



Wellness and Recovery through WRAP



What is WRAP Training?

WRAP® stands for **Wellness Recovery Action Plan™**.

WRAP® is a self-management and recovery system developed by a group of people who had mental health difficulties and who were struggling to incorporate wellness tools and strategies into their lives.

WRAP is designed to:

- Decrease and prevent intrusive or troubling feelings and behaviors
- Increase personal empowerment
- Improve quality of life
- Assist people in achieving their own life goals and dreams

WRAP is a structured system to monitor uncomfortable and distressing feelings and behaviors and, through planned responses, reducing, modifying, or eliminating them. It also includes plans for responses from others when you cannot make decisions, take care of yourself, or keep yourself safe.

When doing WRAP participants learn through their own experience and the experience of others.

WRAP is:

- Based on self-determination – it opens the door for individuals, but doesn't dictate their path
- Rooted in the belief in equality – no one is any better or has higher value than anyone else
- A mutual learning model, where both people work together to increase understanding and promote wellness
- Not necessarily a replacement for other kinds of therapy, but can complement any other therapy
- Adaptable to anyone's personal philosophy
- Simple and safe for anyone, regardless of the severity of their symptoms
- Based on common sense
- Infinitely do-able
- Always changing – the body of knowledge is always expanding and is infinite
- Not based on any philosophy or model, but can incorporate any philosophy or model
- Not only a program – it is a way of life

Who needs a WRAP plan?

Anyone who wants to create positive change in the way they feel, or increase their enjoyment in life. This could mean anything from experiencing deep sadness, hearing voices, living with diabetes or

arthritis, all the way to just simply feeling “burned out.”

People who are using WRAP say:

“It helps me feel prepared.”

“I feel better more often and I’m able to improve the overall quality of my life.”

The person who experiences symptoms is the one who develops their personal WRAP. The person may choose to have supporters and mental health care professionals help them create their WRAP.

If you would like to schedule a WRAP training or would like more information, contact:

Lisa Hancock

Lisa.hancock@optum.com

801-982-3222:

Or

Robyn Emery

Robyn.emery@optum.com

Nondiscrimination Policy:

Salt Lake County Division of Behavioral Health Services and Optum follow applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Optum does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Optum:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Optum at 1-877-370-8953.

If you believe that Optum has not provided these services or has treated you unfairly or discriminated in another way on the basis of your race, color, national origin, age, disability, or sex, you can file a grievance in person or by mail, fax, or email with the Optum Grievance Representative. **In Person or Mail:** 2525 Lake Park Blvd, West Valley City, UT 84120, **Phone:** 1-877-370-8953, **Fax:** 1-801-982-3159, or **Email:** lori.maxfield@optum.com. You may also file a complaint with Medicaid Constituent Services Representative, by **Mail:** P.O. Box 143106, Salt Lake City, UT 84114-3106, **Phone:** 1-801-538-6417, 1-877-291-5583, **Fax:** [1-801- 538-6805](tel:1-801-538-6805), or **Email:** medicaidmemberfeedback@utah.gov.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, **Mail:** Centralized Case Manager Operations, U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH

Building Washington, D.C. 20201, or **Phone:** 1-800-368-1019, 1-800-537-7697 (TDD), or **Email:** OCRComplaint@hhs.gov.

If you want to mail or email your complaint, you can write your complaint or you can use the Office of Civil Rights complaint form available at: <http://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

If you need help filing a grievance, call Optum at 1-877-370-8953 and hit prompt #2.

Language Services:

Free language assistance services are available to you. Please call 1-877-370-8953 or see below:

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-370-8953.

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-370-8953。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-370-8953.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-370-8953 번으로 전화해 주십시오.

Navajo

Díí baa akó nínízin: Díí saad bee yánílti'go **Diné Bizaad**, saad bee áká'ánída'áwo'dee', t'áá jiik'eh, éí ná hólq, kojj' hódíílnih 1-877-370-8953.

Nepali

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्नि भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-877-370-8953 ।

Tongan

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-877-370-8953.

Serbo-Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-877-370-8953.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-370-8953.

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-370-8953.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-370-8953.

Cambodian

ប្រចាំឆ្នាំ៖ បើសិនជាអ្នកទទួលខ្លួន តាមរយៈទូរសព្ទ សេវាដែលមានភាសាខ្មែរ និងភាសាអង់គ្លេស ដែលអាចមានសំណង់បែងចិត្ត និងស្ថាបនុយ៉ាងធម្មតាឯកសារ ទៅលើអ្នក។ ចូរសព្ទ 1-877-370-8953.

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-370-8953.

Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-370-8953。

Arabic

ملاحظة: إذا كنت تتحدث لغة غير مساعدة في خدمات العملاء، فسيتم توفير مترجم بخدمة العملاء على رقم 1-877-370-8953.