

WRAPAROUND

Quarterly Report for Idaho WInS

Quarter 2 SFY 2021

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Background

As the result of a lawsuit called the Jeff D lawsuit the State of Idaho implemented a new Children’s Mental Health system of care branded as the Youth Empowerment Services (YES) program (see Appendix A for YES Principles of Care) and Practice Model). As one of the services of the YES program Intensive Care Coordination was identified specifically for youth and families with high service needs. Idaho has determined children and youth with multi system involvement, those at risk of removal from a community setting to a higher level of care or are transitioning from a higher level of care into a less restrictive level of care are appropriate for Intensive Care Coordination. One type of Intensive Care Coordination that is evidence based is Wraparound. In Idaho this is called “Idaho WInS”, Wraparound Intensive Services.

The Division of Behavioral Health (DBH) initiated the Idaho WInS model of Wraparound in February 2018 with a small pilot of current DBH Children’s Mental Health (CMH) youth and families. There were two primary goals of the pilot: Implement Wraparound to fidelity and to build capacity of trained Wraparound coordinators, coaches and supervisors across the system, and to increase the number of youth and family served to two hundred and fifty (250) by August 30, 2020.

This report will look at data related to the WInS program from several sources. The data sources include: the DBH electronic health record (WITS), referrals and referral dispositions, a standardized fidelity tool called the “Wraparound Fidelity Index, shortened version” or “WFI-EZ”, CANS data, and a Quality Service Review. All these methods for evaluating this program comprise the Quality Monitoring tools of the Idaho WInS program.

Purpose

This quarterly Wraparound Quality Assurance report is intended to report on the data collection for the Idaho WInS program. The report addresses key areas of WInS such as service utilization, demographic information and fidelity to Wraparound. In each section, analysis is given looking at whether youth can access Wraparound and whether youth and families experience Wraparound as it is intended according to the 10 (ten) Wraparound Principles (See Appendix B).

Idaho WInS Utilization Data – An Evolving Program

It was initially reported in the YES Quality Management Improvement and Accountability (QMIA) Quarterly Report in February 2018 that the estimated number of youth with SED needing an Wraparound level of care was 1,350 children and youth.

According to the QMIA report, Boise State University (BSU) identified three different levels of implementation of Wraparound programs; emerging, evolving, and established.

Projected Program Goals

| Year | WInS Goal | Total Youth Served |
|-----------|------------------------|--------------------|
| 2018-2019 | Total 150 youth served | 206 |
| 2019-2020 | Total 250 youth served | 366 |
| 2020-2021 | Total 350 youth served | In progress |

*Program goals are cumulative, not by year.

In the analysis of the three levels of program implementation, WInS appear to fit the description of an evolving program where a “ICC program using high quality Wraparound is established and is either expanding statewide, or revamping ‘it’s’ approach within the context of Medicaid guidelines or strategies”¹.

In a program at this stage of implementation and based upon the projected level of need, 1,350 youth, it can be expected that in an evolving program 144 youth with SED are projected to utilize ICC per year, per 100,000² and 628 projected to utilize ICC per year.

Table 1a represents the total number of active Wraparound program enrollments by the end of Q2 SFY 2021. The information below and the goals for Idaho WInS number of youth served validate the program and an evolving program. While the projected project goals were for a total of 350 youth to be served by the end of SFY 2021, WInS is slowly increasing the number of youth served at any given time. In table 1a the number of youth discharged includes youth who may have received a few touch points to youth and families that may have completed an episode of Wraparound care coordination.

| Table 1a Total Active Wraparound Families and Families Discharged | | |
|--|--------------------------------|---|
| SFY | Total # Active Families | Total # discharged From Wraparound |
| 2018 | 97 | 0 |
| 2019 | 109 | 4 |
| 2020 | 160 | 47 |
| 2021* | 132 | 80 |
| Total | 132 | 131 |

*Data as of December 31, 2020

**There are 15 “inactive” enrolled youth not included in the total of active youth. These youths have not discharged or transitioned from Wraparound.

***Wraparound on average is 12-14 months. Some of this may account for carryover or duplication of families still engaged in Wraparound.

To develop WInS into an established program, based on the reported criteria above, the following work is needed.

