




ADAPTING CHILDREN'S WRAPAROUND TO SUCCESSFULLY SERVE CHILDREN AND THEIR FAMILIES DURING THE PANDEMIC

DISTANCE APPROACHES FOR MENTAL HEALTH PRACTITIONERS




EXPECTATIONS OF SESSION

- INTRODUCTION TO WRAPAROUND
 - THE PANDEMIC HITS – HOW DO WE DO THIS?
 - THE PANDEMIC KEEPS GOING – HOW DO WE DO THIS SUCCESSFULLY?
 - WE ARE RETURNING TO A MORE NORMAL WORK-LIFE – DO WE NEED TO OR WANT TO GO BACK?
- 



WRAPAROUND PLANNING PROCESS

WHAT IS IT

- A TEAM BASED PLANNING PROCESS DRIVEN BY FAMILY/ YOUTH VOICE
 - A STRATEGY TO NAVIGATE THE CHILDREN'S "SYSTEM OF CARE"
 - A VOLUNTARY PROCESS
 - AN EVIDENCE-BASED PRACTICE
 - PRINCIPLE-BASED
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WRAPAROUND PRINCIPLES



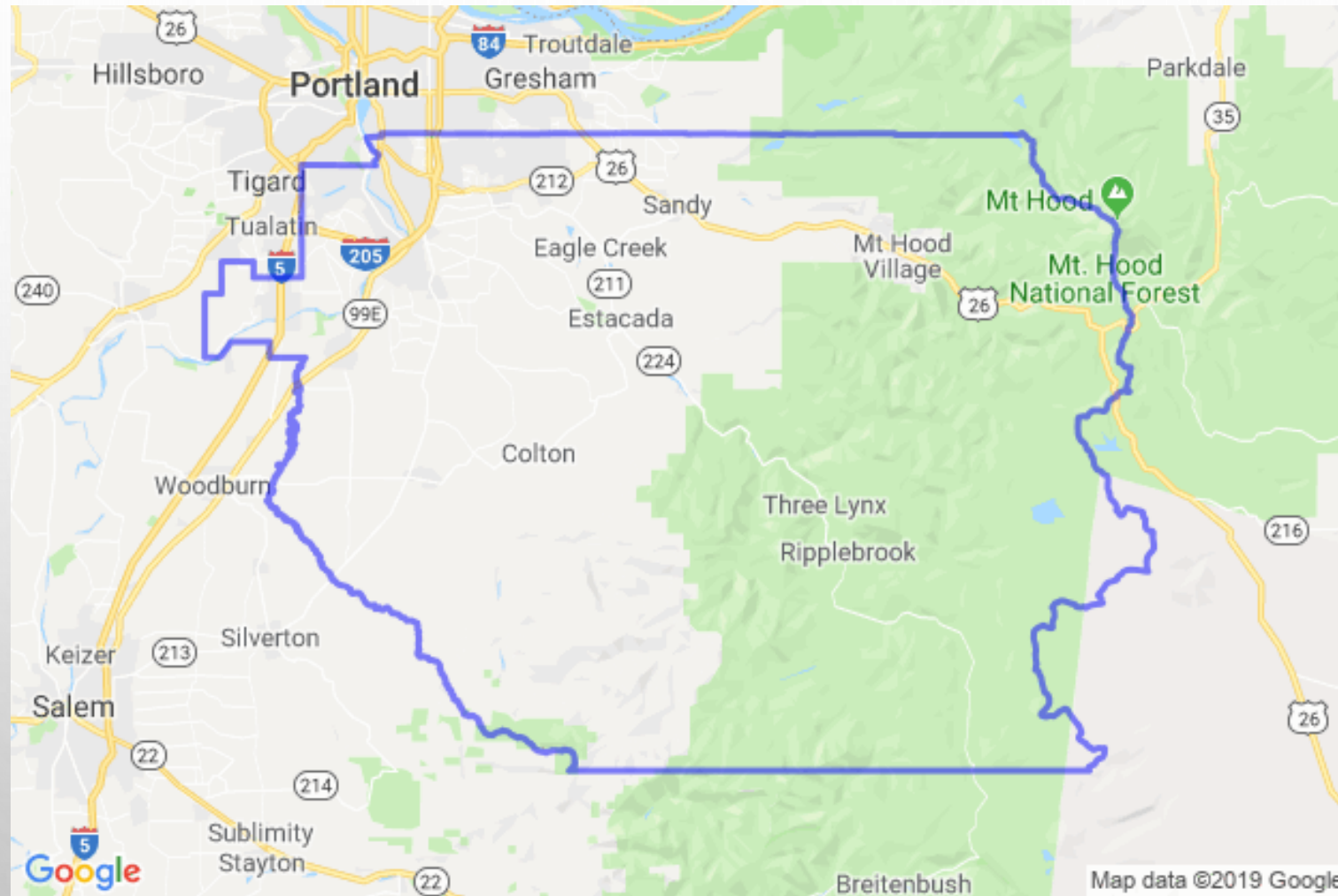
THE PANDEMIC HITS

- THE POPULATION SERVED BY WRAPAROUND ARE SOME OF THE MOST IMPACTED AND THE LEAST PREPARED FOR THE PANDEMIC
 - QUALIFY FOR MEDICAID
 - MULTI-SYSTEM INVOLVED
