



Wraparound Implementation in Louisiana

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Portland State UNIVERSITY



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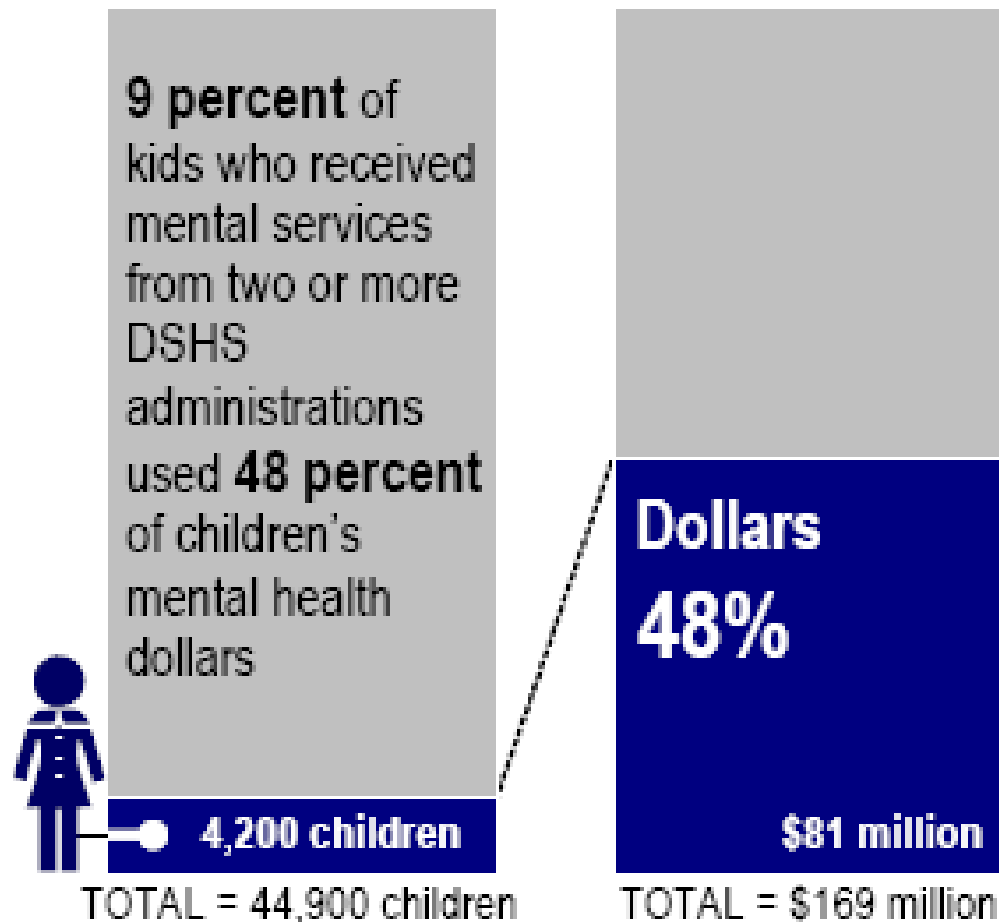
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Today's Presentation

- Context: The importance of wraparound quality, fidelity, and implementation support
- Review Louisiana CSOC data
 - Staff perception of training quality and impact
 - Staff skill development
 - Wraparound implementation fidelity
- Discussion
- Conclusion and next steps

CONTEXT: The 9% of youths involved with multiple systems consume 48% of all public resources



Washington State
DSHS, 2004

Why are outcomes so poor and costs so high?

- Child and family needs are complex
 - Youths with serious EBD typically have multiple and overlapping problem areas that need attention
 - Families often have unmet basic needs
 - Traditional services don't attend to health, mental health, substance abuse, and basic needs holistically
 - Or even know how to prioritize what to work on



Why are outcomes so poor and costs so high?

- Families are rarely fully engaged in services
 - They don't feel that the system is working for them
 - Leads to treatment dropouts and missed opportunities

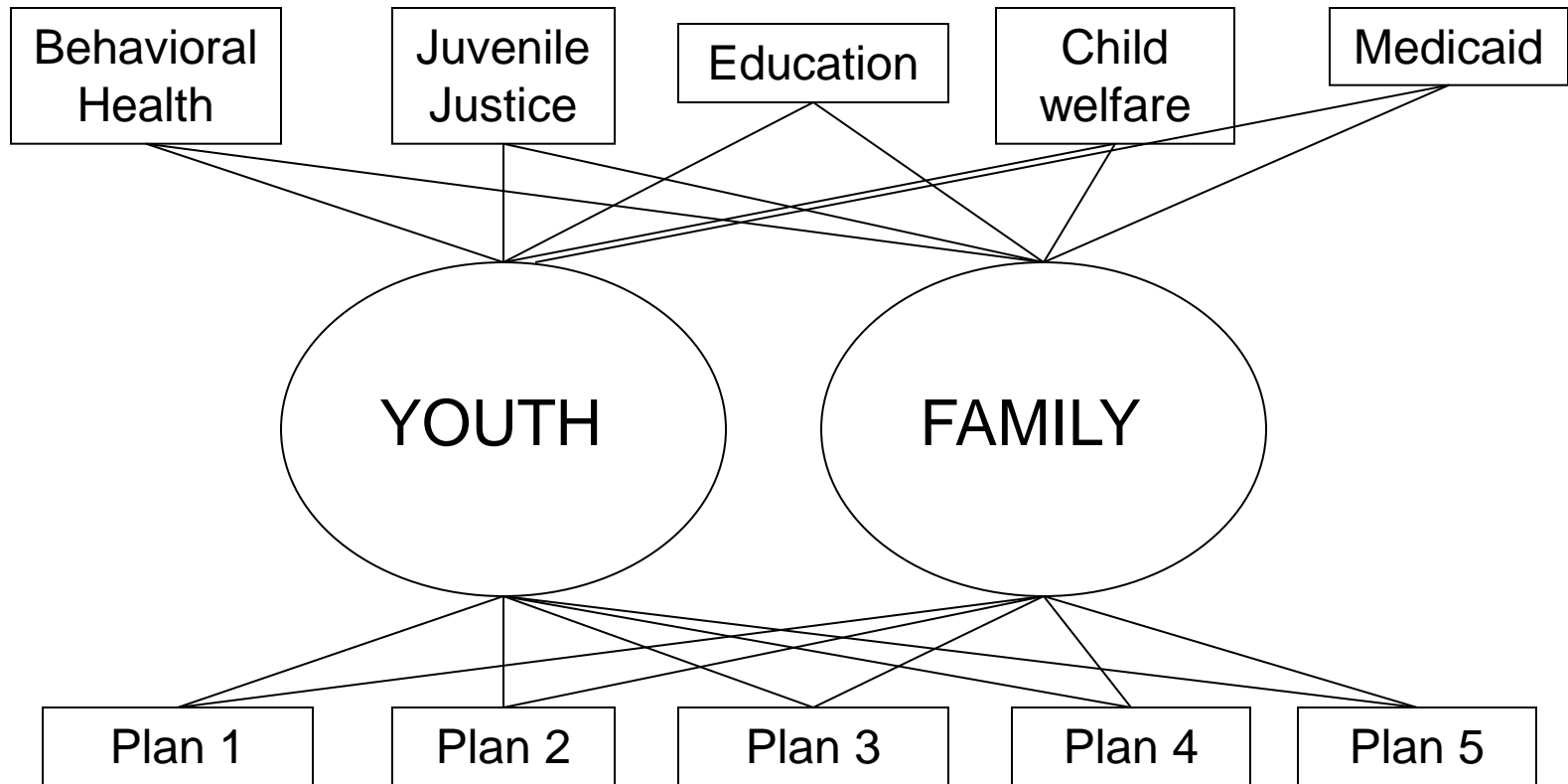


Why are outcomes so poor and costs so high?

