A 6 YEAR JOURNEY: HUMBLE BEGINNINGS TO MULTI-STATE IMPLEMENTATION
Outcome Statements

Participants will learn:

• How to set up small agency structures creating fiscal sustainability, yielding exponential growth.

• Strategies for utilizing coaching, training, and research tools such as NWIC coaching and training tools as well as WERT tools establishing a common language for success.

• How to address challenges to establishing an organizational culture which influences long term retention of staff, boosting quality work with families.
Our Family Story

- **Wraparound Services of Northeast Louisiana — Established in July 2011**
  - Began providing wraparound to the community in March 2012
    - Reached maximum enrollment of 240 youth in June 2013
    - South Central Louisiana Community Team contacts us in April 2013

- **Wraparound Services of South Central Louisiana — Established in April 2014**
  - Began providing wraparound to the community in November 2014
    - Reached maximum enrollment of 240 youth in ???

- **Family Institute of Tennessee — Established in June of 2014**
  - Contracted with Amerigroup in October 2015
    - Began providing home and community based services in January 2016
    - Current enrollment is 130 youth/young adults

- **Wrap Care — Established in January 2015**
  - Provides office based counseling services and Biofeedback/Neurofeedback
    - Current enrollment is 55 youth/adults
Strengths and Needs Assessment

- **Strengths:**
  - Office of Behavioral Health strongly supported Wraparound Implementation
  - Policy at state level supported a Systems of Care
  - Funding support for High Fidelity Wraparound
  - NWIC contract for training and coaching (statewide)
  - Regional Community Teams supported WAAs
  - Small agency with few “concrete” procedures
  - Energetic and Motivated Staff

- **Needs:**
  - Drastic change in service delivery – procedurally and philosophically (Values)
  - Access to Care issues – Referral and Assessment Challenges
  - Lack of Quality Assurance and Fidelity Measures (Data Driven)
  - Building an Agency Culture that supported HFW, Satisfaction, and Retention
Nonjudgmental Brainstorming

• What are your agency’s current strengths and needs?
Strategies to Support the Need

- **Outcome Statement #1:**
  - How to set up small agency structures creating fiscal sustainability, yielding exponential growth.
Strategies to Support the Need

- Outcome Statement #1:
  - How to set up small agency structures creating fiscal sustainability, yielding exponential growth.
Strategies to Support the Need

• Outcome Statement #2:  
  • Strategies for utilizing coaching, training, and research tools such as NWIC coaching and training tools as well as WERT tools establishing a common language for success.
    • NWIC contracted state wide for training and coaching
    • WERT contracted to administer WFI-EZ
    • Agency incorporated language of Wraparound into core values, covenant, posters, and employee evaluations.
      • National Wraparound Initiative (www.nwi.pdx.edu)
    • Utilized results from coaching tools and fidelity surveys to guide training and supervision.
    • Developed in-house reports to monitor quality, fidelity, and outcomes
Strategies to Support the Need

• Outcome Statement #2:
  • Strategies for utilizing coaching, training, and research tools such as NWIC coaching and training tools as well as WERT tools establishing a common language for success.
    • NWIC Wraparound Practice Improvement Tools:
      • COMET
      • CREST
      • SAS
      • WHEEL
      • CUBE
COMET Summary Report

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<thead>
<tr>
<th>Key Element</th>
<th>Score</th>
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<tbody>
<tr>
<td>Grounded In a Strengths Perspective</td>
<td>88%</td>
</tr>
<tr>
<td>Driven by Underlying Needs</td>
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</tr>
<tr>
<td>Supported by an Effective Team Process</td>
<td>71%</td>
</tr>
<tr>
<td>Determined by Families</td>
<td>100%</td>
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<table>
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<tr>
<th>Phase</th>
<th>Score</th>
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<tbody>
<tr>
<td>1. Engagement and Team Preparation</td>
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</tr>
<tr>
<td>2. Initial Plan/CFY</td>
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</tr>
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<td>3. Plan Implementation</td>
<td>90%</td>
</tr>
<tr>
<td>4. Transition</td>
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**Key Element: Grounded In a Strengths Perspective**

**Demonstrated Skills**

S1. Ability to identify strengths and capabilities from the family story around initial conditions that brought the family to the system (Ph1A)
S2. Ability to identify and extract functional strengths from the story told from multiple perspectives (Ph1A)
S4. Ability to use strengths strategically to engage family participation in Wraparound (Ph1A)
S7. Ability to accurately document the team process from a strengths perspective that clearly represents the family’s perspective and choices (Ph2-4A)
S8. Ability to identify; distill; and organize functional strengths related to the reason for referral; history; interests; talents; preferences; traditions and other activities in which they derive competencies that can also be used to resolve challenges (Ph2-4P)
S11. Ability to assess; utilize and link community and team strengths in the planning process (Ph2-4)
S10. Ability to use strengths in managing crisis situations (Ph3A)

