

ACHIEVE – System of Care High Fidelity Wraparound

The ACHIEVE – System of Care High Fidelity Wraparound program includes services that are individualized and provides community-based care coordination to children and their families to improve the family's ability to keep the child at home and out of residential care. Through the wraparound process, we get to know you, create a team together, learn what works for the family, and celebrate successes along the way. This poster focuses on our tips and strategies for engaging youth, families, and providers in the wraparound process.

During Wraparound

- We help individuals and families discover their power to face and overcome any challenges
- We get to know participants and their families, their strengths and their needs
- We support individuals to recognize their progress and make changes where needed
- We connect participants to local resources to support them in meeting their goals
- We celebrate their successes along the way
- We create a team together to help individuals take the lead in developing a plan to reach their goals

How Do We Engage: Tips and Strategies

How do we engage with the youth?

- Connect with the youth over something they enjoy/unrelated to the circumstances they're in
- Spend time educating the youth about the wraparound process

How do we engage with providers?

- Start engagement with providers immediately upon opening and receiving consent
 - The care manager is able to see who is involved from the start and make community support referrals as soon as possible
- We have found great success in virtual wraparound meetings
 - Therapists and psychiatrists are now attending
 - Scheduling is easier
 - Overall attendance has increased
- Open communication in between meetings with both the family and providers
 - This allows for everyone to stay focused and on task during the child and family team meetings
 - Everyone is informed of current needs and progress
- Talk one-on-one with providers before and after meetings, especially if they are not able to attend
 - Allows for the care manager to bring the provider's input into the meetings

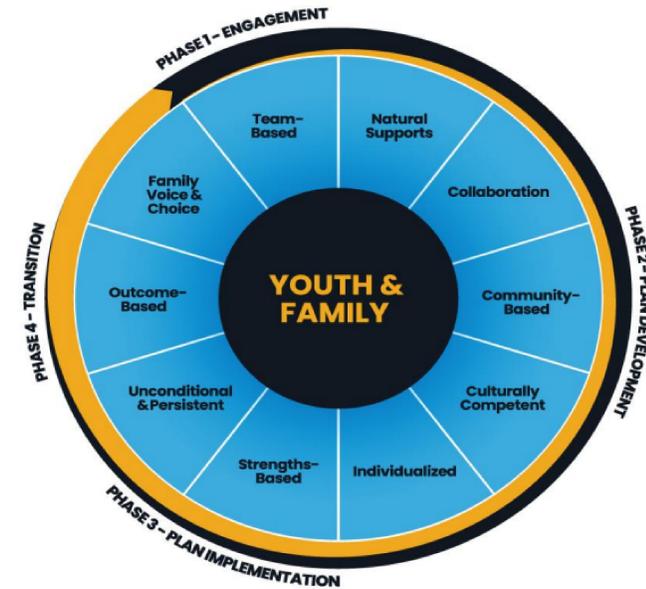
How do we engage with the family/caregivers?

- Meet them where they are
- Educate about the wraparound process and the system of care as a whole
- Set expectations early on
- Create a "family tree" to keep track of everyone involved, including providers and supports
- Utilize the family story and vision as a way to:
 - Flashback to when things were "good"
 - Get in touch with core values
 - Remember fun family memories

How do we use the community to stay engaged with youth, family, and providers?

- Biweekly meetings with Single Point of Access (SPOA) to discuss new referrals and community supports within the system of care
- Monthly meetings with a SPOA Coordinator to specifically address the needs and success stories within ACHIEVE
 - These meetings also serve as a peer-to-peer discussion time with the other agency in the county that provides ACHIEVE Wraparound Services

Learn more about The Mental Health Association of Westchester at: www.mhawestchester.org



Wraparound Wheel

The Wraparound model is guided by a set of ten principles and supported by four phases. When incorporated into practice, the principles and phases shift focus away from traditional service-driven, deficit-based care, and instead focus on building strengths and meeting the individual needs of families.

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