- Sustainable funding streams
- Full array of services and supports
- Outcome data
- Procedures for continuous Quality Improvement.

The projected number of Idaho Youth to utilize the ICC level of care per 100,000 in an established program would be 318 and the projected number of Idaho Youth to utilize ICC per year would be 1,389.³

At present Idaho WInS is gradually working toward the projected number of youth served in Wraparound and working to implement the Quality Management embedded within the program. From the outset of implementation, the embedded quality management program will investigate outcomes data and review practices for quality improvement.

WInS Demographics

¹ YES QMIA Quarterly Report-February 28, 2018, page 6.

<https://youthempowermentservices.idaho.gov/Portals/105/Documents/QMIAQuarterly5FINAL.pdf>

² YES QMIA Quarterly Report February 28, 2018, page 5.

³ YES QMIA Quarterly Report-February 28, 2018, page 6. In this report, the population size is based on the 2016 U.S. Census Bureau total population under 18 years of age to be 437,173.

In the Idaho WInS Q1 Quarterly report, analysis was provided regarding the makeup of the gender of enrolled youth. It was identified that there appears to be a higher proportion of males compared to females enrolled in Wraparound. This remains the case for the Q2 report with little differences than Q1. Possible reasons for the higher representation by males may be related to

- Male youth engagement with the legal system
- Male youth over represented with co-occurring mental health and developmental needs, and
- Male youth tend to demonstrate externalized behaviors and are more likely to be engaged in behavioral health system.

| Table 1b: Gender | | | | |
|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | Quarter 1 2021 | Quarter 2 2021 | Quarter 3 2021 | Quarter 4 2020 |
| Female | 44 | 48 | | |
| Male | 81 | 83 | | |
| Transgendered | 2 | 1 | | |
| Total | 127 | 132 | | |

Q2 demonstrated similar findings regarding race and ethnicity compared to Q1 report. There are certain populations that may still be underrepresented as indicated below in Table 1c and 1d.

| Table 1c: Race | #youth Q2 | % by race | QMIA YES Population | % of Idaho's Population | Under Represented |
|------------------------|------------------|------------------|----------------------------|--------------------------------|--------------------------|
| American Indian | 3 | 2.27 | 2.0 | 1.7 | |
| Asian | 1 | 0.76 | 0.5 | 1.6 | Yes |
| More than one race | 3 | 2.27 | 3.1 | 2.5 | Yes |
| Black/African American | 3 | 2.27 | 1.8 | 0.9 | |
| Other/Unknown | 21 | 15.91 | -- | -- | |
| Pacific Islander | 2 | 1.52 | 0.1 | 0.2 | Yes |
| White/Caucasian | 99 | 75 | 71.0 | 93 | |
| Total | 132 | 100 | | | |

| Table 1d: Ethnicity | # of youth Q2 | % by ethnicity | QMIA YES population | % of Idaho's Population | Under Represented |
|----------------------------------|----------------------|-----------------------|----------------------------|--------------------------------|--------------------------|
| Hispanic or Latino - specific | 15 | 11.36 | 21.7 | 12.7 | slightly |
| Not of Hispanic or Latino Origin | 90 | 68.18 | | | |
| Other Hispanic or Latino | 1 | 0.76 | | | |
| Unknown/Refused | 26 | 19.70 | | | |
| Total | 132 | 100 | | | |

Wraparound Fidelity Index, shortened version (WFI-EZ)

Idaho WInS continues to implement the “Wraparound Fidelity Index, shortened version” or WFI-EZ to monitor fidelity. ⁴ In October 2020, twenty-nine (29) youth, their families, and their Wraparound Team were randomly selected to be surveyed with the WFI-EZ. By the end of the rating period, responses from fifteen (15) caregivers, sixteen (16) youth, twenty-three (23) team members and twenty-seven (27) Coordinators were received.

| Table 2a: October 2020 WFI-EZ Sample N=16 | |
|---|---|
| Mean Age | 14 |
| Gender | 52% male 45% Female 3% Transgendered |
| Length of Stay | Average 15 months |
| Race/Ethnicity | 80% White/Caucasian 7% Native American 13% Identify as other race/ethnicity |
| Legal Custody | 38% 2 birth parents or 1 birth/1step parent 19% birth mother only 25% adoptive parents 19% Ward of state |
| Caregiver Relationship to Youth | 44% birth parent 25% adoptive parent 13% foster parent 6% other |

Table 2b (below) represents the demographics of the three WFI-EZ sampling of Idaho WInS from 2019 to present. Each sampling representing approximately twenty (20%) percent of the total active Wraparound population.