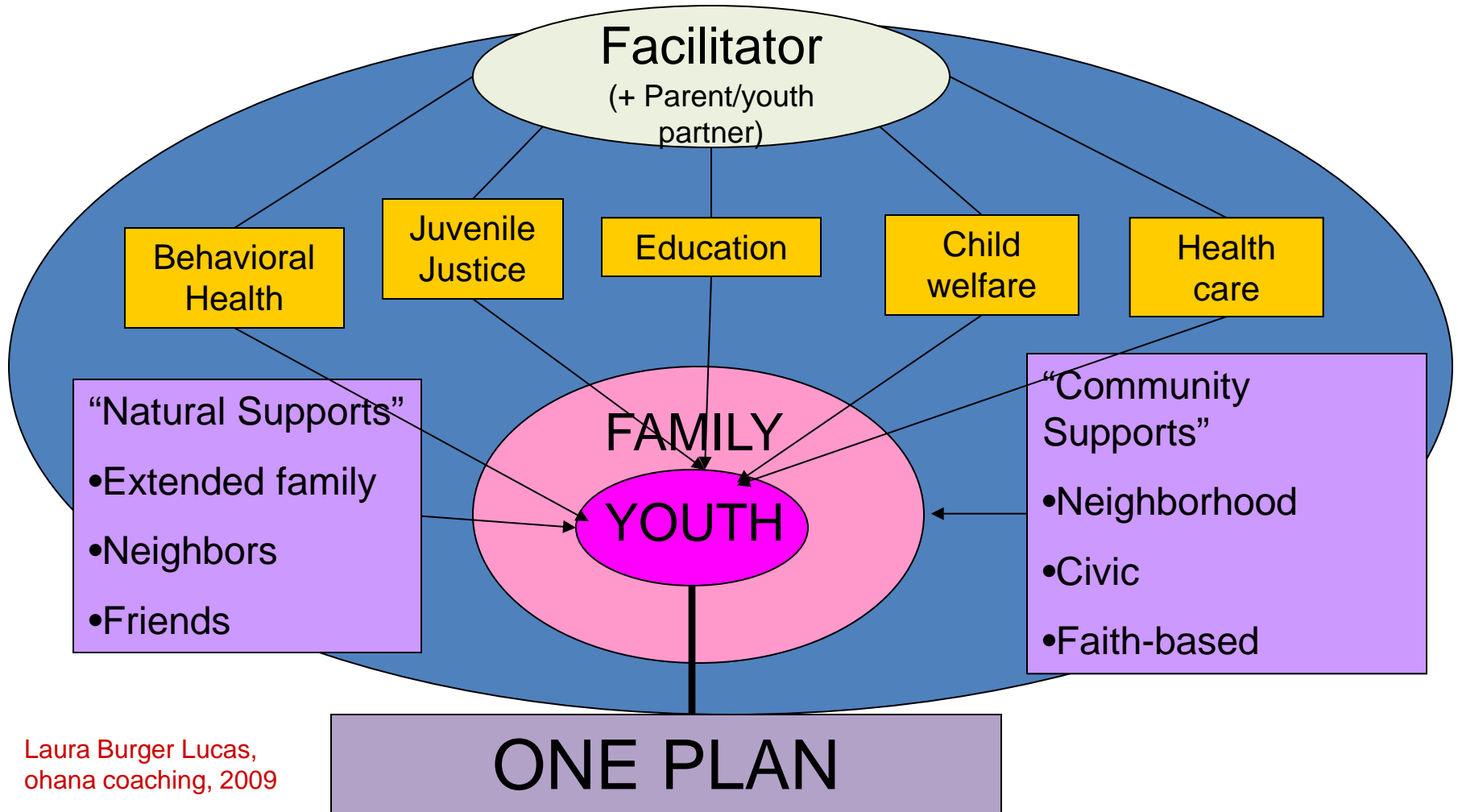
- Systems are in “silos”
- Systems don’t work together well for individual families unless there is a way to bring them together
 - Youth get passed from one system to another as problems get worse
 - Families relinquish custody to get help
 - Children are placed out of home



The silo issue: Traditional services rely on professionals and result in multiple plans



In wraparound, a facilitator coordinates the work of system partners and other natural helpers so there is one coordinated plan



Laura Burger Lucas,
ohana coaching, 2009

Wraparound principles

1. Family voice and choice
2. Team based
3. Natural supports
4. Collaboration
5. Community-based
6. Culturally competent
7. Individualized
8. Strengths based
9. Unconditional (and/or “Persistent”)
10. Outcome-based

Outcomes of wraparound

(10 controlled, published studies to date; Bruns & Suter, 2010)

- Better functioning and mental health outcomes
- Reduced recidivism and better juvenile justice outcomes
- Increased rate of case closure for child welfare involved youths
- Reduction in costs associated with residential placements



Lower Costs and Fewer Residential Stays

- Wraparound Milwaukee
 - Reduced psychiatric hospitalization from 5000 to less than 200 days annually
 - Reduced average daily residential treatment facility population from 375 to 50 (Kamradt & Jefferson, 2008)
- Controlled study of Mental Health Services Program for Youth in Massachusetts (Grimes, 2011)
 - 32% lower emergency room expenses
 - 74% lower inpatient expenses than matched youths
- CMS Psychiatric Residential Treatment Facility Waiver Demonstration project (Urdapilleta et al., 2011)
 - Average per capita savings by state ranged from \$20,000 to \$40,000

Lower Costs and Fewer Residential Stays

- New Jersey
 - Saved over \$30 million in inpatient psychiatric expenditures over 3 years (Hancock, 2012)
- Maine
 - Reduced net Medicaid spending by 30%, even as use of home and community services increased
 - 43% reduction in inpatient and 29% in residential treatment expenses (Yoe, Bruns, & Ryan, 2011)
- Los Angeles County Dept. of Social Services
 - Found 12 month placement costs were \$10,800 for wraparound-discharged youths compared to \$27,400 for matched group of residential treatment center youths

However... outcomes depend on implementation

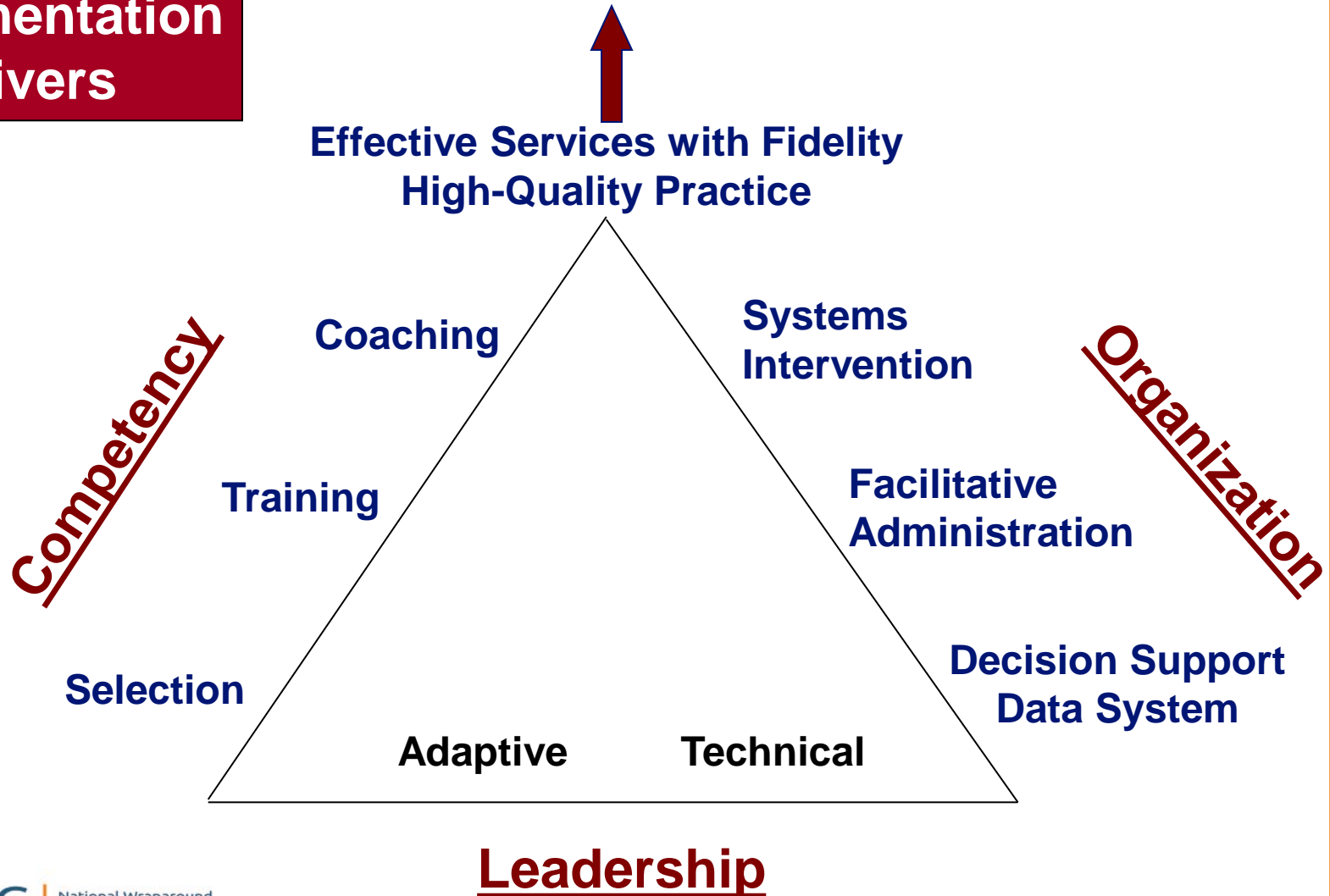
Studies indicate that Wraparound teams often fail to:

