



Texas Institute for Excellence  
in Mental Health

*Advancing Resilience and Recovery in Systems of Care*

# Getting Ready for Wraparound: *Organization Prep*



# Overview

## Wraparound

- What?** Basic overview of wraparound
- Who?** Who wraparound is designed for

## Organization Prep

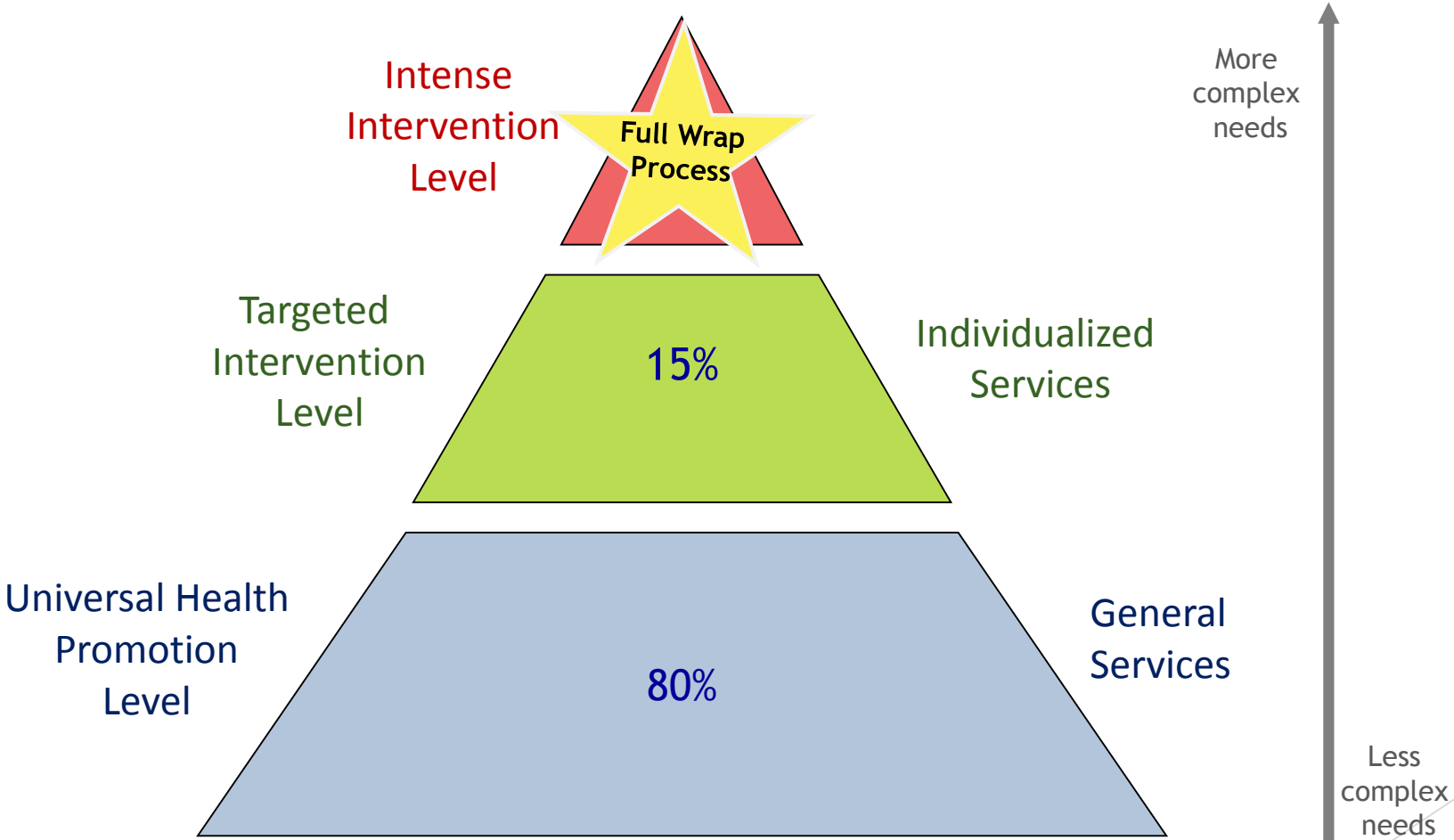
- Why?** Implementation Science
- How?** Implementation Practices & Tools  
Hiring Practices  
Wraparound Ratio's
- Benefits?** Organizational Sustainability & Support  
Wraparound Quality & Fidelity

