

Behavioral Health is Essential To Health



Prevention Works



Treatment is Effective



People Recover

This presentation is hosted by the National Wraparound Implementation Center and the University of Washington's Wraparound Evaluation and Research Team, partners in the National TA Network for Children's Behavioral Health, operated by and coordinated through the University of Maryland.

This presentation was prepared by the National Technical Assistance Network for Children's Behavioral Health under contract with the U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Contract #HHSS280201500007C. The views expressed in this presentation and by speakers and moderators do not necessarily represent the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.



Are You Meeting the Standards? *Engaging Your Wraparound Initiative in a Comprehensive Self-Assessment Process*

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University of Washington Wraparound Evaluation & Research Team (WERT)



Today's Session

- Overview of the development of the Wraparound Implementation and Practice Standards (WIPS)
- Proposed group process of self-assessment and quality improvement planning
- Preview and provide feedback on the “WIPS Self-assessment Portal”

Development and Refinement

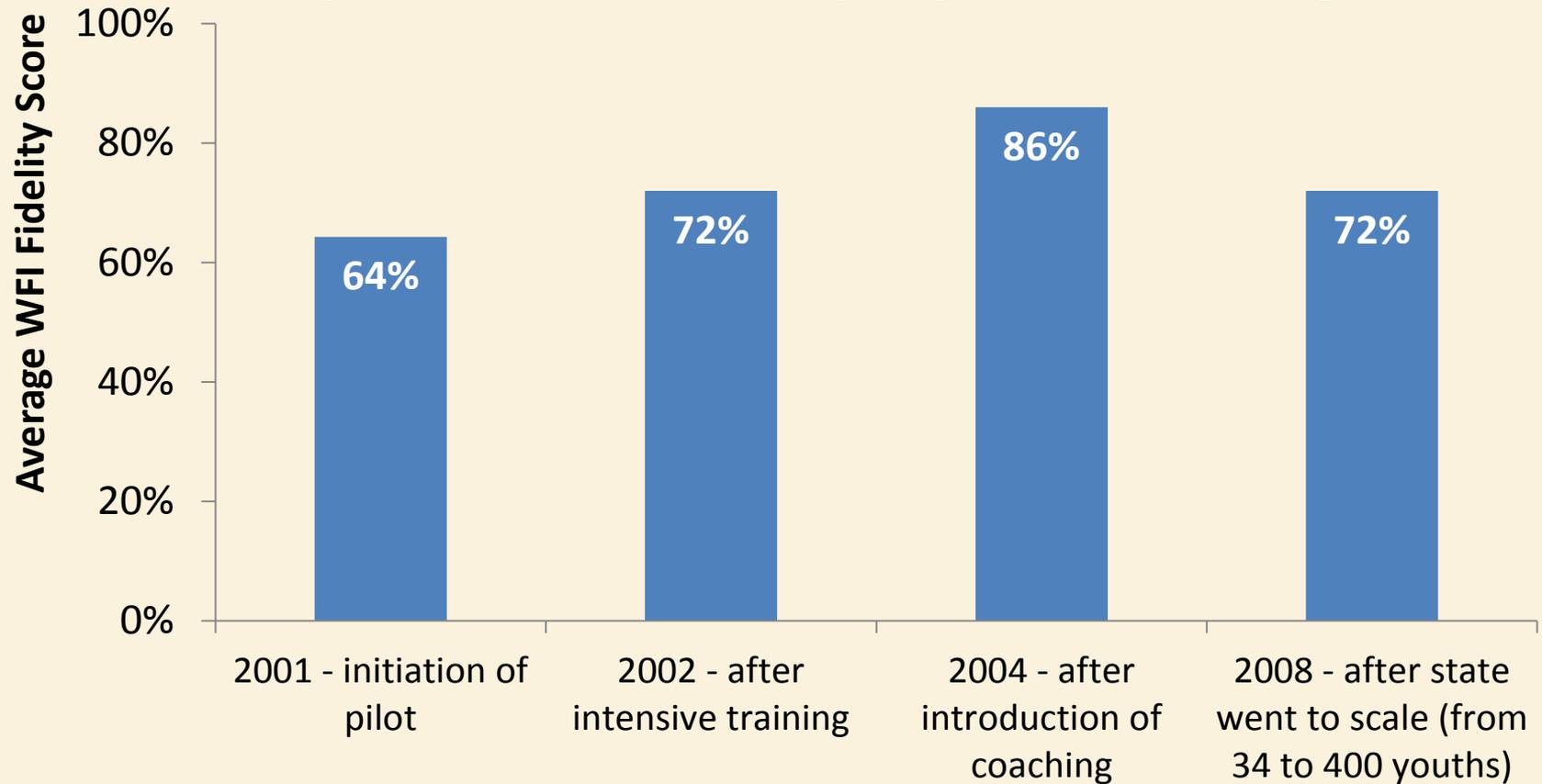
THE WRAPAROUND IMPLEMENTATION AND PRACTICE STANDARDS (WIPS)

