

Expectation: Explain Wraparound to the family and define your role and the family's role	
Tell	<p>How we do it: We explain Wraparound during the first engagement visit in a way that is free of jargon, highlights regular team meetings where all planning occurs with the people in their lives. We explain their role as the expert on their story and our role is to coordinate that process.</p> <p>Any non-negotiables in what this task is? We do not explain the process as a series of requirements or a specific service. It is a process.</p>
Show	<p>To Demonstrate this, I will give them a model and walk through it with them in supervision.</p> <p><i>Wraparound is a process that can't be done by one person alone. It takes a team approach. After listening to your story, I have identified several people that seem important in your life. I would like to discuss which of those people we can contact to hear what they think makes your family unique. We will invite them and anyone working with your family currently, to a Child and Family Team Meeting. Those meetings will never happen without you and this is the only place that decisions will be made on the services and support that you want for your family. With your help, we can identify what is working and making life easier so we can build on that in the meetings. We will also ensure that there is time to explore interests and spend time with family and friends while we work on the hard stuff that brought you to Wraparound. These meetings will be fun and relaxed. I will lead them with your permission. I'll check in with you in between meetings to support anything that pops up with the help of our team. If you aren't happy with something in the plan, or the plan is not working, we will bring the team together and change it.</i></p>
Practice	<p>I will have them decide if they like the model provided or if they want to come up with their own spiel. They will have to role play this with me in the office. I will ask them questions as a family would and see if they can continue to stay jargon free, individualize the explanation and uphold the Wraparound principles.</p>
Feedback	<p>I will observe them meeting with a new family. I will jump in only if they need support with a particular aspect of the explanation. Within one day of the observation, I will provide feedback and coaching based on that observation including areas that I jumped in. I will observe them doing this in the field until they are comfortable and they are able to do it without support.</p>