 - OFTEN SYSTEM WEARY

SO BASICALLY – A PROGRAM DESIGNED FOR A LOT OF PEOPLE TO GET TOGETHER IN PERSON ON A MONTHLY BASIS, WITH A LOT OF IN PERSON CLIENT ENGAGEMENT BECAUSE WE ARE WORKING WITH PEOPLE WHO TYPICALLY DON'T TRUST SYSTEMS

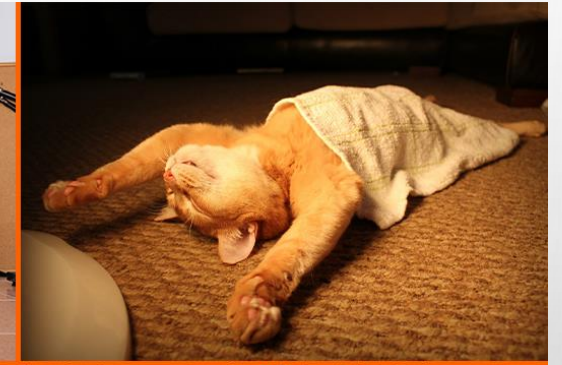


CLACKAMAS COUNTY



THE PANDEMIC HITS

- ONE DAY WE WERE TOLD, “DON’T COME BACK TO THE OFFICE. WORK FROM HOME.”
- THAT WAS THE INSTRUCTION THAT STAFF HAD ON HOW TO MAKE IT WORK



TOOLS FOR VIRTUAL WORKPLACE

- EACH STAFF MEMBER ALREADY HAD:
 - CELL PHONE
 - LAP TOP
 - ACCESS TO SHARED DRIVE THROUGH VPN
 - VERY LIMITED ACCESS TO EHR

WORKING FROM HOME: WHAT DID WE DO?

- IMMEDIATELY THE GOAL BECAME CRISIS STABILIZATION
 - CHECK IN WITH EACH OF YOUR FAMILIES
 - DO THEY HAVE WHAT THEY NEED
 - RESOURCE IDENTIFICATION
 - WHO HAS WHAT?
 - WHO NEEDS WHAT?
 - HOW TO WE GET WHAT THEY NEED TO THEM?
- DEMONSTRATE COMPETENCY – KEY TO VIRTUAL ENGAGEMENT