- Incorporate full complement of key individuals on the Wraparound team;
- Engage youth in community activities, things they do well, or activities to help develop friendships;
- Use family/community strengths to plan/implement services;
- Engage natural supports, such as extended family members and community members;
- Use flexible funds to help implement strategies;
- Consistently assess outcomes and satisfaction.

Positive Child and Family Outcomes



Implementation Drivers



Coordinated Systems of Care

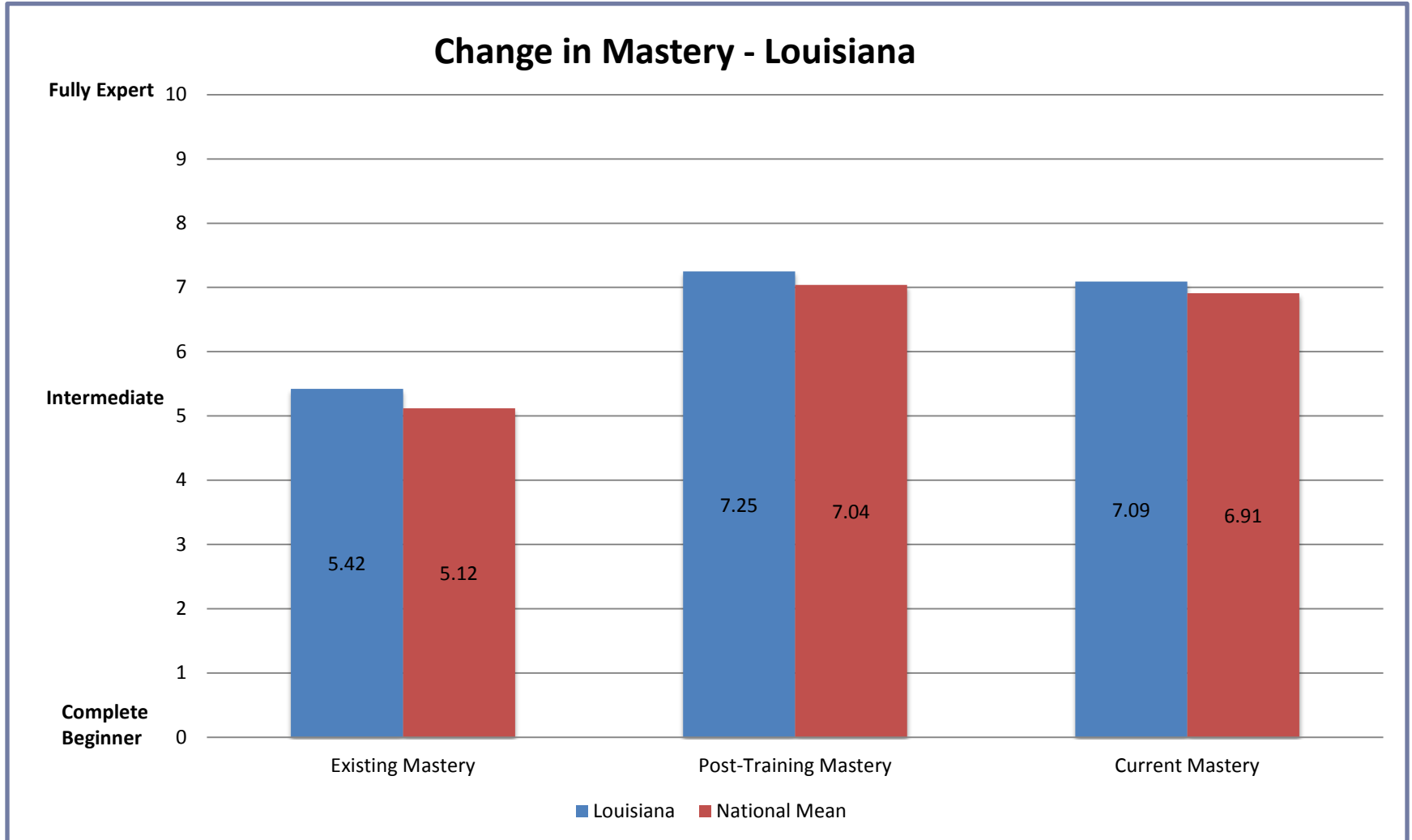
DATA FROM LOUISIANA



NWIC collected data from Louisiana on multiple implementation drivers

- Staff perception of training quality and impact
 - Impact of Training and Technical Assistance (IOTTA)
- Staff skill development
 - Coaching Observation Measure for Effective Teams (COMET)
- Wraparound implementation fidelity
 - Wraparound Fidelity Index, short form (WFI-EZ)

