

# **How High Fidelity Wraparound Supports Case Management Practices..... The Pennsylvania Story**

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# Presenters



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# Learning Objectives



- To understand the High Fidelity Wraparound (HFW) approach that has been implemented in Pennsylvania
- To understand the differences in roles of the HFW Facilitators and Mental Health Case Managers
- To learn three new skills to utilize in planning with families and youth around needs and supports

# The Youth and Family Training Institute is...



## A partnership of:

- University of Pittsburgh
- Western Psychiatric Institute and Clinic
- Community Care Behavioral Health
- Family organizations
- Youth organizations
- CASSP coordinators
- Community organizations
- County administrators
- Managed Care Organizations
- Providers
- Others

# Youth and Family Training Institute



- **Training, Coaching and Credentialing:** classroom training, in-the-field coaching and technical support, provided by YFTI for participating counties, provider agencies and the High Fidelity Wraparound (HFW) staff to attain and maintain credentialing standards.
- **Fidelity Assessment:** completion and analysis of the Wraparound Fidelity Assessment System (WFAS) fidelity measures (e.g., WFI-EZ).
- **Youth and Family Outcomes:** outcome measures and tools for collecting effectiveness (e.g., does it work), efficacy (e.g., for who and under what conditions it works best) and cost effectiveness data.
- **Online Data-Evaluation and CQI Support:** long-term plan to provide online access to data tools and/or expertise and consultation for all of the participants in HFW.
- **Technical Assistance (Readiness) to Counties and Partners**

# Mission and Vision



## Vision

Children and youth with behavioral health challenges and multi-system needs, and their families will be able to access High Fidelity Wraparound anywhere in Pennsylvania

## Mission

To achieve quality family and youth driven outcomes by advancing the philosophy, practice and principles of High Fidelity Wraparound through training, coaching, credentialing and ensuring fidelity to the process

# Case Management Overview



- How is Case Management (CM) different from HFW :
- CM is a program/service that connects the family to resources
- HFW is a process that brings the team together to brainstorm needs surrounding resources
- CM is focused more on the youth's needs
- HFW is focused on the youth/family needs

# How Does HFW Work with Services?



## High Fidelity Wraparound Overview

- HFW is **not** a need or a service
- HFW is an integrated planning process that focuses on the strengths of the family, youth and team to identify areas of need. Options to the needs are brainstormed with the team and then prioritized by the family and youth.
- The plan is developed to address the needs by including natural supports and, if selected, services.
- HFW recognizes and supports the clinical work of various programs as it relates to the identified strengths and prioritized needs.
- The plan is constantly monitored by the team, successes are celebrated and changes are made as needed.



## High Fidelity Wraparound is...



- High Fidelity Wraparound is a team-based collaborative **process** for developing, implementing and monitoring individualized plans for children with mental health challenges and their families.
- The process is guided by 10 Principles, done in 4 Phases and related activities and supported by the Theory Of Change.

# Staffing



## For Every 50 Youth/Families:

- 4 wraparound facilitators
- 2 family support partners
- 2 youth support partners
- 1 coach/supervisor

# HFW Facilitator



- Facilitates the HFW process
- Supports self efficacy
- Helps to identify and develop natural supports
- Develops and connects to resources
- Supports team integration and success
- Carries out limited tasks

# Team Work



- How does a HFW Facilitator develop a Team with the Youth and Family?

This is discussed at the first meeting and ongoing

- How does a HFW facilitator manage a team with support?

Constant communication with the team in the method of the team's choices (email, phone, monthly meetings)

# Youth and Family Support Partners



- Someone with life experience and training
- Personal history with HFW in PA
- Supports role and function of the HFW Facilitator
- Provides minimal direct support to families and youth as they build self efficacy and natural supports
- Connects families and youth with other families and youth
- Connects families and youth with resources in the community

# Coach



- Is an accomplished HFW Facilitator or Support Partner
- Assists with selection and orientation of new staff, supports training, prepares staff for coaching and supports improvement of skills via live coaching and consultation
- The coach provides strength based feedback to staff about the process, assuring fidelity to the principles, phases and activities to support the theory of change
- The coach is not there to guide clinical discussion, but to guide the team in the process

# HFW Process



**Is defined by 10 principles of how the process is to be implemented:**

1. Family Voice and Choice
2. Team Based
3. Natural Supports
4. Collaboration (and Integration)
5. Community Based
6. Individualized
7. Strengths Based
8. Persistence – unconditional care
9. Outcome Based and Culturally Competent
10. Cost Responsible

# HFW Process



**Is done in four phases and related activities:**

## **Engagement & Team Prep**

- Orient family to High Fidelity Wraparound
- Stabilize Crisis
- Develop strengths, needs, and culture discovery
- Engage team members
- Make meeting arrangements

## **Initial Plan Development**

- Develop a plan of Care
- Develop a detailed crisis and safety plan

## **Implementation**

- Implement the plan
- Revisit and update the plan
- Maintain team cohesiveness and trust
- Complete documentation and handle logistics

## **Transition**

- Plan for cessation of wrap
- Conduct commencement ceremonies
- Follow-up with the family after graduation



