

Dispute Resolution

- ✎ The WrapAround dispute resolution process is in addition to and does not replace other rights and procedures that parents or custodians may have under other sections of the Ohio Revised Code.
- ✎ Parents/custodians shall use existing local agency grievance procedures to address specific disputes NOT involving service coordination, such as: case management, counseling, school, and/or court.

Who oversees the WrapAround process?

The Stark County Family Council is responsible for the governance and oversight of the WrapAround program. **To make a referral please contact the Stark County Family Council office.** The Stark County Family Council contracts with a local provider to deliver and manage all WrapAround processes conducted in the community. Disputes concerning the Service Coordination WrapAround Process shall be addressed to:

Janice Houchins, Executive Director
Stark County Family Council
330-492-8136, ext. 1481
Fax: 330-491-9731
janice.houchins@email.sparcc.org



STARK COUNTY FAMILY COUNCIL

What is WrapAround?



WrapAround is a process where the strengths, culture and challenges of a youth and their family are identified, and a plan is developed that provides both formal and informal supports to assist the youth and their family to have safety, stability, and success.

Community WrapAround Believes...



Families should remain together while maintaining family safety

Families are full partners in their treatment and considered to be the “experts” of their family

In building on the family’s strengths, resources, and informal supports

Individuals rights and privacy should be respected

Families should have access to choices of services in their home, school and community

Families can be successful reaching their full potential

In respecting the families’ unique cultural, racial, spiritual and ethnic values

In helping families create a nurturing environment for growth and healing

In individual, strength-based planning

What if...

- ✎ The WrapAround plan identifies a support or service that would benefit you and/or your child, but you cannot afford it?
 - ✎ Your team will work together to identify all community resources
 - ✎ A request could be made to the Stark County Service Review Committee



- ✎ You feel your family has not been treated fairly during the WrapAround process?
 - ✎ If you feel your family’s rights or privacy have been violated through the WrapAround process, you have a right to file a grievance and go through the Dispute Resolution Process



Is the WrapAround process right for your family?



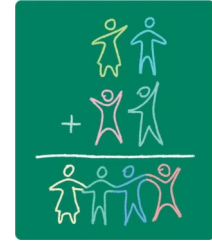
☞ Your family may benefit from WrapAround if you and/or your child are experiencing a combination of the following :

- ☞ Difficulty in school
- ☞ Behavioral issues
- ☞ Aggressive or violent behaviors
- ☞ Difficulty following the rules
- ☞ Court involvement and/or court diversion
- ☞ Involvement with Child Protective Services
- ☞ Mental Health issues
- ☞ Drug and/or alcohol involvement
- ☞ Difficulty in coordinating multiple services

☞ Those who may be served :

- ☞ Youth and families who are involved in multiple systems and continue to have complex needs
- ☞ Youth with mental health issues who may also have multiple conditions and/or hospitalizations
- ☞ Youth with mental health issues who are transitioning from the child serving systems to adult services
- ☞ Youth with substance abuse issues
- ☞ Youth at risk of being outside the family unit

What Will Families Experience in WrapAround?



Step I : Engagement

- ☞ Service Coordinator explains the process to the family
- ☞ The family shares their concerns, needs, hopes and dreams
- ☞ The family identifies the service providers involved with the youth and family
- ☞ The family identifies the people that provide natural support :
 - ☞ Extended family members
 - ☞ Friends of youth and family
 - ☞ Community supports like clergy, youth ministers, coaches and other program leaders
- ☞ Immediate Crisis Stabilization Plan may be developed as needed

Step II: A Strengths, Needs, Culture, Discovery is completed that includes

- ☞ Youth and family individual strengths and achievements
 - ☞ Youth and family needs
 - ☞ Family culture, family beliefs and traditions
 - ☞ What has worked for the youth and family in the past
 - ☞ Family vision: what would make you feel the youth is safe and successful
 - ☞ Input from others involved with youth and family
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Step III : Developing a Plan

☞ Your identified team members come together with the youth and family to work with your WrapAround Service Coordinator to:

- ☞ Develop a team mission that your team will work on together
- ☞ Look at the youth and family strengths
- ☞ Look at the youth and family needs and prioritize those needs
- ☞ Develop a Plan where several different ways to meet a prioritized need are matched with identified strengths
- ☞ Together your team decides what the responsibilities and tasks will be for each member



Step IV : Working the Plan

- ☞ Your team comes together regularly to review the Plan. As a team you will :
- ☞ Review and celebrate accomplishments
 - ☞ Review the plan to decide if it is working and make changes if needed
 - ☞ Assign new tasks to team members
 - ☞ Review prioritized needs and identify the next need to work on as a team



Step V : Transition - Moving Forward

- ☞ There is a point in the process when the team has met the Team Mission, and no longer needs to meet regularly. At that point, your team will have transition meetings to make a plan for the future that includes: who can be called if the family needs help, how to reconvene the team if needed, celebration of team success and individual strengths.
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