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NWI 2014 Open Meeting & 10th Anniversary Celebration

July 16, 2014

**If you are joining us via webinar, we will start broadcasting at 2:20PM EST.*

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Welcome to the NWI 2014 Open Meeting & 10th Anniversary Celebration

July 16, 2014

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The NWI

at Portland State University and the University of Washington

is a core partner in the TA Network

for children's behavioral health

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Agenda

- Updates
  - What's working?
  - What's challenging?
- New projects
- Small Group Discussion
  - Report back
- Gary Blau
- Introducing NWIC
- WERT

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Who is this person?

- Your new project manager:
  - John Ossowski (“Oh-sow-skee”)
- Portland State School of Social Work Grad (2011)
  - Specialized in Community Based Practice
  - Experienced in educational settings with ‘at-risk’ youth
- Hired in January 2014
- Email me!
  - jdo@pdx.edu

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Happy 10th, NWI!

In 2004, stakeholders—including families, youth, providers, researchers, trainers, administrators and others—came together in a collaborative effort to:

- better specify the wraparound practice model,
- compile specific strategies and tools, and
- disseminate information about how to implement wraparound in a way that can achieve positive outcomes for youth and families.

But instead of looking back,

let's look ahead to the next 10 years…

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Sustainability

For NWI, Sustainability equals:

- Engaged membership in…
- An active community of practice…
- Supported by organizations and individuals.

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What's working?

Overview:

- Internet presence
  - Newsletters
  - Facebook
  - Webinars
- *27th Annual Children's Mental Health Research & Policy Conference*
  - NWI/Wraparound Track
- Research & Resources
  - Additions to Resource Library
  - Guidelines/Policy Statements
- NREPP Application
- New research/ consensus-building project

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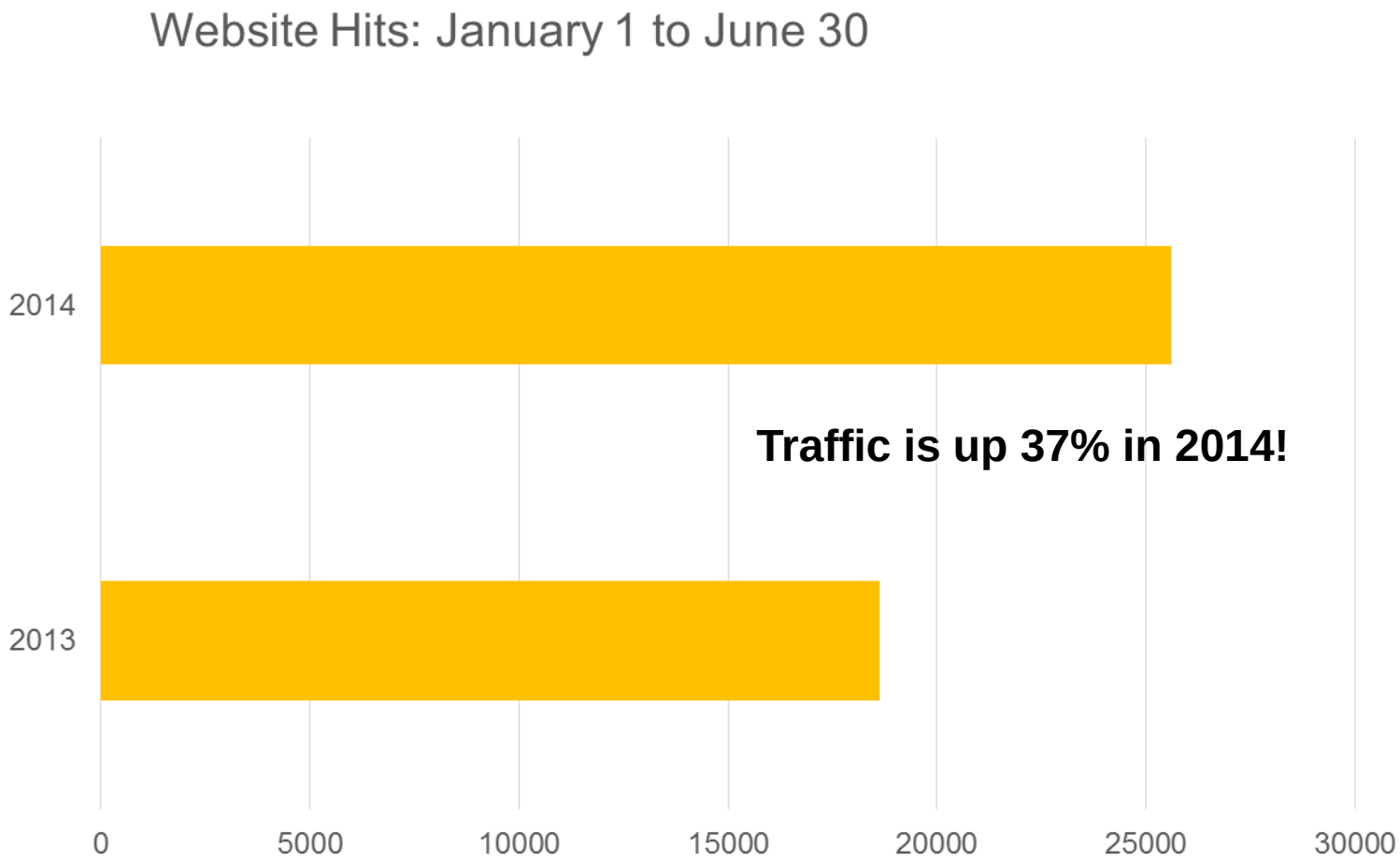
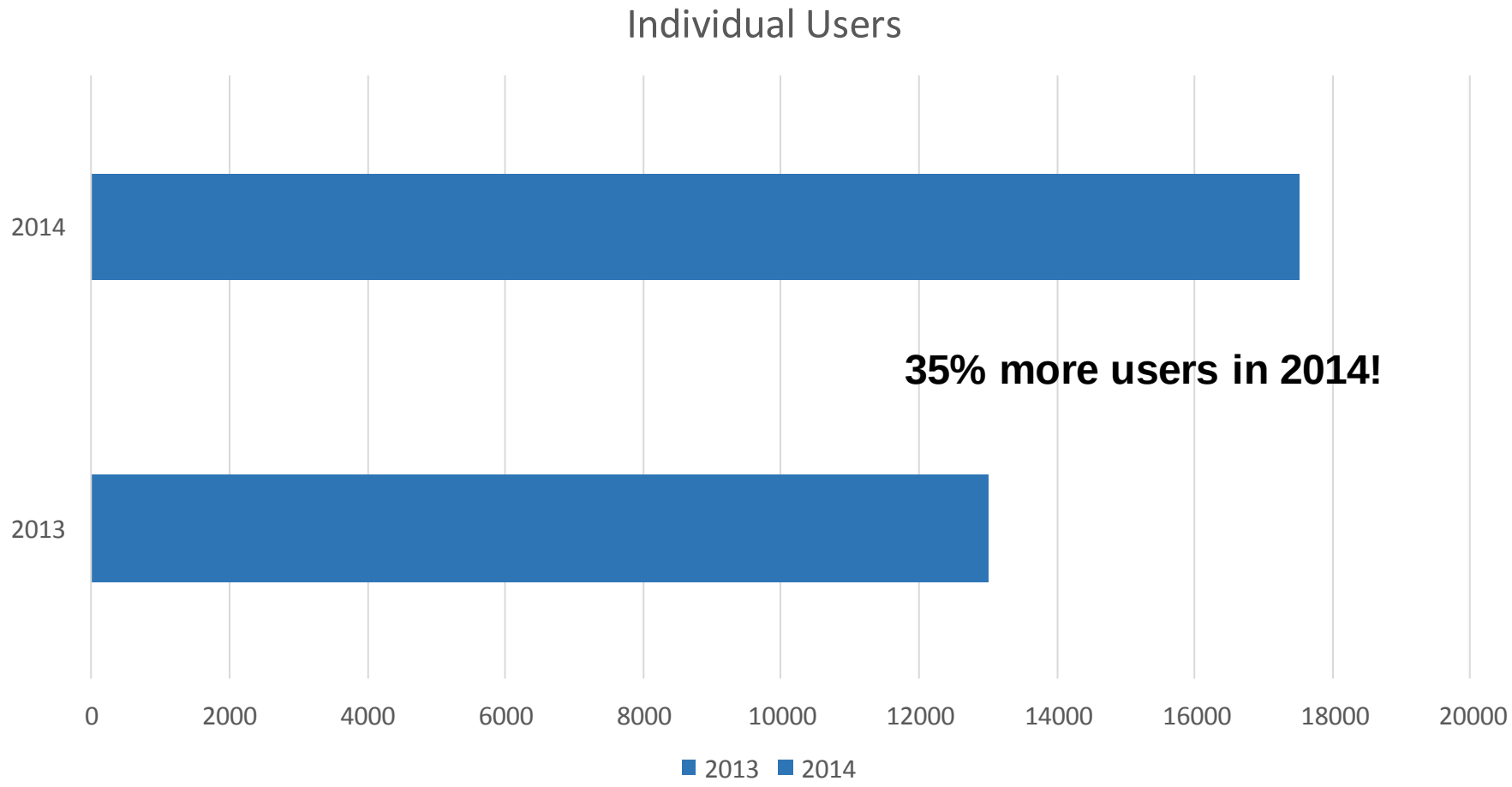
Internet Presence: nwi.pdx.edu



