

# Wraparound Implementation in Louisiana

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## Context: The Importance of Wraparound

**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, and traditional services don't attend to health, mental health, substance abuse, and basic needs holistically.

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

**Wraparound is associated with positive outcomes**, including better functioning and mental health outcomes, reduced recidivism and better juvenile justice outcomes, increased rate of case closure for child welfare involved youths, and reduction in costs associated with residential placements (Bruns & Suter, 2010).

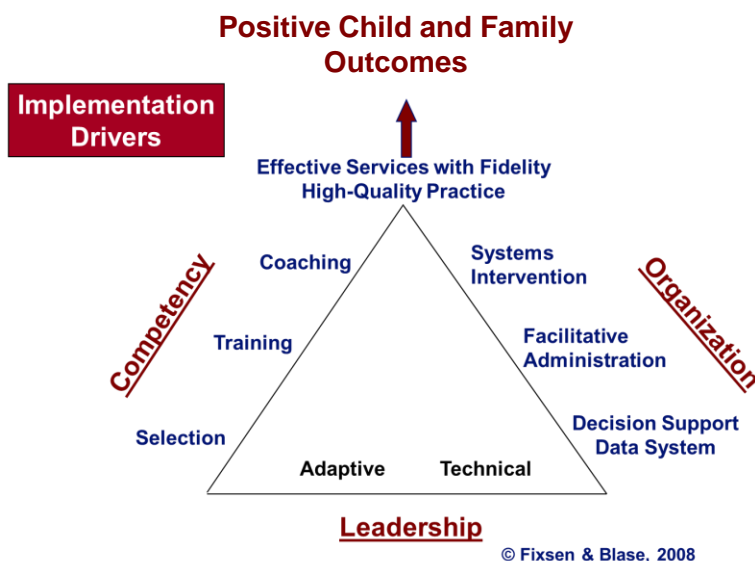
Some sites have demonstrated lower costs and residential stays.

- Wraparound Milwaukee reduced psychiatric hospitalization from 5000 to less than 200 days annually and reduced average daily residential treatment facility population from 375 to 50 (Kamradt & Jefferson, 2008).
- In Massachusetts, a controlled study found 32% lower emergency room expenses and 74% lower inpatient expenses. (Grimes, 2011)
- New Jersey saved over \$30 million in inpatient psychiatric expenditures over 3 years (Hancock, 2012).

## Implementation Matters

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.

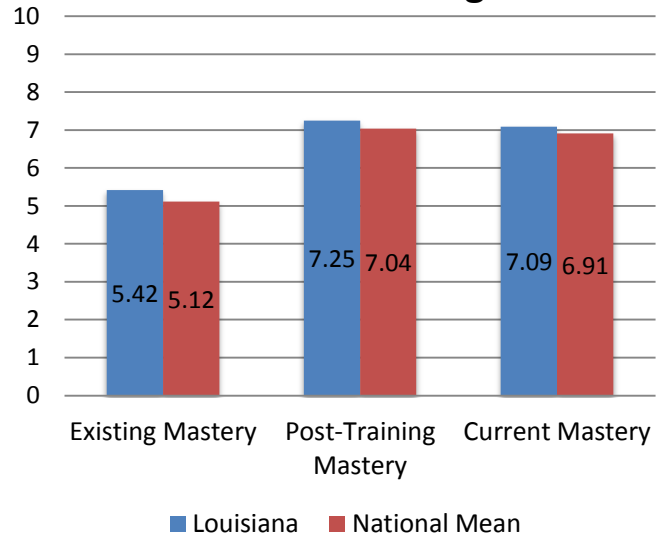


## Staff Training and Skill Development

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)
  - Staff in Louisiana indicated that the wraparound trainings they attended were overall worthwhile and resulted in a lasting change in their mastery and competence.
  - COMET scores in Louisiana are among the highest in states where the tool is used, though the data in Louisiana comes from a small sample of coaches.

