

WRAPAROUND

Quarterly Report for Idaho WInS

Quarter 3 SFY 2022

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Background

The State of Idaho has implemented a new Children’s Mental Health system of care branded as Youth Empowerment Services (YES program).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 into a higher level of care, or those who are transitioning from a higher level of care into a less restrictive level of care are appropriate for ICC. One type of ICC 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’s Children’s Mental Health (CMH) youth and families enrolled in Idaho WInS with two goals: To implement Wraparound to fidelity and 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 from several sources. The DBH Electronic Health Record (WITS), referrals, a standardized fidelity tool called the Wraparound Fidelity Index, shortened version or WFI-EZ, Child & Adolescent Needs and Strengths (CANS) data, and a Quality Service Review. All these methods for evaluating this program comprise the Quality Monitoring of the Idaho WInS program.

Purpose

This quarterly Wraparound Quality Assurance report is intended to report on the Quality Improvement Project from October 2021 through to May 2022 including the most recent WFI-EZ evaluation results.

¹ Please see Appendix A Principles of Care & Practice Model

Wraparound Fidelity Index (WFI-EZ)

Since October 2021, WInS engaged in a Quality Improvement Plan (QIP) centered on the Wraparound Fidelity. As reported in the Q1 Quality Assurance Report, this QIP had the following expected 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.

To achieve the anticipated outcomes, the following activities occurred.

- In October 2021, an end-to-end process review was conducted by the DBH Central Office of the WFI-EZ process. Additional steps were added to the process to increase the rate of return for the surveys. For example, the Central Office will send out reminders electronically and follow up with a phone call to families about the survey in measured intervals.
- Module-based trainings on the WFI-EZ and fidelity for coaches and supervisors: This training focused on helping the coaches and supervisors to understand the reports in the WFI-EZ and how to implement strategies to address the results in the reports with coordinators. These trainings occurred in December 2021 and January 2022.
- A training on the WFI-EZ and how to understand the reports geared towards Wraparound coordinators: This training also provided support to coordinators on how to speak with youth, families, and team members about the WFI-EZ to support survey return rates.
- For both above trainings, participants were provided with a pre and post survey addressing their level of confidence in the WFI-EZ and associated reports.
- Following the WFI-EZ sampling, the System of Care Institute consultants will join the regional coaching calls to review the results for each region respectively to identify strengths and areas for improvement.

Quality Improvement Plan results and next steps

The expected outcomes for the QIP focused on training, coaching, and operational updates to the WFI-EZ administration process. The work culminated in a WFI-EZ evaluation cycle that occurred mid-February 2022, through March 2022. A total of 35 Wraparound teams were randomly selected through the WrapStat system for this February/March evaluation cycle. Of those 35 teams, the following surveys were received:

9 Youth
14 Caregivers
35 Care Coordinators
20 Team members

This evaluation cycle appeared to have an improved response rate compared to evaluation cycles from 2021. In the 2021 cycle, July 2021, the response rate did not demonstrate a robust evaluation.

Table 1a	
July 2021 Evaluation Cycle	
Role	Response Rate
Youth n=6	16.67%
Caregiver n=9	11.11%
Team member n=9	0%
Care Coordinator n=9	66.67%

The low number of responses in July 2021 prompted the QIP above. Increasing the response rate provides more aggregate data and opportunity to look at overall fidelity and the key elements. It appears that the QIP did impact the response rate for this most recent evaluation cycle in 2022.

Table 1b	
February/March 2022 Evaluation Cycle	
Role	Response rate
Youth n=9	25.7%
Caregiver n=14	40%
Care Coordinator n=35	100%
Team Member n=20	57.14%

It is noteworthy that the total number of respondents in the 2022 evaluation cycle is a small representation of youth enrolled in Wraparound. While it does provide information about the health of Idaho WInS the program, further evaluation cycles and more responses are needed for aggregate data analysis.