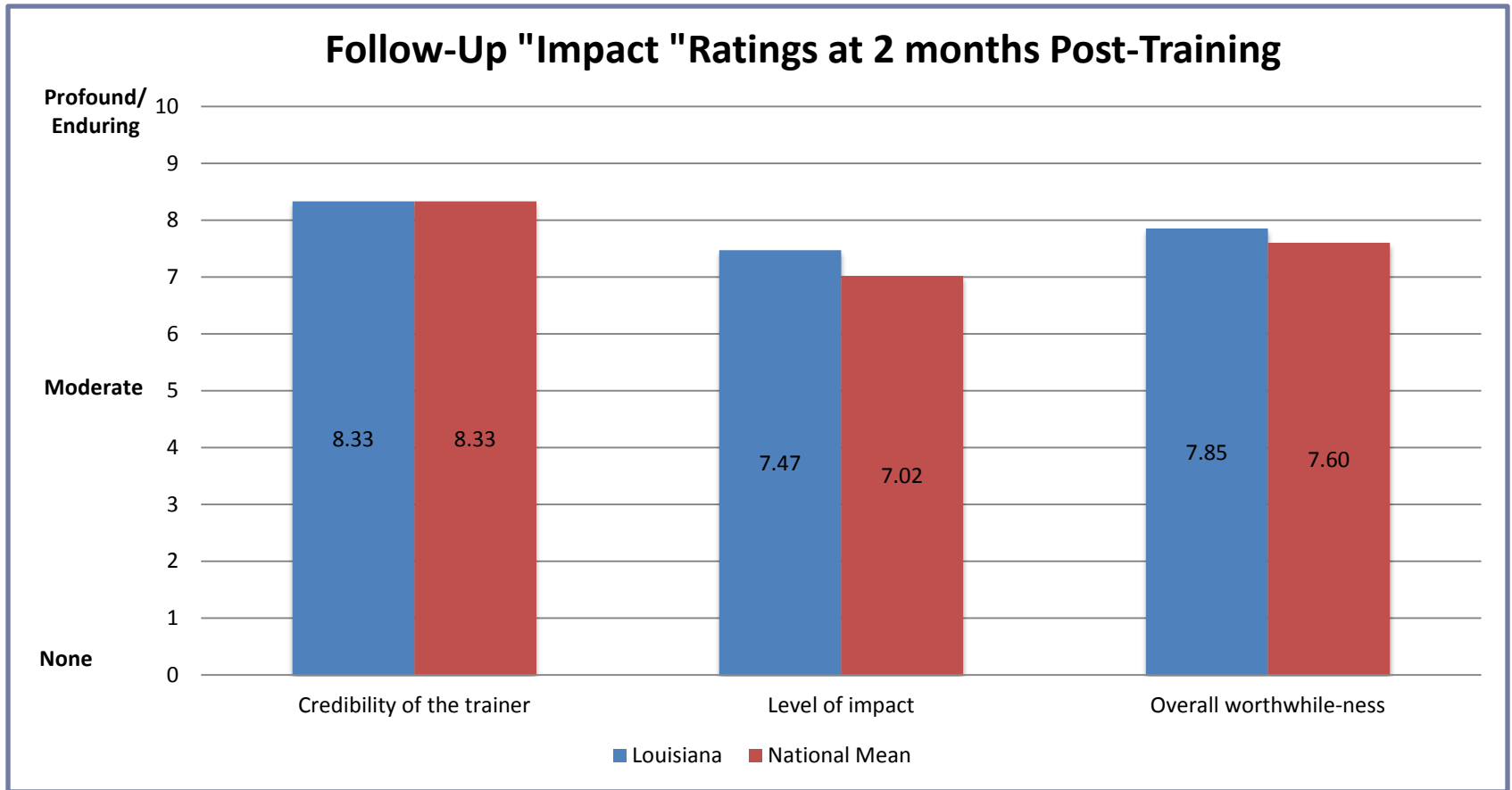
IOTTA: Improvement in mastery of Wraparound Concepts and skills



