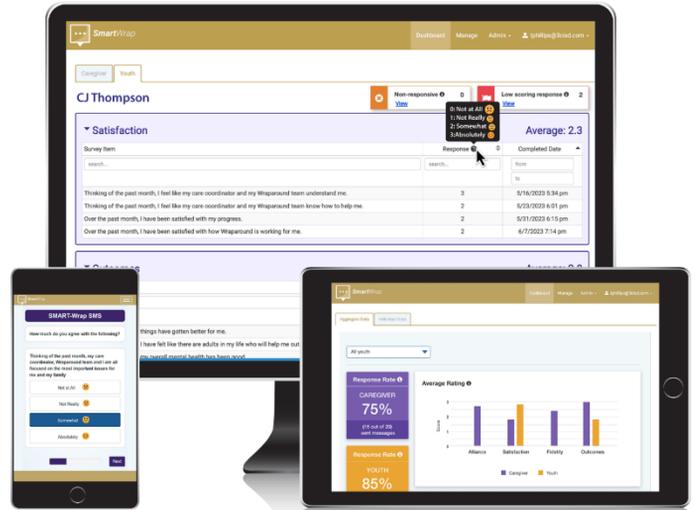# Short Message Assisted Responsive Treatment for Wraparound (SMART-Wrap)

Wraparound Evaluation & Research Team   **3C Institute**
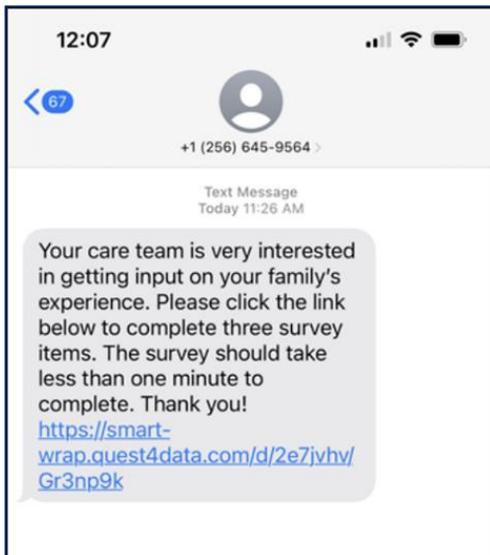*University of Washington, Seattle*   *Durham, NC*

What is SMART-Wrap?

The Short Message Assisted Responsive Treatment for Wraparound (SMART-Wrap) system is a text based "Mobile Routine Outcomes Monitoring" (mROM) system. SMART-Wrap aims to be an efficient, low-burden assessment of Wraparound quality, fidelity, satisfaction, and outcomes. The system sends caregivers and older youth participating in Wraparound two- to four-item text-based outcome measures. The project has received support from the National Institute of Mental Health (DeRosier & Bruns, Principal Investigators).

Example of SMART-Wrap caregiver/youth mobile device interface and Provider Dashboard

Example of SMS text

What does SMART-Wrap Measure?

Items were developed based on past research on Wraparound fidelity monitoring plus input from hundreds of youth, caregivers, and partners nationally. Below are some examples of what is measured:

- **Caregiver Alliance**
  - *"My care coordinator and I agree on the goals we are working towards."*
- **Youth/Caregiver Outcomes**
  - *"Wraparound has helped reduce my stress."*
- **Youth/Caregiver Engagement/Satisfaction**
  - *"I am satisfied with the help I am receiving."*
- **Caregiver Optimism/Stress**
  - *"I feel confident I will be able to care for my child at home in the future."*

What have we learned from SMART-Wrap user testing?

The UW Wraparound Evaluation and Research Team (WERT) and 3C Institute received funding from the National Institute of Mental Health (NIMH) Small Business Innovations Research (SBIR) program. Results provided "proof of concept" and strong support for full development, testing, and dissemination of the system. SMART-Wrap will be the first of its kind to assess real-time outcomes for youth and families engaged in Wraparound care coordination. The system provides a low-burden, reliable approach for obtaining feedback from caregivers and youth enrolled in Wraparound. SMART-Wrap will be able to be connected to *WrapStat,* WERT's online database, or serve as a standalone product to provide critical information to intensive care coordination initiatives.

SMART-Wrap pilot testing was highly successful:

- Text messages with linkage to SMART-Wrap surveys were *opened 86% of the time* and surveys took an average of approximately *30 seconds for youth and caregivers to complete*.
- Responses to the user surveys were very positive:
  - Over 90% of caregivers and youth "agreed" or "strongly agreed" that the SMART-Wrap system was *easy to use.*
  - 100% of testers "strongly agreed" that they were *"satisfied with the system".*
  - 100% of testers reported it *did not take up too much of their time.*
  - SMART-Wrap obtained a mean score of 82% on the System Usability Survey (SUS), a widely used measure of technology usability. Research has found 68% on the SUS indicates an acceptable system, meaning *SMART-Wrap far exceeds research-based benchmarks for usability*.

What's Next for SMART-Wrap?

The National Institute of Health has granted additional funding to 3CI Solutions and UW WERT to continue to build on the positive results from Phase I. Phase II will aim to:

- Conduct user testing of the final prototype to assure SMART-Wrap usability.

- Employ AI to customize SMS schedule and items to the respondent to optimize data collection and use.

- Increase item bank for each intermediate outcome to accommodate 9-12 months of services.

- Include items of optimism vs. stress for youth as well as caregivers as this was deemed equally valuable.

- Provide all items in Spanish and English with ability for respondents to select their preferred language.

- Include alerts to care teams and supervisors for worsening trends.

- Ensure integration with electronic health records to minimize duplicative data entry requirements for care teams.

WERT is seeking sites interested in helping to further refine the SMART-Wrap tool and provider dashboard!

We are looking for pilot sites across the United States to help finalize SMART-Wrap development and make it as useful as possible to youth serving systems of care and Wraparound providers.

We are seeking Wraparound initiatives/provider organizations who will:

- Review our final item bank and provide feedback via online survey.

- Refer us to youths and parents/caregivers to participate in focus groups.

- Connect us to care coordinators, supervisors, and managers who provide feedback on the look, feel, and usefulness of the system, including its back-end dashboard and alert systems.

Systems of care and providers who participate will benefit in several ways:

- Shape how SMART-Wrap works for providers, families, and the field.

- Help contribute to the science of research-based service delivery

- Youth, caregivers, and practitioners will receive gift cards for their participation.

- Pilot sites will get reduced user fees once SMART-Wrap is up and running!

Interested in Participating?

- If you are interested, please reach out to Jade Richards, UW WERT Research Manager at wrapeval@uw.edu. Or, if you have questions, feel free to contact Eric Bruns ebruns@uw.edu.

Thanks, from all of us at 3C, UW WERT, and the National Wraparound Initiative!