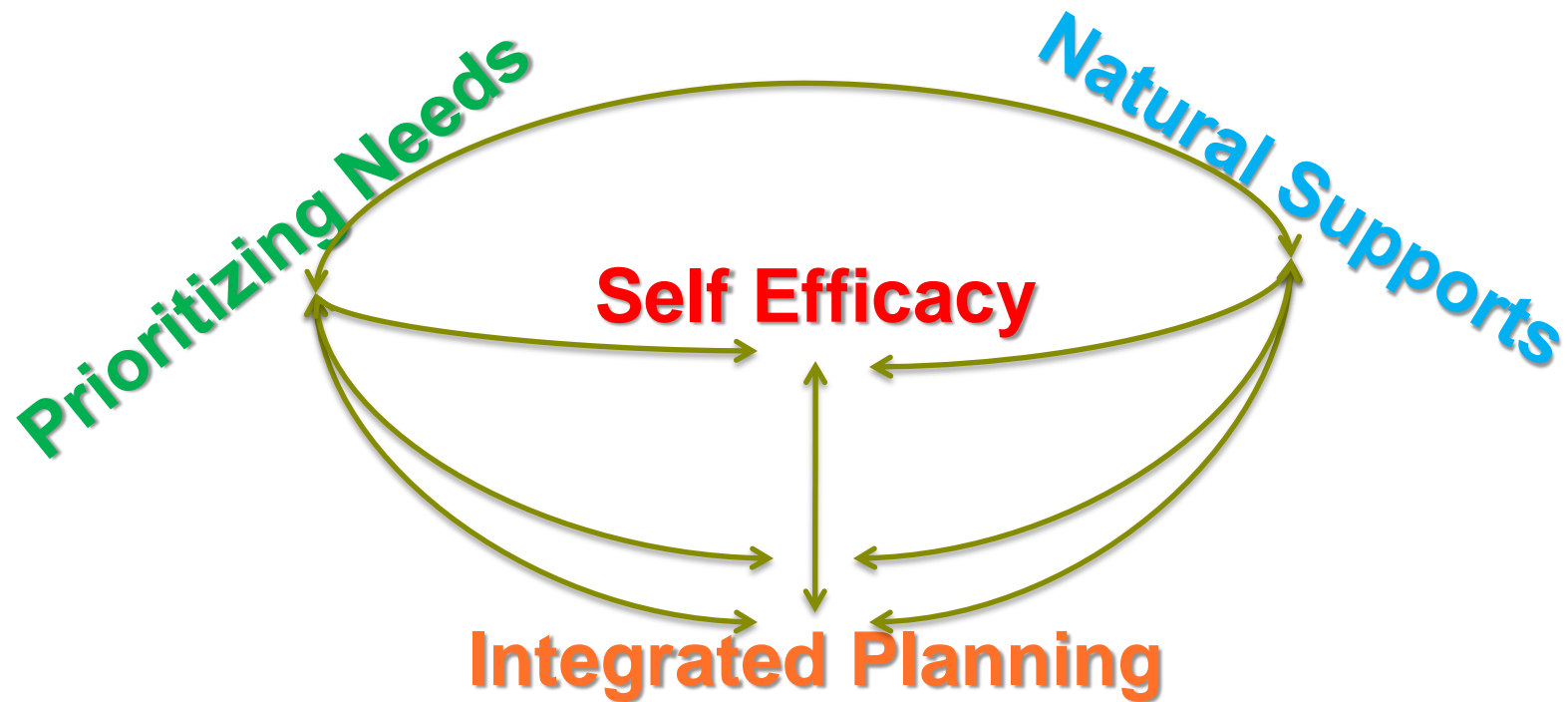
# The Theory of Change is...



- Why we do High Fidelity Wraparound
- What about High Fidelity Wraparound that makes it work
- What differentiates it from other service coordination processes
- Defines expectations for what we hope to accomplish through High Fidelity Wraparound



## Theory of Change



# Who is Wraparound for?



- People with significant mental health or substance abuse concerns and complex needs that impact multiple systems
  1. Children with severe emotional disorders
  2. Children and youth with MH/SA in child welfare
  3. Youth in juvenile justice with MH/SA
  4. Families with young children when the parent has a MH/SA disorder
  5. Homeless youth and adults (Nationally but not currently in PA model)
  6. Adult prisoners (nationally but not currently in PA model)
- Families who need support to gain knowledge, skills or resources to navigate across the systems

# Role of the Case Manager



- A Case Manager in PA differs from that of a facilitator -(facilitates the meetings, ideas and assures that the process is followed)
  - \* Are part of the team
  - \* Case Managers make referrals for the youth and family members regarding Mental Health Services and supports
  - \* Case Managers can help brainstorm ideas as they are familiar with the resources in the community.

# Team Work



- How does the case management function benefit from being on the HFW team: The community resources are vital to assisting what can be discussed on the team, the case manager is also the individual to make the referrals as needed to assist the family in meeting their need.
- Lessons Learned?

**For More  
Information**



Please visit the YFTI  
Website  
at  
**[www.yftipa.org](http://www.yftipa.org)**