



# Louisiana Coordinated System of Care: 2019 Fidelity Survey Results

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Quality Improvement Department  
Magellan Health of Louisiana

**Magellan**  
HEALTHCARE®

# What is Wraparound?



- Systems approach to behavioral healthcare services for youth and their families
- Based on core values and wraparound principles
- Family-driven
- Overseen by Magellan to ensure integration, enhanced service offerings, and outcomes monitoring



## CSoC Youth

- Have complex behavioral health needs
- Are currently or at risk of out-of-home placement
- Have systems involvement (DCFS, OJJ, DOE, etc.)
- Have not been successful at lower levels of care



## Wraparound – Bringing Systems Together: Monthly Minute

<https://www.youtube.com/watch?v=b28wd4O16V0>



# The Wraparound Process



## **Referral to CSoC**

Family, State Agency, Teacher, Case Worker, Probation Officer, etc.

## **Phase 1: Engagement**

Assessment, Facilitator assigned, Building Trust – *Understands family's hopes & dreams*

## **Phase 2: Plan Development**

Families decide goals, Create a plan, Build a Child & Family Team (CFT)

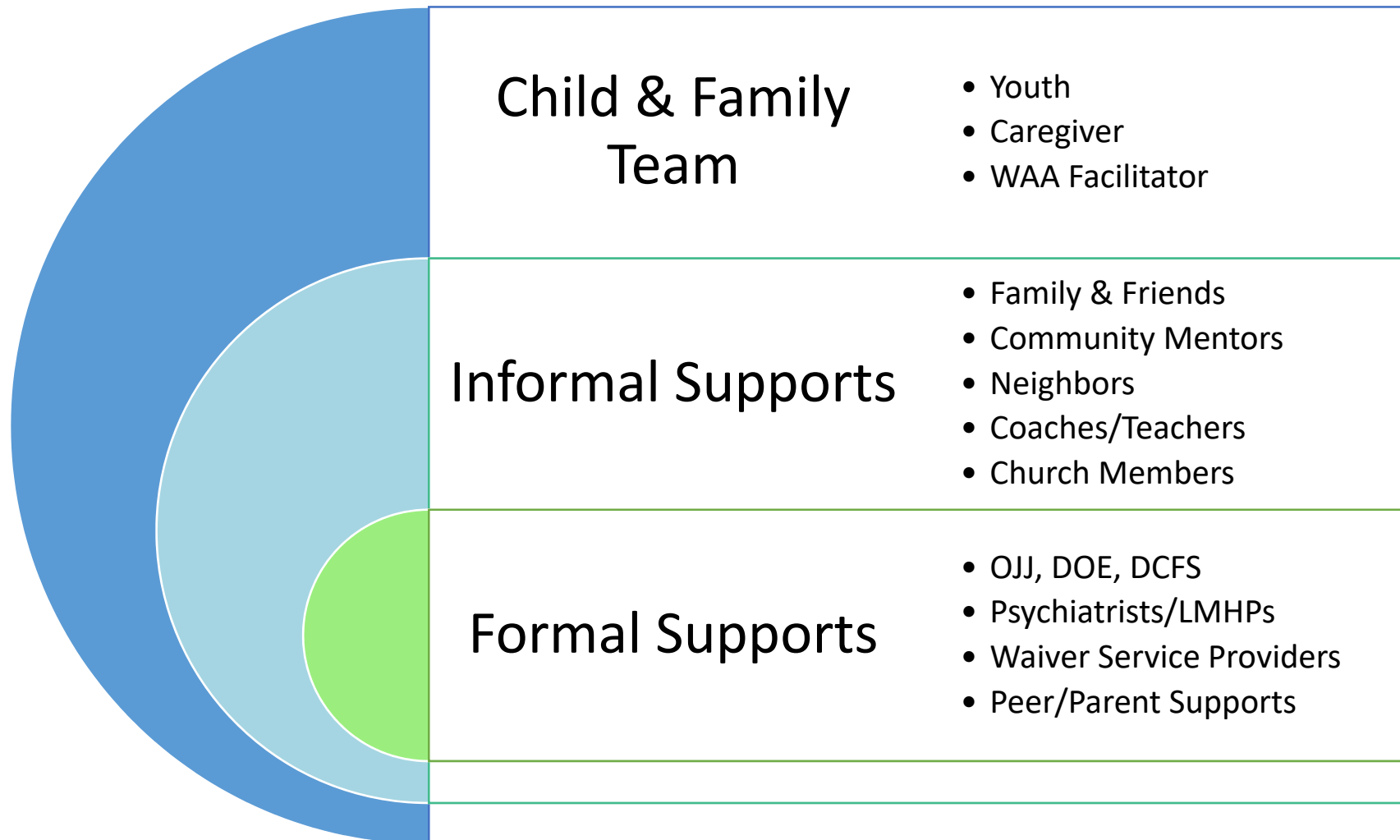
## **Phase 3: Implementation**

Interventions and strategies enacted, Progress assessed, Plan revised

## **Phase 4: Transition**

Goals achieved, Follow-up care in place, Success continues in community setting

# One Team – One Plan



Reference: [www.nwi.pdx.edu/NWI-book/Chapters/VanDenBerg-1.3-\(history-of-wraparound\).pdf](http://www.nwi.pdx.edu/NWI-book/Chapters/VanDenBerg-1.3-(history-of-wraparound).pdf)