What Leads To Positive Outcomes?



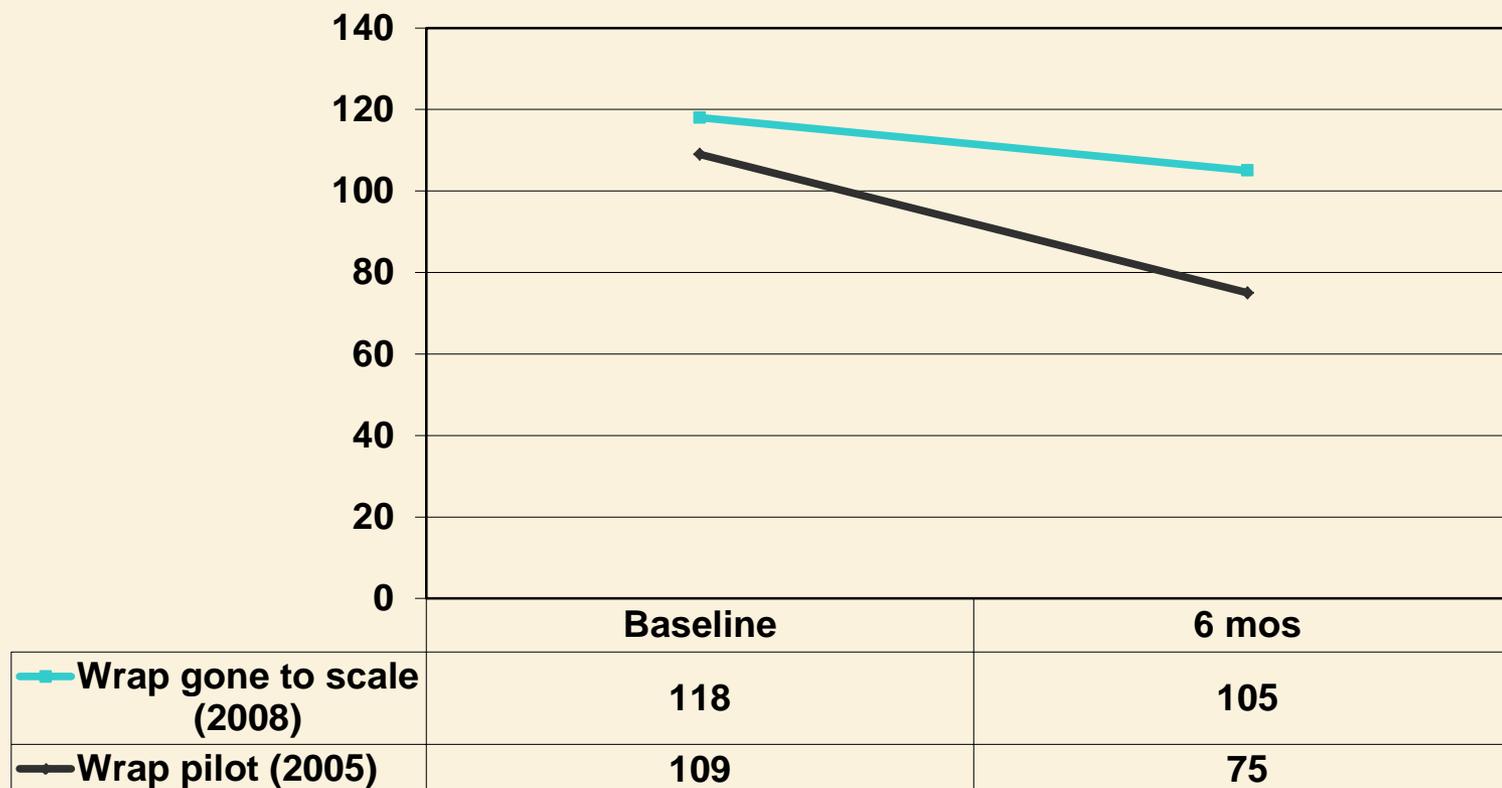
Fidelity and quality goes up and down with workforce development effort