# What is Wraparound?

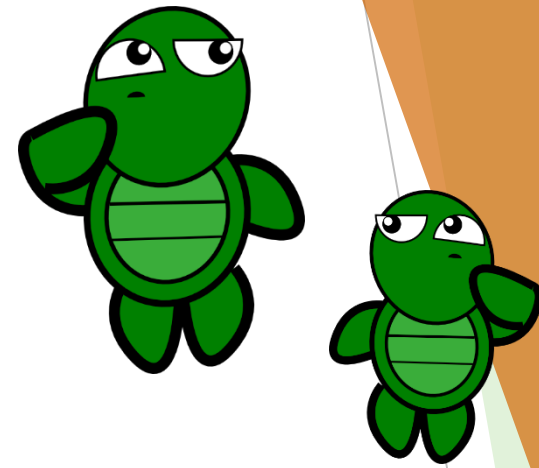
- Planning Process
- Child & Family Team: Relevant Formal & Informal/Natural Supports
- One Comprehensive Plan of Care
- Quality NWIC Wraparound is based on 4 Key Elements:
  1. Grounded in a strengths perspective
  2. Driven by underlying needs
  3. Supported by an effective team process
  4. Determined by families
- Case Management vs. Wraparound Facilitator



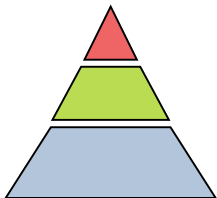
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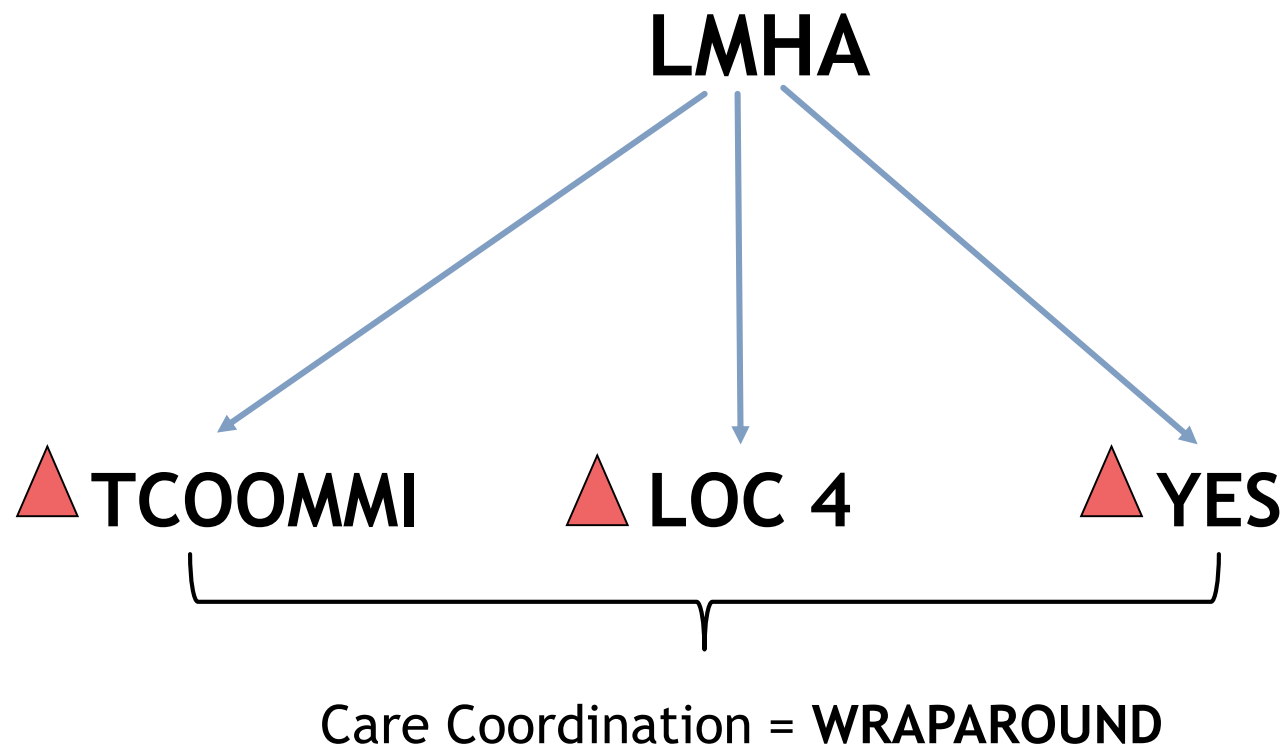
# Who is Wraparound For?