# What is Fidelity?



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## **Purpose & Goals**

Measures the extent to which wraparound is delivered in accordance with NWI standards

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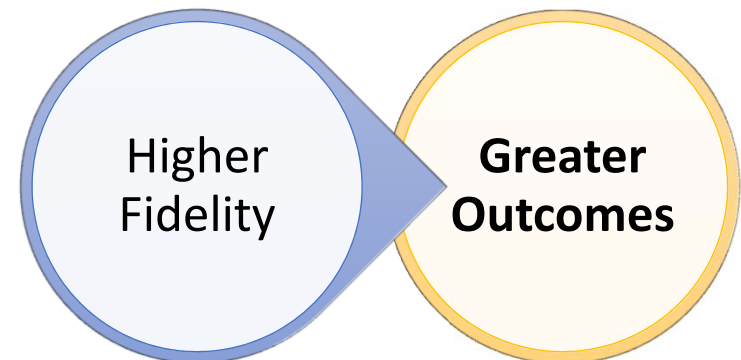
Evaluates experiences, satisfaction, and outcomes of youth and families + the facilitators and team members delivering services

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Provides data for quality assurance and directs future actions

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**Empirical research supports that maintaining fidelity to the philosophical principles of wraparound is key to achieving positive outcomes.**



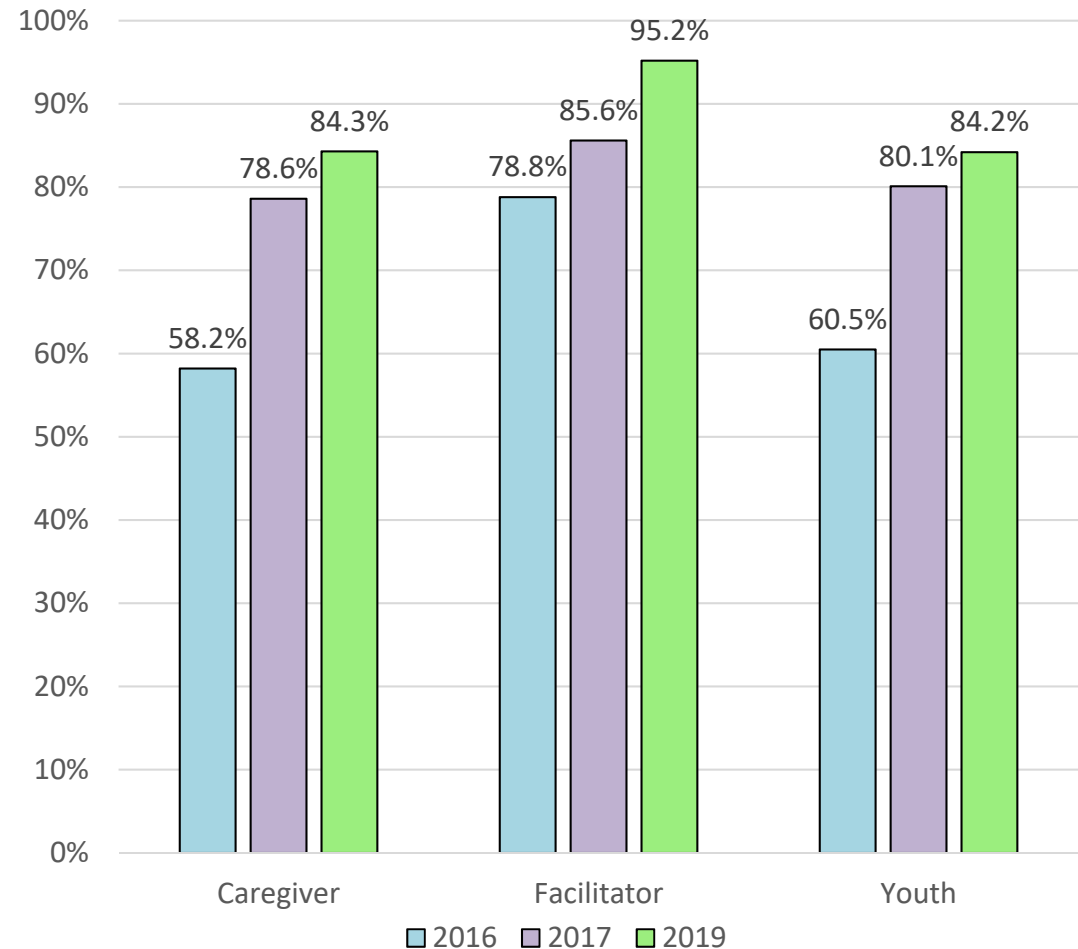
The slide features a light blue rectangular background. Scattered around the perimeter of this rectangle are several triangles of varying sizes and colors, including shades of blue, purple, and magenta. Some triangles are partially cut off by the edges of the slide.