Traffic is up 37% in 2014!

Internet Presence: nwi.pdx.edu



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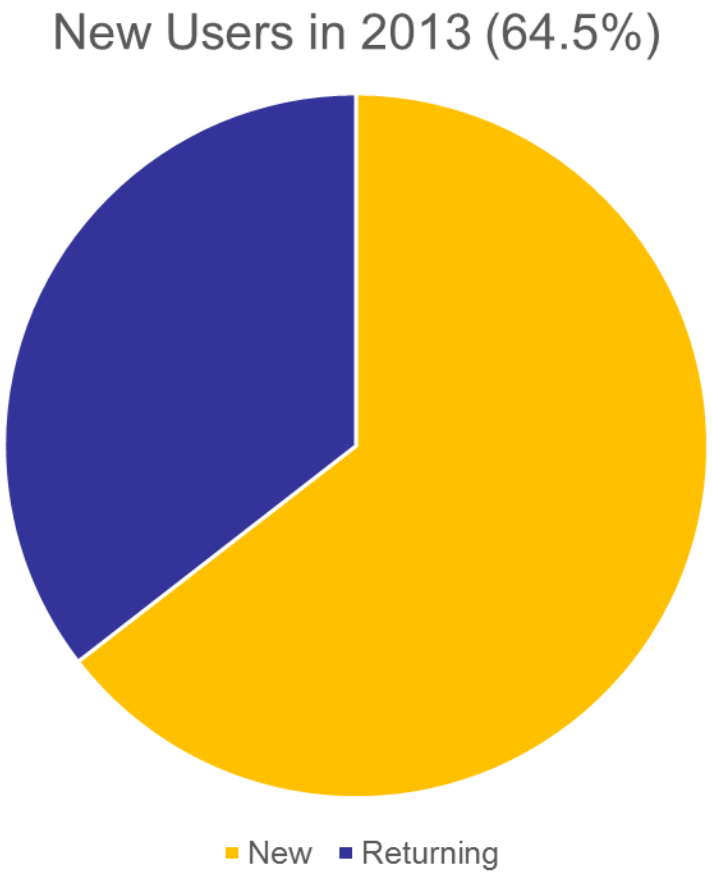