Fidelity Scores at Various Wrap Implementation Stages



Poorer outcomes as implementation supports waned

Average functional impairment score from the CAFAS



At a practice level, Wraparound teams often fail to

- Engage key individuals in the Wraparound team
- Connect youth in community activities and things they do well; activities to help develop friendships
- Use family/community strengths
- Incorporate natural supports, such as extended family members and community members
- Use evidence-based clinical strategies to meet needs
- Continuously assess progress, satisfaction, and outcomes

At a **system and program level**, Wraparound initiatives often fail to

- Build broad, diverse community coalitions to support and oversee the program and its implementation
- Invest in ongoing skill development for workers in key Wraparound roles
- Invest in and organize a comprehensive array of community-based services and supports
- Ensure services are based on research for “what works”
- Provide effective data-informed supervision
- Build and use data systems that can provide needed information and continual quality improvement

Standards are meant to efficiently communicate best practices

Many foundational documents about Wraparound implementation and practice.

Wanted to create a comprehensive, yet concise document for organizations and systems to be able to refer to.

Standards synthesized best-available evidence and information

- Reviewed existing Wraparound practice and implementation guidance and support materials
- Reviewed implementation science and workforce development literature
- Reviewed existing Wraparound effectiveness research
- Reviewed existing Wraparound fidelity measurement tools and common outcome measures
- Consulted with leaders of NWI, NWIC, and NTTAC
 - National Wraparound trainers, system developers, evaluators, and researchers

Integrated Standards Framework

Outcomes: Improved Youth and Family Functioning



Fidelity: High-quality Wraparound Practice



Implementation Supports and Drivers Framework © National Implementation Research Network's Fixsen & Blase, 2008

Community and System Conditions based on Community Supports for Wraparound Inventory © National Wraparound Initiative, 2008

45 Indicators organized into seven standards areas

Five Wraparound Implementation Standards Areas

- Hospitable System Conditions
- Competent Staff
- Effective Leadership
- Facilitative Organizational Support
- Utility-focused Accountability Mechanisms

Wraparound
provider-level

Two Output-Related Standards Areas

- Fidelity: High-quality Wraparound Practice
- Outcomes: Improved Youth and Family Functioning

Last year at NWIA, presented a draft self-assessment tool

WIPS SELF-ASSESSMENT TOOL

Implementation Area 3:

Facilitative Organizational Support



Think about performance in the past year

0 = Not Yet In Place 1 = Partially In Place 2 = Moderately In Place 3 = Mostly In Place 4 = Fully In Place

Indicator	Quality Standard	Rating and Notes										
2A: Manageable Workloads	Care coordinators have manageable caseloads (e.g., 8-12 families or less, depending on the complexity of their needs). Supervisors supervise 6 or fewer care coordinators and/or other individuals. There is adequate staffing for staff to successfully do their jobs.	<table border="1"> <tr> <td>0</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td colspan="5">Need/want more info: <input type="checkbox"/></td> </tr> </table>	0	1	2	3	4	Need/want more info: <input type="checkbox"/>				
0	1	2	3	4								
Need/want more info: <input type="checkbox"/>												
2B: Adequate Compensation and Resources	Care coordinators and supervisors are adequately compensated (commensurate to their experience and comparable to local competition), and have the physical resources they need (office space, computers, cell phones, etc.) to do their jobs.	<table border="1"> <tr> <td>0</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td colspan="5">Need/want more info: <input type="checkbox"/></td> </tr> </table>	0	1	2	3	4	Need/want more info: <input type="checkbox"/>				
0	1	2	3	4								
Need/want more info: <input type="checkbox"/>												
2C: High Morale and Positive	Care coordinators and supervisors are satisfied with their jobs and are not burnt out or over-stressed. There is a high-degree of collective responsibility for program quality and improvement, cohesion	<table border="1"> <tr> <td>0</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td colspan="5">Need/want more info: <input type="checkbox"/></td> </tr> </table>	0	1	2	3	4	Need/want more info: <input type="checkbox"/>				
0	1	2	3	4								
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WIPS Self-assessment response options