# 2019 Fidelity Survey Results

# Response Rate



- Random sample of 30% of CSoC youth enrolled for 3-9 months, stratified by region
- Collaboration between Magellan & WAAs
- Wraparound Fidelity Index, Short-Form (WFI-EZ)
- Increased participation every year
- Brief, self-report of 4 respondent types:
  - Caregiver
  - Youth
  - Facilitator
  - Team Member (Peer/Parent Support)



Peer & Parent Support Specialists – 100% response rate statewide

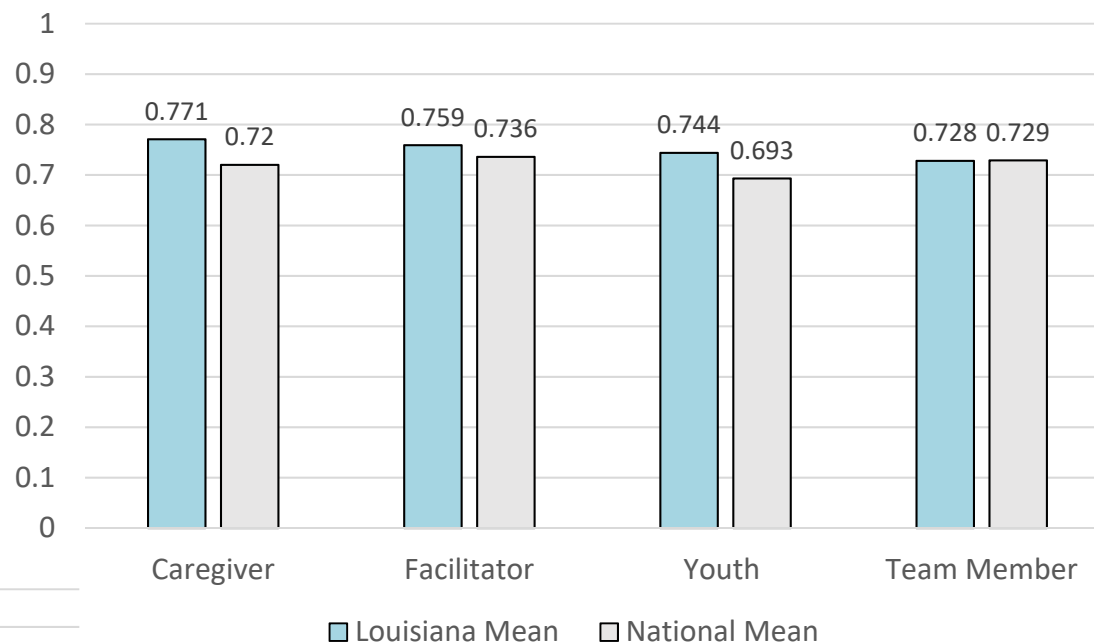


# The Big Picture

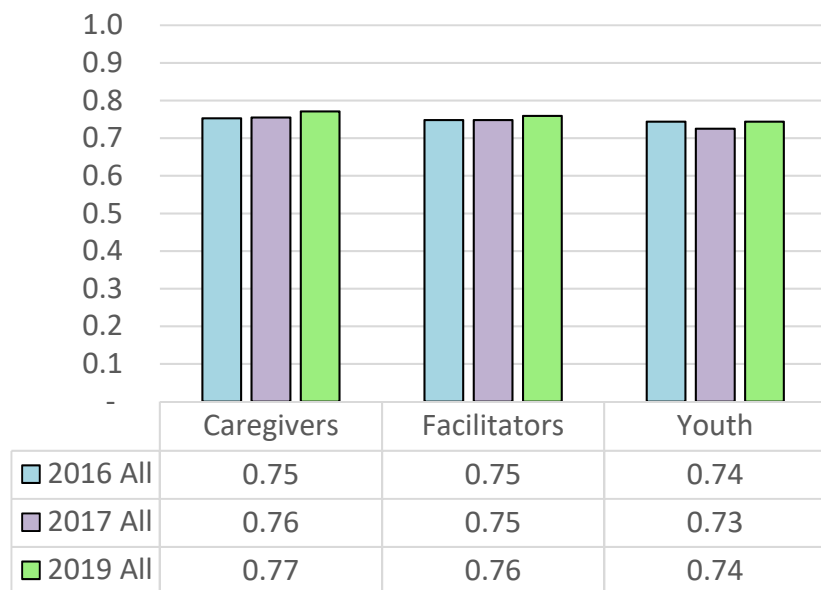


*Total Fidelity Score –*  
Measures the overall  
experience with  
Wraparound at the  
programmatic level

