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# IDAHO WRAPAROUND INTENSIVE SERVICES ANNUAL REPORT

JULY 1, 2024 – JUNE 30, 2025

Prepared by the Division of Behavioral Health Wraparound Center of Excellence Team



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# Introduction

## Purpose

The Idaho Wraparound Intensive Services—known as IWInS or Wraparound—is a highly structured, evidenced-based approach to intensive care coordination services for youth and families.

This report provides an overview of Wraparound’s first year of implementation under Magellan Healthcare, the state’s managed care organization, beginning July 1, 2024. It summarizes progress in workforce development, community outreach, and program impact, and offers recommendations for improvement as Wraparound continues to grow statewide.

## Workforce Development

The Wraparound Workforce Development model ensures high quality services for youth and families by grounding training and coaching in national best practices. Program development is informed by the National Wraparound Initiative (NWI), and the Wraparound Center of Excellence (CoE) partners closely with Portland State University’s System of Care Institute (SOCl) to provide ongoing training, coaching, and consultation for long-term sustainability.

Wraparound coaches and CoE supervisors support community providers through:

- Foundational training
- Ongoing coaching
- Fidelity monitoring
- Quality management
- Technical assistance

These elements work together to promote consistent, high-fidelity Wraparound services across Idaho.



## Wraparound Foundational Training

The Wraparound Foundational Training is a virtual, module-based program that introduces care coordinators to key concepts such as fidelity, quality, and best practices. It includes 10 modules, each two hours long, combining instruction with interactive activities and skills practice.

Four trainers are currently completing SOCI's Level 1 certification process, which includes clear benchmarks for Level 1 and Level 2 certification. Trainers dedicate about five hours each month to preparation, review, and maintenance of training materials. Once Level 1 certification is achieved, they will begin the process for Level 2 certification.

Since August 2024:

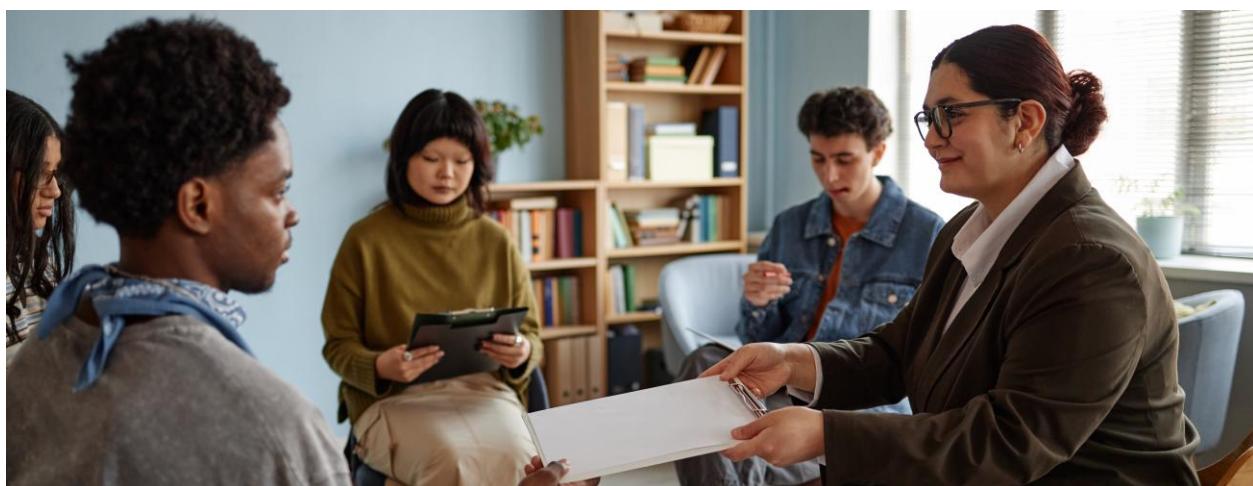
- 40 total training hours have been delivered
- 40 care coordinators and supervisors have participated
- Up to two training cycles may be offered each year based on network needs

## Coaching

Coaching begins as soon as a provider identifies staff who will become care coordinators. Coordinators are paired with a Wraparound coach before starting foundational training and may begin serving families after completing the second of ten training modules. Coaching continues throughout their development to ensure high-quality practice.

