Implementation and sustainability efforts around care coordination utilizing wraparound technologies
Practitioner Development: How to train, certify, and coach a high quality workforce.

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Agenda

• Need something to transition into implementation info

Implementation Research
Tell us...

• Well implemented interventions can actually out-perform a more effective intervention that has been poorly implemented (Lipsey, 2009)
• Innovative practices do not fare well in existing organizational structures and systems
• Organizational and system changes are essential to successful implementation efforts
We know what does NOT work...

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<thead>
<tr>
<th>Training Components</th>
<th>Training Outcomes</th>
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<td>Knowledge of Content</td>
<td>Skill Implementation</td>
<td>Classroom Application</td>
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<td>Presentation/ Lecture</td>
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<td>Plus Demonstration</td>
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<td>Plus Practice</td>
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<td>Plus Coaching/ Admin Support Data Feedback</td>
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Components of Effective Training

- Telling
- Showing
- Practicing
- Feedback

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 entities and health homes);
- 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
- Fidelity and Quality of Wraparound practice
- 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 WhopLogic Electronic Behavioral Health Record

Mississippi Implementation

Jennifer Grant, M.B.A
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Mississippi Implementation

- How it all began for Mississippi:
  - 2007 - The Community Alternatives to Psychiatric Residential Treatment Facilities (CA-PRTF) demonstration grant
  - 2008 - CA-PRTF demo states requested guidance from the Centers for Medicare and Medicaid Services (CMS) regarding Wraparound
  - 2009 – Calls where scheduled with the University of Maryland’s The Institute for Innovation and Implementation (The Institute)
  - 2010 – Wraparound training began in Mississippi and was conducted by The Institute
  - 2014 – MS will likely have 4 nationally certified wraparound trainers/coaches by 9/30/14

Wraparound in Mississippi

- Why High-Fidelity Wraparound?
  - Early evaluations collected during the CA-PRTF demonstration indicated we needed to look closer at our approach to family voice and choice
  - We needed a care coordination approach that helped families achieve long-term, sustainable success after completing the demonstration
  - By 2011 we knew this needed to extend beyond the CA-PRTF demonstration.

Wraparound in Mississippi

- Collaboration in Mississippi:
  - The Mississippi Department of Mental Health
  - Community Mental Health Centers
  - Private Mental Health Providers
  - Juvenile Justice
  - Child Welfare
  - Key stakeholders from other child serving agencies
Wraparound in Mississippi

• Certifying Providers and Standards for Mississippi:
  • Developed through collaboration with The Mississippi Division of Medicaid and Mississippi's Department of Mental Health (DMH)
  • DMH is the certifying agency for mental health providers
  • Wraparound provider certification was developed
  • Wraparound standards were written

Wraparound in Mississippi

• State Plan Amendment
  • 2011 – The Mississippi State Plan was amended to include additional services under the Rehabilitation Option
  • Wraparound Facilitation
  • Intensive Outpatient Psychiatric
  • System of Care change to support High Fidelity Wraparound as the care coordination approach used in Mississippi

Sustaining Wraparound in Mississippi

Urgent questions to find answers to:
• What would happen when the CA-PRTF demonstration funding ended on 9/30/2014?
• Who would be responsible for continuing the training and support once The Institute finished their training?
• What was the State level of support available to sustain wraparound in Mississippi?
• Where do we begin?

Sustaining Wraparound in Mississippi

What would happen when the CA-PRTF demonstration funding ended on 9/30/2014?
• The trainings would end as soon as the CA-PRTF funding ended.
• We did not want to lose the progress we had made up to this point.
• We needed a way to continue supporting workforce development in Mississippi.
  • Continue trainings on a similar schedule.
  • Build a network of skilled wraparound facilitators.

Sustaining Wraparound in Mississippi

Who would be responsible for continuing the training and support once The Institute finished their training?
• Mississippi Based Center of Excellence
• State Wraparound Coordinator
• Ongoing training and technical support at the State level
• Build a network of certified wraparound coaches and trainers

Sustaining Wraparound in Mississippi

What was the State level of support available to sustain wraparound in Mississippi?
• Existing partnerships between:
  • The Mississippi Division of Medicaid
  • The University of Southern Mississippi (USM)
    • USM was handling the State level evaluation for the CA-PRTF demonstration grant.
    • USM was already familiar with high fidelity wraparound due to the involvement with the evaluation.
  • The Department of Mental Health
Sustaining Wraparound in Mississippi

Where do we begin?
• State Wraparound Council was formed in 2012
  • USM, Medicaid and DMH
• State Wraparound Coordinator hired at USM in 2013
• State Wraparound Advisory Board was formed in 2014
  • USM as the Mississippi Center of Excellence
  • State agency representatives
• Wraparound coaches and trainers going through certification with The Institute
  • Key decision makers from child serving agencies

Wraparound in Mississippi

Where are we today?
• Upcoming graduation of coaches/trainers September 2014
• Training scheduled developed for October 1, 2014 transition
• Center of Excellence staff in place
• Local technical assistance plans in place to support professionals in Mississippi
• Ongoing technical assistance from The Institute through System of Care grants with DMH

BUILDING STATE INFRASTRUCTURE FOR WRAPAROUND IN TEXAS: A TOP DOWN, BOTTOM UP, AND SIDEWAYS APPROACH

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Texas Institute For Excellence in Mental Health

• EBP Implementation
• Training and Workforce Development
• Research & Evaluation
• Policy

http://blogs.utexas.edu/mental-health-institute/

Texas Health Regions

Source: Center for Health Statistics, Department of State Health Services and U.S. Census Bureau, State and County QuickFacts

When I Dream...
But Then Reality Hits...

And at the State Level...
- Advocacy
- State Agency Leadership
- Local Community Leadership
- Supportive Financing
- Supportive Policy
- Capacity for Training and Coaching
- Support for Change Management
- Capacity for Fidelity and Outcome Measurement

Our “Messy Story”

The Setting: Where Did We Start
- 1-year grant
- Implement EBP or BP

- The Cast:
  - Health & Human Svcs
  - TIEMH
  - Governance board
  - State Mental Health
  - Others

Buy In for the Practice
- Choice of wraparound
- No infrastructure
- National Wraparound Initiative
- Minimal investment from state and local leadership

Engaging the State MH Agency
- Offer shared funding
- Target responsible staff
- Involve in decisions
- Presented effort as collaboration
- State represented at trainings
- Growing understanding of implementation
Engaging Community Agencies

• Regional trainings
• "Parking lot" issues
• Submission of plans of care
• Volunteer coaching sites
• Learning collaborative
• Endorsements

Engaging Other Child-Serving Agencies

• Coaching candidates
• Community asked to “push reset”
• Webcasts
• Local agency interest led to state conversations
• Addressing barriers in other systems

Lessons

• Build on small wins
• Keep bringing it back to common values
• Give away the credit
• Empower the people with passion
• Queso and margaritas
• Messy is okay as long as you get to your goal

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