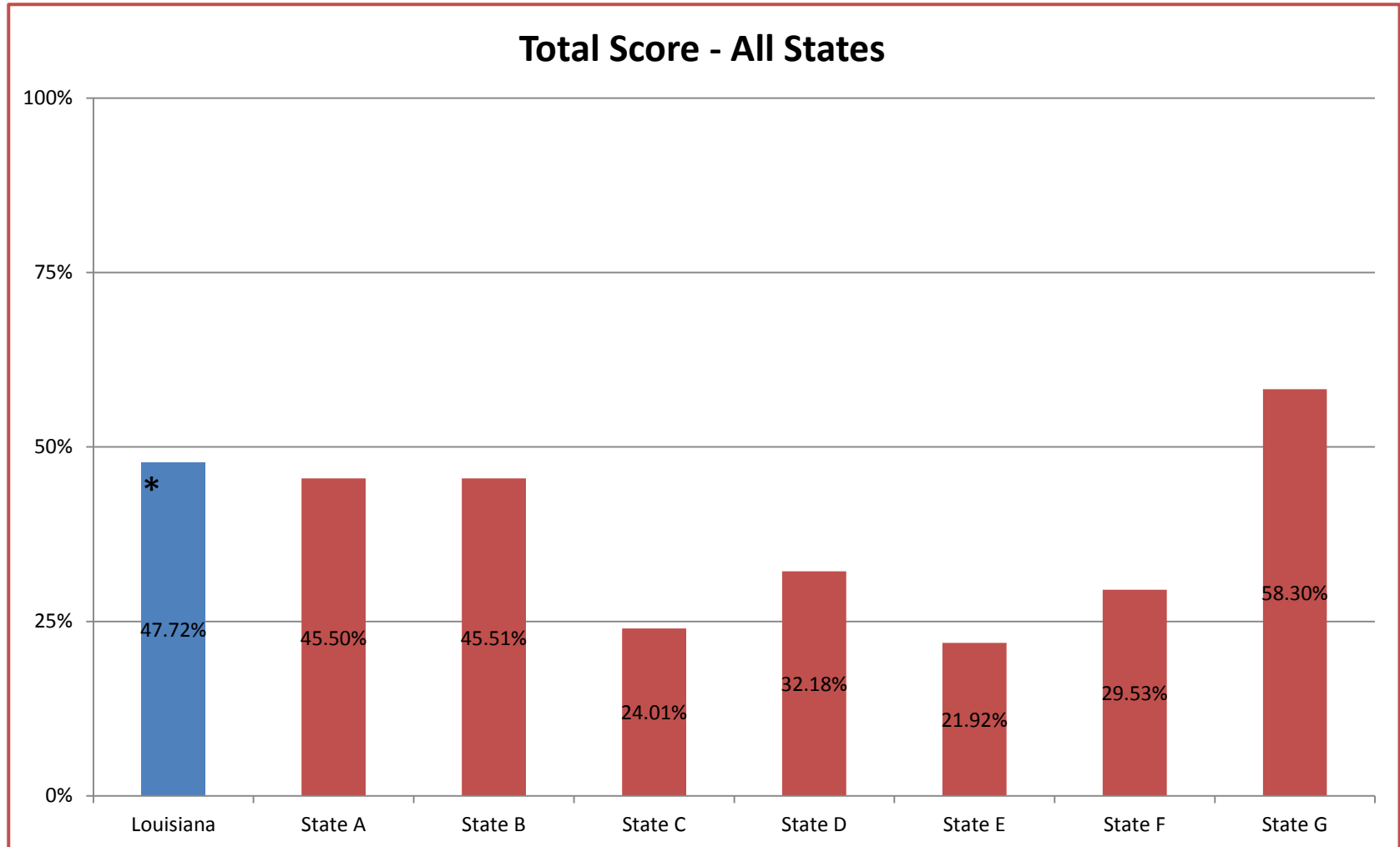
IOTTA: Perception of training quality



IOTTA: Follow-Up at 2 months

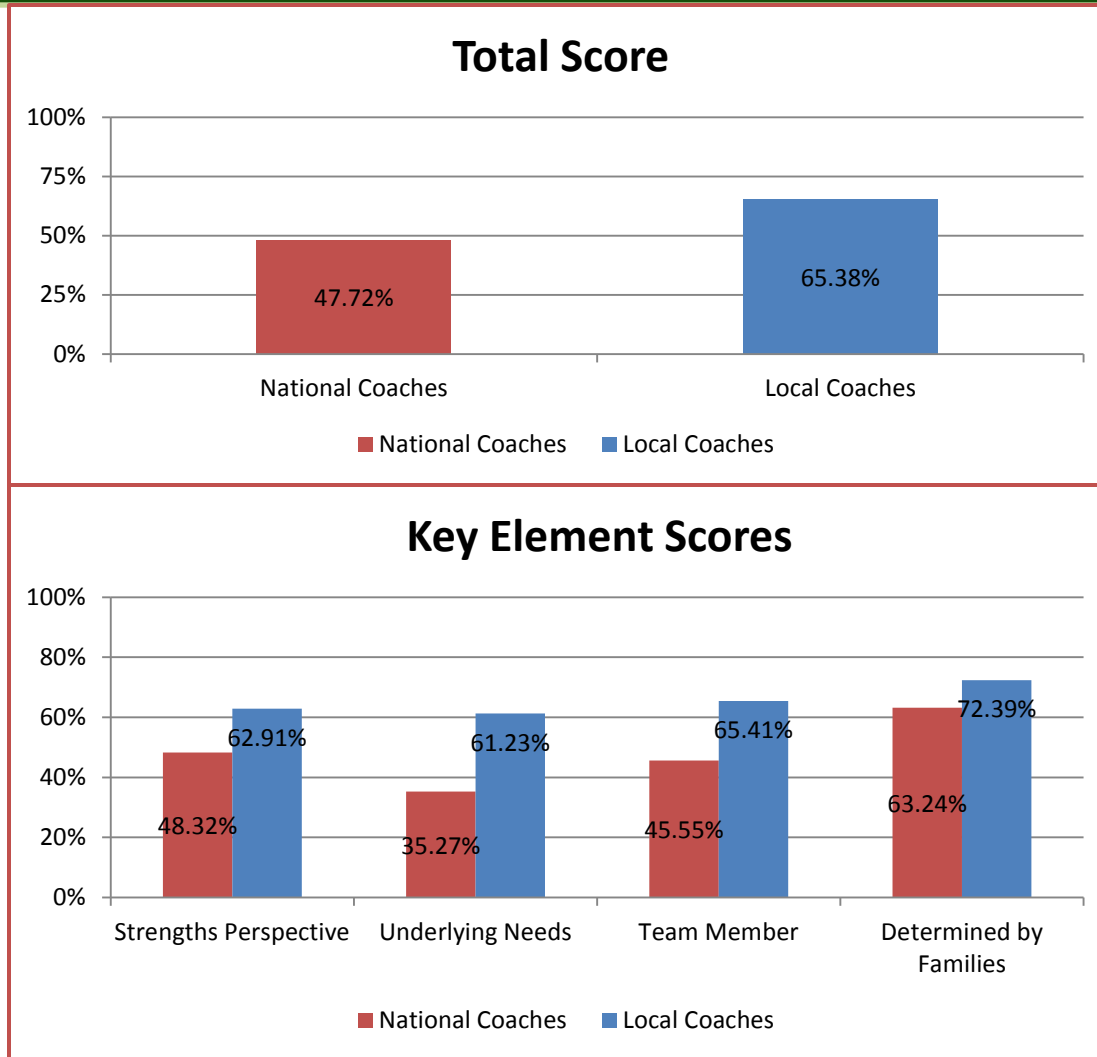


COMET: Comparison with Other States (National coaches' scores only)



* **Note:** Data for LA only based on 2 coaches in 2 regions out of 5

COMET: National & Local Coach Scores



WFI EZ

Wraparound Fidelity Index, Short Form



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WFI EZ

- The **Wraparound Fidelity Index, Short Version (WFI-EZ)**
 - A brief, self-report version of the Wraparound Fidelity Index v.4.
 - Versions of the WFI-EZ are available for facilitators, caregivers, youths, and team members
 - (LA did not collect data from team members)
- The goal was to create a reliable and valid measure of adherence to the wraparound principles that is easier to administer and less time consuming than the full WFI-4 interview protocol.
- Can be completed either on paper or online.
- WFI-EZ also contains questions about satisfaction and outcomes.
- Items on the caregiver, youth, team member and facilitator versions of the WFI-EZ will be parallel to one another, which promotes more straightforward scoring and interpretation of the data.

- Five Sections:
 1. Basic Info (4 questions)
 2. Your Experience in Wraparound (25 questions)
 - Scale = -2 (Strongly Disagree) to 2 (Strongly Agree)
 3. Satisfaction (4 questions)
 4. Youth functioning and system outcomes (4 questions)
 5. Impact of needs on the Family (5 questions)

Wraparound Fidelity Index, Short form (WFI-EZ)

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

- Fifteen sites across the country have collected a combined total of over 1,000 WFI-EZ surveys
- 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

Louisiana: Summary of Respondents

Summary of Respondents	Region 1	Region 2	Region 7	Region 8	Region 9	LA All
Number of children/youth	78	77	54	71	78	358
Interviews completed:						
WFI-EZ Caregiver	44	41	34	45	34	198
WFI-EZ Facilitator	78	77	54	70	74	353
WFI-EZ Youth	12	22	13	12	24	83
Total interviews completed	134	140	101	127	132	634

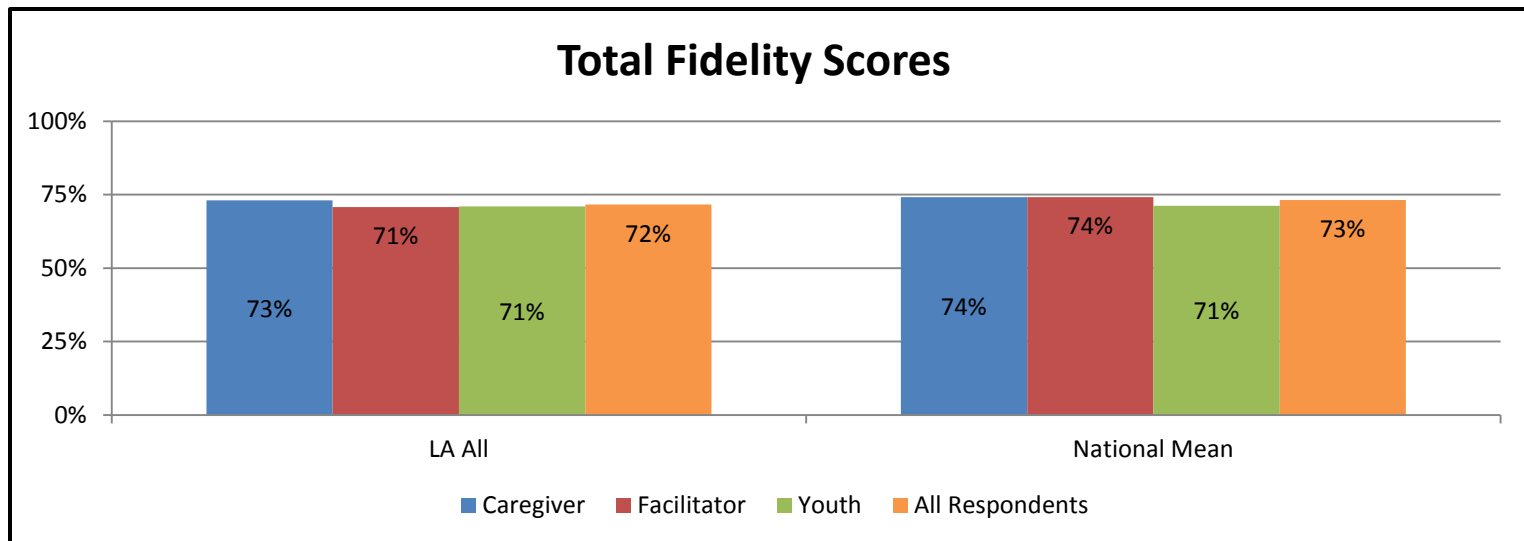
Region	Caregiver	Youth	Facilitator
1	58%	20%	100%
2	57%	35%	100%
7	64%	33%	100%
8	66%	21%	99%
9	45%	36%	95%

Youth Demographics

Youth Demographics	
Age of youth	
Mean (SD)	14(3.4)
Range	0 - 21
Gender	
Male	243(67.9%)
Female	115(32.1%)
Transgender	0(0.00%)
Months in Wraparound	18
Race of youth	
African-American	252(70.4%)
Native-American	2(0.56%)
Asian Pacific	0(0.00%)
Caucasian	86(24.0%)
Mixed Race	13(3.63%)
Hispanic / Latino	4(1.12%)
Other	1(0.28%)