Coaches help care coordinators build skills in:

- Learn skills to represent fidelity in their practice
- Applying engagement and facilitation techniques
- Completing Wraparound documentation
- Navigating system requirements
- Applying fidelity tools and handouts to help apply concepts to real cases



## Coaching Types

There are three different coaching types: one-on-one, group, and in-vivo coaching.

### *One-on-One Coaching*

Coaches meet monthly with each care coordinator to develop and update an Individualized Coaching Plan (ICP).

These sessions include:

- Case consultations
- Review of the ICP progress on benchmarks and learning goals
- Skill development (e.g., brainstorming strategies to try, roleplay with tools, facilitation skills, and engagement techniques)
- Review of paperwork (e.g., Plan of Care, Crisis and Safety Plan, Transition Plan, and case documentation)
- Discussion of training content and tools
- Review of fidelity tools (WFI-EZ, TOM 2.0)

### *Group Coaching*

Coaching is offered monthly to all care coordinators statewide. Topics rotate based on needs reported by care coordinators or trends observed by coaches.

Group sessions may include:

- Tool demonstrations
- Review of state and regional fidelity data (e.g., WFI-EZ, TOM 2.0)
- Group role play

Care coordinators are not required to participate in group coaching, but it is strongly encouraged.



### *In-vivo Coaching*

In this type of individualized coaching, coaches observe or participate directly in care coordinators' meetings with youth, families, or teams.

Coaches may:

- Observe and provide feedback
- Co-facilitate meetings
- Demonstrate the use of different tools and skills

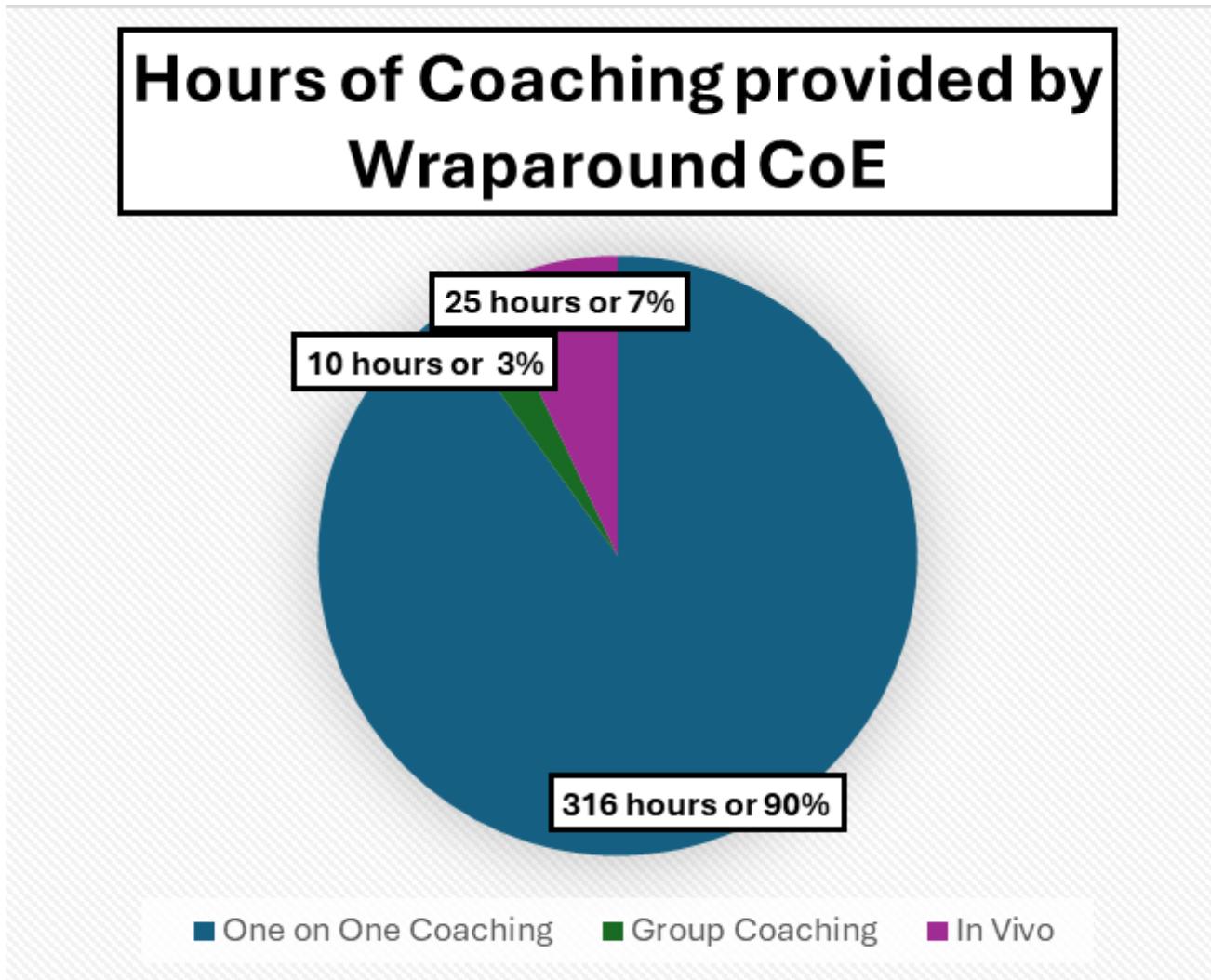
This hands-on support strengthens skills and promotes confidence in real-time practice. In-vivo coaching is optional, at the request of care coordinators.