There have been three WFI-EZ samplings since state implementation in 2019. Below in table 2b are the demographics of the youth families surveyed across the samplings.

| Table 2b: WFI-EZ Sampling Demographics N= #youth | | | |
|--|------------------------|--|--|
| | Sample 1 N= 14 | Sample 2 N=16 | Sample 3 N=16 |
| Mean age | 14 | 15 | 14 |
| Gender | 72% Male 28% Female | 58% Male 42% female | 52% Male 45% Female 3% Transgendered |
| Length of stay | Average 9 months | Average 12 months | Average 15 Months |
| Race/Ethnicity | 86% White/Caucasian | 83% White/Caucasian 17% identify as other race/ethnicity | 80% White Caucasian 7% Native American 13% other |

| | | | |
|--|---|--|--|
| Legal Custody | 12.5% 2 parents or 1 birth/1 step parent 44% birth mother only 12.5% adoptive parents 19% grandparents 6% ward of state 6% other | 20% 2 birth parents or 1 birth/1 step parent 30% birth mother only | 38% 2 birth parents or 1 birth/1 step parent 19% birth mother only 25% adoptive parents 19% Ward of state |
| Caregiver relationship to youth | 62.5% birth parent 6% adoptive 6% foster parent 19% grandparents | 40% birth parent 10% adoptive parent 20% foster parent 10% other (spouse) | 44% birth parent 25% Adoptive parent 13% foster parent 6% other |

Table 2b indicates that the most recent sampling appears to be more representative of the overall Wraparound population based on gender. It is not representative of the overall Wraparound population based on race and ethnicity. The most recent sampling appears to have more diversity although not as diverse as indicated in table 1c and 1d. The race and ethnicity percentage of the sampling is not too different than the same percentage by race and ethnicity in the QMIA quarterly report. It appears that the WFI-EZ sampling to be similarly represented across the three data sets. Please note, the WFI-EZ sampling does not include as robust distinctions as the total WInS population or the data represented on race and ethnicity in the QMIA YES data listed above in table 1c and 1d. This could be an area of improvement would be to capture surveys with more diversity. This would allow for representation that is more like the YES and Idaho population and enrich the understanding of youth of color utilizing WInS.

| Table 2c: Comparison of race and ethnicity in three data sets | | | |
|--|------------------|----------------------------|------------------------------------|
| Race/Ethnicity | WInS Data | QMIA YES population | WFI-EZ (avg of 3 samplings) |
| White/Caucasian | 75% | 71% | 83% |
| Identify as other race/ethnicity | 15.91 | No data | 15% |
| Native American | 2.27% | 2.0% | 7% |

Idaho WInS was implemented to deliver Wraparound with fidelity and high quality to Idaho youth and families. Since implementation, WInS is demonstrating good outcomes regarding fidelity to the Wraparound model from NWI. Each sampling is approximately 35% of the total available Wraparound population. Based on table 2d, it appears that the second sampling was about half of the other two regarding total forms received. In review of the records, it was noted that the return rate was about 75% of the four types of survey forms (youth, caregiver, facilitator, and team member) in this second sampling.

Fidelity Key Elements

| 2d: WFI-EZ Section B Fidelity Scores: Key Elements Total Respondents | | | | | |
|---|----------------------------|-----------------------------------|--------------------|-----------------------|-----------------------------------|
| | Effective Team Work | Natural/Community Supports | Needs-based | Outcomes based | Strength-and-family driven |
| 09/01/19-10/31/19 N=87 | 66.1% | 65.6% | 74.3% | 71.7% | 80.9% |

| | | | | | |
|---------------------------|-------|-------|-------|-------|-------|
| 11/1/19-02/29/20 N=49 | 73% | 76% | 76.6% | 80.9% | 86.1% |
| 10/07/20-01/31/21 N=81 | 67.3% | 71.9% | 75.7% | 74% | 85.4% |

*Please note the N= # of surveys received per sampling. Each identified youth has at a minimum 4 surveys sent out; Youth, caregiver, facilitator and team member.