VIRTUAL TEAM MEETINGS



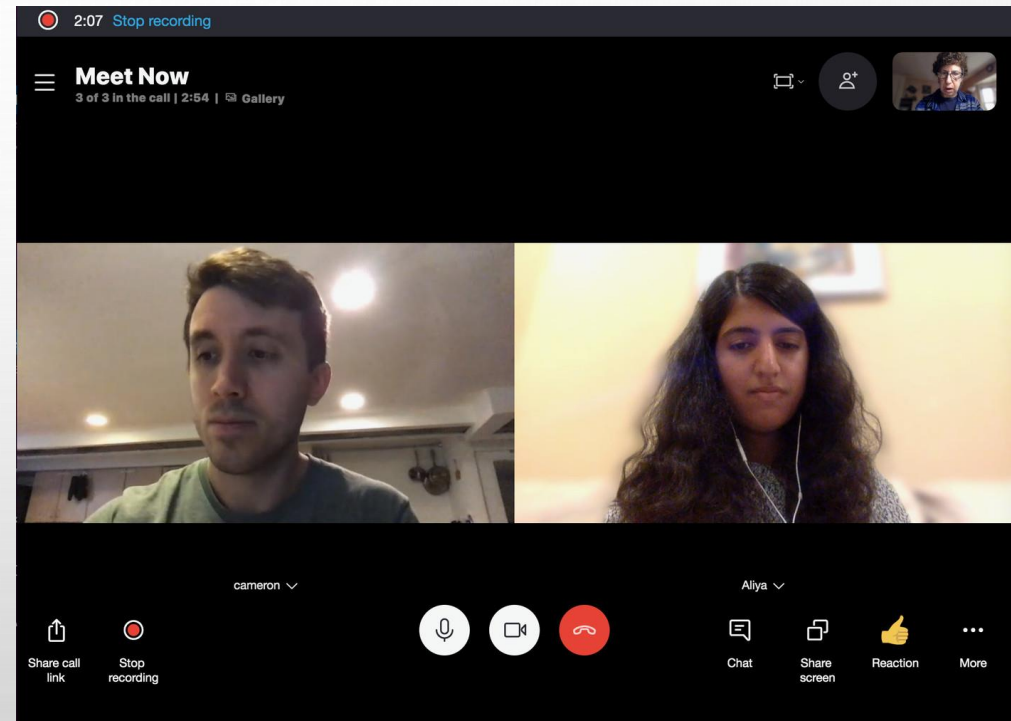
- WRAPAROUND IS A FIDELITY MODEL, AND TEAM MEETINGS ARE A PART OF IT
- PIVOTED TO THE “FREE” VERSION OF ZOOM IMMEDIATELY
- TEAM MEETINGS ARE 45 MINUTES OR MULTIPLE ZOOM LINKS SENT
- STRONG ADVOCACY FOR A VIRTUAL PLATFORM THAT IS ALSO HIPAA COMPLIANT

VIRTUAL TEAM MEETINGS

- EARLY IN THE PANDEMIC WE DISCOVERED THAT THERE WERE SOME POSITIVES WITH A VIRTUAL PLATFORM
 - NO TRAVEL TIME
 - BUSY PEOPLE HAVING MORE AVAILABILITY (LEGAL REPS, DOCTORS, ETC)
 - TEAMS WERE ABLE TO COME TOGETHER MORE FREQUENTLY IF NEEDED

VIRTUAL ENGAGEMENT

- ADMITTING NEW FAMILIES INTO THE PROGRAM MEANT MEETING PEOPLE IN A VIRTUAL WORLD
- IT WAS MORE CHALLENGING FOR CARE COORDINATORS TO LET GO OF “WHAT WAS” THAN FOR FAMILIES TO ADAPT TO “WHAT IS”
- FAMILIES HAD TO HAVE ACCESS TO TECHNOLOGY THAT WOULD ALLOW FOR THEM TO PARTICIPATE VIRTUALLY, AND BE WILLING TO ENGAGE THIS WAY
- IT REALLY WASN'T THE RIGHT FIT FOR ALL FAMILIES



VIRTUAL ENGAGEMENT


- VIRTUAL ENGAGEMENT REQUIRED A HIGHER DEGREE OF FACILITATION FROM STAFF
- MUCH OF THE INNATE INTIMACY OF GOING INTO FAMILY HOMES WAS LOST
- STAFF STATED THAT IT TOOK LONGER TO DEVELOP A TRUST RELATIONSHIP WITH THE FAMILIES SERVED
- THE TIMELINES SPELLED OUT IN THE MODEL HAD TO BE ADJUSTED FOR MOST FAMILIES