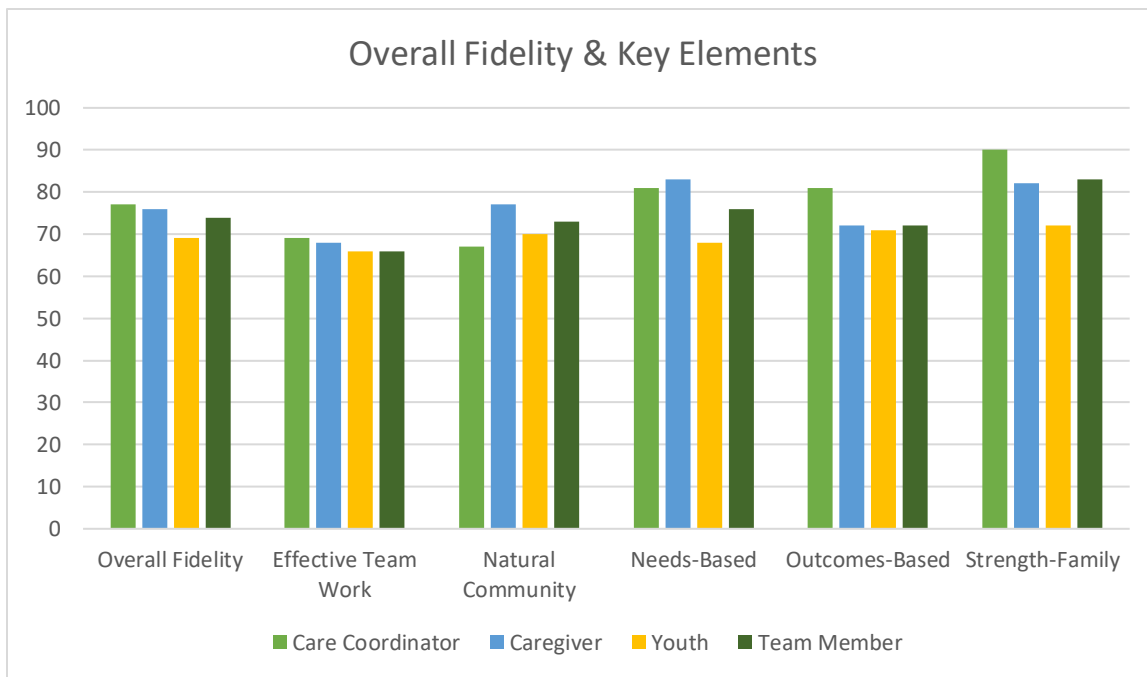
Overall Fidelity & Key Elements

In 2021, the National Wraparound Initiative (NWI) established national benchmarks for Wraparound programs to measure whether the program is achieving Wraparound to fidelity. Listed below are the NWI Established Benchmarks for program fidelity for the four types of forms. The table following graph 1a contains the numerical value in graph 1a for each of the form types for overall fidelity and key elements. The yellow highlighted values indicate responses from the evaluation cycle that are below the high-fidelity values based on the NWI benchmarks.

NWI Benchmarks Caregiver & Youth forms						
Category	Overall Fidelity	Effective Teamwork	Natural & Community Supports	Needs based	Outcomes based	Strength & Family driven
High Fidelity	80+	75+	75+	85+	90+	90+
Adequate	75-79	70-74	65-74	75-84	80-89	80-89
Borderline	70-74	65-69	60-64	70-74	75-79	70-79
Inadequate	<69	<65	<60	<70	<75	<70

NWI Benchmarks-Care Coordinator and Team Member forms						
Category	Overall Fidelity	Effective Teamwork	Natural Community Support	Needs based	Outcomes based	Strength Family driven
High Fidelity	75+	70+	70+	80+	75+	85+
Adequate	70-74	65-69	65-69	75-79	70-74	80-84
Borderline	65-69	60-64	60-64	70-74	65-69	70-79
Inadequate	<64	<59	<59	<69	<64	<69