It is noteworthy that Idaho WInS appears to be demonstrating consistent fidelity at above 80% in the strength and family driven key element with areas for improvement in the effective team work and natural and community supports key elements sections. Fidelity is best measured over time with aggregate data which would demonstrate the health and quality of the program. As WInS is an evolving program, the fidelity results from the three samplings demonstrates that WInS has a solid foundation in which to continue implementation of Wraparound with fidelity and high quality, in addition to areas for improvement.

Table 2e demonstrates the five key fidelity elements by region and number of coordinators. This is the first reporting of the WFI-EZ data by region. This information will be utilized for coaching purposes to support coordinators to improving their Wraparound practice.

| 2e: Average Fidelity by Region and # coordinator per region | | | | | | |
|--|----------------------------|----------------------------|---|-------------------|-----------------------|-------------------------------------|
| Region | N=# of coordinators | Effective Team Work | Natural & Community Supports | Need-based | Outcomes-based | Strength & Family driven |
| 1 | <i>n</i> =1 | 81.90% | 76.30% | 81.60% | 81.60% | 85.0% |
| 2 | <i>n</i> =2 | 69.75% | 57.10% | 77.65% | 80.65% | 85.65% |
| 3 | <i>n</i> =3 | 66.67% | 71.27% | 74.30% | 65.20% | 84.60% |
| 4 | <i>n</i> =3 | 71.70% | 69.30% | 70.13% | 68.27% | 89.23% |
| 5 | <i>n</i> =3 | 68.0% | 65.30% | 77.37% | 80.90% | 82.80% |
| 6 | <i>n</i> =4 | 58.73% | 69.50% | 70.80% | 67.30% | 81.50% |
| 7 | <i>n</i> =4 | 62.75% | 77.18% | 73.60% | 73.28% | 86.10% |

Like the statewide WFI-EZ information in Table 2d, areas for strength is the key fidelity area of strength and family driven, and areas for improvement are the effective team work and natural and community supports. Anecdotally, coordinators report that these two fidelity areas are particularly difficult. Coordinators report that many families are distanced from natural supports or find themselves isolated due to the youth’s behaviors which may reflect the data in the natural supports area. Coordinators also report system constraints regarding ability to have all identified team members present during a team meeting which may impact the effective teamwork fidelity area. While these issues are anecdotal, they represent two possible issues that may be affecting fidelity in the natural and community supports and effective teamwork fidelity areas.

Table 2f focuses upon caregiver and youth satisfaction. The item numbers in table 2f are questions from the WFI-EZ related to satisfaction and are calculated from the three WFI-EZ surveys conducted between January 1, 2019 and January 1, 2021 with a total of eighty-six (86) responses. In this table the item means for WInS Idaho is compared to the national means. This is a standard item in the report suite and it is not a direct comparison of the Idaho WInS program to any given national program as nationally there are a variety of Wraparound programs contributing to the national

database through the University of Washington. While not a direct comparison, it can give you a good indicator of the health of the Idaho WInS program.

Based on the information below in chart 2f, youth and families are reporting that they are satisfied with the process, agree that they are satisfied with the progress for their youth and that the family has made progress. The last item likely has the most impact on long term improvement for families. They are reporting that they believe themselves to be more confident in their ability to care for their youth.