To rate the Implementation and Fidelity Indicators, please **think about performance in the past year**, and use the following scale*:

- 4 = This indicator is **fully in place**. Data and documentation indicate that it is functioning well and implemented with a high degree of consistency. The practice requires only maintenance of effort at this time.
- 3 = This indicator is **mostly in place**. Data and documentation indicate that it is consistently implemented; however, there may be some issues with consistency of implementation that suggest it requires additional work to be fully in place.
- 2 = This indicator is **moderately in place**. Data and documentation indicate that it may only be implemented with consistency about half the time. It is clearly in need of additional work to be fully in place.
- 1 = This indicator is only **partially in place**. Data and documentation indicate that it is inconsistently implemented and needs much more work to be fully in place.
- 0 = This indicator is **not yet in place**. Data and documentation indicate that it is rarely implemented with any consistency and will require extensive work before it can be fully in place.

Give it a try!

In the next 10 minutes:

- Flip through WIPS self-assessment tool at the end of the handout
- Choose on area and assess your organization (or an organization you're familiar with)

Still awaiting SAMHSA review and approval. Handout is a DRAFT.

Terminology used in the WIPS

Care Coordinator

The professional primarily in charge of facilitating team meetings, coordinating the family's service plan, and generally moving the Wraparound process forward

Wraparound provider organization

The entity responsible for hiring and overseeing Wraparound facilitators

Wraparound Initiative

The collective momentum and activities undertaken by a wide variety of stakeholders to develop, strengthen, and oversee a System of Care and the implementation of the Wraparound model within their community

Questions

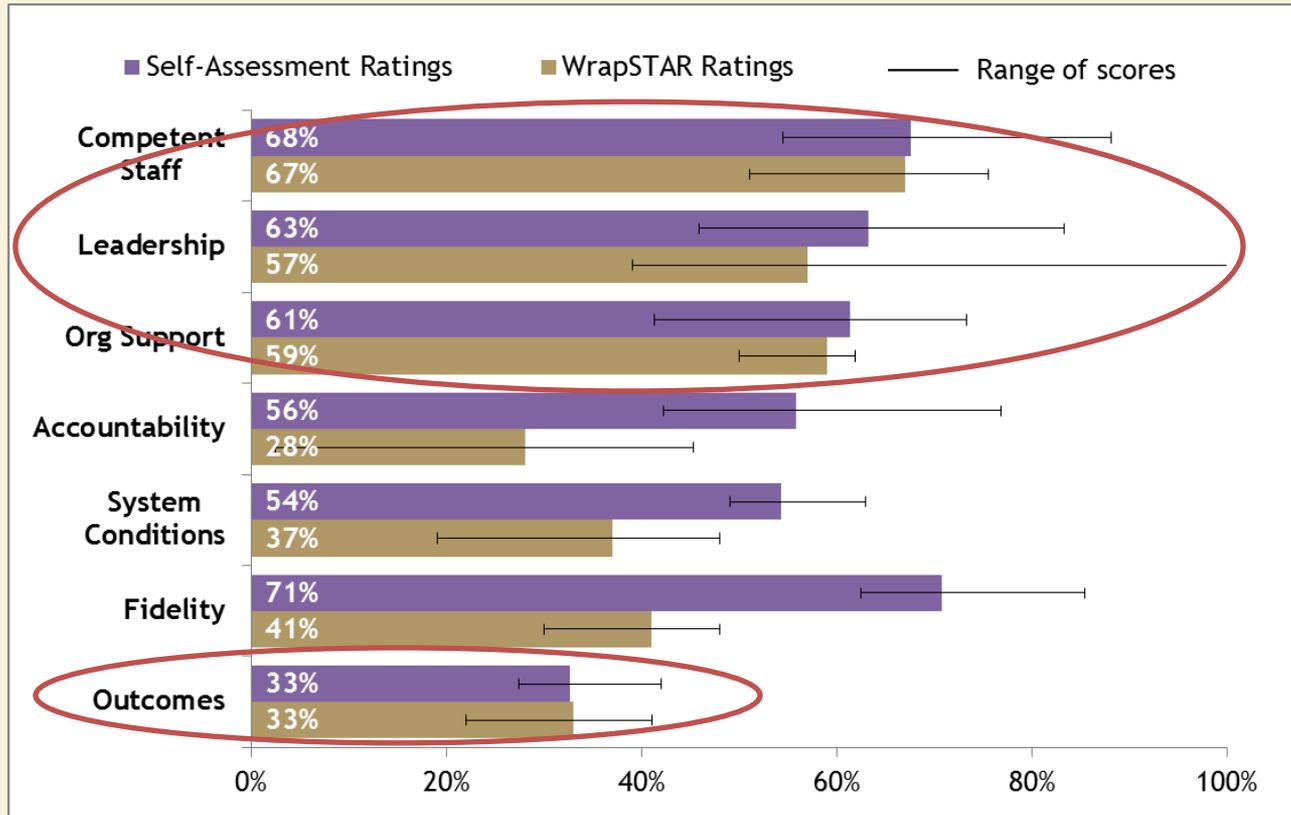
Are standards clear?

