Wraparound Oregon
Information Management System

Developed in Partnership with
Background: Original Concept/Research

• **Wraparound Oregon partners with ChristieCare in 2005**
  
  • **Goal:** Purchase or Develop Information Management System to support Grant funded Wraparound program
  
  • **Activities:**
    - Researched best known/available systems currently in practice
    - Met with Administrative, Clinical, and Programming staff to evaluate existing systems
    - Evaluated options based on functionality, cost, technical specifications, and customizability.
    - Existing systems cost prohibitive. Other issues also present.
    - Collaborated with Albertina Kerr Centers and other stakeholders to develop a lower cost, highly flexible solution
    - Wraparound Oregon Leadership chooses lower cost, local solution
Background: Original Development

- Design team comprised of:
  - Technical Consultant/Manager: Andrew Grover, MPH
  - Program Evaluation Consultant: Janet Walker, Ph.D.
  - Training Consultant: Katherine Cahn, Ph.D.
  - Program Manager: Loren Calkins, MA

- Drew heavily on Wraparound Best Practices as established by the National Wraparound Initiative

- System designed to promote/support Wraparound activities

- Implemented in 2006
## System Capacities

<table>
<thead>
<tr>
<th>Functional Group</th>
<th>Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wraparound Facilitation</td>
<td>Essential family tracking, Strength and Needs Assessments, Plans of Care, Plan Reviews, Progress Notes</td>
</tr>
</tbody>
</table>
| Wraparound Analysis                       | *Reporting to day to day operations:* Case level data analysis, Quality Assurance and Improvement  
                                 | *Reporting to support system planning:* Aggregate data analysis, outcomes reporting |
| Benefits/Claims                           | Not available. Recommend integration with 3rd party system                |
| Administration (HR, Finance, etc)         | Not available. Recommend integration with 3rd party system                |
| Interfaces with other systems             | Not Ready. Moderate development needed                                   |
### System Specifications

<table>
<thead>
<tr>
<th>System Component</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Interface</strong></td>
<td>Web-based. Can be accessed with Web Browser without special installation. Password required</td>
</tr>
<tr>
<td><strong>Front End</strong></td>
<td>Developed in Visual Studio .Net using C#</td>
</tr>
<tr>
<td><strong>Back End</strong></td>
<td>Microsoft SQL Server</td>
</tr>
<tr>
<td><strong>Reporting</strong></td>
<td>Crystal Reports</td>
</tr>
</tbody>
</table>
# Example: Planning and Review Process
(see following pages for screen shots)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
</table>
| **Plan of Care**    | • **Needs** identified by Child and Family Team entered along with:  
  - **Ratings**: Status of the need on a 1-10 scale.  
  - **Anchors**: What is the meaning of the scale (1=?, 5=?, 10=?)  
  - **Strategies**: How is the team working to address the need  
  - **Crisis Plans**: What to do if/when crisis hits  
  • Designed to support collaborative, family driven plan development  
  • Can be easily printed into .pdf for meeting distribution |
| **Plan of Care Review** | • Captures information/updates to specified review period  
  • Automated/Simplified updates to Need Ratings  
  • Brief narrative summary of each active strategy  
  • Detailed narrative regarding significant events, and changes needed to plan  
  • Can be easily printed into .pdf for meeting distribution |
“Needs” with “Ratings” and “ Anchors”

Needs

Need: Learn a skill that will make it easier for him to find a job
Current Rating 1-10: 8  Start Date: 2/9/2009  End Date: 2/25/2009  Reason Ended: Met
Anchor 1: No Skills
Anchor 5: Knows what he wants to learn
Anchor 10: Has learned it

Need: Find affordable housing
Current Rating 1-10: 6  Start Date:  End Date:  Reason Ended: 
Anchor 1: Have no idea where to look
Anchor 5: Starting to look in specific areas
Anchor 10: Moved into a new home

Need: Needs to know how to get the most out of school
Current Rating 1-10: 8  Start Date:  End Date:  Reason Ended: 
Anchor 1: I am lost
“Needs” with associated “Strategies”

Needs & Strategies
Plan of Care ID: 95

Needs + Add

Need: Learn a skill that will make it easier for him to find a job
Current Rating 1-10: 8 Start Date: 2/9/2009 End Date: 2/25/2009 Reason Ended: Met
Anchor 1: No Skills
Anchor 5: Knows what he wants to learn
Anchor 10: Has learned it

Strategies

Strategy: Take vocational interest/aptitude test
Start Date: 5/8/2006 End Date: Reason Ended: Formal
Responsible: Ella Fitzgerald Frequency: once

Strategy: Select and explore two potential career paths based on test findings
Responsible: Django Reinhardt Frequency: twice a week
Plan of Care Review example

Plan of Care Review ID: 1293

Review Start Date: 9/3/2008 12:00:00 AM
Review End Date: 9/30/2008 12:00:00 AM

Need Review

<table>
<thead>
<tr>
<th>Need ID</th>
<th>Need</th>
<th>Start Rating</th>
<th>End Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Learn a skill that will make it easier for him to find a job</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>2</td>
<td>Find affordable housing</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>139</td>
<td>Needs to know how to get the most out of school</td>
<td>6</td>
<td>8</td>
</tr>
</tbody>
</table>

Strategies Review

<table>
<thead>
<tr>
<th>Need ID</th>
<th>Strategy</th>
<th>Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Take vocational interest/aptitude test</td>
<td>herses what happened...</td>
</tr>
<tr>
<td>139</td>
<td>Engage the janitor as a mentor</td>
<td>Doing great...</td>
</tr>
<tr>
<td>139</td>
<td>Make sure his blood sugar level is optimal during school hours</td>
<td>strting to like school...</td>
</tr>
</tbody>
</table>

Other Details

Significant Event Summary:

none
Report Examples

• Example of a Plan of Care:

• Example of completed Plan of Care Review document for a young person enrolled in Wraparound:

• Example of an aggregate report summarizing the youth served in a date range:
Full system demonstrations available for more information contact

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