Comparing Louisiana and National Means

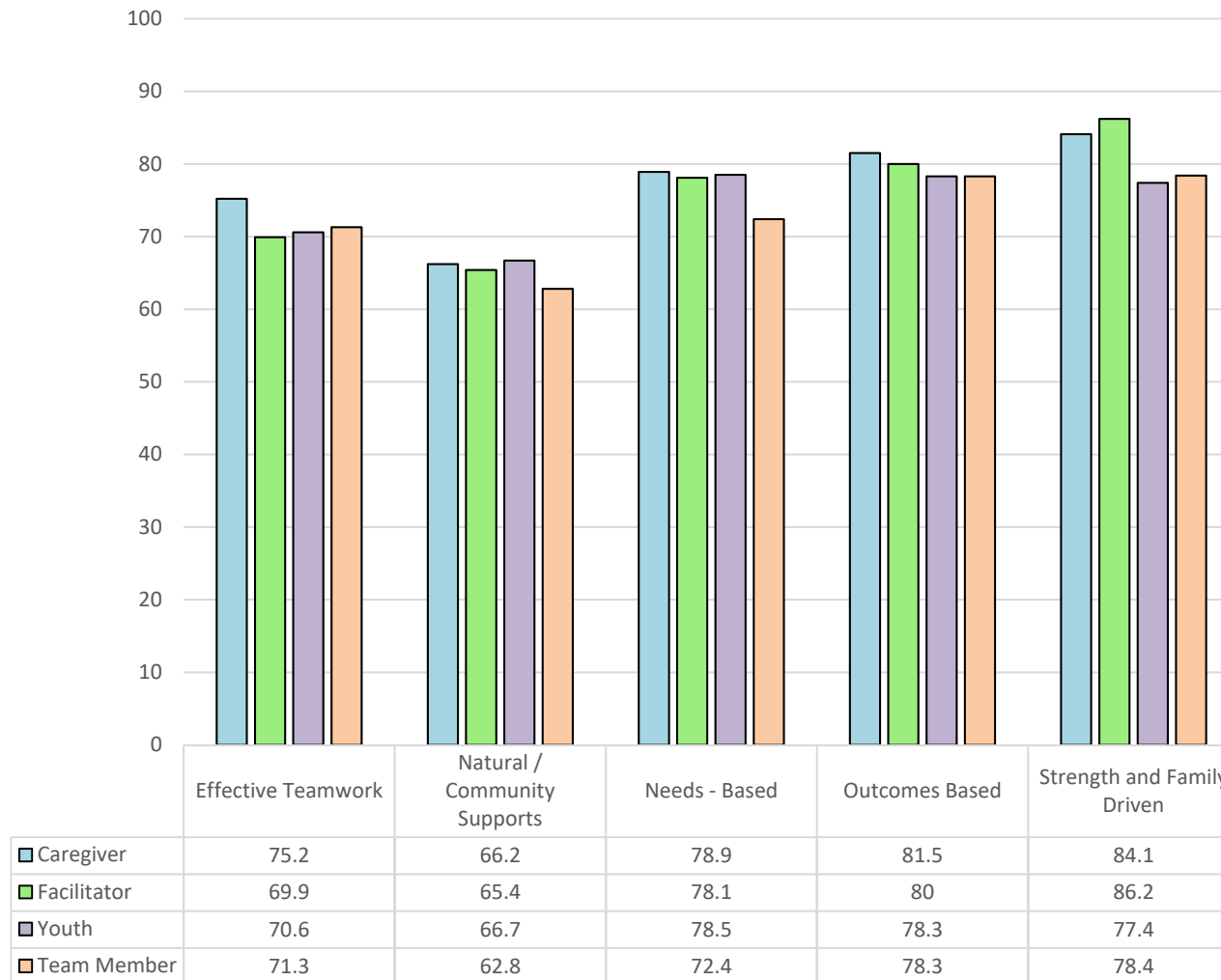


Comparison Across the Years



Consistently improved or  
sustained performance year  
after year

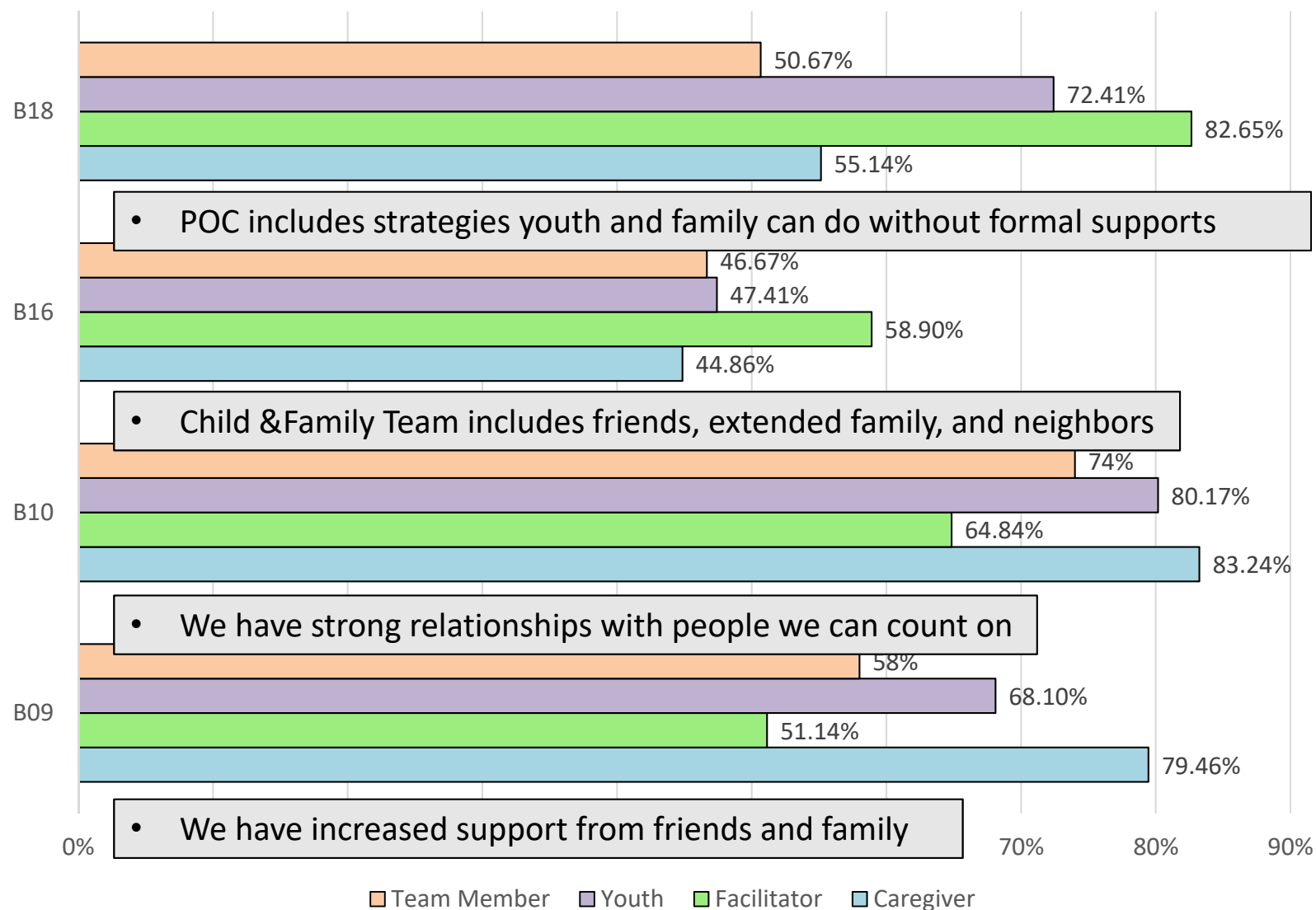
# Key Elements of Wraparound



## Takeaways

- All respondents assessed Effective Teamwork higher than NM
- All respondents assessed that CSoC is Outcomes-Based higher than NM
- Caregivers reported WAA was Strength & Family driven 7+ points higher than NM
- Opportunities for Improvement:
  - ✓ Increase Natural & Community Supports