Are standards useful?

Do you think your WPO (or one you're familiar with) would benefit from WIPS self-assessment?
How?

Self- vs. external- assessment

Participating Sites' Scores on Self and External Assessment



5 WPOs in one state

Multi-respondent on-line self-assessment vs. WrapSTAR results

Good assessment of organizational implementation context and outcomes

Putting WIPS to Use

PROPOSED SELF-ASSESSMENT AND QUALITY IMPROVEMENT PLANNING PROCESS

Last year we suggested these potential uses of the WIPS in the field

- Guiding a **self-assessment** of Wraparound program quality
- Providing structure to a Wraparound **program planning** process
- Assisting in choosing data elements to incorporate into a **continuous quality improvement** program
- Informing performance-based **contracting**

WIPS self-assessment process guide facilitates these uses

Provide an easy-to-follow semi-standardized approach to using the WIPS for self-assessment and quality planning.

- Flexible enough to fit into existing routines
- Foster reliable self-assessment
- Improve completeness of CQI plans

Still awaiting SAMHSA review and approval. Handout is a DRAFT.

The process is broken into three phases

1. Planning
2. Assessing
3. Acting and Monitoring

Phase 1: Planning

1A. Assemble a Wraparound Quality Team

1B. Identify a Wraparound Quality Champion

1C. Hold a Planning Meeting

Phase 2: Assessing

2A. Complete Individual Self-assessments

2B. Generate a Variation Report

2C. Hold a Consensus-Building Meeting

2D. Generate a Final Team-based WIPS Assessment Report

Phase 3: Acting and Monitoring

3A. Hold an Initial Quality Improvement Planning Meeting

3B. Finalize Quality Improvement Plan

3C. Implement the Plan and Hold Regular CQI Meetings

Questions

How does this proposed process compare to what your WPO's (or one you're familiar with) current quality improvement process?

- Do you currently have a structured and continuous process?

Does this process seem doable? Useful?

- How could it be improved?



Facilitating the Process

THE ONLINE WIPS SELF-ASSESSMENT PORTAL

Goals of portal development

- Make self-assessment process easier and more engaging
 - Centralize suggested process steps, meeting agendas, and resources
 - Automate data collection and reporting
- Serve as a repository for self-assessment and quality improvement planning information
 - Support access and sustainability



Join Us!

The Wraparound Implementation and Practice Standards (WIPS) Self-Assessment Portal will walk you and your colleagues through a step-by-step, to-follow consensus building and planning process to help you and your Wraparound provider organization infuse and maintain evidence-based implementation strategies to ensure healthy organizations, functioning, high-quality staff and services, and the best outcomes for youth and their families. Register now to get started!