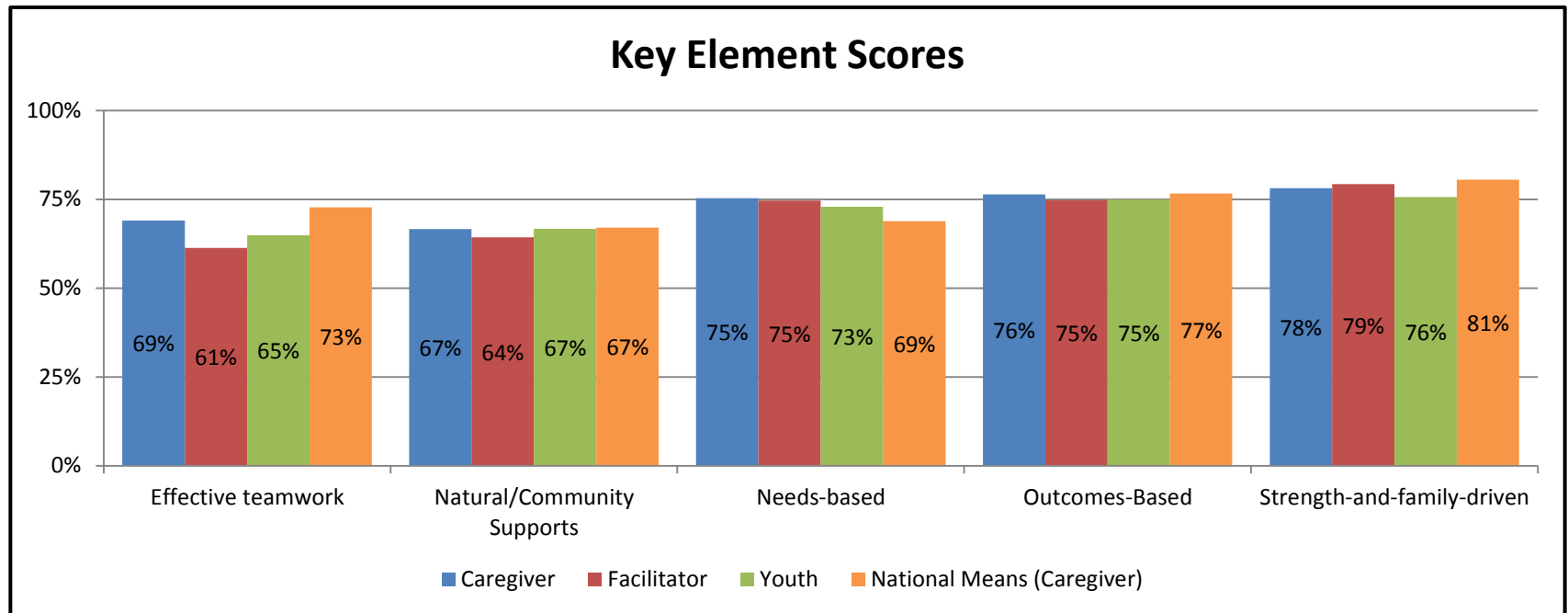
Total Fidelity Scores

- Caregiver and Youth total fidelity scores in Louisiana are very similar to the national comparison sample. The facilitator score, however, is about four and a half percentage points lower than the national average.



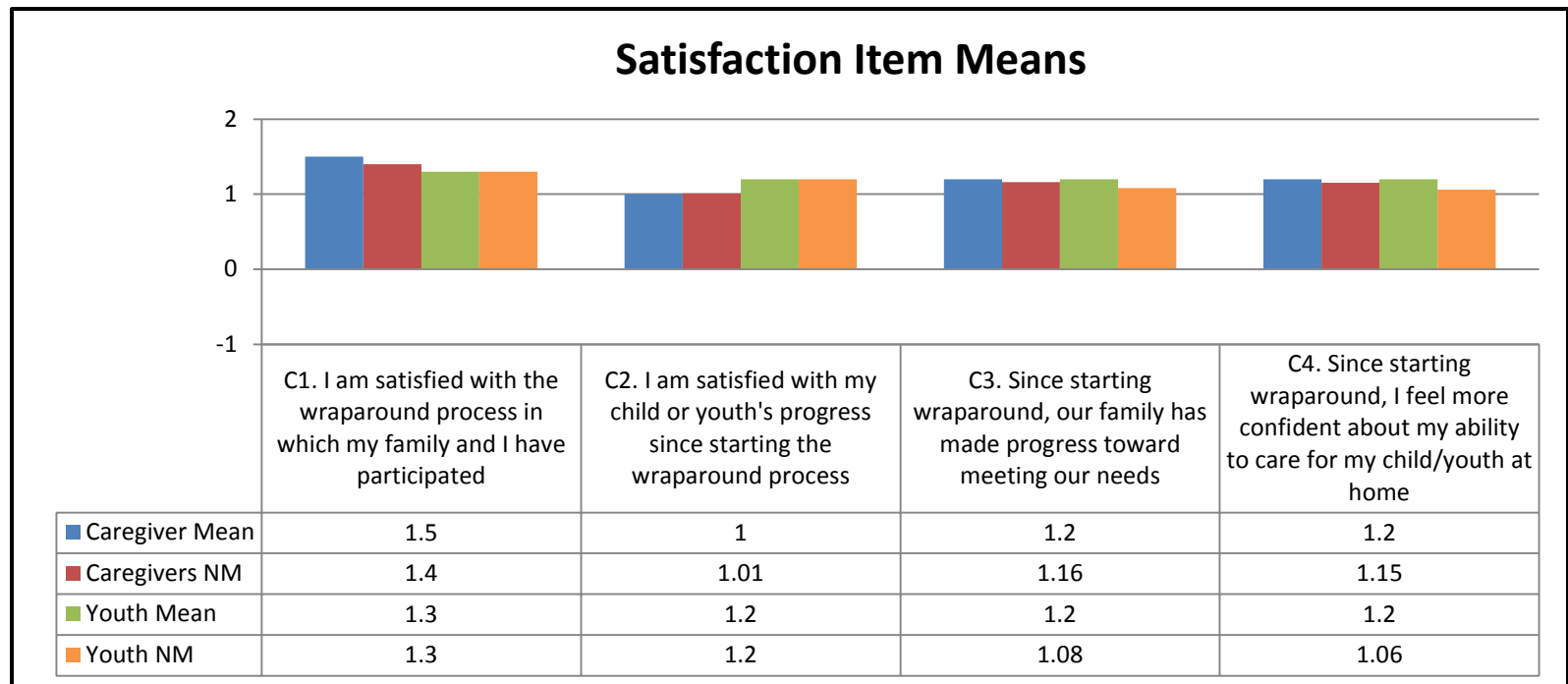
Key Element Scores

- Although overall scores in Louisiana are similar to National Means, Louisiana's scores on the Effective Team work key element are lower, and are higher on the Needs-Based key element.