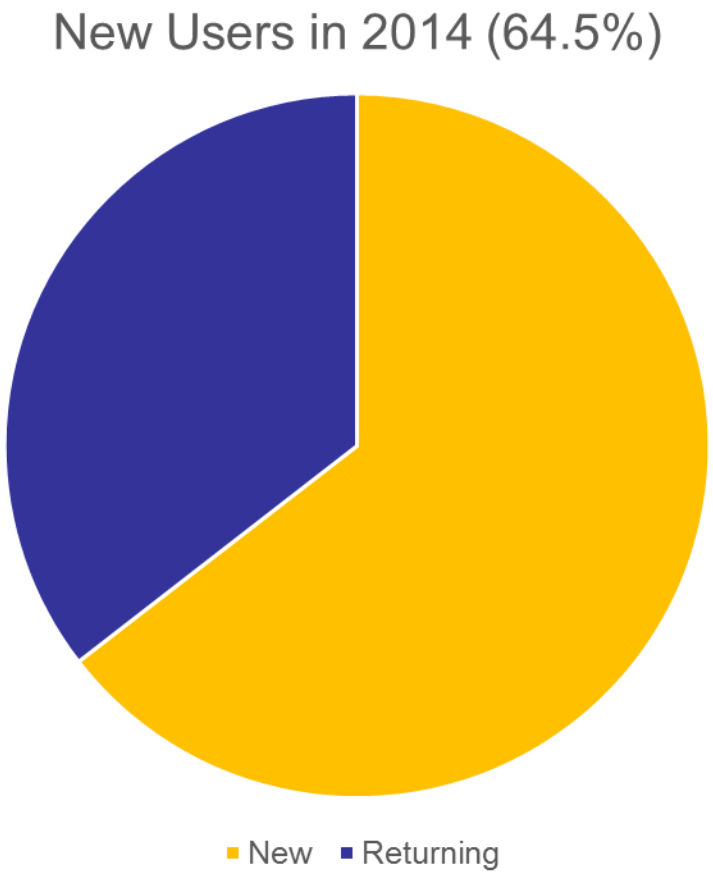

More Newsletters

- 9 newsletters in 2014 so far!
- (There were 9 newsletters in 2013 and 2012 combined)

Facebook NWI member group: 200 likes and counting!

Like National Wraparound Initiative today!

www.facebook.com/nwi.pdx

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Webinars:
8 since last open meeting

- **October 23, 2012** - The Wraparound Team Monitoring System (Wrap-TMS)
- **January 22, 2013** - Using Medicaid Health Homes with Wraparound to Serve Youth Populations with Complex Behavioral Health Needs
- **May 7, 2013** - Coordinating Evidence Based Practices with Wraparound Using the Managing and Adapting Practice (MAP) System
- **August 6, 2013** - "Office Hours": Get Your Wraparound Questions Answered
- **December 5, 2013** - Necessary Conditions: Assessing Community Support for Wraparound
- **February 11, 2014** - Guidelines for Training, Coaching, and Supervision of Wraparound Facilitators
- **April 8, 2014** - Costs and Cost-Effectiveness in Wraparound Programs
- **June 24, 2014** - Preventing Sexual Harm: A System of Care Approach to Youth with Sexual Behavior Problems and their Families

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Webinars are archived and accessible on-line:

NWI's Webinar Training Series – Previous Webinars

Previous webinars are available for download in both .pdf (slides) and .wmv (animated slides with audio):

Webinar Title	Slides (PDF)	Webinar Recording	Webinar Polls
June 24, 2014 - *Preventing Sexual Harm: A System of Care Approach to Youth with Sexual Behavior Problems and their Families*	.pdf	.wmv	N/A
April 8, 2014 - *Costs and Cost-Effectiveness in Wraparound Programs*	.pdf	.wmv	N/A
February 11, 2014 - *Guidelines for Training, Coaching, and Supervision of Wraparound Facilitators* **Supporting Reference Materials »**	.pdf	.wmv	N/A
December 5, 2013 - *Necessary Conditions: Assessing Community Support for Wraparound*	.pdf	.wmv	N/A
August 6, 2013 - *"O… Questions Answered*			
May 7, 2013 - *Coordi… Wraparound Using th… (MAP) System*			
January 22, 2013 - *Using Medicaid Health Homes with Wraparound to Serve Youth Populations with Complex Behavioral Health Needs* **Supporting Reference Materials »**	.pdf	.wmv	poll
October 23, 2012 - *The Wraparound Team Monitoring System (Wrap-TMS)*	.pdf	.wmv	poll
May 22, 2012 - *What's the NWI Doing, and How Can the NWI Support Your Work*	.pdf	.wmv	poll
February 28, 2012 - *Combining TimeBanks with Wraparound for Positive Results* Supporting Materials: ***1. The new wealth of time: How timebanking helps people build better public services »***	.pdf	.wmv	N/A

http://nwi.pdx.edu/webinars.shtml

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27th Annual Children's Mental Health Research and Policy Conference

Wraparound Track featured:

- 12 Papers, 3 Discussion Panels, 2 Symposia
- Topics included: Implementation, Staff Development, Outcomes, Finance, Evaluation and more…

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New Research & Resources Since Last Open Meeting

8 peer-reviewed articles (publicized through web site) including:

- Family Voice With Informed Choice: Coordinating Wraparound With Research-Based Treatment for Children and Adolescents
- Developing Quality Indicators for Family Support Services in Community Team-Based Mental Health Care
- Changing Organization Culture: Data Driven Participatory Evaluation and Revision of Psychometrics, Reliability, and Validity of a Wraparound Team Observation Measure
- Theory Meets Practice: The Localization of Wraparound Services for Youth with Serious Emotional Disturbance
- What Family Support Specialists Do: Examining Service Delivery

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New Research & Resources Since Last Open Meeting

A variety of other resources (shared from the field and added to the resource library), for example:

- New cost studies
- Peer support literature review
- Youth/young adult peer support in wraparound case study
- New scan of state wraparound implementation from CHCS

PLUS resources developed by the NWI community

- Guidelines on training, coaching and supervision
- Qualifications for family partners in wraparound
- Theory of change

rom orientation to competence

ment addresses three phases in the
al development of wraparound
s. The first section describes the
ning and orientation that facilitators
ceive before they start to work with families. The second section describes the "apprentice" period, during which they work in tandem with an experienced facilitator—their "coach"—as they gradually develop the ability to work independently with families. The third section describes the ongoing coaching and supervision process that should be provided to ensure that facilitators are continually developing their skills and increasing their expertise.

The organization employing the wraparound facilitators should maintain systematic and consistent documentation that provides information about how the trainee is progressing. This documentation includes information about the various elements of training that a trainee has received, as well as information about the evolving quality of the trainee's practice. This should include information based on observation of the trainee, as well as information based on review of the documents (e.g., wraparound plan, strengths/needs assessment) that the trainee creates in the course of working with families. The type of information being gathered may vary depending on the phase of training. Trainees and coaches should

NREPP application

- National Registry of Effective Programs and Practices, hosted by SAMHSA
  - Open for submissions Jan-Feb 2014
  - Initial review round with preliminary examination of research evidence and readiness for dissemination– submission accepted
  - Awaiting the next round of review

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What's challenging?