**Skills Needing Improvement**

S9. Ability to manage the team through identification of strengths and accomplishments at each meeting (Ph3A)
Strategies to Support the Need

• Outcome Statement #2:
  • Strategies for utilizing coaching, training, and research tools such as NWIC coaching and training tools as well as WERT tools establishing a common language for success.
  • **WERT:**
    • WFI-EZ
    • TOM 2.0
    • Publications and Research Library
      • http://depts.washington.edu/wrapeval/
Strategies to Support the Need

- Outcome Statement #2:
  - WFI-EZ

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<tr>
<th>Key Element</th>
<th>2017 – Region 9</th>
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<td>Natural-Comm. Supports</td>
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<td>Strength and family driven</td>
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Strategies to Support the Need

- Outcome Statement #2:
  - WFI-EZ

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<th>Caregiver Magellan</th>
<th>National Mean</th>
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Strategies to Support the Need

- Outcome Statement #2:
  - WFI-EZ
Strategies to Support the Need

- Outcome Statement #2:
  - WFI-EZ
Strategies to Support the Need

• Outcome Statement #2:
  • **Internal QA Reports**
    • **Organizational Goals:**
      • 48 hour contact (100%)
      • Initial F2F within 7 days (95%)
      • CFTM every 30 days (90%)
      • Provider Participation (80%)
      • Natural Support Participation (85%)
      • Collateral Participation (50%)
Strategies to Support the Need

- Outcome Statement #2:
  - Internal QA Reports (Goals)

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<tr>
<th>SPV</th>
<th>MEASURE</th>
<th>Goal</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
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<td>Timely Initial F2F</td>
<td>95%</td>
<td>66%</td>
<td>64%</td>
<td>75%</td>
<td>100%</td>
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<tr>
<td>Malta</td>
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<td>79%</td>
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<td>52%</td>
<td>60%</td>
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<td>87%</td>
<td>85%</td>
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<td>75%</td>
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<td>67%</td>
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Strategies to Support the Need

- Outcome Statement #2:
  - Internal QA Reports (30 60 90)

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<tr>
<th>Facilitator</th>
<th>Youth Name</th>
<th>CFT/Meeting Date</th>
<th>POCType T</th>
<th>CFT CN</th>
<th>Match?</th>
<th>Difference</th>
<th># of days since CFT</th>
<th>Latest CN (Any)</th>
<th># of days since CN (any)</th>
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Nonjudgmental Brainstorming

“Data collected and not shared is a wasted opportunity.”
- Eric Bruns (probably)
Strategies to Support the Need

• **Outcome Statement #3:**
  - How to address challenges to establishing an organizational culture which influences long term retention of staff, boosting quality work with families.

• **Organizational Overview:**
  - Monroe, La. – 66 employees
  - Houma, La. – 41 employees
  - Memphis, Tn. – 18 employees
  - 125 employees
  - Turnover Rate of 4.1%
Strategies to Support the Need

• Outcome Statement #3:
  • What does it take?

  • “It takes hard work by organizations and systems to make wraparound work in the ‘real world’.”
  • “Human resource support is a big part of the puzzle: hiring practices, training and skill development, and organizational policies, climate, and culture.”
  • “There are ways to ensure that staff recruitment and retention is successful... but it takes ‘going the extra mile’. “

*NWI Webinar Series – Facilitating Staff Recruitment and Retention May 19, 2015. https://nwi.pdx.edu/webinars/NWI_Webinar27-Staff-Recruitment.pdf*
Strategies to Support the Need

- Outcome Statement #3:
  - Human Resources Self Assessment
    - **Interview and Hiring Practices** -
    - **Job Expectations** - requirements promote HFW (caseload size, notes, travel, training, other duties as assigned.
    - **Comprehensive Training** - onboarding, intro to Wrap, shadow CFs, assistance with “firsts”.
    - **Knowledgeable Support** - Individual and Group Supervision/coaching, live observations, targeted training.
    - **Compensation** - competitive, fair (linked to performance), Self-care
    - **Opportunities for Advancement** - professional development
Strategies to Support the Need

• Outcome Statement #3:
  • Leadership Philosophy - Culture and Values.
    • You gotta support the team!
    • Connected, Collaborative, Celebratory (Fun)
    • All staff have VOICE and OWNERSHIP in agency decisions
    • Implement Staff Suggestions
CULTURAL GUMBO

spirit of play
inconvenient
compassion
one-life
principle
creativity
relentless
Growth
lavish
personal
ownership
Deepening
our roots

#LEADINGCHANGE
Nonjudgmental Brainstorming

What’s one or two small things you/your agency can do differently to promote staff retention?
Curtis Eberts, PH.D
Executive Director
cebers@ascentlife.org
318.654.4245 ext 319