## Coaching Data

The initial cohort began July 1, 2024 with eight care coordinators from two different agencies. By February 2025, there were a total of 36 care coordinators from nine different agencies. We lost of number of care coordinators in this period due to attrition.

Total coaching hours provided:

- 316 hours of one-on-one coaching
- 10 hours of group coaching was provided by the Wraparound CoE
- 25 hours of in vivo coaching



## Feedback Loop

Regular feedback provides our coaches with valuable insights into their strengths and identifies areas where they can further improve, allowing them to make targeted adjustments to better meet the needs of the care coordinators and the agencies they work with.

To ensure ongoing improvement, CoE uses a robust feedback system designed to strengthen coaching, training, and program quality. Feedback is gathered from:

- Care coordinators
- Supervisors
- Families
- Community partners

Methods and tools supporting feedback include:

- Foundation Training evaluations
- Quarterly coaching feedback forms
- Follow-up surveys (Wraparound 101)
- Fidelity tools (WFI-EZ, TOM 2.0)
- Benchmark trackers for coach certification

This process promotes transparency, builds trust, resolves concerns early, and supports continuous growth for both coaches and coordinators.



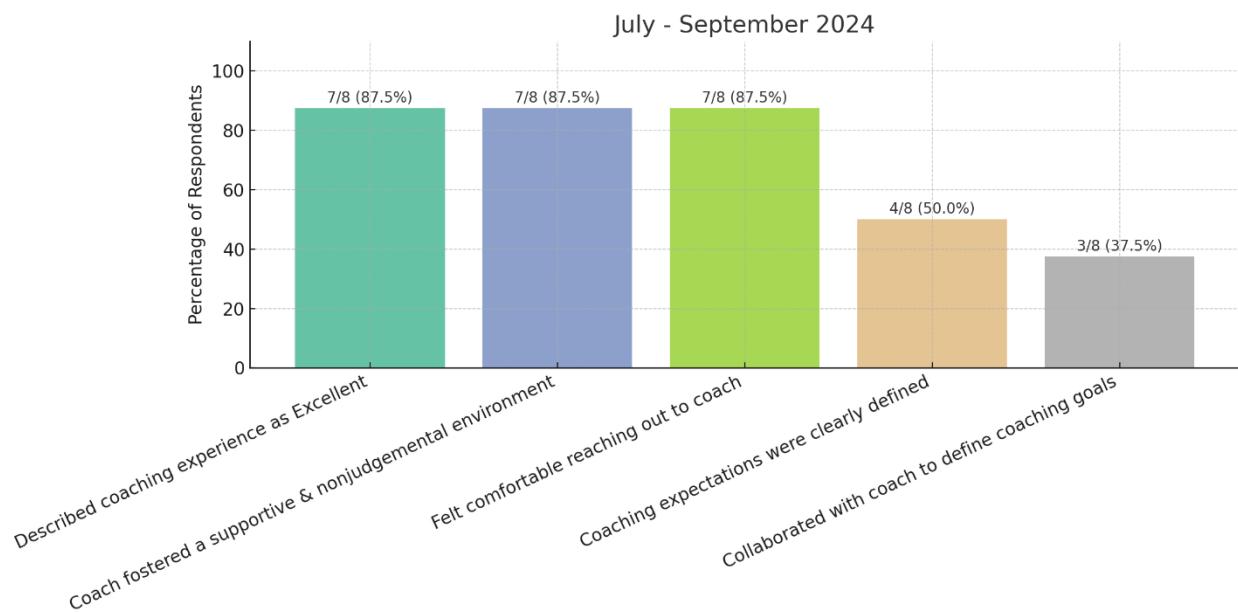
## Wraparound Coaching Feedback Form

The quarterly Wraparound Coaching Feedback Form measures care coordinators' experience and satisfaction with coaching and identifies opportunities for improvement.

### *First Survey*

In-network care coordinators were first surveyed in September 2024. Eight respondents highlighted strengths, including their coaches, and opportunities for improvement, including setting clear expectations and collaborating with coaches to establish goals.

Care coordinators shared their appreciation for their experience, including: learning about Wraparound fidelity and different tools and approaches to assist them; observing coaches facilitate meetings; learning to coordinate care with other professionals; and learning different perspectives from each coaches.



### *Second Survey*

In the second survey, covering January to March 2025, the six respondents reflected a significant improvement in both clearly defining expectations (83.33%) and collaborating with their coach to define coaching goals (66.67%). Care coordinators overwhelmingly (83.33%) were provided tools and resources to overcome obstacles and challenges. Coaching expectations went up to 83.3%, a 33% improvement. Defined coaching goals went up 29.2%, an improvement for coordinators having defined coaching goals.

Feedback during the second survey emphasized helpful engagement strategies, clear and simple explanations, and increased confidence meeting with families.

Comments included:

*“I found the engagement resources my coaches provided to be very helpful. My coaches helped me think of ways I could build rapport and be sure the youth is engaged in the process.”*

*“They [coaches] are good at giving details in a sequential order and simplifying concepts.”*

*“I feel more confident when meeting with families. I am always learning about new tools/resources.”*

*“I have recently gained more insights into filling out the Wraparound Plan of Care and identify helpful outcome and need statements.”*



### *Third Survey*

In the final survey, covering April to June 2025, all eight responding care coordinators felt comfortable reaching out to their coach and agreed or strongly agreed that coaching sessions matched their learning styles.

