenting organizations and used private resources, but nothing seemed to help.

"I was scared for my oldest. He was angry and out of control," Tina said, "Nothing seemed to comfort him." Robert added that people often assumed that, since he and Tina are trained foster parents and had adopted our boys, we knew how to handle everything that came our way."

"We had raised our two older kids, and they turned out great," Tina said. "So there was an expectation that, with a little love and support, our other three would be just fine."

But in fact, Tina said, "We had no idea what was wrong. We were in over our heads with challenges." The whole family came together to support each other as the stress mounted.

Tina was grateful to have their adult kids nearby. Daughter Meagan, as well as daughter Sarah and son-in-law Jason, were doing what they could to help with the boys.

But as things escalated, the county stepped in. From Tina and Robert's perspective, this was a double-edged sword. "Having the County involved with your family is not easy, and we already felt pressure to be the perfect parents," Robert said. "The positive side was the connection to Wraparound right at the beginning. They provided the support we needed and opened up access to other resources."

Tina described Wraparound as the "scaffolding" that supported their family. Wraparound came in on day one and set up family meetings. Everyone had a voice. "We created our family plan and set goals," said Tina. "It was different from the county plan we were given."

Tina and Robert began to learn about some of the difficult issues facing adoptive children. They learned that RAD (Reactive Attachment Disorder) was affecting the boys and that TBRI (Trust-Based Relational Intervention) was a way to intervene.

Sarah and Jason also appreciated Wraparound. "They validated our involvement and support of the family. We counted! And were considered an asset," Sarah said. "They helped us find constructive ways to support our parents, such as giving Mom a break out of the house."

Tina, Robert and Sarah said that, several times Wraparound brought in a "buffet of resources,"

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## In Praise of ENDURANCE

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including services for the boys. TJ, age 10, said the Wraparound clinician helped him with his feelings. He can now identify what he's feeling and see positive things happening.

Robert mentioned the importance of finding a clinician who is trained for the specialty area, such as RAD, because the interventions often differ. One thing they appreciated was that Wraparound researched the kind of interventions and supports that were needed.

In addition to group interventions, Wraparound has helped the boys grow individually. Robert said that George, age 12, was bossy and pushy. Although those seemed like "typical" behaviors, the usual responses were counterproductive. So, Robert and Tina learned about neurodevelopmental stages and realized that any interventions needed to happen with those in mind.

"Wraparound recognized that I'm only human," said Tina. "They were here with us and could see what was happening. They took the time to get to know us." She added that her Wraparound team was in a great position to help them reframe things and to offer support and ideas without being judgmental. "They could talk me through the developmental realities," said Tina. "They became part of our lives and I didn't feel alone."

Wraparound team members attended CFT meetings and went to court with Tina and Robert. They advocated for the family and spoke up about the positive changes they saw. Tina said Wraparound became a bridge between a broken system and one that is functional and supportive.

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We have endured a season of turmoil and despair in our state. Many families displaced by fire in the North face dropping temperatures that make it even more challenging to spend the nights in tents or parking lots. In the South, just when the much-needed rains begin, there is now fear of mudslides.

All of this comes at a time when we long to celebrate and cheer the close of 2018 and bring in the New Year with hope and joy. Despite these recent losses, there is much to be thankful for, and we celebrate community bonding and perseverance. Our renewal continues into the future of human services and Wraparound. We examine new ways to improve that best reflect our flexibility, yet hold true to our standards. We continue to anticipate changes and clarifications of new ways derived from planning, research and expertise that support human services and directly impact families with positive intent.

Actress Helen Hayes once commented, "Talent and ability are not enough. Nothing is any good without endurance." With endurance, I'd like to take the start of this New Year to remind us of what we've learned from the past. To help others, we must also help ourselves, especially when working with Wraparound families.

A heart-centered approach begins with taking care of yourself. With this intentional action, you can be better prepared to cultivate your skills and be



your authentic self. Try adding deep breathing and gratitude breaks to your schedule, be intentional about effort and recovery periods during the day, and take notice of your own successes and growth. This combination of your authentic self and your endurance will support Wraparound families in the coming year. Here's to an exciting 2019 filled with warmth and brightness!