Overview:

- Membership
  - Stats & Trends
- Financials
- Engaging members and stakeholders

Membership stats (as of 7/14/14)

- Individual memberships (46)
  - Regular (35), Contributing (3), Sponsoring (1), Sustaining (0), Limited Income (7)
- Organizational "bundles" (54)/members (343)
  - Small: 43 bundles/198 members
  - Medium: 9/108
  - Large: 2/37
- "Get notified" ~850 (no access to member-only sections of website)
- Total mailing list ~20,000

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Membership Trends

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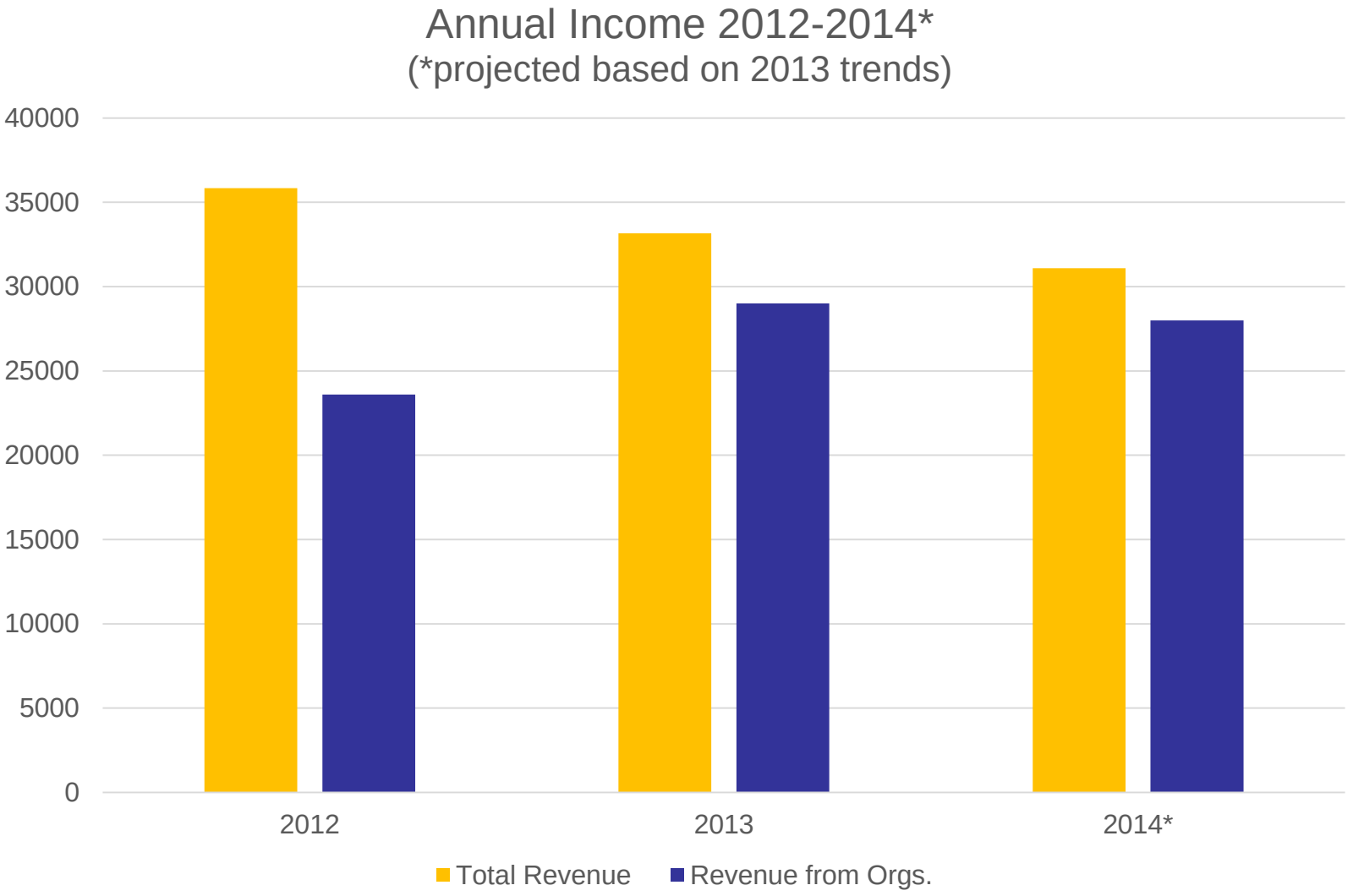
Financials



Challenges, summary

- Meml
  strate
- Engaging the membership:
  - Low to no usage of forums and blogs, except by NW news
  - Difficult t nd moving fo
  - Requests from members for technical assistance beyond our capacity to respond

Ask for your ideas in a bit

TAN and NWIC as other sustainability strategies

New website

New research project, participation incentives

Collaboration with NWIC

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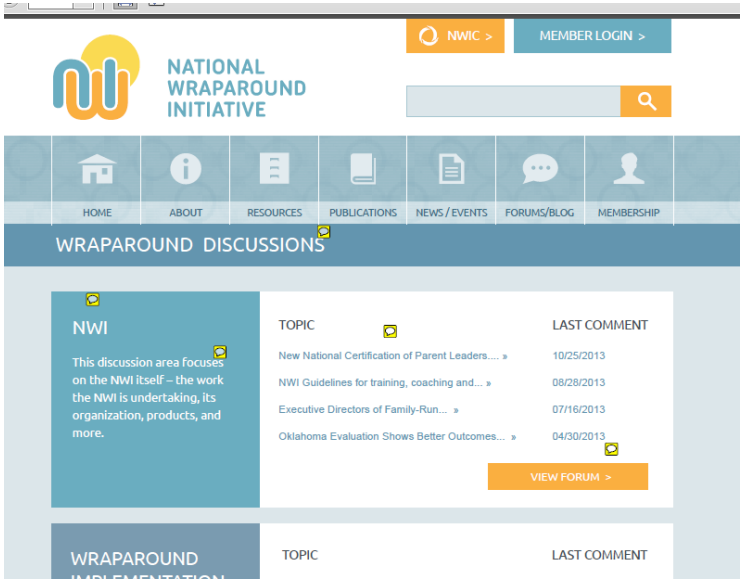
New Projects: NWI Web Site

New Projects: NWI Web Site



Designed to:

- ✓ Be more appealing
- ✓ Be easier to navigate
- ✓ Encourage interaction through:
  - ✓ Blogs
  - ✓ Forums
  - ✓ Discussions
  - ✓ Member directory

- ✓ While maintaining all of the relevant content.