Care coordinators' appreciation for their coaches was reflected in the narrative comments, including:

*“Very timely and prompt with messages via TEAMS or email. Always on time to meetings and provides her full attention the whole hour or so.”*

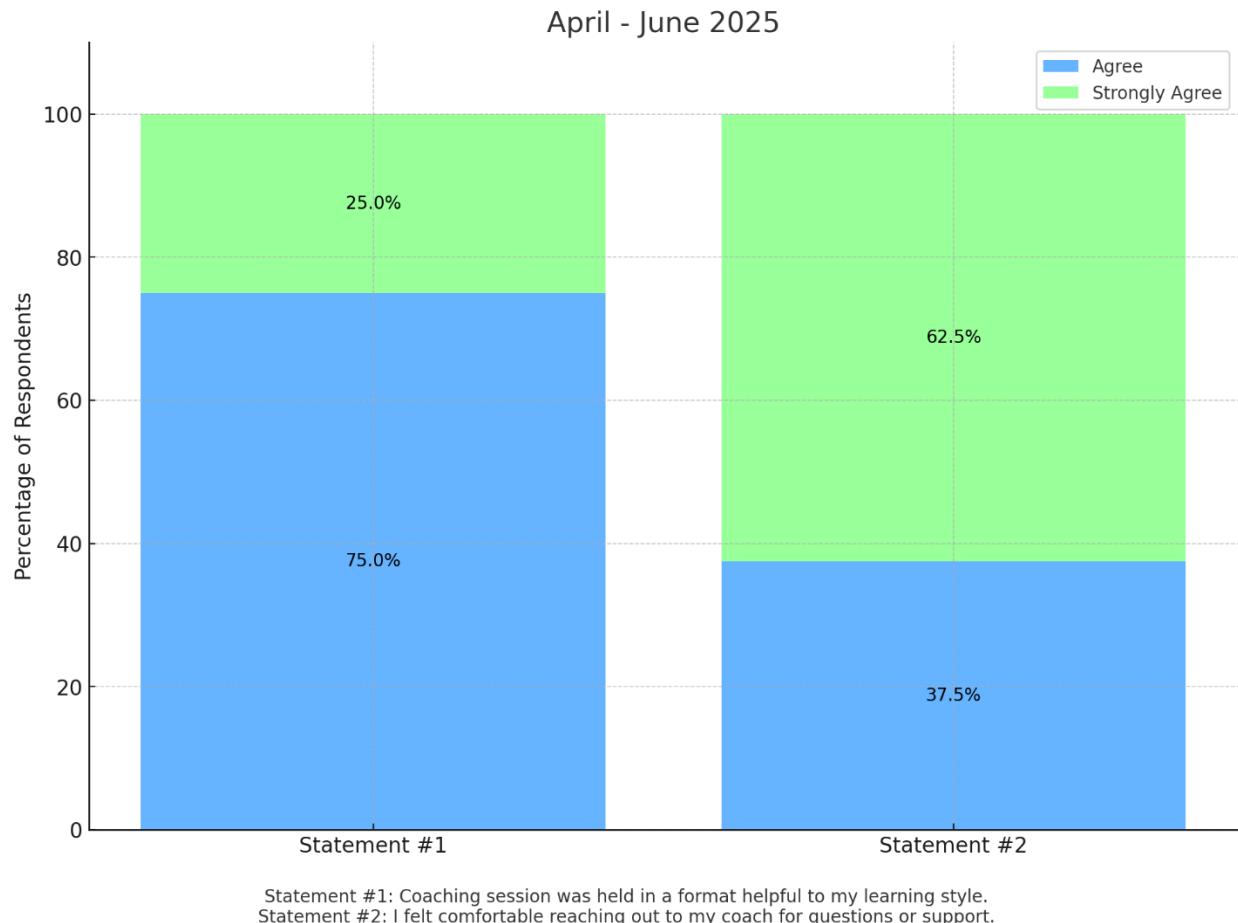
*“He makes me feel seen as a human before being seen as a Care Coordinator. He genuinely takes an interest in who I am and how I am doing. It makes me feel respected and encourages me to learn 😊”*

*“Their understanding that everyone learns differently and their patience.”*

*“She is not forceful, but supportive and suggestive.”*

*“I appreciate their thorough explanations and note taking so I can review what we discussed.”*