*Dianne Thompson, director Resource Center  
for Family-Focused Practice*

# New Tools to Support Integrated Practice, Teaming and Cross-System Partnerships

By Jeffrey Koff, analyst, California Department of Social Services

In Fall 2018, The California Department of Social Services (CDSS) released several highly anticipated tools to support county agencies and service providers implement Child and Family Teams (CFT) and the Child and Adolescent Needs and Strengths (CANS) assessment tool within the context of the Integrated Core Practice Model. The CFT survey, the CFT web page, and multilingual CFT brochures are intended to assist in improving the delivery of timely, effective and integrated services to children and families. Additionally, these tools will assist the CDSS in providing more targeted technical assistance to counties.

In partnership with the California Youth Connection and the CDSS Office of Foster Care Ombudsperson, the CDSS released the CFT survey. The CFT survey is intended to strengthen the voices of children, youth, non-minor dependents, family members, professionals and formal supports by providing all participants of the CFT (including Wraparound team members) with the opportunity to confidentially express their opinions and concerns regarding their CFT experience. The feedback will help enhance the CFT process by informing technical assistance efforts, training curricula and guidance to counties, agencies and stakeholders. Additionally, the data collected from the CFT survey supports a continuous quality improvement approach by compiling data quarterly to form a snapshot of how CFTs are working and identify areas for improvement. The CFT survey is available online and should take about five minutes to complete. There are

16-17 questions depending on which path the participant selects. Access the survey by visiting [www.cdss.ca.gov/cftsurvey](http://www.cdss.ca.gov/cftsurvey) or by scanning the QR code found on the CDSS CFT brochures.

Similar to the existing Wraparound web page found on the CDSS web site, the CFT web page is intended to provide a convenient, single point of access to information and materials related to CFTs and CANS. This includes All County Letters, All County Information Notices (ACIN), printable communication documents, the CFT Survey and links to training calendars. Moreover, a video library showcasing experts providing CFT and CANS implementation strategies and guidance is currently under development with new videos being added regularly. The video library will become a resource site where counties will be able to research best practices as well as review past CANS Bi-Weekly Technical Assistance Webinar recordings. When visiting the CFT web page, county agencies, providers and CFT members will find additional resources, including the CFT brochures, now translated and available in multiple languages.

The CFT brochures provide information and guidance regarding the CFT process, recommended guidelines and frequently asked questions pertaining to children, youth, nonminor dependents, parents and professionals. In an effort to respect and support a family's cultural and language preferences, the CDSS has released the CFT brochures in the following languages: Arabic, Armenian, Cambodian, Chinese,

Farsi, Hmong, Korean, Russian, Spanish and Vietnamese. They are available in Portable Document Format (PDF) and are Americans with Disabilities Act-compliant. The documents are available for download and printing at the CFT web page. Further information on CFT brochures can be found in ACIN I-14-18.

The release of the CFT survey, CFT web page and the multilingual CFT brochures continues to support integrated practice and cross-system partnerships in service of strengthening families and supporting safety, permanency and well-being. For any questions, please contact the Integrated Services Unit at (916) 651-6600 or e-mail [CWSCoordination@dss.ca.gov](mailto:CWSCoordination@dss.ca.gov).



**“This job has allowed me to use my life experience to support parents who are going through some rough times. I truly believe that if I had had a family parent partner support me, it would have made a big difference.”**

**Maria Sierra,  
Family Parent Partner, Victor Community Support Services**

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Tina also described how important her parent partner has been.

“She’s been there” said Tina, who particularly appreciated that her parent partner maintained professional boundaries while also making Tina feel unconditionally supported. “She offered an unbiased perspective and would often comment on what was working well. She also helped me see other options when pointing out the boys’ developmental realities. They reached out to us, checking in and offering help and support when we needed it.

As Wraparound services near their end, Tina worries about missing their support. She told her team, “I don’t know how to do this without you.” The team is helping her build the confidence she needs.

The Wraparound team already knows that Tina, Robert and the kids have what it takes to be successful. They have embraced what they already knew as parents, what they learned from their resources and how to use their supports.

Tina and Robert hope other families will ask about Wraparound if they find themselves overwhelmed with challenges. As a show of how they’ve grown, the family came together in a circle and placed their hands together in the middle, to show their unending support for each other and their family.

## The Heart of Wraparound

What qualifies me as a family parent partner and connects me to parents is my life experience. To truly support parents, there has to be a connection. A willingness to be vulnerable and share your own life experiences helps in connecting and having parents trust you to help them.