New Projects: NWI Web Site

Open to everyone:

- ✓ Newsletters
  - ✓ And archives
- ✓ Resource library
- ✓ Webinars
- ✓ Blogs, Forums, Discussions (with moderation first)
- ✓ Viewing membership directory
  - ✓ View member spotlight

Additionally, for members:

- ✓ Listing in the member directory
- ✓ Being a spotlighted member
- ✓ Blogs, Forums, Discussions
  - ✓ No moderation
- ✓ List an event
- ✓ 'Priority Seating' for Webinars
- ✓ Annual NWI Membership Seal

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New Projects: Video Study/Library

How to recognize skillful practice by Wraparound facilitators?

- Study uses video footage of actual Wraparound team meetings as a basis for building consensus around what expert facilitation looks like. (Plan to expand also to one-on-one work as well.)
- Parallel work to create a library of training materials from the footage and ratings.

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for children's behavioral health

NWIC

National Wraparound Implementation Center

Advancing Systems Enhancing the Workforce Improving Outcomes

Portland State UNIVERSITY

UW Medicine SCHOOL OF MEDICINE

University of Maryland School of Social Work

THE INSTITUTE FOR INNOVATION & IMPLEMENTATION

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Small Group Discussion

(10 minute discussion/10 minute report-back)

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Please form groups of 3 – 5.

Please select a spokesperson who will report back to the larger group.

Discussion format

- Short term/ quick things the NWI can do *(3 minutes brainstorm, 2 minutes to prepare report out with top items)*
  - For example, improvements or changes to newsletter, website; additions to resource library– what areas?
- Longer term: What areas or projects should the NWI focus on/build toward? What resources should be used for this work? *(3 minutes brainstorm, 2 minutes to prepare report out with top items)*

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Report Back

Low hanging fruit….

- More about fam partners…youth membership…maybe an app (facebooky – profiles/email/contacts/quick resource search)…video blog for families (what they like about wrap)…how do we reach the ground-level people in the field?...better understanding of membership
- Video blog – success stories in wrap implementation…rate your experience…wraparound provider

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Medium term/Longer term…

- Best practices for staff transitions…focus on skill sets (what are the best practices for implementation?)…Other ways to bring together the community (potentially in person…or otherwise)
- Family vetted piece that looks at family role before wraparound starts (family partner engagement process – what are the ingredients and how are they carried out)….

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Gary Blau

Branch Chief, Child, Adolescent & Family Branch of Center for Mental Health Services at the Substance Abuse and Mental Health Services Administration (SAMHSA)

NWIC

National Wraparound Implementation Center

Advancing Systems Enhancing the Workforce Improving Outcomes

Portland State UNIVERSITY

UW Medicine SCHOOL OF MEDICINE

University of Maryland School of Social Work

THE INSTITUTE FOR INNOVATION & IMPLEMENTATION

Partnership

Portland State UNIVERSITY

UW Medicine SCHOOL OF MEDICINE

UNIVERSITY of MARYLAND SCHOOL OF SOCIAL WORK

THE INSTITUTE FOR INNOVATION & IMPLEMENTATION

NWIC Team

Leadership Team

Eric Bruns
Kim Estep
Joe Anne Hust
Marlene Matarese
Janet Walker
Michelle Zabel

Trainer/Coaches

Emily Bradshaw
Kim Coviello
Lisa Garland
Madge “Pat” Mosby
Upcoming Hires

Additional Team Members

Jennifer Coldiron
Jennifer Floam
Spencer Hensley
Adam McGrath
John Ossowski
Hattie Quick
Meredith Waudby

What is NWIC?

- The National Wraparound Implementation Center (NWIC) supports states, communities, and organizations to implement Wraparound effectively.
- NWIC uses innovative approaches grounded in implementation science and incorporating cutting-edge strategies to support Wraparound implementation.
- NWIC provides support that is intensive yet affordable. The work is focused on building sustainable local capacity to provide high-quality, high-fidelity Wraparound, thereby increasing positive outcomes for children, youth and their families.

NWIC

- Integrated approach to implementation.
- NWIC works with sites at any stage of implementation—from initial planning to established initiatives
- Begins with a rigorous assessment of current implementation
- Designs a *comprehensive implementation support plan* to address identified needs

NWIC Model

Focus on three main areas of support:

- Systems Level Support
- Workforce Development
- Evaluation and Quality Assurance

Systems Level Support

- System structures (governance, management, quality assurance, and practice level, including care management, health home)
- Sustainable financing of high quality, high fidelity Wraparound, including the use of Medicaid and other federal financing mechanisms;
- Developing centers of excellence for ongoing implementation, quality assurance, policy, financing, and evaluation support;
- Building, enhancing, and/or implementing workforce development initiatives outside of the Wraparound practice model, including shifting providers from residential services to quality home- and-community-based services; and,
- Implementation of Wraparound in the context of other systems of care efforts, including developing and implementing other evidence-based and promising practices.

Workforce Development

- Core Trainings
- Coaching
- Train the Trainer Certification
- Practice Improvement Tools
- Virtual Coaching Platform
- Virtual Wraparound Coaching Collaborative

Evaluation and QA

- Effectiveness and Quality of Training and Coaching
- Impact of Training and Coaching on Staff Skills
- Evaluation of wraparound adherence and community/state support using tools of the Wraparound Fidelity Assessment System Level of Community, Organization, State, and System Support
- Outcomes for Youth and Families
- The External Review of Implementation, Fidelity, and Capacity (WrapSTAR), an external review of a state or site's wraparound implementation. Through *WrapSTAR*, the NWIC accountability team will collect data on (1) practice-level fidelity and quality; (2) program-level supports; and (3) system level supports.
- *TMS WrapLogic* Electronic Behavioral Health Record specific to care management using wraparound