*“experience”*

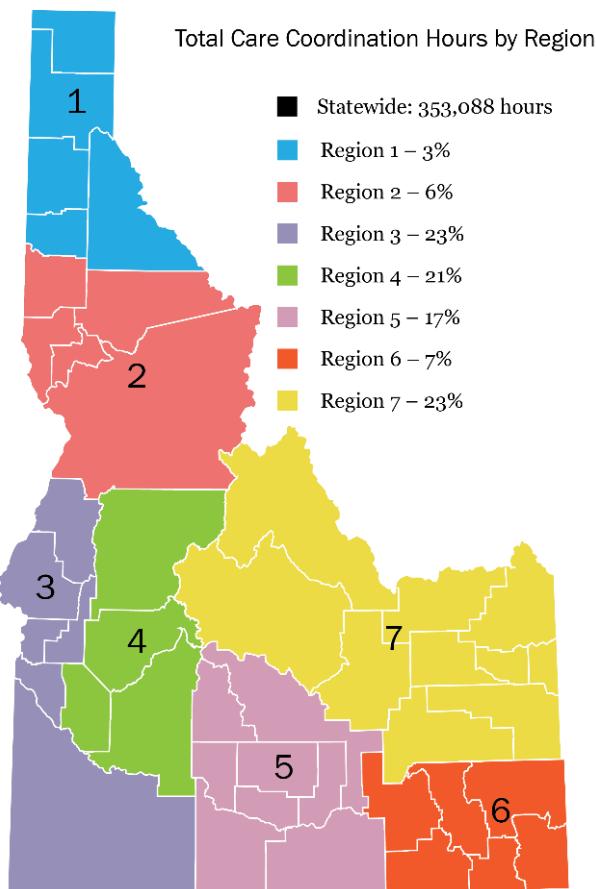
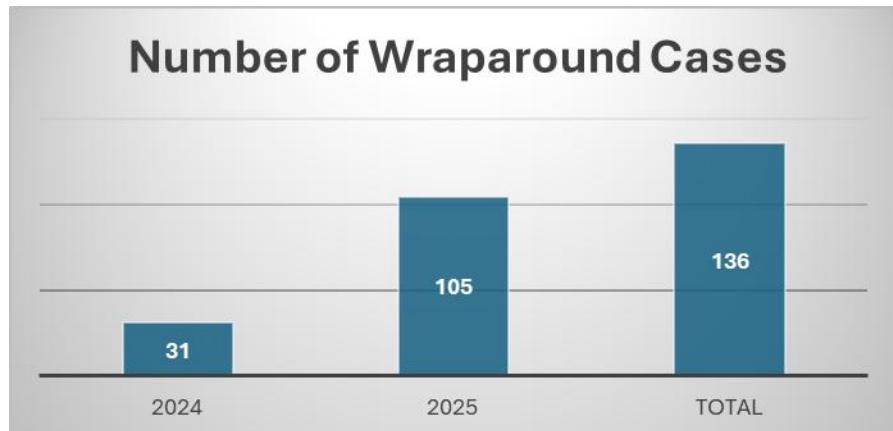


## Impact of Wraparound

### Enrolled Youth

Community agencies began providing Wraparound services on July 1, 2024.

From July 1 to Dec. 31, 2024, a total of 31 families received these services. By June 30, 2025, the number of families served increased to 105, representing 238% growth. This brought the total number of families receiving Wraparound services in the initial year of implementation to 136.