Being vulnerable has become easier, but there were points in my life when I was living a lie. I was hiding from everyone my addiction and the behavior that comes with it, even through the process hurting everyone around me, especially my sons.

Being a family parent partner has been one of the most rewarding jobs I have ever had. The reason I say this is very simple. This job has allowed me use my life experience to support parents who are going through some rough times. I truly believe that if I had had a family parent partner support me, it would have made a big difference.

As a family parent partner, we don’t only support the family, but we also help our Wraparound team understand our parents. I have been on cases where a team member just doesn’t understand why a parent is doing what they’re doing or saying what they’re saying. To someone who has never been through services, it might seem easy. I have heard people say so many times, “If they just do this, it could solve their problem.” But my job as a family parent partner is to support my team by helping them understand that there is a process, and that it’s just not that easy. I also share my experiences and my process with the team as well, to help them understand the parent. I truly feel that there should be training all year long on how to understand the families we work with.

I currently work for a company that has supported me in many ways. I have had great supervisors who have taught me what Wraparound is and trained me in my role as a family parent partner. I have been able to grow personally, in being able to open up and be myself and accept myself with all my flaws. I am also able to process and explore different ways to continue to support families.

One of the biggest supports that I receive as a family parent partner is being able to speak with my supervisor about any case that might be triggering me and being able to get support. I feel that in my role, it is very important to have a supervisor who understands and who is a former family parent partner. I have had many supervisors with many titles behind their names, but the one I have learned from the most is a former family parent partner who I was able to connect with and feel understood by.

Thank you for this opportunity to share my thoughts. And to all family parent partners, you are all a very important part of team. We are the heart of Wraparound.

# California Wraparound

## Hub Reports

### Northern California Hub Meeting Notes

The Northern Hub met on October 4, 2018, in Sacramento and was hosted by Uplift Family Services. Co-chairs Lauren Crutsinger and Sharon Patterson facilitated the meeting. The Northern Hub was attended by multiple agencies, including Lake Co, Stanford Children's homes, Community Mental Health in Yolo County, Butte County Youth for Change programs, Stanislaus Co., Seneca Center in Solano Co. and Sacramento Co., to name a few. Representatives provided program updates which included hiring status, new contracts, training, new plans for providing services in emergency shelters, EPSDT billing and use of intensive coaching and feedback sentences.

Villarreal Training and Consulting Services provided an overview of their Strengthening Families training program, including curricula for various age groups for youth and parents. Also discussed was data collection from Iowa State University and the University of Utah that looked at sustained success of the various programs. Curricula are built around sessions for parents, youth and the family together.

Some of the parent topics included love and limits, making house rules and using consequences; youth sessions included making goals and dreams, dealing with peer pressure, etc. Family session topics included using family meetings, appreciating family members, building communication, etc.

Hub members participated in breakout sessions where they discussed how they might incorporate building family strengths into their programs and how it pairs with Wraparound. Many ideas were shared.

Updates by Lynne Jones from the UC Davis Resource Center for Family-Focused Practice included a synopsis of the Partnerships for Well-Being Institute held last June. Members provided positive feedback. Workshops handouts are available online. The evaluations from the institute were helpful and will be used for planning the next institute scheduled for 2020.

Wraparound Connections newsletters will be provided at all Hub meetings. If you want to nominate a family to be interviewed for the newsletter, or if you have a parent partner willing to write an article, please contact Lynne Jones or Monica Caprio (ljones@ucdavis.edu or macaprio@ucdavis.edu).

The Hub chairs set up all the Northern Hub meetings for 2019. The next Hub will be on Thursday, January 10, 2019 at the Seneca Family Agency in Fairfield. The following meetings are scheduled for April 4, July 11 and October 3. Locations will be confirmed closer to the meeting dates.

### Central California Hub Meeting Notes

The Central Hub met in Fresno on October 26, 2018 and was hosted by Central Star. New Hub coordinator Casey Powers opened the meeting with the agenda review and announcements. Introductions from providers attending the Hub added a welcome to Central Star, the new provider for Fresno County.