# Deeper Dive – Natural/Informal Supports

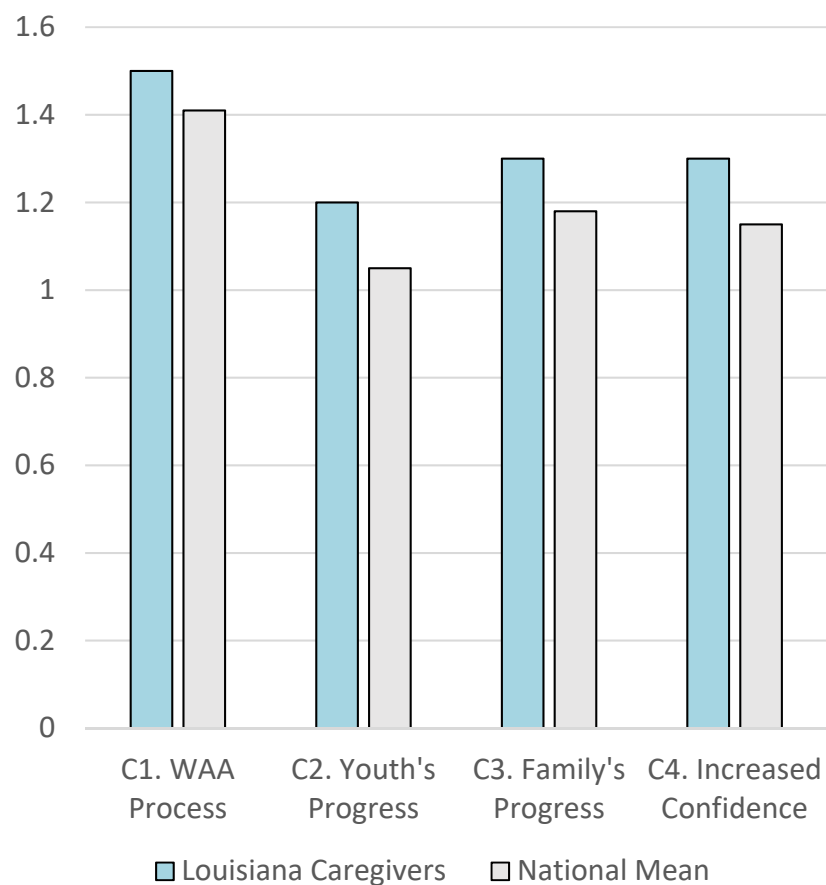


# Satisfaction

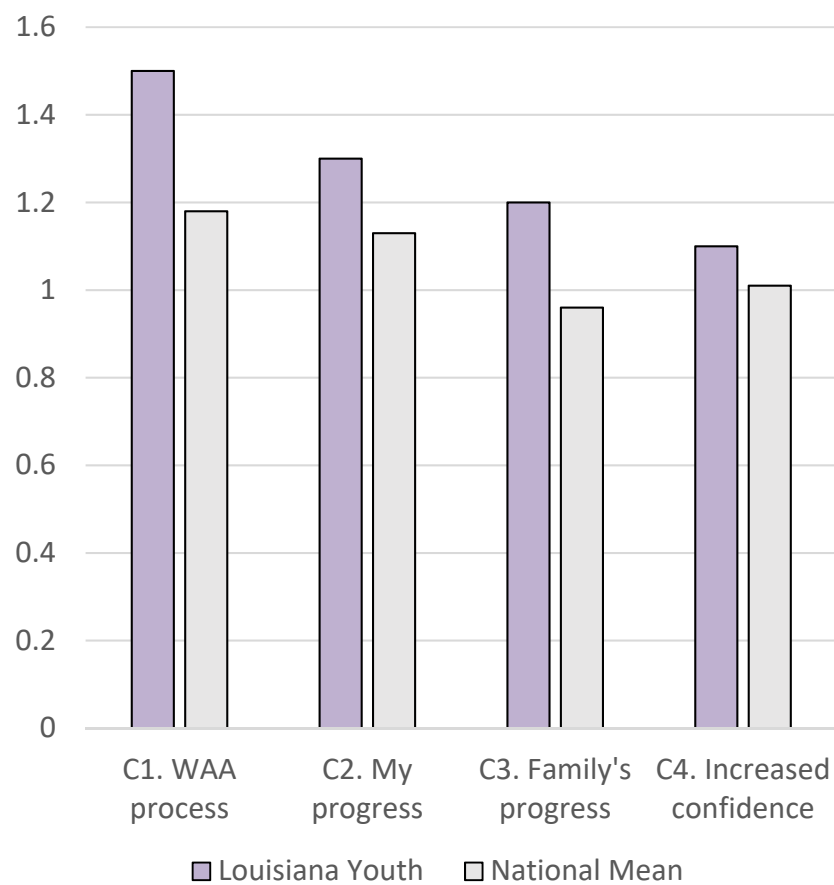


CSoC exceeded all National Means for level of satisfaction

## Caregiver



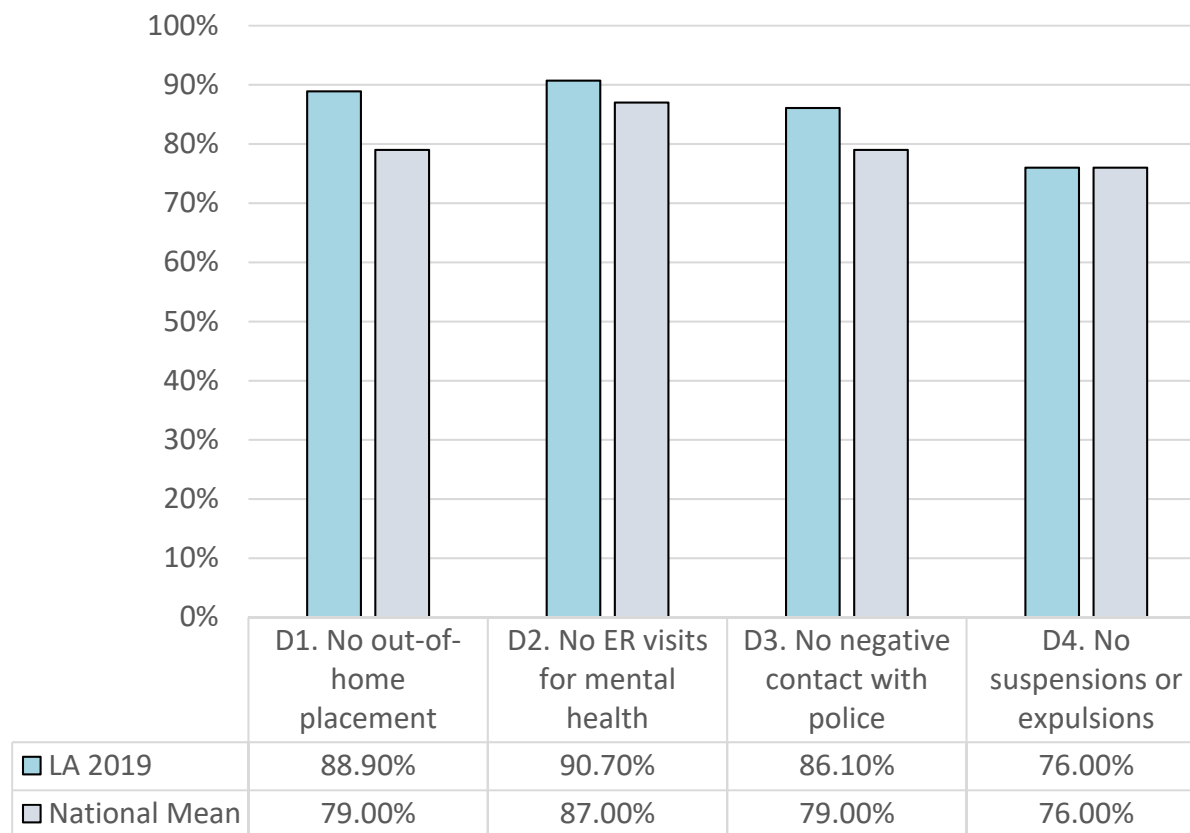
## Youth



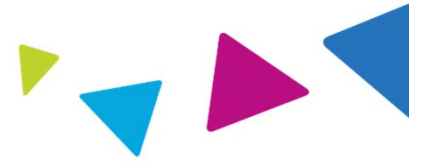
# Outcomes



CSoC met or exceeded the NM on all Outcomes measures