**“WRAPAROUND CAN ONLY MOVE AS FAST AS THE
SPEED OF TRUST”**

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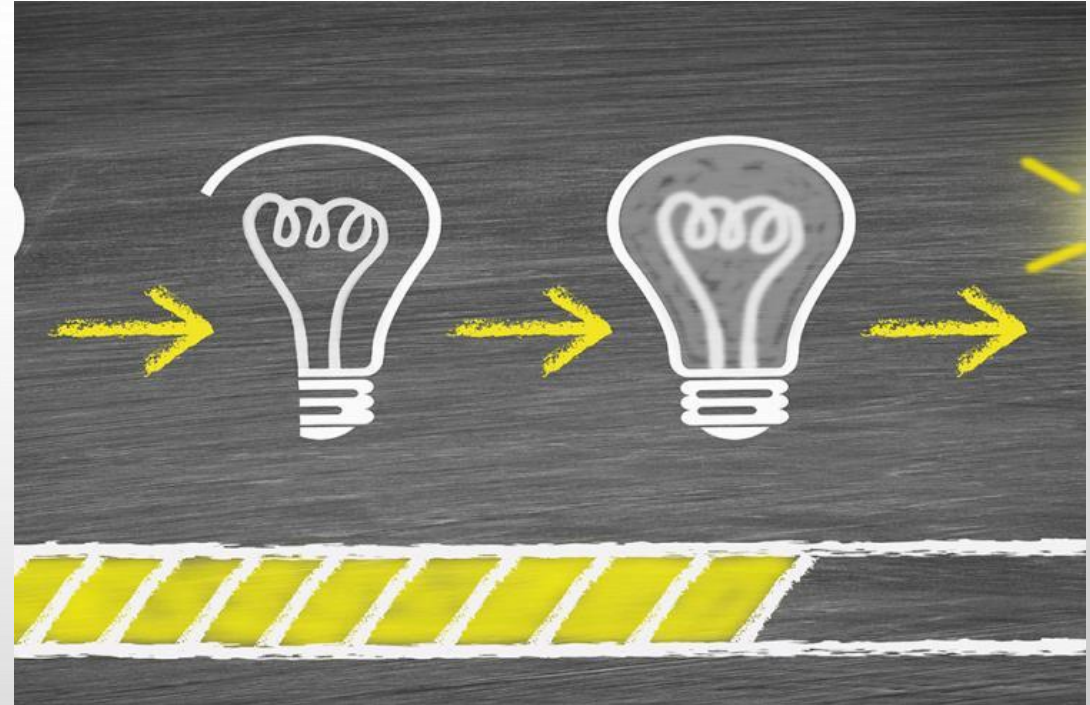


IN ORDER TO GAIN TRUST WE NEEDED TO SLOW DOWN

- DOING THINGS VIRTUALLY MEANT SLOWING DOWN
 - STABILIZE CRISIS (IF POSSIBLE)
 - PROVIDE RESOURCES
 - FIND THE SMALL WINS
 - ESTABLISH TRUST
 - ALLOW FOR THE FAMILIES TO DETERMINE HOW TO PROCEED
- 

LESSONS LEARNED

- DON'T OVERSCHEDULE YOURSELF
- GIVE YOURSELF GRACE
- FOR PROGRAMS WITH FLEXIBILITY, BE FLEXIBLE
- VIRTUAL TEAM MEETINGS ARE HERE TO STAY



OPPORTUNITIES!



- WEB BASED EHR
- PERMANENT HYBRID STAFFING MODEL
- HYBRID MEETING FACILITATION TRAINING
- SAFE IN PERSON GUIDELINES
- STRONG WEB BASED PLATFORMS FOR MOBILE PHONES



THANK YOU!!!!!!

- QUESTIONS?

CONTACT INFORMATION

ADAM PETERSON

APETERSON2@CLACKAMAS.US

971 291 5997

