

WRAPAROUND

Quarterly Report for Idaho WInS

Q2 SFY 2022

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Background

The State of Idaho implemented a new Children’s Mental Health system of care, branded as the Youth Empowerment Services (YES program), in 2017.¹ Intensive Care Coordination (ICC) is an identified service of the YES program 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. A small pilot of current DBH Children’s Mental Health (CMH) youth and families were enrolled in Idaho WInS. DBH had three goals: Implement Wraparound to fidelity, build capacity of trained Wraparound coordinators, coaches, and supervisors across the system, and to increase the number of youth and families served to 250 by August 2020. Since August 2020, the numbers of youth served has almost doubled.

Typically, this report will look at data from several sources. The DBH Electronic Health Record (WITS), referrals and referral dispositions, a standardized fidelity tool called the Wraparound Fidelity Index, shortened version (WFI-EZ), CANS data, and a Quality Service Review. All these methods for evaluating this program comprise the Quality Monitoring of the Idaho WInS program.

Purpose

For this SFY 2021- 2022 Quarterly Quality Assurance Wraparound report, the focus is on Wraparound fidelity and training. In each section, analysis is given looking at whether youth can access Wraparound and whether youth and families experience Wraparound as intended according to the 10 Wraparound principles set forth by the National Wraparound Initiative (NWI).

¹ Please see Appendix A Principles of Care & Practice Model

Wraparound Training

Idaho WInS Foundation Training, rolled out in 2018, is a four-day (4), 40 hour intensive training. Since fall 2020, the foundation training moved to an online platform that is comprised of 10 two-hour modules. The training surveys reported on below are following the on-line foundation training.

Since moving to an online format, 40 Wraparound coordinators and two (2) certified peer support specialists have been trained in the foundation training. There have been 13 responses to the survey provided following the training. This is approximately a 36% return rate.

The following table represents the training dates, surveys sent to participants, and the number returned.

Training	# Surveys sent out	# Surveys returned
Fall 2020	27	6
Fall 2021	15	7

Tables 1a through 1k represent the results of the training survey following two Wraparound foundation trainings. The questions in the section 1a through 1d of the survey are connected to training participants' perception of how informative the training was for:

- Basic understanding of Wraparound
- Good description of the planning process
- Coaching during the training
- Wraparound tools

Tables 1e through 1l address elements of perception of comfort with elements of fidelity in Wraparound.

- Orienting the youth and family to Wraparound
- Engaging youth and family to identify strengths and needs
- Orienting team members to Wraparound
- Facilitating a Wraparound team to fidelity
- Creating a Crisis & Safety Plan
- Monitoring outcomes
- Integrating the CANS (not related to fidelity, but part of monitoring outcomes)
- Transition planning

Table 1a: How informative was the Wraparound Foundation training at providing a basic understanding of Wraparound Coordination?				
Not at all informative	A little informative	Neutral	Somewhat Informative	Very Informative
0%	0%	0%	15% (2)	84% (11)

Table 1b: How well did the Wraparound Foundation training provide a description of the Wraparound planning process?				
Not at all informative	A little informative	Neutral	Somewhat Informative	Very Informative
0%	0%	0%	30% (4)	70% (9)

Table 1c: How informative was the coaching I received during the Foundation Training?				
Not at all informative	A little informative	Neutral	Somewhat Informative	Very Informative
0%	15% (2)	0%	15% (2)	70% (9)

Table 1d: How informative have the Wraparound tools (e.g., Wraparound fidelity checklists, Tool Times, QSR tool) been in guiding you in your work as a Care Coordinator?				
Not at all informative	A little informative	Neutral	Somewhat Informative	Very Informative
0%	14% (1)	0%	43% (3)	43% (9)

Table 1e: Considering the training and coaching you have received thus far; how confident do you feel in orienting a family & youth to the Wraparound process?				
Completely Confident	Moderately confident	Slightly confident	Not at all confident	Neutral
62% (8)	31% (4)	0	7% (1)	0

Table 1f: Considering the training and coaching you have received thus far; how confident do you feel in engaging with a family & youth to learn about their story to collect their strengths & needs?				
Completely Confident	Moderately confident	Slightly confident	Not at all confident	Neutral
62% (8)	23% (3)	15% (2)	0%	0%