# Shaping Fidelity: The Plan of Care Review Tool

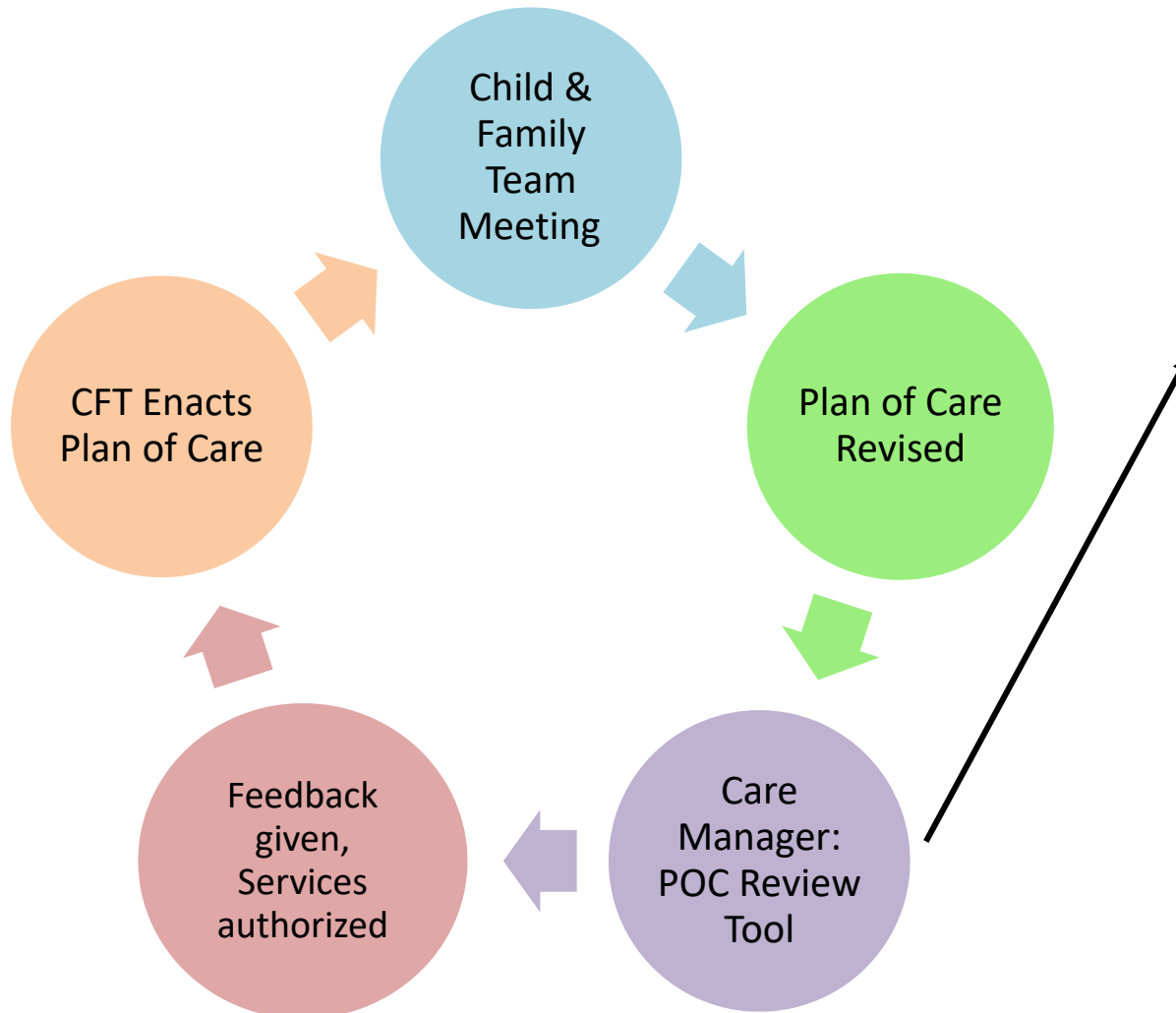


- The Plan of Care (POC) is the core document that guides all formal and informal services received by the youth and family
- The POC Review Tool was created in collaboration with WAAs to ensure fidelity to Wraparound principals and compliance with waiver requirements.