### Perceived Change in Mastery due to Training



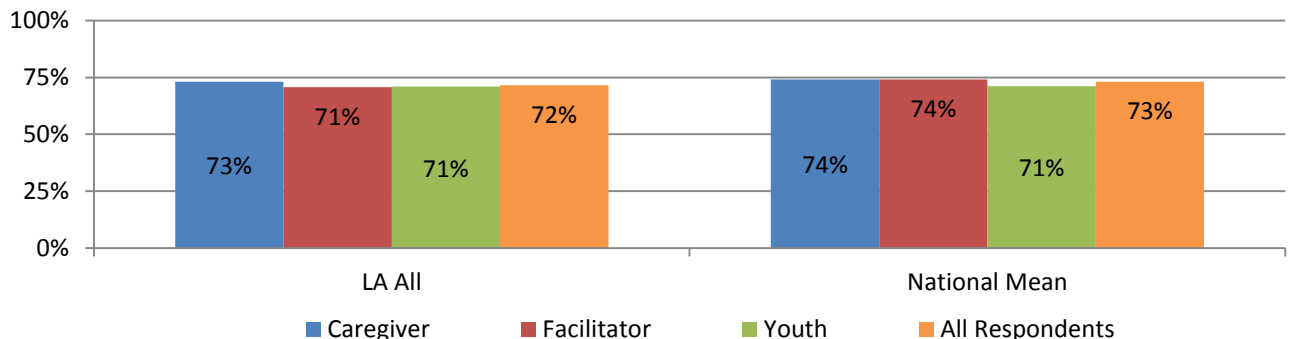
## Fidelity, Satisfaction, and Outcomes

	Louisiana
Number of children/youth	358
Interviews completed:	
WFI-EZ Caregiver	198
WFI-EZ Facilitator	353
WFI-EZ Youth	83
Total interviews completed	634

Fidelity data using the Wraparound Fidelity Index, Short Version (WFI-EZ) was collected on a random sample of 35% of youth enrolled in wraparound services in 5 regions. The WFI-EZ is a brief self-report fidelity survey that also includes questions about satisfaction and outcomes.

The response rate for caregivers was around 60%, for youths around 30%, and for facilitators around 100%.

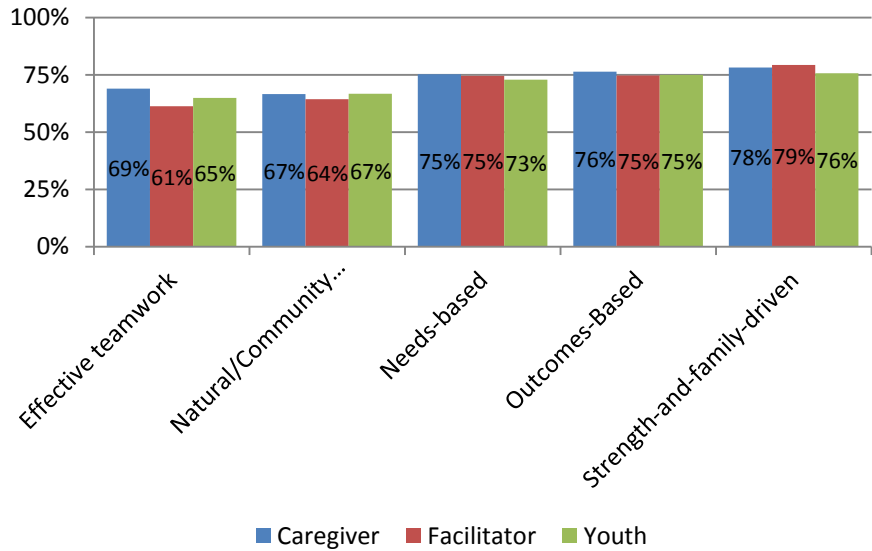
### Total Fidelity Scores



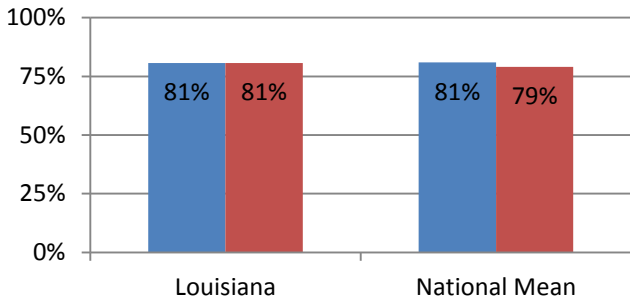
# Fidelity, Satisfaction, and Outcomes

## Key Element 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.
- Although overall scores in Louisiana are similar to National Means, Louisiana's scores on the "Effective Teamwork" subscale are lower, and are higher on the Needs-Based subscale.