[Register Now](#)

The Wraparound Evaluation and Research Team seeks to improve the lives of children and their families through research on the implementation and outcomes of the Wraparound process.

[See what the process is like!](#)

[Free Resource Library](#)

[What people are saying about WIPS!](#)

Checklist moves you through the process

WIPS Wraparound Implementation and Practice Standards Self-Assessment Portal John User ▾

HOME ABOUT US HOW TO REGISTER PRIVACY/SECURITY FAQs CONTACT US **MY PORTAL**

Checklist PHASE 1 Planning PHASE 2 Assessing PHASE 3 Acting and Monitoring My Reports Resource Library Team Members

GREAT WRAP'S PROCESS CHECKLIST

Current Task: 2A. Complete Independent Self-Assessments

PHASE 1: PLANNING

- 1A. Assemble a Wraparound Quality Team
- 1B. Identify a Wraparound Quality Champion
- 1C. Complete a Wraparound Provider Organization Profile
- 1D. Hold a Planning Meeting

Manage your quality team members

WIPS Wraparound Implementation and Practice Standards Self-Assessment Portal John User ▾

HOME ABOUT US HOW TO REGISTER PRIVACY/SECURITY FAQs CONTACT US **MY PORTAL**

Checklist PHASE 1 Planning PHASE 2 Assessing PHASE 3 Acting and Monitoring My Reports Resource Library **Team Members**

QUALITY TEAM MEMBERS

Great Wrap's Wraparound Quality Team Members Add Team Member

Name	E-mail	Title	Last Visit	Actions
Dalphine Blake	 blake@mystery.com	Program Leader	July 12, 2017	 
Velma Dinkley	 dinkley@mystery.com	Provider	July 1, 2017	 
Scooby Doo	 doo@mystery.com	Care Coordinator	June 24, 2017	 
Fred Jones	 jones@mystery.com	Provider	March 7, 2017	 
Shaggy Rogers	 rogers@mystery.com	Care Coordinator	June 15, 2017	 

Provides meeting agendas and guidance all in one place

Checklist PHASE 1 Planning PHASE 2 Assessing PHASE 3 Acting and Monitoring My Reports Resource Library Team Members

1D. HOLD A PLANNING MEETING

As the first formal gathering, the Planning Meeting should create excitement and focus for the self-assessment and quality planning process and begin to foster team cohesion. At the conclusion of the meeting the team should have a clear sense of purpose and a timeline for when each step of the process will be completed.

Meeting held on: 

Suggested Materials

- Enough copies for each team member to have the following:
 1. Meeting agenda
 2. This guide to the self-assessment and quality improvement planning process
 3. Blank copies of the WIPS self-assessment tool
- Sticky flip chart pages
- Markers

Agenda

1. Review the phases and tasks of the self-assessment and quality planning process
2. Review the WIPS self-assessment tool
3. Confirm that your organization is ready this process

 Print Agenda

Automates self-assessment data collection

Checklist PHASE 1 Planning PHASE 2 Assessing PHASE 3 Acting and Monitoring My Reports Resource Library Team Members

2A. COMPLETE INDEPENDENT SELF-ASSESSMENTS

By the chosen deadline, each team member should complete a self-assessment by logging in to their own WIPS Portal account and clicking the "Start Assessment" next to their name in the table below. The ratings should not be discussed with other team members until the consensus building meeting in order to preserve as many perspectives and identify as many information gaps as possible. Individual ratings are only visible to the team member responding. Notes will be anonymously shared on the Variation Report to provide context or information for each standards indicator.

Wraparound Quality Team Name Members		Deadline:	07/25/2017
Name	Self-Assessment Status		
Dalphe Blake	Done <i>Completed: July 12, 2017</i>		
Velma Dinkley	Done <i>Completed: June 25, 2017</i>		
Scooby Doo	Not Started		
Fred Jones	In Progress		
Shaggy Rogers	Done <i>Completed: July 15, 2017</i>		
John User	Start Assessment		

Generate informative reports

“Variation Report”

WRAPAROUND PROVIDER ORGANIZATION NAME

Report Generated: 07-15-2017

WRAPAROUND IMPLEMENTATION AND PRACTICE STANDARDS

Team Member Rating Variation Report

This report aggregates the responses of each Quality Team member to the individual WIPS self-assessment for your provider organization. The average rating and range of ratings is provided for each indicator. During your consensus-building meeting, use this report to facilitate a conversation with the aim of arriving at a consensus rating for each indicator. Spend the most time on indicators with a large range, or variation, in responses. If a large portion of the team indicated that they wanted more information to have confidence in their rating, make efforts to gather and bring pertinent information to the meeting or distribute it ahead of time.

