





NWIC

National Wraparound
Implementation Center

Advancing Systems  *Enhancing the Workforce*  *Improving Outcomes*

Structures and Supports for Successful High Quality Wraparound Implementation

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Shannon Robshaw, MSW

Mona Gauthier, LPC-S, MBA

Gwynne Goodlett, JD, MPA



UW Medicine
SCHOOL OF MEDICINE



THE INSTITUTE FOR INNOVATION & IMPLEMENTATION

Objective



This workshop will focus on sharing knowledge about the range of organizational structures and policies that have an impact on the successful implementation of high quality wraparound.

Consideration will be given to staff incentives, management and accountability strategies, organizational and process restructuring, supportive environments and other factors.



Wraparound

- It's not business as usual.....





Principles of Wraparound





Come Over Here If . . .

- Stand up and walk around the room
- Wait for further instructions

Organizational Infrastructure



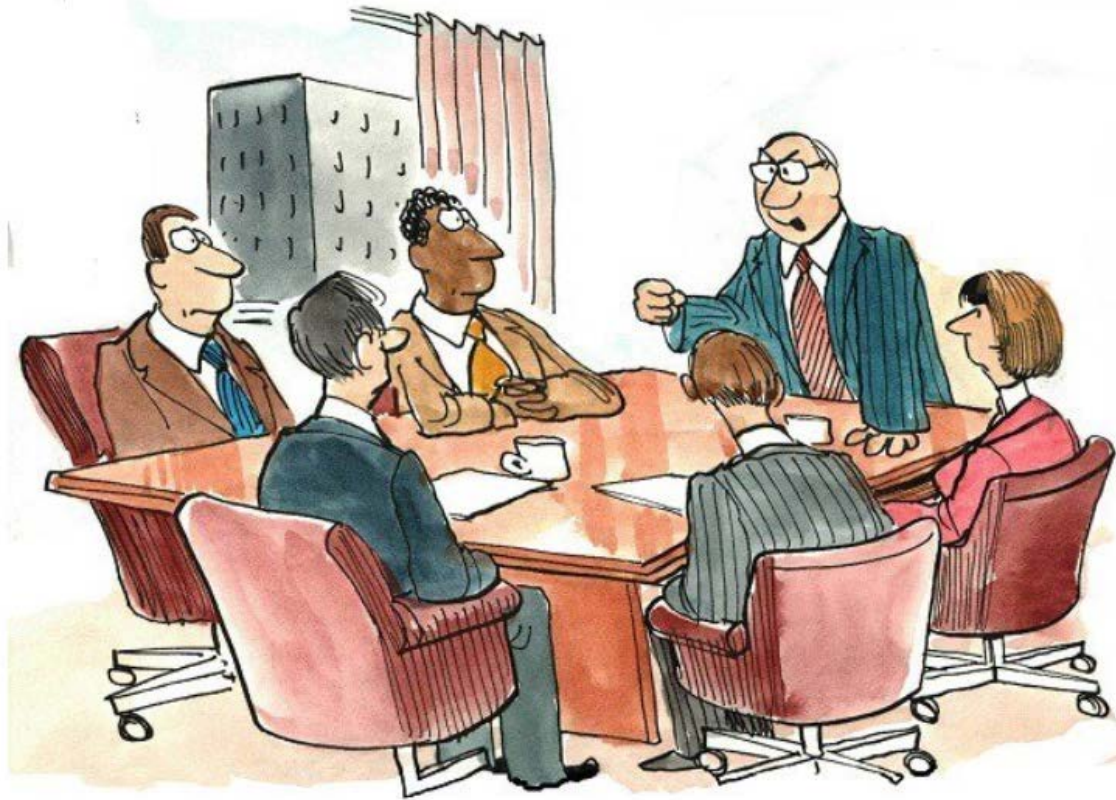
Assess and change organizational structures and work processes to promote success

- Personnel positions
- Workflow and prioritization
- Technology
- Flexible work hours
- Revisions to documentation, forms
- Incorporation of wraparound language/culture into administrative policies/procedures



Training and Coaching

- NWIC training and tools
- Education across entire organization
- Mandated training completion/coaching participation
- Ongoing training and supervision
- Onboarding process for new hires that balances autonomy with clear support for skill development/mastery over time
- Dedicated time for learning



“I don’t want to change. I want all of you to change!”

Supports for Change



- Recognition and promotion of early adopters/champions
- Peer learning
- Financial incentives
- Embed Parent and/or Youth Peer Support
- Integration of wraparound principles/activities into interview process



Accountability

- Clear expectations and timelines
- Reports and metrics
- Lines of authority
- Clear and effective job descriptions
- Incorporation of wraparound language and expectations in all personnel performance evaluations

Continuous Quality Improvement



- Collect data and get feedback from
 - Families
 - Youth
 - Stakeholders
- Institute improvement projects on multiple levels that involve genuine family and youth participation and leadership

Continuous Quality Improvement -- Examples



- Monitor progress notes and/or other documentation/data regarding quantity and quality of contact by staff with family, youth and Child/Family team. Based on data collected, design, implement and measure the outcome of targeted training to staff in need of improvement/alignment with expectations of high fidelity wraparound

Continuous Quality Improvement - Examples



- Track the number of PRTF/acute hospitalization stays/days pre and post participation in wraparound. Identify trends and patterns re: staff performance, agency policies/procedures, etc., that represent barriers to success and make changes.

Continuous Quality Improvement - Examples



- Gather data from family and referral sources regarding length of time from referral to first contact and develop improvement project to decrease wait time.
- Review staff turnover rates and information from exit interviews. Develop/implement changes designed to increase staff retention (i.e., salary schedules, availability of flexible work schedules, caseload sizes, types and amount of resources available to make jobs easier...)

Administrative Structures and Processes



- Procurement
- Data Collection
- Developing Forms and Surveys
- Policy Drafting
- Hiring



Take Aways

- Implementation of high quality wraparound requires supports across every level of the organization
- Incentives and recognition are important
- Accountability is key
- Continuous Quality Improvement should be standard operating procedure

Questions?