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>Interface</td>
<td>Web-based. Can be accessed with Web Browser without special installation. Password required</td>
</tr>
<tr>
<td>Front End</td>
<td>Developed in Visual Studio .Net using C#</td>
</tr>
<tr>
<td>Back End</td>
<td>Microsoft SQL Server</td>
</tr>
<tr>
<td>Reporting</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>
<tbody>
<tr>
<td><strong>Plan of Care</strong></td>
<td>- <strong>Needs</strong> identified by Child and Family Team entered along with:</td>
</tr>
<tr>
<td></td>
<td>- <strong>Ratings</strong>: Status of the need on a 1-10 scale.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Anchors</strong>: What is the meaning of the scale (1=? 5=? 10=?).</td>
</tr>
<tr>
<td></td>
<td>- <strong>Strategies</strong>: How is the team working to address the need</td>
</tr>
<tr>
<td></td>
<td>- <strong>Crisis Plans</strong>: What to do if/when crisis hits</td>
</tr>
<tr>
<td></td>
<td>- Designed to support collaborative, family driven plan development</td>
</tr>
<tr>
<td></td>
<td>- Can be easily printed into .pdf for meeting distribution</td>
</tr>
<tr>
<td><strong>Plan of Care Review</strong></td>
<td>- Captures information/updates to specified review period</td>
</tr>
<tr>
<td></td>
<td>- Automated/Simplified updates to Need Ratings</td>
</tr>
<tr>
<td></td>
<td>- Brief narrative summary of each active strategy</td>
</tr>
<tr>
<td></td>
<td>- Detailed narrative regarding significant events, and changes needed to plan</td>
</tr>
<tr>
<td></td>
<td>- Can be easily printed into .pdf for meeting distribution</td>
</tr>
</tbody>
</table>
“Needs” with “Ratings” and “Anchors”

**Needs & Strategies**

**Plan of Care ID:** 95

### 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**
- **Edit**
- **View Strategies**
- **Add Strategy**
- **Delete**

**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**

- **Edit**
- **Delete**

**Strategy:** Take vocational interest/aptitude test

- **Start Date:** 5/8/2006
- **End Date:**
- **Frequency:** once
- **Reason Ended:** Formal

**Strategy:** Select and explore two potential career paths based on test findings

- **Start Date:** 5/23/2006
- **End Date:** 6/12/2006
- **Reason Ended:** Formal

- **Responsible:** Ella Fitzgerald
- **Frequency:** twice a week

- **Responsible:** Django Reinhardt
- **Frequency:**
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

In School?: Maintaining  At Home?: Stable  Out of trouble?: At Risk

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>here's 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>starting 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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