- Kids with **complex mental health needs**.
- Last resort **before kids get removed from their homes & communities**-  
E.g. hospitalization, JJ
- Regular services don't work. If **all else fails**, use wraparound.
- Kids who have impacted and are **involved in numerous systems**-  
E.g. School, JJ



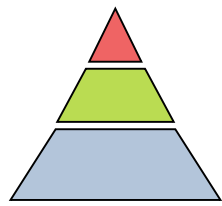
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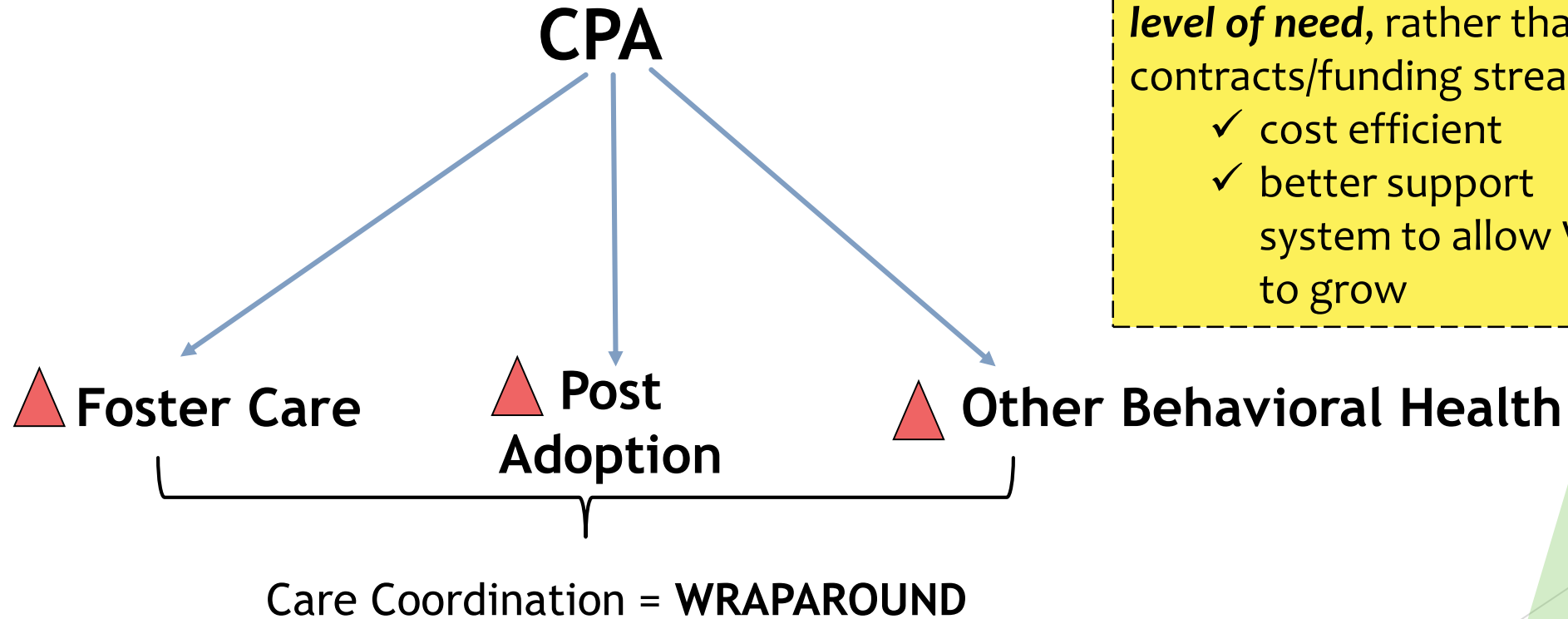
## **ORGANIZATION PREP**

Restructure to work around *level of need*, rather than contracts/funding streams.