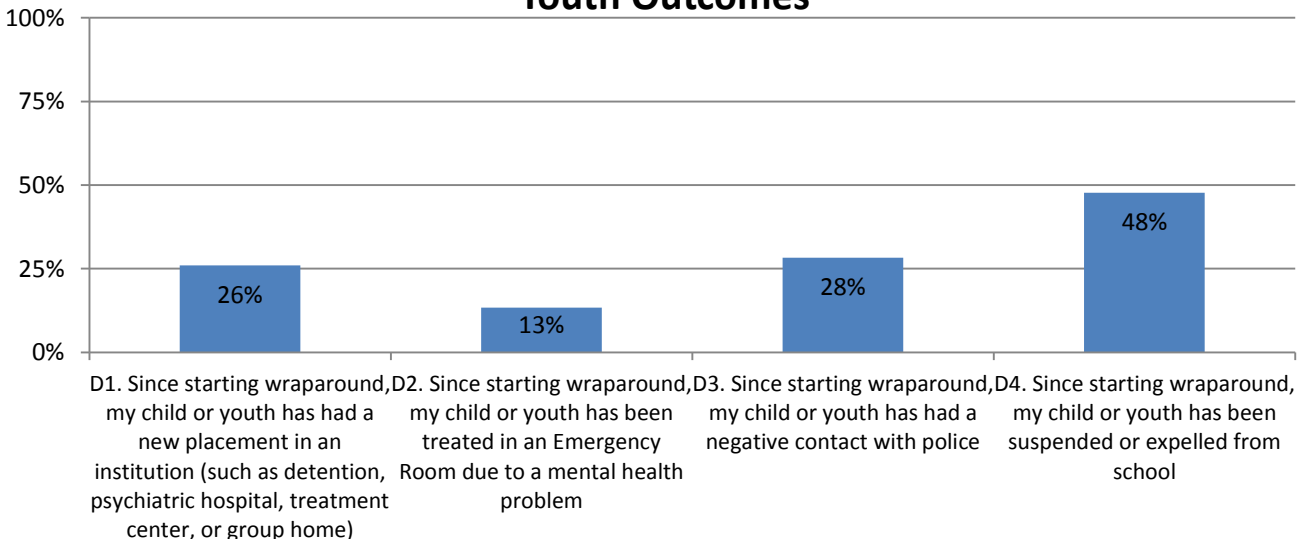


## Overall Satisfaction



- Youth and families typically report high satisfaction with their wraparound experiences.
- Self-reported outcomes for youth look positive, though there is a high amount of variability across the regions.

## Youth Outcomes

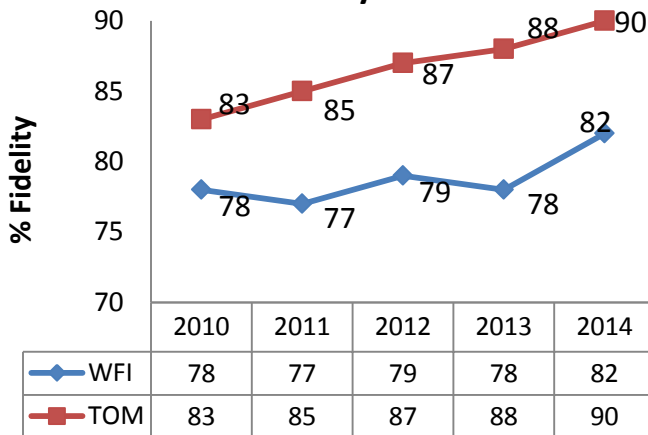


## Recommendations

1. **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.
2. 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
3. **Formal service options** appear to be limited in some regions of the state
  - **Additional support is needed to expand the Provider Network** throughout the state and extend the array of service options available
4. **Outreach to schools and system partners**
5. **Get the new managed care organizations up to speed prior to transition**
6. **Continue to invest in youth peer support**
7. **Develop a comprehensive ongoing quality and outcomes monitoring plan that can inform the system and the individual providers/Regions**

## Models for Improvement

**State “X” Fidelity Over 4 Years**



**State “Y” Outcomes over 4 Years**