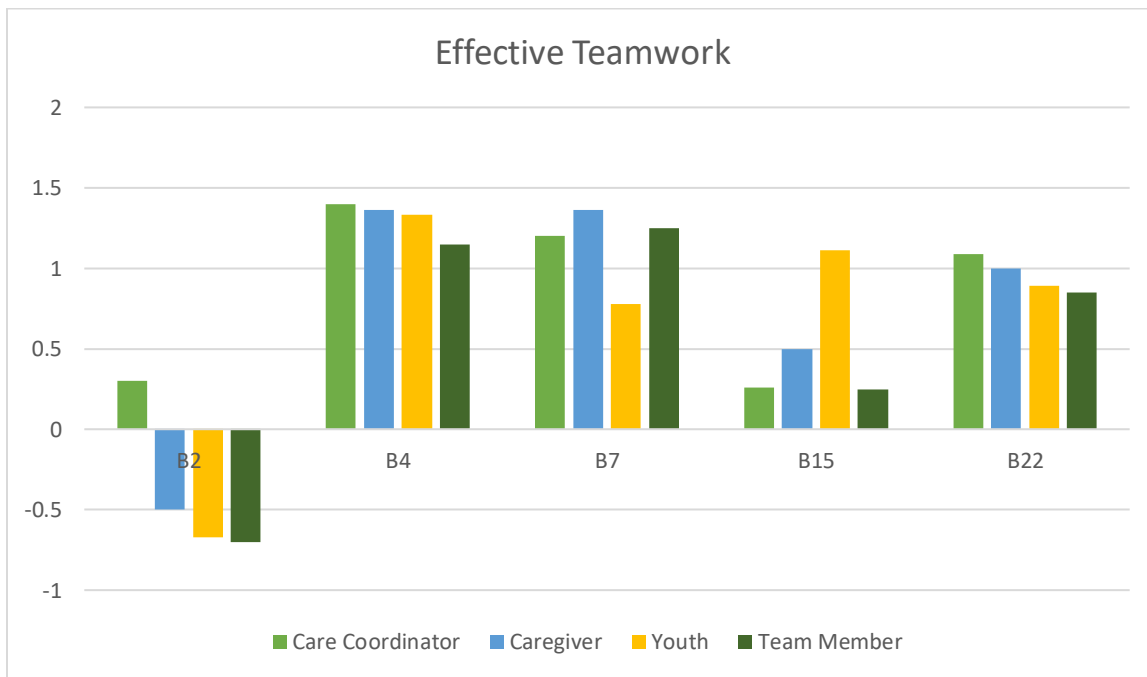
Graph 1a represents the Overall Fidelity and the five Key elements: Evaluation cycle February/March 2022.



Idaho WInS: Evaluation Cycle February/March 2022						
	Overall Fidelity	Effective Teamwork	Natural Community Support	Needs Based	Outcomes Based	Strength Family Driven
Coordinator	77.49%	68.54%	67.41%	80.76%	80.66%	90.3%
Team	73.98%	66.21%	72.74%	76.22%	72.25%	82.64%
Youth	69.08%	65.52%	70.21%	67.5%	70.52%	72.14%
Caregiver	76.43%	68.26%	77.24%	82.64%	72.36%	81.67%
Total average	73.5%	67.13%	71.90%	76.8%	73.95%	81.68%

From the recent evaluation cycle, the Idaho WInS program is achieving high fidelity in two areas for the Care Coordinator forms and one area from the Caregiver form. For this report, the areas of Effective Teamwork and Natural and Community supports will be the focus as these areas appear to have the lowest total average.

Graph 1b: Effective Teamwork²



In this key fidelity item, those surveyed provide input on whether they viewed their Wraparound experience as promoting the Wraparound team-based principle. Questions are focused on whether the right people are included on the team, are all the providers on the team, whether the team completes tasks as assigned, and whether the youth and family provide feedback on how the process is working for them.