Note the final consensus ratings so they can be input back into the WIPS Self-assessment Portal to generate a final report and help with tracking the impact of your quality improvement initiatives.

Rating Scale

- 0 = Not yet in place
- 1 = Partially in place
- 2 = Moderately in place
- 3 = Mostly in place
- 4 = Fully in place

IMPLEMENTATION AREA 1: COMPETENT STAFF

Indicators	Number of Ratings					Average	Range	% Wanting more info	Consensus Rating (whole number)
	0	1	2	3	4				
1A. Stable Workforce	0	1	0	2	3	3.2	1-4	33%	
1B. Qualified Personnel	0	0	6	0	0	2.0	0	0%	
1C. Rigorous Hiring Processes	1	1	1	1	2	2.3	0-4	0%	
1D. Effective Training	1	1	0	0	4	2.8	0-4	50%	

Generate informative reports “Team-based Self-Assessment”



WRAPAROUND IMPLEMENTATION AND PRACTICE STANDARDS SELF-ASSESSMENT | Great Wrap

Date of Report: 8-1-2015

Understanding this Summary.

This report is generated based on the information Wraparound Quality Team members provided individually and then discussed to come to consensus. The average rating for each domain is the average of your ratings for every indicator within the domain.

Average scores of 0.00-1.33 are classified as "**Emerging**" areas, 1.34-2.66 are classified as "**Progressing**" areas, and 2.67-4.00 are classified as areas of "**Sustaining**."

SUSTAINABILITY DOMAINS

SUSTAINING

Average Rating

4.00

Implementation Area 1: Competent Staff

PROGRESSING

Average Rating

2.50

Implementation Area 2: Effective Leadership

1.75

Implementation Area 3: Facilitative Organizational Leadership

EMERGING

Generate informative reports

“Team-based Self-Assessment”



IMPLEMENTATION AREA 2 | Effective Leadership



AVERAGE AREA RATING: 1.75



2A. High-quality Leadership

2B. Transparent Organizational Practices

2C. Strong Wraparound Implementation Leadership

**The Quality Team felt that having more information about this indicator would allow for a more reliable rating. Steps will be taken to gather more information for the next self-assessment process.*

About Effective Leadership

Rating Scale

- 0 = Not yet in place
- 1 = Partially in place
- 2 = Moderately in place
- 3 = Mostly in place
- 4 = Fully in place

If assessment process is repeated, this report will compare two time-points.

Create and track quality improvement plans

Checklist PHASE 1 Planning PHASE 2 Assessing PHASE 3 Acting and Monitoring My Reports Resource Library Team Members

3B: FINALIZE QUALITY IMPROVEMENT PLANS

Mark Step Complete

STANDARDS INDICATORS TARGETED FOR IMPROVEMENT

IMPLEMENTATION AREA 1: COMPETENT STAFF

- 1A. Stable Workforce
- 1B. Qualified Personnel
- 1C. Rigorous Hiring Processes
- 1D. Effective Training
- 1E. Initial Apprenticeship
- 1F. Ongoing Skills-based Coaching
- 1G. Meaningful Performance Assessments

IMPLEMENTATION AREA 2: EFFECTIVE LEADERSHIP

- 2A. High-quality Leadership
- 2B. Transparent Organizational Practices
- 2C. Strong Wraparound Implementation Leadership

IMPLEMENTATION AREA 3: FACILITATIVE ORGANIZATIONAL

Great Wrap's Quality Improvement Planning

Based on a thorough self-assessment, Great Wrap is committed to the following quality improvement planning, implementation and performance goals.

