



High Fidelity Wraparound (HFW) Facilitator

The HFW Facilitator has the primary responsibility of ensuring the HFW process is implemented with fidelity. The HFW Facilitator orients the youth and family to the HFW process, helps them to identify their primary needs, works with the support partners to complete the Strengths, Needs and Culture Discovery and helps the family to develop a positive view of the future (family vision). The Facilitator engages and prepares the team of people who are providing services and supports for the family. Once established, the Facilitator also manages the team process to ensure the team mission and goals address the priority needs and develop an effective, integrated plan that focuses on these needs. Once developed, the Facilitator monitors implementation to ensure the plan is effective and meets the ongoing needs. Concurrently the Facilitator communicates frequently with the youth and family and their team to monitor the effectiveness of the process to determine when Transition is appropriate.

Remembering the Theory of Change, the role of the Facilitator is not to be the answer for families or teams, but rather to build a family's confidence and skills to manage their own services and supports. The Facilitator begins to build this confidence early in the process by sharing experiences of success with other families (which helps the family develop an expectation of success) and finding opportunities to build upon and celebrate skills of the family. Identifying strengths and the long-range vision helps the family to visualize and imagine success. Setting short, achievable goals, supporting them to meet these, and celebrating success builds confidence and hope. The Facilitator, along with the support partners, continually assess the level of self-efficacy of the family, looking for opportunities to move from Doing For, to Doing With, to Cheering On....!!!

One of the most important and often challenging responsibilities of the Facilitator in HFW is helping the youth and family strengthen their natural and social support system. The Facilitator and support partners begin by helping the family identify current and potential natural supports, helping them to understand the value added by having them involved in HFW. The Facilitator and support partners work with the family to engage the identified natural supports in the process. As planning begins, the Facilitator strives to integrate natural supports with "professional" services so at least half the action steps are being done by/with natural supports. At times there are relationships with natural supports that need mending; the Facilitator and the support partners help the youth and family to heal and grow these relationships. They also utilize the strengths and culture of the family to connect the family to resources and supports in the community who can serve as natural supports. A crucial component to sustaining natural supports is reciprocity in relationships. As a result, facilitators work with family members (utilizing their strengths and interests) to identify and build upon how families can give back to their natural supports. Once engaged, the Facilitator provides support for the natural supports to help

them implement their parts of the plan. The Facilitator monitors satisfaction of all team members and works to strengthen and maintain engagement.

The Facilitator maintains the system and professional involvement on the teams so that the goal of integrated planning is achieved. The Facilitator has the primary responsibility to bring together the different people who are providing services and supports for the youth and family and create an integrated and streamlined plan. The Facilitator works with the family and support partners to ensure the team is comprised of members who will help the family to achieve their vision. The Facilitator ensures that team members are involved in the planning process both through the assignment of action steps and integrated planning efforts.

The HFW process is individualized, strengths-based, and collaborative, promotes youth and family voice and choice and is outcomes-driven. The Facilitator is not just a neutral coordinator of services but someone who uses their professionally developed skills to guide this process. A strong facilitator is an information gatherer, strengths and needs identifier, facilitator, coordinator, and supporter. The Facilitator is the keeper of fidelity and the glue of the HFW process. By doing a strengths, needs and culture discovery the HFW Facilitator helps the family to develop a positive view of the future. The HFW Facilitator does not do for the family what they can do for themselves, but rather promotes the family's use of strengths and teaches and supports the family to learn and implement skills to develop their own plans, access and/or manage their own resources, and to be as independent as possible. The Facilitator works with the family to build and strengthen their natural support network. The HFW Facilitator develops a partnership relationship with the family and team members that helps the family address and work through challenges to make sustainable changes in their lives.



Facilitator Responsibilities in the Four Phases

In the first phase (Engagement), the Facilitator is responsible for ensuring engagement with the youth and family occurs successfully. The Facilitator begins with immediate crisis stabilization if needed and the development of the strength, needs, and culture discovery that defines the priority needs for the youth and family and their strengths and culture that will be used to individualize the plan. The Facilitator (and support partners) helps the youth and family to identify the team and engages, orients and prepares team members for the first meeting.

In the Planning Phase, the Facilitator is responsible for creating a safe and supportive process, a plan and crisis plan with all required components. The plan includes all behavioral health services, other services the family is receiving, natural support and a proactive crisis plan that prioritizes prevention and early intervention.

In the Implementation Phase, the Facilitator ensures meetings are occurring regularly and are safe and effective. The Facilitator makes sure all parts of the plan are implemented in a timely fashion. The Facilitator also monitors for success and emerging needs and calls the team together as the plan needs to be refined. The Facilitator is responsible for ensuring team members stay engaged, for helping the family to identify potential new team members and for continuing to develop, uncover and engage natural supports.

Transition truly begins at Engagement with the facilitator never doing for a family member what they can do for themselves. Throughout HFW, the Facilitator is transferring their skills to the family, such that in the Transition Phase the family is prepared to continue addressing their needs and is prepared for crisis management. In the Transition Phase, this includes identifying needs that will remain after formal facilitation ends and developing a transition and crisis plan to address them. It also includes ensuring the family has the needed ongoing supports (formal and informal) in place. The Facilitator documents the successes and lessons learned for this team and checks in with the family after the formal process ends.