Providers gave program updates and announcements:

Santa Barbara County (Casa Pacifica)-Britney Nelson: They have full staffing and census of 25 clients with a wait list. Casa Pacifica can do their own clinical assessments and Medical treatment plans instead of Behavioral Wellness. Polly is finding way to integrate treating clinicians onto treatment plans.

Kern County (Aspiranet) Kern County DHS: They have a steady flow of youth coming in to Wraparound. Barriers to getting more families into Wraparound include some families' hesitations to engage in services.

Santa Clara County (Rebekah Children's Services): They have multiple treatment programs. They shared one assessment and one treatment plan.

Monterey County (Rebekah Children's Services) Casey Powers: Monterey Co. is low on referrals at this time. As a new strategy, Wraparound leadership wants to institute brown bag lunch-and-learn and trainings for staff.

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Tulare County (Aspiranet): Twenty-three kids are in Wraparound. Six kids are in the Wraparound Trust Fund (difference between state rate and provider). They are working out Presumptive Transfer kinks and are navigating how to provide services and still get paid. Aspiranet provides the services in the county.

Fresno County (Central Star): Central Star is a new provider in Fresno Co. They are long-time providers in other areas. A new building is being completed, and they are hiring new staff. Currently they are serving 84 families. Fresno County has found a way to provide services to youth from other counties who are living in Fresno.

California Department of Social Services (CDSS) Updates:

Leslie Beltran from CDSS is the new representative to the Central Hub. There was a CWAC meeting on October 9, 2018 in Sacramento. The next CWAC is on April 9, 2019. At the CWAC convening, Lyn Farr provided some input and recommendation with regards to WRAP certification. Currently, CDSS is working with internal and external partners refining the scope of work for the Center of Excellence prior to initiating a WRAP certification. CSEC provided updates from the State level. They discussed harm reduction strategies. They are looking to engage the Wraparound model to work with the CSEC population. Several subcommittees including CSEC, Wraparound Training Curriculum, and Early Childhood Wraparound provided reports. New workgroups: CSEC and Fidelity updates were provided as well. There was an invite to be part one of the sub committees. For more information, contact Leslie.

The Partnerships for Well-Being Institute was a huge success. There were over 800 participants and 94 workshops. Feedback was that it was very informative, fun, and engaging. CFT and CANS website is going to go live either today or next week. In the near future, Wraparound information on the

website will be updated and linked to the CFT and CANS website. They are working on how to best integrate all people into the CFT process and possibly utilizing a CFT survey which will help us capture players who are not currently attending meetings. The CFT Survey is available on the CDSS website: [www.cdss.ca.gov/CFTsurvey](http://www.cdss.ca.gov/CFTsurvey). This is not mandatory but encouraged for all participants of CFTs. There are 17 questions, anonymous and designed for all members of the team including children/youth. The survey was developed to gather qualitative data that would not otherwise have been captured. The survey is to enhance the CFT process by informing technical assistance efforts, training curriculum and guidance to counties, agencies and stakeholders.

For more information, please contact the Integrated Services Unit at [CWSCoordination@dss.ca.gov](mailto:CWSCoordination@dss.ca.gov)

The next Central Hub meeting will be Friday, January 25 in Monterey Co. at 1250 Main St. in Salinas. Hosted by Rebekah Children's Center.

## **Southern California Hub Meeting Notes**

The Southern Hub met in Victorville and was hosted by Victor Community Support Services. Chair Dawne Shaw facilitated the meeting. Rebekah Cox is on maternity leave.

Updates from providers in person and on the phone included: The San Diego Center for Children is gearing up for holiday celebration with families. They are also doing collaborative trainings with the homeless population. Costa Mesa is reporting a program expansion. Olive Crest is hiring all positions in Palm Desert and Riverside. Oak Grove is also expanding services in several areas. They are doing more services with Kaiser, county schools and adoptive families. Uplift Family Services is providing coaching and support to staff, with good outcomes. Victor Community Support Services are developing a model for family-finding in the Barstow area and are

working with homeless families as well.

Lynne Jones from Resource Center for Family-Focused Practice reported on and received feedback about the Institute in June. The training focus is on coaching with counties, and participants were given direction as to how to request an evaluation of needs.

Wraparound Connections Newsletters are available on the Website and in printed versions at all Hub meetings. If you want to nominate a family to be interviewed, please contact Monica Caprio or Lynne Jones with your nominations ([ljones@ucdavis.edu](mailto:ljones@ucdavis.edu) or [macaprio@ucdavis.edu](mailto:macaprio@ucdavis.edu)) We currently are in need of Parent Partners articles as well!