Contact Us…

Web: www.nwic.org

Email: Nwic@ssw.umaryland.edu

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Updates from WERT

The Wraparound Evaluation and Research Team

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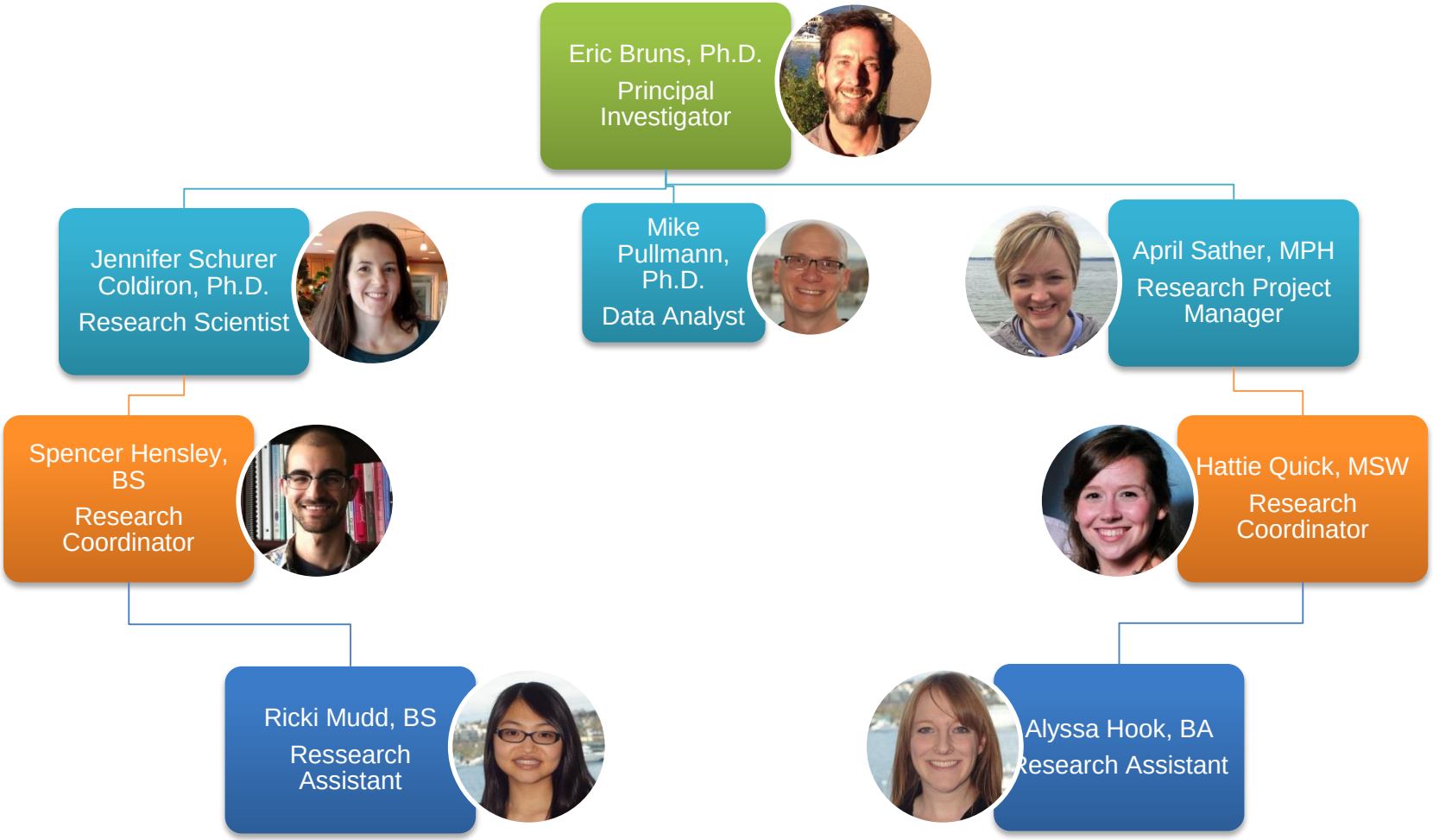
Contact WERT

Web: www.wrapinfo.org

Email: wrapeval@uw.edu

Phone: 206-685-2085



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Updates from WERT

WrapSTAR (Wraparound Structured Assessment and Review)

- Comprehensive external evaluation protocol
- Two components:
  1. Fidelity & Outcomes
     - Integration of WFAS Tools (WFI-EZ, TOM, DRM)
  2. Implementation & System Support
     - Assessed via interviews, staff surveys and CSWI
     - National Implementation Research Network framework
- 4-month process, could be modularized
- Currently pilot testing with wraparound initiative in Washington State

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What is WrapSTAR?

- A systematic process for collecting and synthesizing a wide variety of information to create a comprehensive snapshot of how Wraparound is working within a community or agency
- Provides an external, objective assessment above and beyond routine quality assurance
- Goal is to inform quality improvement and sustainability efforts

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Updates from WERT

WFI-EZ (Wraparound Fidelity Index, Shortform v.1.0)

- Fifteen sites across the country have collected a combined total of over 1,000 WFI-EZs
- Official national means were calculated using this first round of data for each respondent and each “key element”
- Currently designing score standardization process to better facilitate the interpretation of EZ scores

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Wraparound Fidelity Index – Short Form WFI-EZ

FOR USE BY PROGRAM STAFF ONLY
This form was: ☐ Completed by the caregiver/parent ☐ Completed by program staff as part of an interview

Wraparound Fidelity Index Short Form (WFI-EZ)

This survey is for a caregiver of a youth in wraparound. We want to ask you about the experiences that you and your family have had as part of the Wraparound program. You do not have to answer any questions that you don't want to, and you may stop your participation at any time. At the end, we will also ask you what you thought about this survey, so that we can use your feedback to improve it.
Thank you very much for your time.
If you have any questions, please contact April Sather at (206) 685-2310, or wrapeval@u.washington.edu

Demographics

Youth/Family ID (The person who gave you this survey will give you this ID, or fill it in for you):
_____

Is your child of Hispanic descent?
☐ Yes ☐ No

What is the child's race?
☐ American Indian or Alaska Native
☐ Asian
☐ Black or African American
☐ Native Hawaiian or Other Pacific Islander
☐ White
☐ Mixed Race
☐ Other (please specify) _____

Who has legal custody of the child?
☐ Two birth parents OR one birth parent and one step parent
☐ Birth mother only
☐ Birth father only
☐ Adoptive parent(s)
☐ Foster parent(s)
☐ Sibling(s)
☐ Aunt and/or uncle
☐ Grandparent(s)
☐ Friend(s)
☐ Ward of the state
☐ Other (please specify):
_____

WONDERS ID (If different from Youth/Family ID):
_____

Wrap-Facilitator ID (should match your WONDERS WFID)
_____

What is your child's birthday?
____/_____/_____ (MM/DD/YYYY)

How old is your child?
_____

Child's Gender:
☐ Male ☐ Female

How many months have you been participating in Wraparound? _____

What is your relationship to the child?
☐ Birth parent
☐ Adoptive parent
☐ Foster parent
☐ Live-in partner of parent
☐ Sibling
☐ Aunt or uncle
☐ Grandparent
☐ Cousin
☐ Other family relative
☐ Step parent
☐ Friend (adult friend)
☐ Other (please specify):
_____

Section A: Basic Information

For the following questions, please respond either "Yes," or "No."

