



OFA PeerTA Technical Assistance Network
Confederated Tribes of Siletz Indians (CTSI)
Technical Assistance Request #228

Amendment to the Summary Report

Prepared for
The Administration for Children and Families
Office of Family Assistance

Background Information on the Report Amendment

This report amends the Office of Family Assistance's (OFA) PeerTA Network (PeerTA) summary report submitted to OFA on February 2, 2015, which documented the activities and lessons shared during the December 8 - 11, 2014 Confederated Tribes of Siletz Indians (CTSI) wraparound training activity. CTSI and PeerTA staff suspended the fourth day of that training due to safety concerns caused by the imminent arrival of an approaching winter storm. In response to the early cancelation, OFA agreed to support a makeup day of training on April 9, 2015 in partnership with trainers from Portland State University (PSU). This amendment report documents activities and next steps from the April 9 training.

Greetings, Opening Prayer, and Introductions

After a welcome to all participants in the room, CTSI led the group in an opening prayer and turned the training over to PSU staff. Sixteen individuals from CTSI attended the training – agency representation included the Self-Sufficiency Program, Behavioral and Mental Health, 477 Program, and Tribal Housing. Three individuals from Lincoln County's Behavioral Health Department also attended the training¹.

Wraparound Team Experiences: Discussion of Issues, Strengths, and Challenges

PSU staff asked participants to report on their experiences using wraparound principles over the last four months since the original training in December 2014. Participants reported the following wraparound successes, challenges, additional questions and needed resources:

Successes

- Case managers found useful the exercise on using wraparound principles to identify participant strengths. The exercise assisted staff with thinking beyond their typical intake questions and helped participants begin to realize their applicable work strengths.
- Wraparound principles have also assisted case managers in becoming aware of non-verbal signals as part of trust-building with participants. Staff have started working with participants on goal-setting and becoming more future-orientated regarding answering the question "What does 'better' look like?"



PSU trainer Susie Barrios leads participants in a review of the Ten Principles of Wraparound.

¹CTSI is located within Lincoln County. County staff recently implemented a set of specialized, intensive-level wraparound services for children and families. The county previously asked CTSI for permission to attend the April 9 training to learn more about wraparound services within the Tribe and to begin discussions on possible coordination efforts.



Additional Questions or Needed Resources

- Staff sought additional information on methods of assessing participant work barriers and strengths as a support to using wraparound principles during the intake process.
- Staff asked how best to use wraparound principles to support families during times of extreme crisis (e.g., the passing of a family member).
- Staff also requested more instruction/techniques on remaining neutral and unbiased during a wraparound team meeting.
- In addition, staff asked for significant time to practice wraparound team meeting facilitation, as well as recommendations on how to conduct this activity effectively.

Challenges

- When using wraparound principles, case managers continue to deal with inadequate referral networks for supporting participants.
- Engaging and interesting families in participating in wraparound team meetings has also been difficult.
- Questions also persist about how best to communicate and coordinate between both tribal agencies and systems of care supports outside the Tribe. Staff expressed how they want to ensure there is no service duplication.

Wraparound Team Meeting Facilitation Practice

PSU conducted a quick review of the ten principles of wraparound before introducing the wraparound team meeting facilitation activity. Trainers provided participants with the “Cheryl and Star” scenario – a fictitious scenario describing Cheryl, a young mother who recently lost custody of her child (Star) due to substance abuse. Participants were tasked with playing various roles – either a family member, natural support from the community, agency representative (e.g., parole officer), or wraparound facilitator. Participants, with guidance from PSU trainers, walked through the first stages of a wraparound meeting – setting meeting ground rules, establishing a family vision and team mission, and identifying natural supports present in Cheryl’s life. Staff conducted a strengths assessment, outlining and prioritizing her needs, establishing a Goals/Objective/Outcome (GOO) statement, brainstorming strategies for meeting her needs and outlining the beginning of an action plan.

While modeling the first stages of facilitation, PSU trainers also provided recommendations for how to manage “powerful” family members – those individuals who may seek to dominate the meeting verbally. Trainers also discussed how to manage participants’ expectations on outcomes from the first wraparound team meeting. In the trainer’s opinion, the key to this issue is preparation: meeting with wraparound team meeting participants beforehand to explain what will happen during the meeting, who will attend, and what to expect at the close of the first meeting.

Debrief and Discussion of Next Steps

PSU trainers concluded the training by distributing a number of wraparound resources: (1) Wraparound Plan of Care Template, (2) Wraparound Team Meeting Agenda, (3) Tip Sheets on Facilitator’s Roles and Overcoming Facilitation Challenges (e.g., dealing with “side



conversations”), (4) Components of Team Meeting Facilitation, and (5) Wraparound Team Meeting Observation and Feedback Form. PSU trainers announced that they would work with PeerTA staff to identify the possibility and timing of future check-in calls with the Tribe to discuss progress and strategize around ongoing challenges. Following this announcement, PSU trainers distributed an evaluation form and concluded the training.

PeerTA staff noted the following next steps:

- PeerTA staff (Patrick Heiman) will connect with PSU staff to discuss the possibility of ongoing check-in calls with the Tribe (the exact number of check-in calls are contingent on OFA approval and budgetary restrictions).
- PSU will send PeerTA staff (Patrick Heiman) results from the meeting evaluations collected from training participants. PeerTA staff will share their results with OFA.
- PeerTA staff (Patrick Heiman) will also connect with OFA and PSU staff to discuss posting a number of PSU wraparound resources on the PeerTA website for use by a wider TANF and Tribal TANF audience.



Appendix A – Training Agenda

Confederated Tribes of Siletz Indians Wraparound Training Agenda

Day Four
April 9, 2015

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| 10:30 a.m. | Welcome and Introductions |
| | Wraparound Team Experiences: Discussion of Issues, Strengths and Challenges |
| 11:00 a.m. | Review of Wraparound Principles and Components |
| | Preparation for Wraparound Team Meeting Role Play |
| 12 noon | Lunch |
| 12:30 p.m. | Wraparound Team Meeting Role Play |
| 2:00 p.m. | Break |
| 2:45 p.m. | De-brief, Discussion and Next Steps
Training Evaluation |
| 4:00 p.m. | End |