Caroline Caton from CDSS provided updates of a new ACL regarding implementation of the CANS Assessment tool within the CFT process. She also announced the release of a CFT survey and invited everyone who participates in a CFT to take the survey. The survey is designed to generate feedback about the participant's experience.

Also reviewed were notes from the October CWAC meeting and the report from Lyn Farr. Following Wraparound program reviews, Lyn's report suggested a number of ways to support California Wraparound more effectively including the need for the most experienced staff to provide Wraparound services, the need for coaching, more data collection, the need for common evaluation measures and improved leveraging of funding sources.

Caroline also discussed prior conversations about a Wraparound certification process and said that there's not been a lot of movement on this issue. There are inconsistencies in the model being implemented in counties. The current thinking is to develop steps that the CDSS should take first and move forward from there. Wraparound needs a statewide framework. There was continued discussion with the group about what the certification elements would provide, such as structure, fidelity and standards.

The group discussion topic centered on CANS and implementation. There are lots of questions and inconsistencies between providers, families and county staff users. CANS is designed, but may not be used, to inform service needs and planning. After an hour of discussion, it was decided to have training at the February Southern Hub meeting on the CANS and how it's being implemented.

Discussion continued on meeting issues facing the Southern Hub. The region is so large that many providers are not available to attend due to distance. There is consensus that two Hubs for the Southern region are needed to support all the providers in LA, San Diego and Ventura Counties. Dawne will follow up with LA providers in hopes of gaining support. CDSS is supportive of the idea, as the Hub provides a collective venue to discuss the issues members experience. The Southern group also selected meetings dates and locations for the year in hopes that this will assist Hub members in planning ahead.

The next meeting focus is on the CANS, including training by Rebekah Cox from Victor Community Services. The meeting will be held at the Oak Grove Center in Murrieta on February 25, 2019.

## We need you!

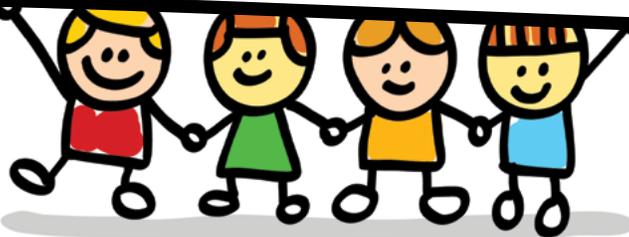
*California Wraparound Connections* helps to spread the innovations occurring in Wraparound throughout the state. No matter what your role in Wraparound is, you have a story worth sharing.

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

## Northern Hub Meeting

**Thursday, January 10, 2019, from 10 a.m.-3 p.m.**

**Host and Location:** Seneca Family of Agencies – Fairfield Office  
1234 Empire Street, Fairfield, CA 94533

**Co-Chairs:** Lauren Crutsinger from Seneca Family of Agencies and Sharon Patterson, Aspiranet

**E-Mail:** Nicole\_Nelson@senecacenter.org;  
Lauren\_Crutsinger@senecacenter.org

**Support E-mail contact:** brenda\_hernandez@senecacenter.org

## Central Hub Meeting

**Friday, January 25, 2019, from 10 a.m.-2 p.m.**

**Host and Location:** Rebekah Children’s Services-Monterey  
1250 S. Main St. Ste. 101, Salinas, CA 93901

**Chair:** Casey Powers, Rebekah Children’s Center;  
cpowers@rcskids.org

## Southern Hub Meeting

**Monday, February 25, 2019, from 10 a.m.-3 p.m.**

**Host and Location:** Oak Grove Center  
24275 Jefferson Ave., Murrieta, Ca., 92562

**Co-Chairs:** Rebekah Cox, Wraparound Supervisor, Victor Community Support Services, Barstow, Ca. (760) 255-1496;

Dawne Shaw, Program Specialist/Trainer Lead I,  
Oak Grove Center, Murrieta, Ca. (951) 239-6301;

Skye Padilla, Wraparound Lead II BHS,  
Oak Grove Center, Murrieta, Ca. (951) 331-0449

**E-mail:** rcox@lsscommunitycare.org;  
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## For more information