	Yes	No
A1: My family and I are part of a team (e.g., "wraparound team," "child and family team"), AND this team includes more people than just my family and one professional.	☐	☐
A2: Together with my team, my family created a written plan (e.g., "plan of care," "wraparound plan") that describes who will do what and how it will happen.	☐	☐
A3: My team meets regularly (i.e., at least every 30-45 days).	☐	☐

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WFI-EZ

Section B – Your Experience in Wrap

Assessment Name: WFI-EZ - Caregiver Form **Youth Name:** 12345, 12345

Demographics | Section A | Section B | Section C | Section D

Section B: Your Experiences in Wraparound

For the following statements, please think about all of your experiences with wraparound. You will be asked whether you "Strongly Agree," "Agree," "Neutral," "Disagree," "Strongly Disagree," or "Don't Know."

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
B1: My family and I had a major role in choosing the people on our wraparound team.	☑	☐	☐	☐	☐	☐
B2: There are people providing services to my child and family who are not involved in my wraparound team.	☐	☐	☐	☐	☑	☐
B3: At the beginning of the wraparound process, my family described our vision of a better future to our team.	☑	☐	☐	☐	☐	☐
B4: My wraparound team came up with creative ideas for our plan that were different from anything that had been tried before.	☐	☑	☐	☐	☐	☐
B5: With help from members of our wraparound team, my family and I chose a small number of the highest priority needs to focus on.	☐	☐	☑	☐	☐	☐

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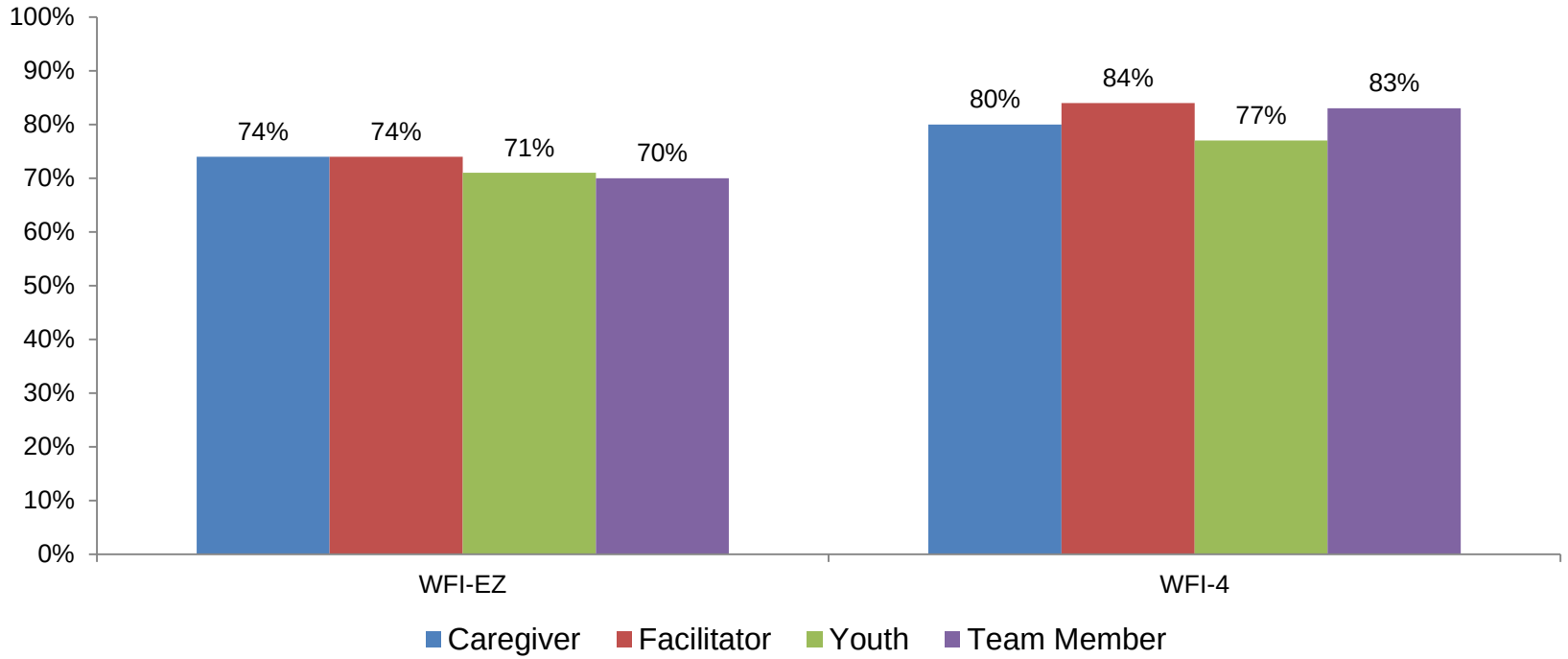
WFI-EZ vs. WFI-4

Overall National Means by Respondent Type*

*National means from each tool comes from different samples of families and teams, collected at different times, and the means are estimated grand means from a multilevel model that controls for the size of each



WFI-EZ: National means represent data collected from …..
N WFI-EZ WF = 9 sites nationally (>260 forms)
N WFI-EZ CG = 13 sites nationally (>530 forms)
N WFI-EZ Y = 8 sites nationally (>115 forms)
N WFI-EZ TM = 6 sites nationally (>250 forms)

WFI-4: National means represent data collected from July 2009 through August 2012.
N WFI WF = 52 sites nationally (>5400 forms)
N WFI CG = 52 sites nationally (>4600 forms)
N WFI Y = 48 sites nationally (>2400 forms)
N WFI TM = 32 sites nationally (>1500 forms)

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Team Observation Form, v. 2 (TOM 2.0)

- Multiple rounds of revisions with Wraparound and evaluation experts at UW, UMB, & PSU
- Clarified language
- Reduced number of indicators from 71 to 40
- Aligned with same 5 “key elements” as WFI-EZ
  - Along with meeting attendance and facilitation skills
- Internally testing this summer; currently engaging external pilot sites for the fall

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TOM 2.0 Domains

1. Attendance
2. Effective Teamwork
3. Determined by Families
4. Based on Priority Needs
5. Use of Natural and Community Supports
6. Outcomes-Based Process
7. Facilitation Skills

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TOM 2.0 Pilot

- We are currently doing an internal pilot, and hope to have results in the early Fall.
- External sites will be piloting in the Fall.