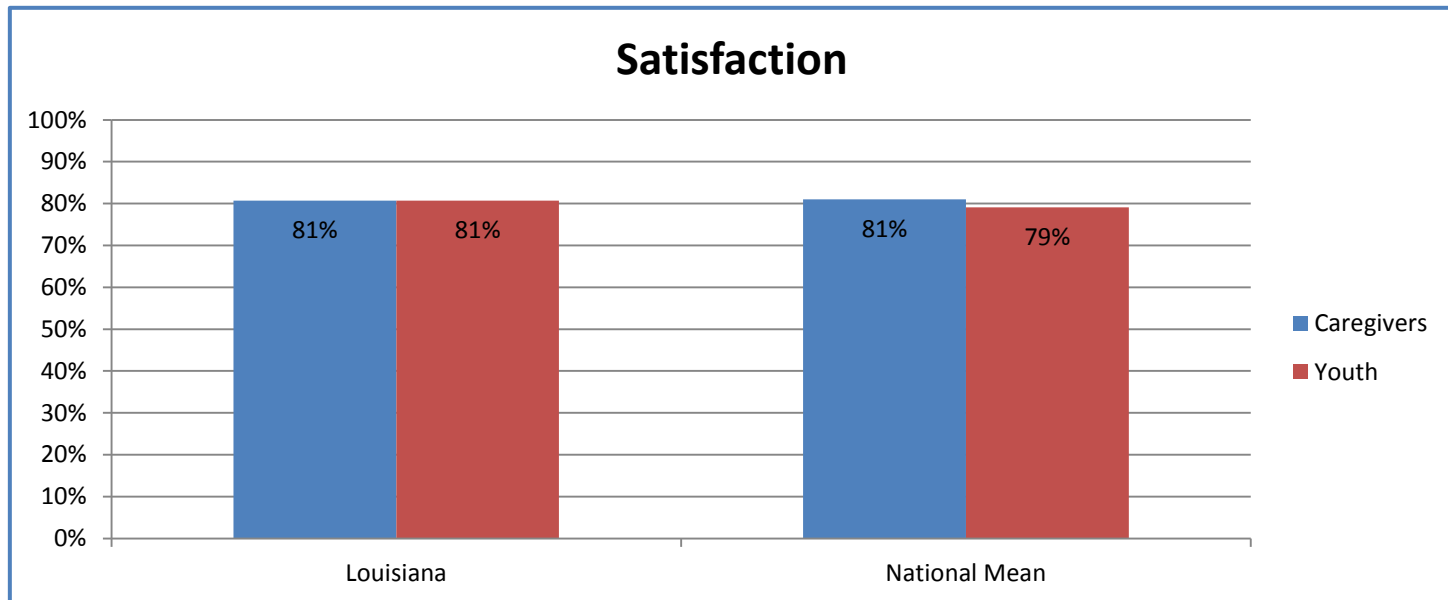
Satisfaction

- Youth and families typically report high satisfaction with their wraparound experiences. On average:
 - Caregivers were less likely than youth to be satisfied with the “youth’s progress since starting the wraparound process.”
 - Caregivers were more satisfied with the process itself than youth.
 - Both these patterns are highly similar to national means

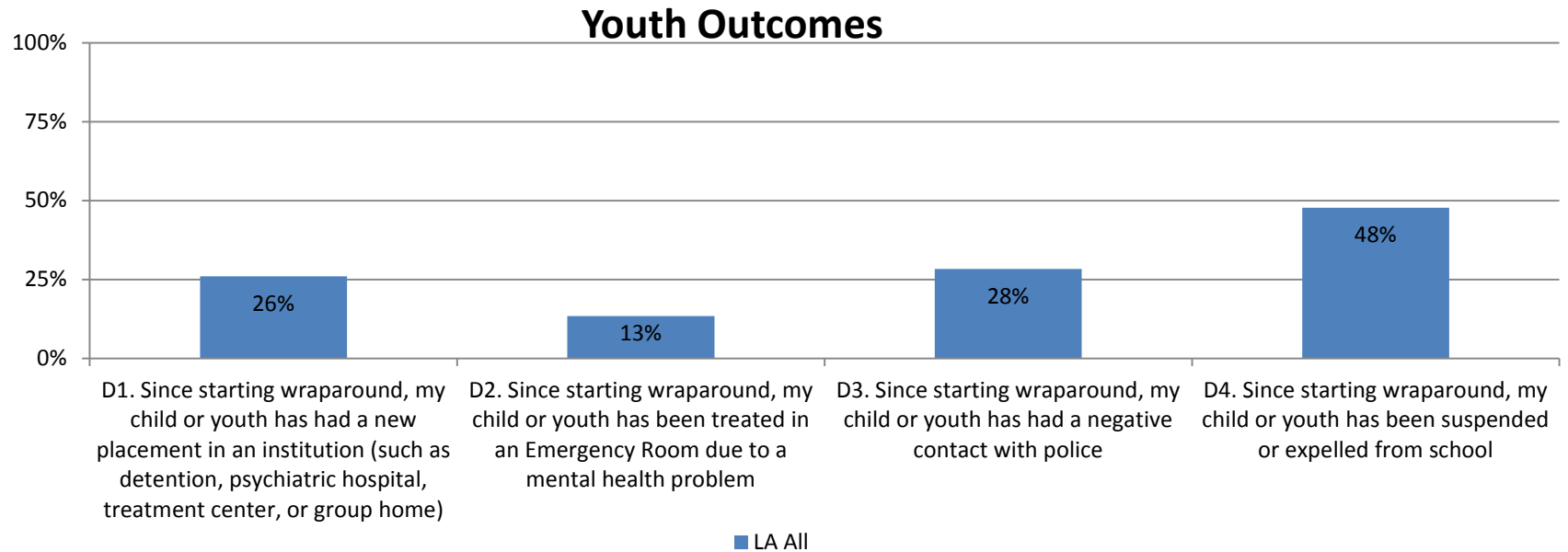


Satisfaction (cont.)

- Overall caregiver and youth satisfaction scores are similar to national means, and do not vary dramatically across regions, with no significant differences.



Youth Outcomes



	Caregivers	Facilitators	National Mean (CG)
D5. Problems that cause stress or strain to me or a family member	1.2	--	1.4
D6. Problems that disrupt home life	1.0	1.3	1.2
D7. Problems that interfere with success at school	1.2	1.4	1.1
D8. Problems that make it difficult to develop or maintain friendships	0.9	1.0	1.0
D9. Problems that make it difficult to participate in community activities	0.7	1.0	0.9

Qualitative Feedback: Caregivers

- Positive:
 - “[Our facilitator] is an angel sent from heaven. No problem is too hard for her.”
 - “Thank you for everything. If it wasn't for wraparound I would not know what would have happened to me or my child. I hope that they can continue to help us and don't take away the help that we are receiving.”
 - “When we started I had a lot of concerns about getting services. I did not know what to do, I was doing it on my own. But when wraparound started, [our facilitator] helped me get services put in place, put it all together. [...] I do not know what we would have done without her advocacy for the kids. Everyone working together – it really makes so much difference for the children”

Qualitative Feedback: Caregivers

- Negative:
 - “It's an okay program for the small crisis that occur, but at the time when we needed her placed somewhere, they did not have anything for us.”
 - “I feel that my experiences with wraparound still needs to improve. They have given me resources but most do not fit the needs of my child, which is something more long term or in-patient care.”
 - “I need clarity on what wraparound is capable of, because I am still confused. I feel like [our facilitator] is the only member of my team. I do not know who are the other team members. What team? Sometimes I feel like I overwhelm [the facilitator] and it is not fair to put all my stuff on one person, to rely on only one person.”

Qualitative Feedback: Youth

- Positive
 - “The Wraparound team goes over and beyond to help.”
 - “[My facilitator] is amazing at what she does. EVERYTIME I need her she is always there for me. She always lets me and my family know how far we have come and how proud of us she is. She knows when to be serious but also when to play around. She is very loyal and trustworthy and I have always counted on her and she never let me down. She is awesome and has helped my family tremendously!!!! You can tell she honestly and truly loves what she does and she is someone I will never forget!”

Qualitative Feedback: Youth

- Negative
 - “Everything is good. But staff do not call or show up when they say they will. I like my facilitator.”
 - “They haven't help us find a job or a place to stay yet. I still need help.”

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SUMMARY OF FINDINGS



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Summary of Findings

- Wraparound facilitators report relatively **high satisfaction** with and **positive impact** of training and coaching from NWIC/The Institute
- Wraparound coaches in 2 regions demonstrate **high levels of skill** compared to most NWIC sites/states
- Wraparound implementation fidelity is very similar to the national average
 - Caregivers rate fidelity higher than facilitators
 - This is impressive given the pace at which LA has “gone to scale” statewide

Summary of Findings

- Youth and families typically report **high satisfaction** with their wraparound experiences.
 - Caregivers were less likely to be satisfied with the “youth’s progress since starting the wraparound process.”
 - Caregivers were more satisfied with the process itself than youth

Trends in fidelity results

- Regional variation was found
 - Regions with certified coaching demonstrated higher fidelity and satisfaction
- Variation across Key Elements showed potential areas for needed improvement
 - Lower on:
 - Effective Teamwork (esp Facilitators)
 - Strength/family driven
 - Higher on Needs-based (esp Caregivers)

Findings on Outcomes

- Caregivers report fewer problems than national mean
 - Exception = school outcomes
 - Caregiver stress from “Problems that interfere with success at school”
 - “Since starting wraparound, my child or youth has been suspended or expelled from school”