The information presented above at face value does not appear to be concerning as there are items in which the team members indicated that they agree with the question. However due to the use of reverse scoring items, looking into the scores above by item is the most helpful to understand how the youth, family, and team members experience Wraparound.

B2: There are people providing services to my child and family who are not involved in my Wraparound team.

This item is a reverse scored item on the WFI-EZ. It is expected that the respondent would answer in the negative or disagree. It appears of the respondent types, all but the Wraparound Care Coordinator answered the question correctly indicating that the providers involved with the youth and family are on the Wraparound Team. It is unclear as to why the answer by the Care Coordinator is reported in the positive because the Care Coordinator collaborates with the youth and family to include providers on the Wraparound Team. Further training and coaching about the reverse scored items will support Care Coordinators in confidently answering the WFI-EZ for their youth and families.

² The WFI-EZ contains questions when scored are called “reverse scored”. The questions are designed so that the reader will disagree with the question eliciting a negative response. Items in the effective teamwork key element that are reverse scored are B2, B7, and B15.

B4. The Wraparound team came up with creative ideas for the plan that were different from anything that had been tried before.

The respondents on this item indicated that they agreed if not more than agree that the plan contained creative ideas that had not been tried before. This is a characteristic of Wraparound planning and the team-based principle supporting Wraparound youth and families. It is a process that allows for creative solutions to meet identified needs.

B7. I sometimes feel like our team does not include the right people to help my child and family.

This item is also a reverse scored item and as the result indicate above, respondents did not disagree with this item. This suggests that the respondents may believe that there needs to be others included in the team meeting than who is currently present. This item is slightly different than B2, as this item includes natural and community supports.

B15. Members of our Wraparound Team sometimes do not do the tasks they are assigned.

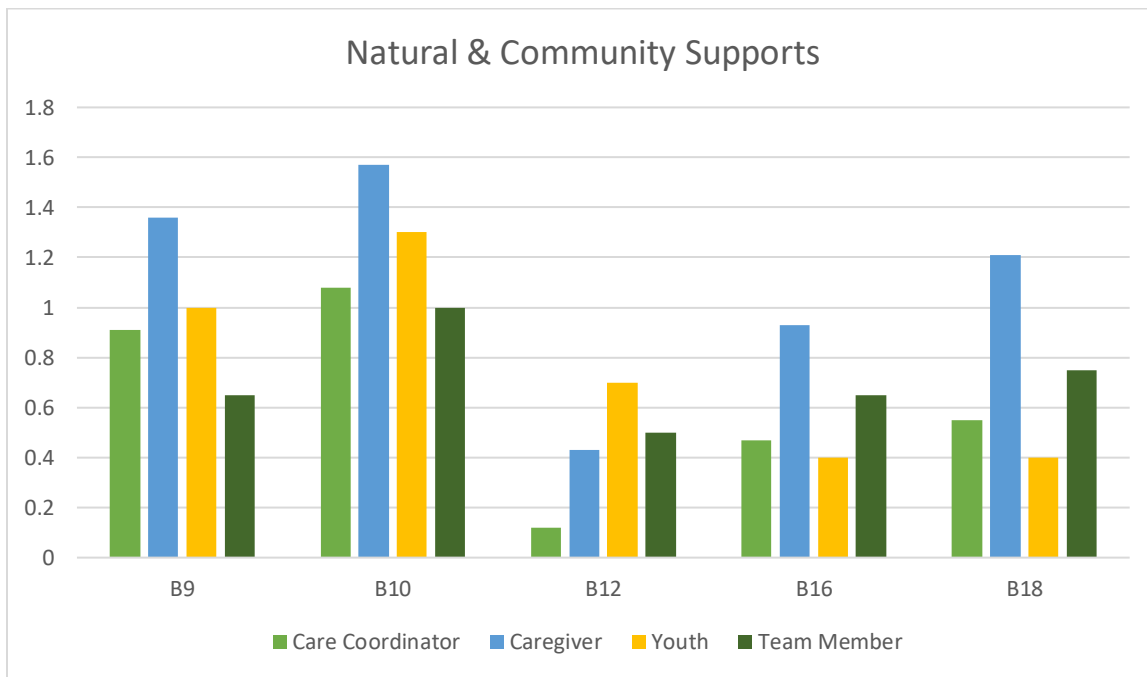
This item is also a reverse scored item. The results above indicate that all respondents did not score the item as intended by disagreeing with the question. This suggests that the youth and caregivers did not report that they were experiencing effective teamwork where all team members participate and are accountable to plan implementation. In Wraparound when team members agree to participate in the teaming process, this agreement also includes participating in the Wraparound Plan of Care implementation which typically will include assigned tasks for completion.

