



Social
TecKnowledge
Santa Fe, NM



Wraparound Team Monitoring System (Wrap-TMS)



NWI Webinar
October 23, 2012

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The mission of the NWI is to promote understanding about the wraparound model and its benefits, and to provide the field with resources and guidance that facilitate high quality and consistent wraparound implementation.

The National Wraparound Initiative:

Supports **community planning and implementation**

Promotes **professional development** of wraparound staff

Helps ensure **accountability**

Convenes a vibrant and interactive **community of practice** around wraparound implementation

www.nwi.pdx.edu



Wrap-TMS is a comprehensive, web-based data collection, management, and feedback system

- Designed to assist the Wraparound Process and other types of integrated, team-based service approaches



Wrap-TMS has received substantial support from federal and state sponsors

- U.S. Department of Health and Human Services
 - NIMH (R41 MH095516)
 - Child Adolescent and Family Branch, SAMHSA
 - Center for Medicaid and Medicare Services (CMS)
- Institute for Implementation and Innovation, University of Maryland School of Social Work
- Maryland Department of Health and Mental Health

Wrap-TMS provides a way to manage and access key information on the wraparound process



- Individuals engaged in the process
 - Youth and family members, team members, providers, natural and community supports, coordination of care
- Key documentation
 - Plans of care, strengths, needs, family stories, family history timeline, meeting and appt. times, meeting notes, contact histories, critical incidents, services and costs
- Service processes
 - Family Satisfaction, Fidelity, Progress toward needs
- Outcomes
 - youth and family support, residential status, educational environment and behavior, youth functioning

Wrap-TMS is intended to facilitate more effective wraparound... for one youth or an initiative of hundreds

- At a youth/family and team level:
 - Aid communication between team members
 - Allow transparency in information sharing
 - Assist in documentation compliance
 - Help keep teams on track:
 - What are the priority needs? Are we making progress?
 - What is the family's vision for the future? Are we getting there?
 - Is the process working for the family and team?



Wrap-TMS is intended to facilitate more effective wraparound... for one youth or an initiative of hundreds

- At higher levels:
 - Supports data-driven supervision
 - Facilitates evaluation
 - Of staff performance
 - Of initiative process and outcomes
 - Allows managers and administrators (at program, initiative, county, state levels) to monitor implementation, outcomes, service use, and costs in “real time”



Wrap-TMS will also provide a platform for entering, managing, and running reports for fidelity instruments

- The Wraparound Fidelity Assessment System:
 - Wraparound Fidelity Index (WFI-4)
 - WFI-Brief version (WFI-EZ)
 - Team Observation Measure (TOM)
- New platform will replace the Wraparound fidelity Online Data Entry and Reporting System (WONDERS)

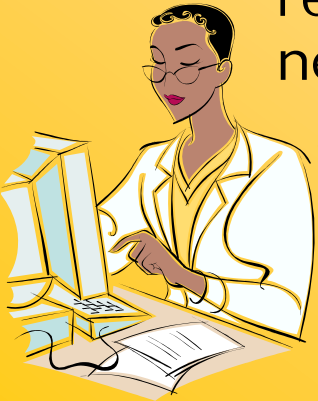


Why did we develop Wrap-TMS?(1)

- Outcomes of collaborative care are more positive when decisions are informed by reliable & relevant information
- States, initiatives, and providers have often struggled to find ways to manage data and information in a way that is in line with wraparound principles
- We need ways to facilitate achievement of wraparound principles such as outcomes-based and collaborative

Why did we develop Wrap-TMS?(2)

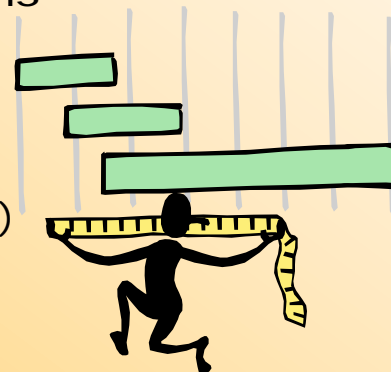
- Fidelity and process data collected externally doesn't help individual teams keep on track
 - Outcomes and costs may not be monitored at all
- Prominent wraparound initiatives have developed excellent MIS systems that are critical to their success
 - However, these are locally specific and don't always translate easily to new sites/states
 - NWI aims to provide wraparound sites with a relevant, field-tested, model adherent IT system AND needed supports:



- Customization, training, help-desk, ongoing research and reliability testing, interoperability, Electronic Health Record

Wrap-TMS is comprehensive but intended to be user friendly

- Users log on via a single point-of-entry (www.wrap-tms.org)
- Each user has a unique “configuration” that is custom-designed to the local initiative or ‘System of Care’
 - Flexible number of Roles and Permission
 - Flexible Language and Nomenclature
 - Individualized Work Flow Tracker
 - Service array, providers, and billing rate per unit
 - Required documentation
 - Interoperability with other local/state data systems
 - Customization of features / assessments
 - Data elements
 - Standardized measures (e.g., CANS, CAFAS, CASII, PHQ-9)
 - Dashboard design



Wrap-TMS is comprehensive but intended to be user friendly

- Information access is permissions-driven and can be accessed from any computer with Internet access
- The User's Home Screen shows a summary of all current youth/staff on a configurable Dashboard based on their level of access
- Users (e.g., facilitators) have access to a task pane for each youth that keeps them on track with needed documentation
- The system allows quick movement among the different functions of the system
- Team Facilitators can set up youth and family with specific login to access dashboards, data in need of review and signature, meeting information and team member message board

WrapTMS is secure and compliant

- Wrap-TMS meets all Health Insurance Portability and Accountability Act (**HIPAA**) and Family Educational Rights and Privacy Act (**FERPA**) requirements
- **Coming Soon**-TMS will be designed to meet certification as an **Electronic Health Record (EHR)**



Wrap-TMS Data elements are based on input about what will be most critical to decision making in team-based integrated care

- Youth, family, and team information
- Plans of care and crisis plans
- Progress notes and incident reports
- Core outcomes such as:
 - Family Support and Connectedness
 - Progress Towards Needs and Family Vision
 - Core Community Outcomes (residential placement, school achievement and suspensions, involvement with JJ, emotional and behavioral functioning)
 - Family and Team Ratings of Fidelity
 - Family Satisfaction with the Process

Wrap-TMS is intended to be accommodating and flexible



- Each System of Care or Wrap Initiative can pick and choose which Assessments, Reports, Data Elements, and Data Requirements to use
- The configurable Dashboard Display also allows each User to select which indicators to monitor
- Finally, each Configuration can be set up to use local terminology, and to include as many individual service providers or sites as needed



Demonstration of basic functions

Enrolling youth/family

Assigning facilitator

Developing plan of care components

Reviewing youth status (POC elements, meetings, etc)

Entering data on process, progress, and outcomes

The facilitator dashboard

The supervisor dashboard

Administrator/Manager reports

Kelly Hyde, Ph.D., CEO
Social TecKnowledgy, Inc.

TMS Licensing Model: SaaS Software as a Service

- Social TecKnowledgy hosts the system on its own servers in its own data center and provides access on a subscription basis
 - Provides initial training, implementation and help desk support
 - Offers separate data solutions and customization packages to include data integration/interoperability functionality



What will Wrap-TMS cost to users?

TMS Costs:

A. Initial training, implementation and Set Up Cost

B. Software Licensing Cost-Based on number of user licenses; Can be billed monthly or annually

C. Customizations, interoperability, on-going development support, and data solutions are in addition to above costs

How do I inquire further about using Wrap-TMS?

- If your initiative is interested in potentially using Wrap-TMS, please contact the UW Wraparound Evaluation and Research Team (WERT)
- wrapeval@uw.edu
- www.wrapinfo.org
- We will be happy to schedule a discussion of first steps



First steps in considering Wrap-TMS

- Interested organizations can request a 30 day pass to the TMS demo site to test TMS system and functionality.
 - Contact us at wrapeval@uw.edu
 - After 30 day demo trial login will expire.
- If at that time, if you are interested in pursuing a TMS site license, Social TecKnowledge and UW WERT will work with you to understand your local needs and configuration options
- We will also discuss costs of set-up, customization, and licensing

How do I inquire further about Wrap-TMS?

- If you have questions about Wrap-TMS and security, HIPAA, FERPA, HER capacity, or other IT issues:
 - Kelly Hyde PhD,
 - Social TecKnowledge, Inc.
 - Business Phone: 505.983.0076
 - Email: klhydephd@socialtecknowledge.com