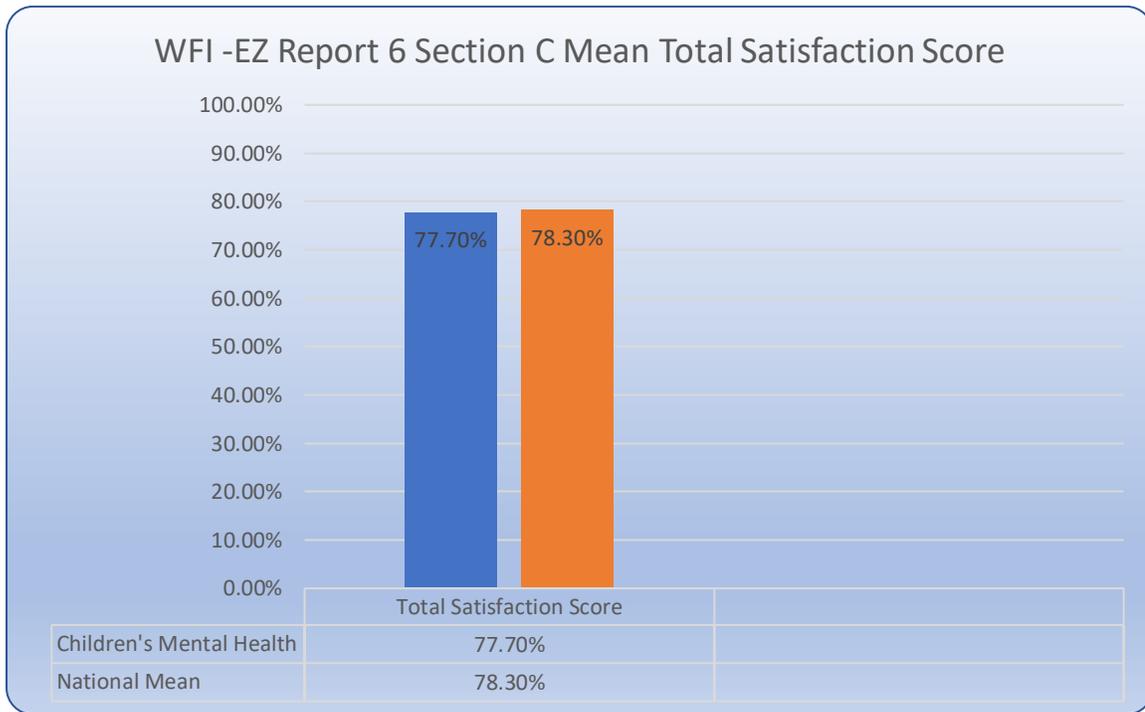
In chart 2g, the WFI-EZ report Section C total satisfaction indicates that since implementation of the fidelity monitoring with the Wraparound Fidelity index, youth and families are reporting satisfaction with their Wraparound planning process at about the same rate of youth and families across the nation. Please note, Wraparound programs nationwide cannot be measured equally, as there are many unique qualities across programs. The youth and family, however, receive the WFI-EZ as a standardized tool and report on the same questions regarding satisfaction.

Caregiver and Youth Satisfaction

| 2f: WFI-EZ Section C Satisfaction Item Means 01/01/2019-01/01/2021 n= 86 | | | | |
|--|------------------------------|----------------------------------|-------------------------------|-----------------------|
| WFI-EZ question Section C | Youth Item level n=42 | Caregiver item level n=44 | Total Item Level Means | National Means |
| I am satisfied with the Wraparound process in which my family and I have participated | 1.3 | 1.3 | 1.3 | 1.29 |
| I am satisfied with my child or youth's progress since starting the Wraparound process. | 1.3 | .8 | 1.0 | 1.09 |
| Since Starting Wraparound, our family has made progress toward meeting our needs. | 1.0 | 1.0 | 1.0 | 1.07 |
| Since starting Wraparound, I feel more confident about my ability to care for my child/youth at home. | 1.0 | 1.1 | 1.1 | 1.08 |
| | | | | |

**On the WFI-EZ each item is scored 0=neutral, 1=agree, 2=strongly agree. -1=disagree and -2=strongly disagree.*

2g: Total Satisfaction for Children’s Mental Health



CANS Data

This report will not include the CANS data for this quarter. It will be reported on in the quarter three (Q3) Wraparound Report for SFY 2021.

Next Steps

There are several areas to focus on for next steps based on the Q2 Wraparound Quarterly Quality Assurance Report. The first area would be identifying the steps for developing WInS into an established program. In the Q3 report, focus will be reporting CANS data which will investigate identified needs and outcomes for youth. Additionally, the Q3 reports will look at CANS and length of stay data.

Appendix A

The YES Principles of Care are eleven (11) values that are applied in all areas of mental health treatment planning, implementation and evaluation.