B22. At each team meeting, my family and I give feedback on how well the Wraparound process is working for us.

Respondents answered mostly in the affirmative that they agreed with this statement indicating that families and youth may feel that they have opportunity to be heard through a process of providing feedback. This response supports the family-driven principle in Wraparound.

Areas for additional coaching in this WFI-EZ key element are questions B7 and B15. Assisting Coordinators and coaches to ensure through the orientation process that the family identifies and invites the right people to the teaming process is important for the youth and family to feel heard and understood. It is also supporting the youth and family beyond the Wraparound planning process.

Graph 1c: Natural & Community Supports³



In this key element, those surveyed reported strengths in the following areas.

- Families increasing the support they get from friends and family.
- Developing strong relationships with people they can count on.
- The team includes people who are not paid to be there.
- The Wraparound plan includes strategies that do not involve professional services and are things the family can do itself or with help from friend and family.

B 12. Our Wraparound Team does not include any friends, neighbors, or extended family members.

The one reverse scored item was not answered correctly. This question B12 suggest that youth and families indicated between neutral and agree that the team does not include any natural supports such as friends, neighbors, or family members. It is unclear as to what prompted the youth and family to answer in this manner. They did indicate in question B16 that the team includes people that are not paid to be there (e.g., friends, family, faith), which may contrast with the reverse scored item of B12.

It is common that nationally this key element is regularly targeted for improvement as it is often difficult to gather natural support or community supports for youth and families. This will be a targeted area for improvement for the Idaho WInS program.

³ There is one reverse scored item in this Key Element of the WFI-EZ. This item is B12.

Conclusion

The Quality Improvement Plan achieved several of the anticipated outcomes.

- Training was implemented for all coaches and coordinators on the WFI-EZ and understanding the reports.
- Participants were surveyed pre and post training. The results indicated improvement in understanding for the respondents of the surveys.
- Coaching for each region reviewed the results of the February/March 2022 WFI-EZ evaluation cycle and identified strategies to address targeted items in the Key Elements.
- An end-to-end process review and update occurred for the administration of the WFI-EZ in October 2021. The response rate from July 2021 to February/March 2022 demonstrated significant improvement.

Next Steps

The next WFI-EZ evaluation cycle is scheduled for May/June 2022. By that time, all the regions will receive coaching support regarding the February/March 2022 evaluation cycle results and identify ways to impact the key elements through Wraparound practice. It is expected that there will be improvements in the Effective Teamwork and Natural & Community Supports key elements.

In review of the administration process, the following items were identified to update in the process flow.

- Implementing a process for the coordinators to return timely verification of youth to pull the sampling.
- Two months prior to the start of an evaluation cycle, the process of identification of cases for sampling, verifying active status, and verifying the contact information for youth, family, and team members will occur.
- Updating the process to include notification to telework DBH Central Office staff for any surveys received via USPS mail.

From the results indicated above, further coaching support to coordinators and coaches will be needed in the areas that are below the high-fidelity benchmark. The results indicated a need for increasing the youth responses.

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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

Appendix B

The Ten Wraparound principles

Family driven & 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.

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.

Strength-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.

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.

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.

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.

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. -

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.

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.

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.

References

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

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