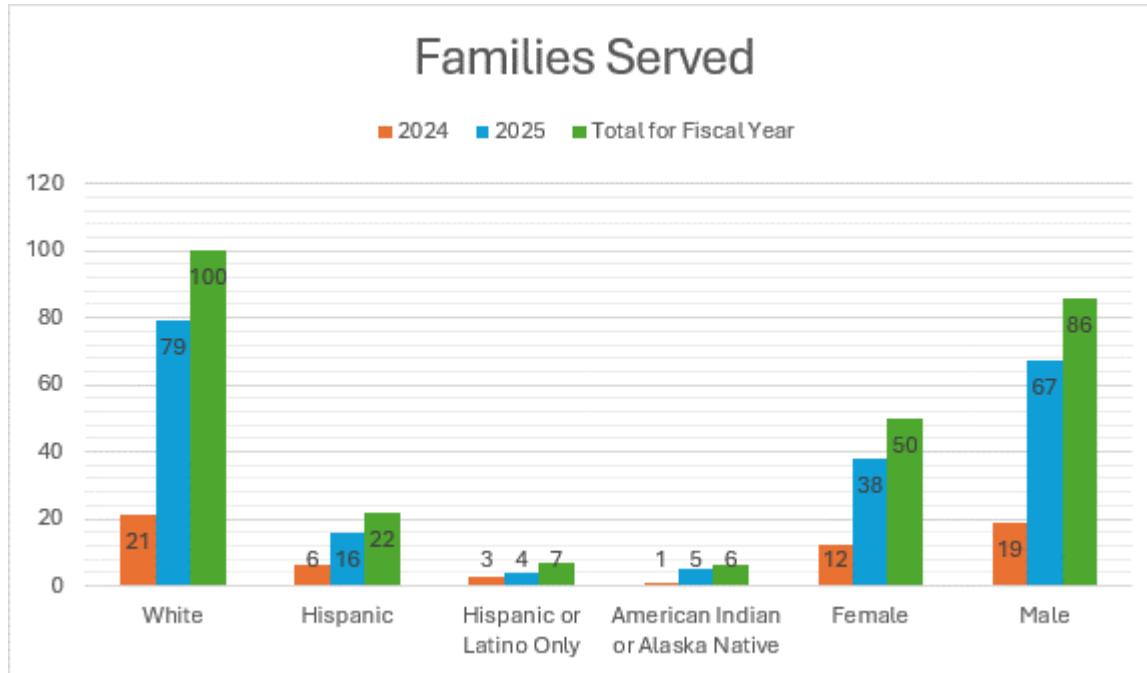


From July 2024 through June 2025):

- 353,088 care coordination hours were delivered
- Services were used most in regions 3, 4, and 7
- Families from all seven regions received Wraparound support

As this first year progressed, Wraparound services for families increased in each demographic.

Overall, the data collectively underscores the substantial growth in the provision and utilization of Wraparound services from 2024 to 2025.



### Child, Youth, and Family Services

All DHW divisions and programs have united to support a single overarching goal: improving child welfare outcomes. The evidence-based Wraparound program has proven effective with youth who have the highest needs, including those youth in foster care. From Oct. 1, 2024, through June 1, 2025, 93 youth in foster care received Wraparound services. This reflects Wraparound's role in preventing displacement disruptions and supporting high-needs youth.

## Family Experiences (“Wrap-Claps”)

Coaches have seen and heard the good progress that families and youth have made, and coined these success stories as Wrap-Claps.

**Support into adulthood.** A Wraparound Provider demonstrated how persistence and teamwork can result in good outcomes. The Wraparound coordinator, the agency’s supervisor, and the agency’s support staff all worked together to help a youth and family go through the authorization process to continue Wraparound services after the youth’s 18<sup>th</sup> birthday. Although it required learning what the process required and the different timelines, the provider collaborated with Magellan and the CoE to get this 18-year-old approved to continue with Wraparound and it was a success! This youth will continue to get the support from the team into young adulthood.

**You are not alone!** It is something that a parent discovered through the community-based and persistence principles of Wraparound. From residential treatment being the recommendation for this youth to the youth now regularly attending school full days. The Wraparound crisis and safety planning and the planning for ongoing needs have helped link the family to the appropriate strategies and the support needed to help the youth be successful in the school and community environments. This family has a language barrier, and Wraparound has provided a space where there can be open communication between the family and the different professionals in a way that is understandable for the family!