- 1.0 Family Centered
- 2.0 Family and Youth Voice and Choice
- 3.0 Strengths-Based
- 4.0 Individualized Care
- 5.0 Team-Based
- 6.0 Community-Based Service Array
- 7.0 Collaboration
- 8.0 Unconditional
- 9.0 Culturally Competent
- 10.0 Early Identification and Intervention
- 11.0 Outcome-Based

The Practice Model in the YES system of Care describes the expected experience of care in six (6) practice components.

- 1.0 Engagement
- 2.0 Assessment
- 3.0 Care Planning & Implementation
- 4.0 Teaming
- 5.0 Monitoring & Adapting
- 6.0 Transition

For more detailed information please utilize the link provided for the full YES Principles of Care and Practice Model document.

<https://youthempowermentservices.idaho.gov/LinkClick.aspx?fileticket=aOrpDfBXew8%3d&tabid=3855&portalid=105&mid=16732>

Appendix B

The Ten Wraparound principles.

Family driven and Youth Guided- Family and youth perspectives are intentionally elicited and prioritized during all phases of the Wraparound Process. The needs of the youth and family and youth determine how and when services are rendered, and goals, interventions and outcomes are mutually defined with them. Planning is grounded in the family member's perspectives, and the team strives to provide options and choices to create a plan that reflects family and youth values, Preferences, and strengths.

Strengths-Based-The positive aspects of the youth, family and community must be a central part of individualized services planning. A strength perspective demands a different way of looking at individuals, families and communities. They must be seen in the light of the capacities, talents, competencies, possibilities, visions, values, hopes, and dreams - however, dashed and distorted these may have become through circumstances, oppression and trauma. Team members believe that strengths ultimately meet needs.

Individualized-The team utilizes the strengths, assets, resources and needs of the youth and family to develop and implement a customized set of strategies, supports and services. Services are based on specific needs of the youth and family and not on a categorical intervention model. Services are not replicated for other families without an assessment of needs, strengths, and that family's vision.

Team based- The Wraparound team consists of individuals committed to the family and youth through informal, formal, community supports and service relationships. The team should be no more than fifty percent (50%) providers. The youth and family decide who is on their team. Wraparound plans are co-authored by collecting all interested and invested parties who will work toward the youth and family vision.

Collaboration- All team members work cooperatively and share responsibility for developing, implementing, monitoring and evaluating the Wraparound plan. The plan reflects blending of team members' perspectives, mandates and resources. Planning and services are comprehensive, addressing needs in all life domains and system mandates.

Community Based- The Wraparound team implements service and support strategies that take place in the most inclusive, most responsive, and least restrictive setting possible. Services and supports safely promote child and family integration into home and community life.

Natural Supports- The team actively seeks out and encourages the full participation of team members drawn from family members' network of interpersonal and community relationships. The Wraparound plan reflects activities and interventions that draw on the sources of natural supports. The team will help build natural supports of none exist.

Culturally and Linguistically Responsive-The Wraparound process demonstrates respect for and builds on the values, preferences, beliefs, culture and identify of the youth, family and their community. Services are designed, delivered, and incorporated into the religious customs, regional, racial and ethnic values, and beliefs of the youth and family. They honor the unique customs, traditions, morals, and habits. Team members value diversity and are aware of and accept differences. They understand the role of their own cultural values to adapt practices to the cultural context of the youth, family, and community.

Outcome -based- The team ties the goals and strategies of the plan to observable and measurable indicators of success, monitor progress in terms of these indicators and revise the plan as necessary. The team is accountable to the family, other team members, to individuals, organizations and agencies, and the public. Team based outcome monitoring ultimately aids the community to demonstrate success as part of the overall Wraparound evaluation plan.

Persistence- The team agrees to change strategies as the needs of the youth and family change, to not deny care or services because of extreme severity of disability, and to never reject or eject the child and family from services. Despite challenges, the team persists in working toward the goals included in the Wraparound plan until the team reaches agreement that a formal Wraparound process is no longer required.

References

YES QMIA Quarterly Report February 28, 2018

<https://youthempowermentservices.idaho.gov/Portals/105/Documents/QMIAQuarterly5FINAL.pdf>

Wrap Track Report Guide, System of Care Institute, Portland State University, 2019.

Wraparound Foundations Training, System of Care Institute, Portland State University, PowerPoint 2021.