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TMS-WrapLogic

- **TMS-WrapLogic** is one customized version of Social TecKnowledgy's comprehensive **Team Monitoring Software (**TMS) that provides data collection, management, and feedback to assist in the implementation of the Wraparound Process .

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Behavioral Health Records and Care Coordination
TMS WrapLogic©

- Social Teck, STTR and Center for Implementation and Innovation funded to
  - ❑ Develop a EHR based on the care coordination principles of Wraparound
  - ❑ Use feedback from field and expert review to operational EHR functionality and to align specifically with practice model of Care Coordination
  - ❑ Provide behavioral and integrated health record features that allow users the ability to efficiently monitor practice model work flow and client data to improve behavioral health outcomes.
  - ❑ UW WERT Research of usability to continually progress monitor alignment of software to behavioral health needs and practice model fidelity of implementation. Use data gleaned to drive development decision making

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Behavioral Health Records and Care Coordination
TMS WrapLogic©

Functionality Specifically Aligned with Improving Behavioral Health Outcomes

- ❑ TMS-Information Efficiency
- ❑ TMS-Dashboard Data Displays
- ❑ Workflow Builder
- ❑ TMS-Reminder Builder
- ❑ TMS-Assessment Builder
- ❑ TMS-Plan of Care Progress Tracking
- ❑ TMS-Report Builder

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- For more info attend Institute #4: Using Information and Technology to Reinforce Quality and Fidelity in Wraparound.
  - Thursday: 1:30-5:00
  - Saturday 8:30-12:00

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Wrap+MAP

(Wrap enhanced with the Managing and Adapting Practice System)

- Implementation and feasibility study underway in 2 Washington sites / 5 counties
  - Trained 15 clinicians and 15 WA facilitators
  - Conducting focus groups and interviews
- Implementation and outcomes study scheduled for this fall
  - Will assess both fidelity and child/youth and family outcomes via standardized measures

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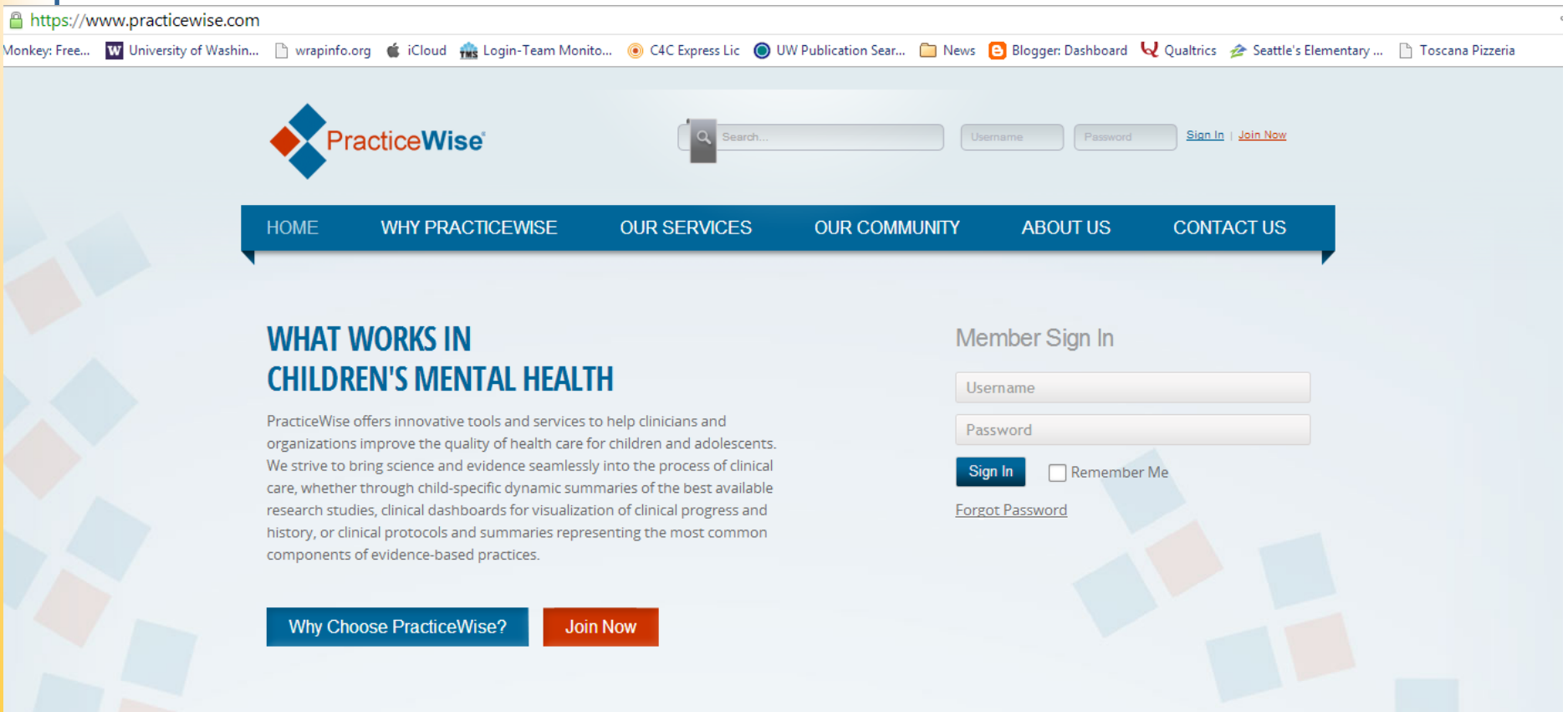
Informed Collaboration

- PracticeWise EBS (PWEBS) Database
  - Approx 700 trials that represent specific strategies for addressing particular youth and family needs



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Open discussion and questions

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Thank you for coming!

Have a great time at the Institutes!

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The **National Wraparound Initiative** is based in Portland, Oregon. For more information, visit our website:

www.nwi.pdx.edu

The NWI is a member of the Technical Assistance Network.
www.soctanetwork.org

The National Wraparound Initiative is funded by the Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, United States Department of Health and Human Services.