Enter Date

Date: Enter Date

e: Enter Date

Enter Date

a Need

House CQI plans for easy access, editing, and monitoring

Need 1: Staff need to feel satisfied and supported.

Standards Indicators Targeted for Improvement

- 1A: Stable Workforce
- 2A: High-quality Leadership
- 3C: High Morale and Positive Climate

Improvement Monitoring Plan

Metric	Data Source	1
Annual CC Turnover rate	HR database	50
Ratings of leadership quality	Staff satisfaction surveys	1.7
Ratings of Morale and Climate	Staff satisfaction surveys	2.5

⇒ Strategy 1A: Increase pay

Tasks	Staff responsible
1Ai: Conduct salary comparables analysis	Tamika Harris
1Aii: Survey staff about desired pay	Janice Whitebow
1Aiii: Put together presentation for board meeting	Ian Roper
1Aiv: Put together new program budget	Ian Roper

⇒ Strategy 1B: Increase opportunities for informal team building

Checklist
PHASE 1
Planning
PHASE 2
Assessing
PHASE 3
Acting and
Monitoring
My Reports
Resource Library
Team Members

3B: FINALIZE QUALITY IMPROVEMENT PLAN Mark Step Complete

Great Wrap's Quality Improvement Plan

Based on a thorough self-assessment, consensus-building, and quality improvement planning process, Great Wrap's Wraparound Quality Team has committed to the following activities aimed at improving Wraparound implementation and practice.

Plan Finalization Date:

Implementation Start Date:

Target Completion Date:

Report Status as of:

Add a Need

NEED 1: NEED EXAMPLE NAME 1 ✎ 🗑️

Standards Indicators Targeted for Improvement

1A. Stable Workforce
1B. Qualified Personnel

Add New Standard Indicator

Track CQI meeting dates and content

CQI MONITORING MEETINGS



Attendees:

Meeting Highlights:

08/25/2017  

Attendees: Velma Dinkley, Scooby Doo, Fred Jones, John User

Meeting Highlights:
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla quam velit, vulputate eu pharetra nec, mattis ac neque. Duis vulputate commodo lectus, ac blandit elit tincidunt id. Sed rhoncus, tortor sed eleifend tristique, tortor mauris molestie elit, et lacinia ipsum quam nec du. Quisque nec mauris sit amet elit iaculis pretium sit amet quis magna.

08/24/2017  

Attendees: Velma Dinkley, Scooby Doo, Fred Jones, John User

Access a curated library of resources to inform QI planning

The screenshot displays a web interface for a Resource Library. At the top, there is a navigation bar with tabs for 'Checklist', 'PHASE 1 Planning', 'PHASE 2 Assessing', 'PHASE 3 Acting and Monitoring', 'My Reports', 'Resource Library' (which is highlighted), and 'Team Members'. Below the navigation bar, the 'RESOURCE LIBRARY' section is titled. It is divided into three columns: 'About Resources', 'Helpful Info', and 'Troubleshooting'. The 'About Resources' column contains a paragraph of text. The 'Helpful Info' column contains two document icons. The 'Troubleshooting' column contains two paragraphs of text. Below these columns, there are two rows of filters. The first row, 'Category 1', contains five buttons, with the first one highlighted in purple. The second row, 'Category 2', contains four dropdown menus labeled 'Group A', 'Group B', 'Group C', and 'Group D'. At the bottom, there are two resource cards, each featuring a PDF icon, a title 'Resource Name', related categories, and a short description.

Next steps

- Use today's feedback to inform WIPS Portal specifications
- Make go/no-go decision on WIPS Portal development
- If go...
 - Conduct pilot of beta Portal
 - Revise Portal
 - Launch Portal

Questions (Be honest. 😊)

Does the proposed WIPS Portal meet your CQI needs? Does it add value to the self-assessment process?

Does the WIPS Portal seem doable with your current organizational routines?

– What would you have to do differently?

Additional feature or assessments?

What other functions would you like the Portal to have?

Would other assessments be helpful?

- Service array adequacy
- State-level support for Wraparound

Would accounts for SOC, CME, and state-level agencies be useful?



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- Eric Bruns: ebruns@uw.edu



**Please take the time to
complete the evaluation!**

Thank you!