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RECOMMENDATIONS



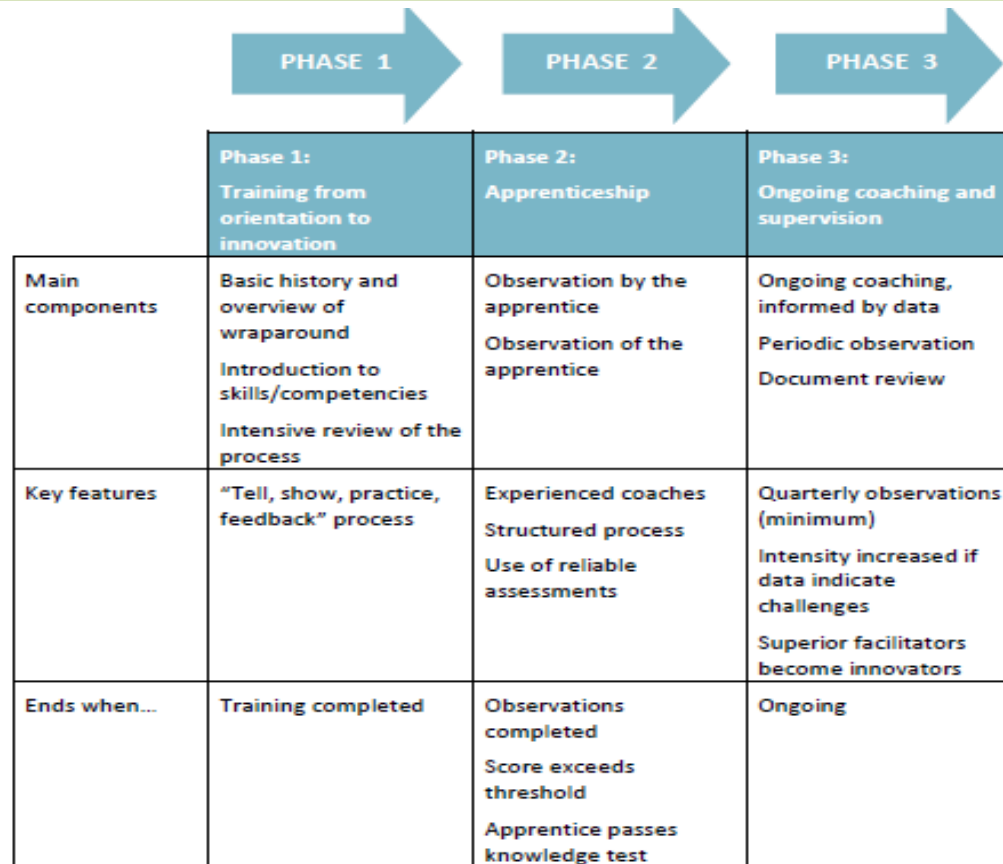
Recommendations

- **An ongoing plan for state-wide Wraparound trainings and coaching support should be developed** in order to ensure sustainability of Wraparound implementation and support new expansion sites after April 2015.
 - Louisiana will have 2 certified coaches/trainers and 1 certified coach when the NWIC contract ends on April 30, 2015.

Recommendations

- WFI and coaching data show that **ongoing training and coaching support is needed** in all regions on:
 - Effective teamwork
 - Engaging youth and families
 - Helping facilitators and supervisors shift to a family- and needs-driven approach
 - Increasing informal and natural supports on teams
 - Tracking progress toward outcomes and meeting needs
 - Identifying and using functional strengths in planning

Wraparound training, from orientation to innovation



Throughout, training, coaching and supervision is provided in a way that is consistent with wraparound

Recommendations

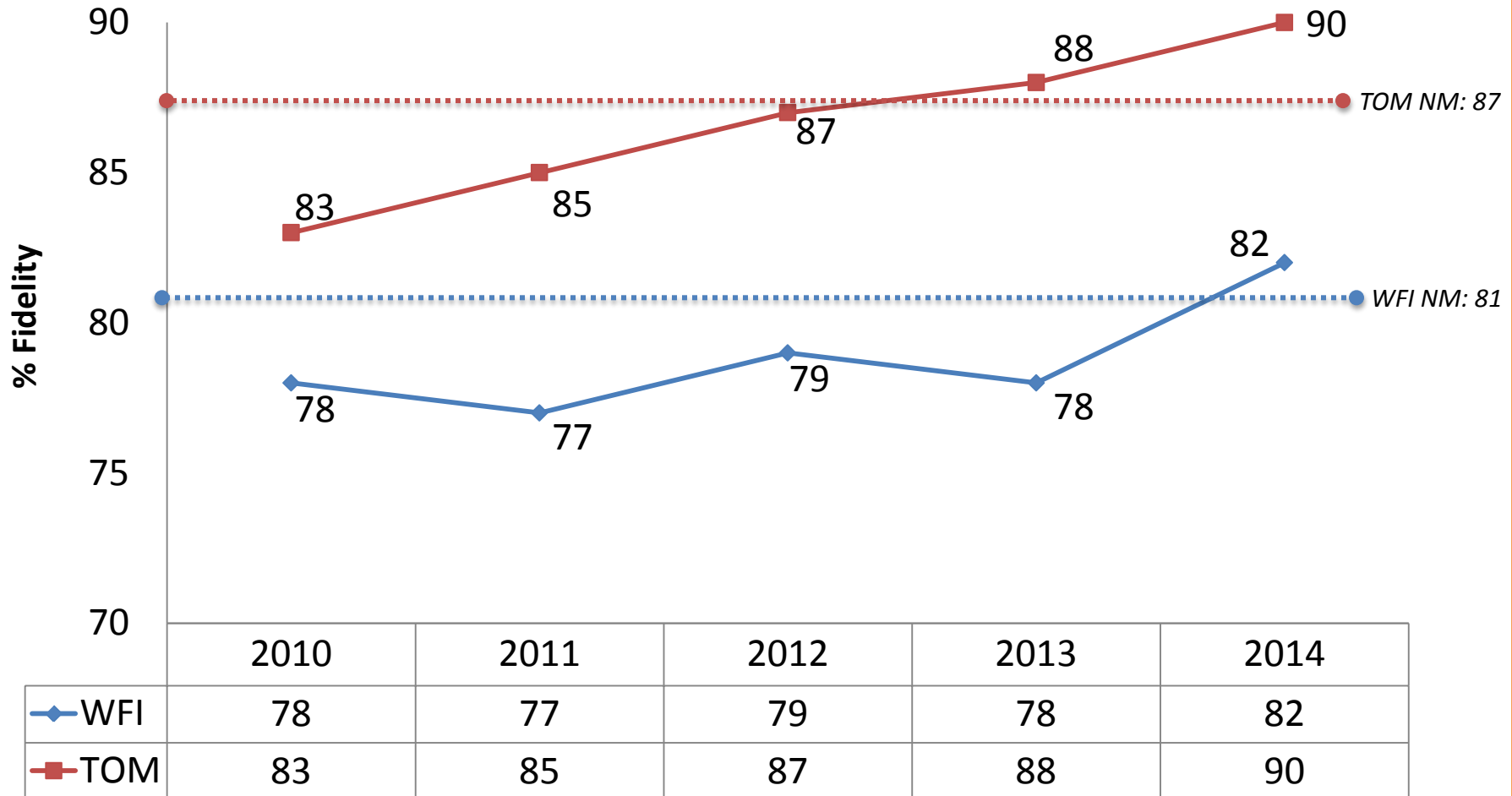
- **Formal service options** appear to be limited in some regions of the state
 - Data suggest wraparound is often well implemented but effective services are also needed
 - **Additional support is needed to expand the Provider Network** throughout the state and extend the array of service options available
- **Outreach to schools and system partners**
 - Options?
 - Local community collaboratives
 - Resource development specialists

Additional recommendations

- Get the new managed care organizations up to speed prior to transition
- Continue to invest in youth peer support
 - Consider specific youth empowerment approaches such as Achieve My Plan (AMP)
- Develop a comprehensive ongoing quality and outcomes monitoring plan that can inform the system and the individual providers/Regions
- Invest in rigorous statewide outcomes and cost evaluation

“State X” Fidelity Scores

Increasing over time through 4 years of CQI efforts



“State Y” Youth Outcomes

Greater improvement on the CAFAS over 4 years of CQI efforts