**No more broken telephone games!** Wraparound has provided a safe space for a family and the school staff to communicate civilly and respectfully about a teen’s needs. The collaboration and discussions in Wraparound team meetings allowed parents and school personnel to understand each other’s perspectives and has helped them reach a shared understanding of the prioritized needs. From what used to be a tense relationship, parents and school staff are now working together and supporting each other to help the teen achieve her individualized goals. The family has expressed happiness with the collaboration and support from the school. And the school has demonstrated a strong commitment to help this family by staying involved in the team meetings even through the summer!

**Wraparound is a family approach!** And one parent has benefited from this. Having the team-based and support in her Wraparound team meetings and the ongoing follow-ups from the care coordinator has helped a parent stay organized and feel validated, resulting in good progress on her plan towards reunification with her child. The team-based approach has been key to help the mom not feel judged but rather heard, understood, and supported. This level of support has empowered the parent to speak up and share her perspective. Kudos to the care coordinator who has built a strong partnership with this parent!

## Team Member Testimonials

System partners value the structure and collaboration that Wraparound provides:

*“Yes, I like this extra layer of accountability with students. It is helpful to have planned meetings with all parents, officers, school personnel, etc.”*

*- School Principal*

*“Just wanted to say thank you so much for your help and for sending this information [Wraparound Referral Information] over to me. I really appreciate your support and am looking forward to working with you in the future.”*

*- Probation officer who planned to send additional referrals to Wraparound.*



## Community Outreach

### Wraparound 101

Coaches have delivered virtual and in-person Wraparound 101 presentations to help the community and system partners understand what Wraparound is, eligibility and access, and how to make a referral to the program.

Since Oct. 1, 2024, Wraparound CoE has conducted 33 presentations to 338 individuals statewide. Of those 33 presentations, approximately one third were provided to Child, Youth, and Family Services workers.

## Newsletter

The CoE collaborates with Magellan's networking team to include Wraparound content in quarterly newsletters, highlighting:

- CoE competency areas
- Success stories
- Roles of coaches, coordinators, and trainers
- Resource links



## Website

The CoE's DHW website provides a program overview, shares the CoE's vision and mission, publishes training calendars, and includes resources for providers and families.

The site supplements information provided through Youth Empowerment Services and Magellan.

***Scan to visit the DHW Wraparound Website***



## Next Steps

### Reporting

This first year reflects strong progress, growing enrollment, and positive feedback from families and partners. Opportunities to refine implementation include:

#### *Ongoing data collection*

Continue routine reporting using TOM 2.0, WFI-EZ, Quality Service Reviews, and quarterly feedback forms starting Jan. 2026.

#### *Monitor key indicators*

Evaluating quality indicators related to the impact of Wraparound:

- Family voice and choice
- Number of youth enrolled
- Percentage of families reporting needs being met
- Adherence to Wraparound principles.

#### *Strengthen quality of care*

Improve satisfaction, reduce duplication of resources, support best practices, and prevent unnecessary out-of-home placements.

## Appendix A – Definitions

**Wraparound Community Provider:** A community agency that implements Wraparound services to serve youth and families.

**Wraparound Coach:** A peer with direct Wraparound coordination experience who has completed foundational training and is working toward or has completed the Wraparound Coordinator Certification process. Wraparound coaches must understand high-fidelity practice, fidelity tools, system requirements, documentation, facilitation, and engagement skills.

**Individualized Coaching Plan (ICP):** A document created jointly by the Wraparound coach and coordinator outlining goals, benchmarks, strengths, areas of growth, and fidelity data. Updated after every coaching session.

**Coaching Feedback Form:** A quarterly anonymous survey with rating and open-ended questions that evaluates the coaching relationship, communication, professionalism, and usefulness of tools and information.