## Plan of Care Review Tool

- Computer-based, dynamic tool completed by LMHPs
- Designed with clear criteria & definitions for consistent, transparent review process
- Ensures that strategies, interventions, and services reflect the needs of the youth and family and best clinical practices
- Designed for timely, specific feedback that supports coaching and ongoing collaboration

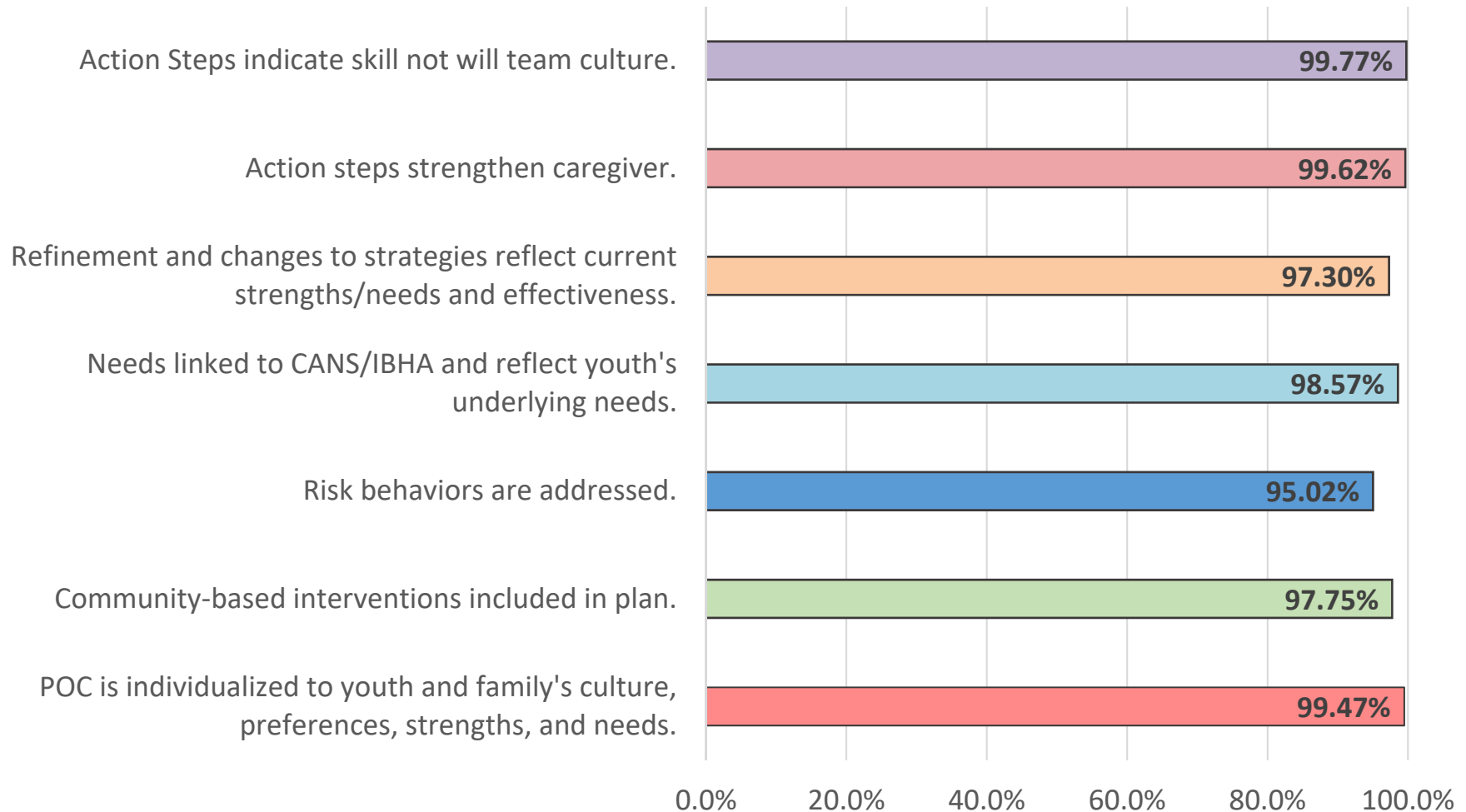
# The Process of Shaping Fidelity



## POC Review Tool

- Two Types of Ratings:
  - Yes/No
  - 1, 2, 3, 4, 5
- Must-pass items fully implemented November 2019
- If elements not met, CM returns POC for revision

# Maintaining High-Fidelity in 2020





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