Table 1g: Considering the training and coaching you have received thus far; how confident do you feel in orienting identified team members to the Wraparound process?				
Completely Confident	Moderately confident	Slightly confident	Not at all confident	Neutral
46% (6)	46% (6)	0%	8% (1)	0%

Table 1h: Considering the training and coaching you have received thus far; how confident do you feel facilitating a Wraparound team meeting to fidelity?				
Completely Confident	Moderately confident	Slightly confident	Not at all confident	Neutral
31% (4)	54% (7)	0% (0)	15% (2)	0%

Table 1i: Considering the training and coaching you have received thus far; how confident do you feel facilitating the crisis and safety plan development?				
Completely Confident	Moderately confident	Slightly confident	Not at all confident	Neutral
38% (5)	46% (6)	8% (1)	8% (1)	0%

Table 1j: Considering the training and coaching you have received thus far, how confident do you feel monitoring and adapting the Wraparound plan of care throughout the care planning process?				
Completely Confident	Moderately confident	Slightly confident	Not at all confident	Neutral
38% (5)	46% (6)	16% (2)	0%	0%

Table 1k: Considering the training and coaching you have received thus far; how confident do you feel integrating the CANS information into the planning process?				
Completely Confident	Moderately confident	Slightly confident	Not at all confident	Neutral
33% (4)	50% (6)	17% (2)	0%	0%

- Please note there are twelve (12) responses on this question. It is unclear why there is one less than the other questions on the survey.

Table 1l: Considering the training and coaching you have received thus far; how confident do you feel with transition planning?				
Completely Confident	Moderately confident	Slightly confident	Not at all confident	Neutral
31% (4)	46% (6)	23% (3)	0%	0%

Table 1m and 1n are focused on the perception of coordinators confidence in facilitation skills and completion of Wraparound documentation.

Table 1m: Considering the training and coaching you have received thus far; how confident do you feel in your skills of facilitation?					
	Completely Confident	Moderately confident	Slightly confident	Not at all confident	Neutral
Nominal group technique	14% (2)	50% (7)	21% (3)	0%	7% (1)
5-finger consensus	39% (5)	39% (5)	22% (3)	0%	0%
Use of post-its boards	39% (5)	39% (5)	15% (2)	0%	7% (1)
WebEx technology	39% (5)	54% (7)	7% (1)	0%	0%

Table 1n: Considering the training and coaching you have received thus far; how confident do you feel completing the Wraparound documentation?					
	Completely Confident	Moderately confident	Slightly confident	Not at all confident	Neutral
Strength & Needs document	31% (4)	46% (6)	23% (3)	0%	0%
Wraparound Plan of Care	39% (5)	46% (6)	15% (2)	0%	0%
Crisis & safety plan	31% (4)	54% (7)	15% (2)	0%	0%
Transition plan	23% (3)	61% (8)	15% (2)	0%	0%
WITS documentation	39% (5)	46% (6)	15% (2)	0%	0%

The surveys of the Wraparound Foundation training provide good information on the perception of confidence and information received post training. While the return rate of the surveys is small, Idaho WInS will continue monitoring the participants' perception of the usefulness of the training and whether it provides the foundation required for Wraparound practice.

Wraparound Fidelity

There has not been a WFI-EZ sampling in this last year. Two samplings were requested of 35 youth and families. In the first sampling, no surveys were received, and in the second sampling five surveys were received which is about a 15% return rate. As a result, DBH initiated a quality improvement project for fidelity monitoring in the Idaho WInS program.

The quality improvement project identified the following outcomes.

- By 06/30/2022 Idaho Wins has an efficient and effective process for notification, administration, and reporting of the WFI-EZ.
- Wraparound Coordinators and coaches will experience an improved understanding of the WFI-EZ outcomes data by 12/31/2021.
- A training is conducted focused on How to apply the outcomes data to improve coaching and coordinator practice by 12/31/2021.
- A training on implementing improvements in Wraparound at the agency or system level by 12/31/2021.

Results of the trainings and the next WFI-EZ sampling will be presented in the SFY 2022 Q 4 report.

Next Steps and Areas for Improvement

In the next quarterly report for SFY 2022 Q3, data from the CANS will be presented.

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://yes.idaho.gov/wp-content/uploads/2021/04/PrinciplesofCare_PracticeModel_inPractice.pdf

References

Boise State University, Family Survey 2020.

Quality Improvement Accountability and Management (QMIA) Quarterly Report January 2021.

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