- ✓ cost efficient
- ✓ better support system to allow WFs to grow



# Who is Wraparound For?

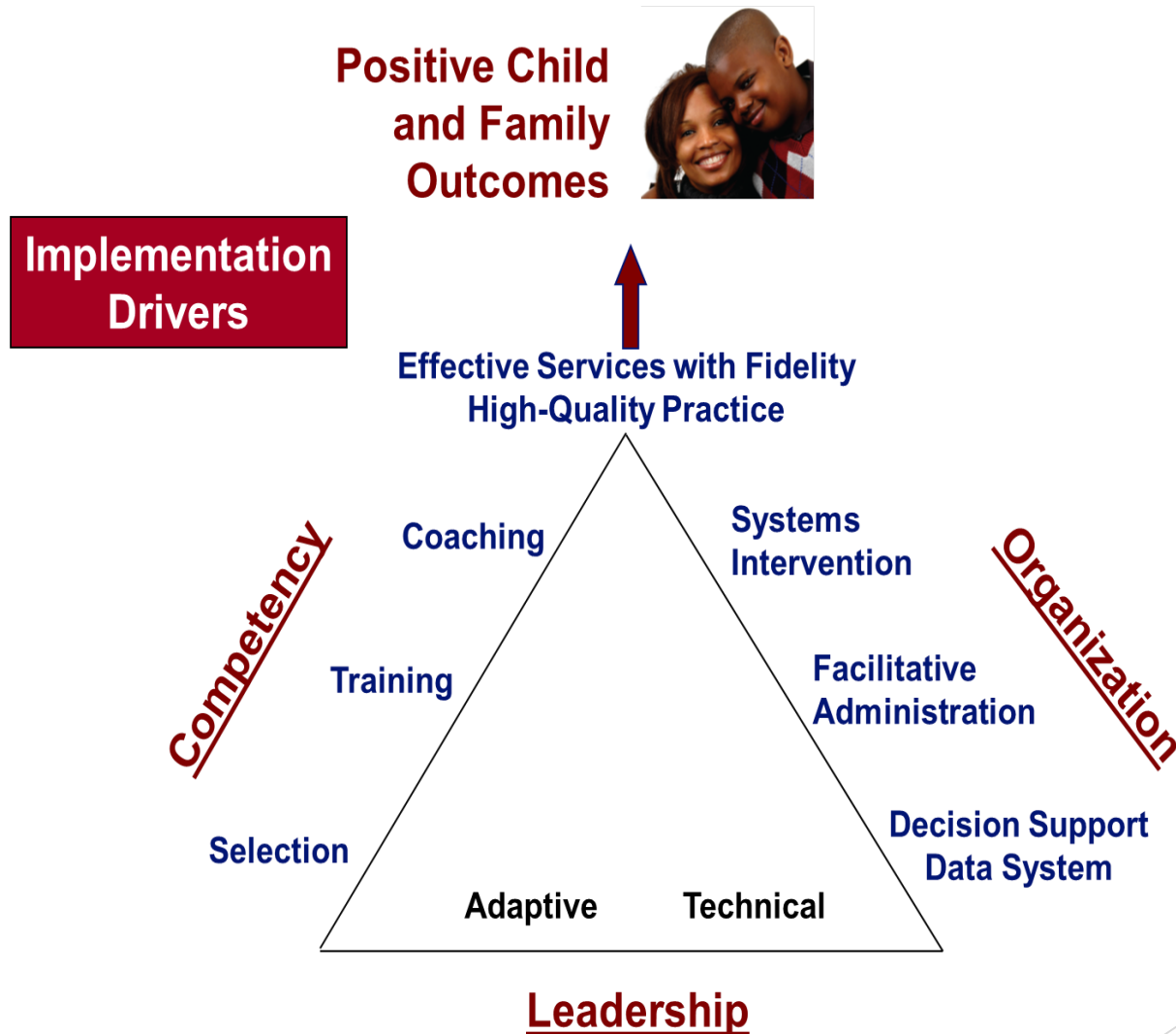


## **ORGANIZATION PREP**

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# Organizational Prep: Why? *Implementation Science*





# Organizational Prep: How?

## *Implementation Practices & Tools*

### **Organizational overview;**

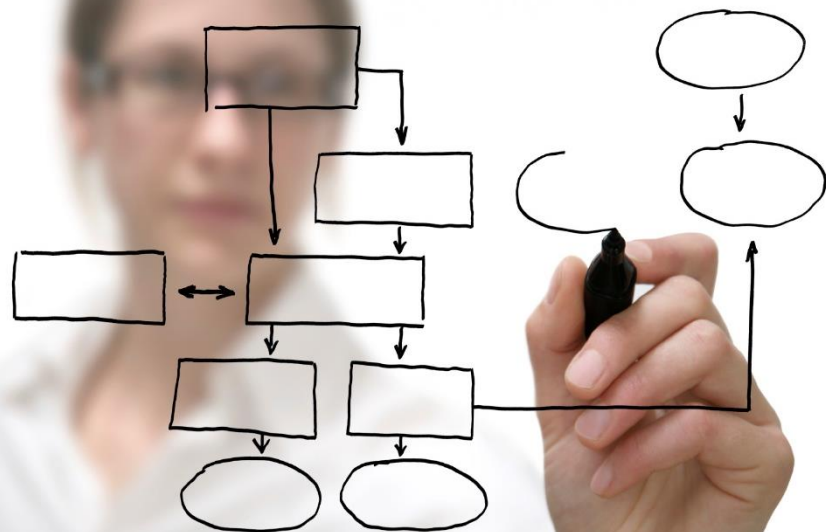
- Leadership
- Community Engagement
- Wraparound Teams
- Provider Network
- Plan for Targets
- Quality Indicators

### **Strategic Planning Meeting**

Leadership buy-in & org restructure

### **Process Mapping**

Involving WFs during the intake process



# Organizational Prep: How?

## Hiring Practices

### Hiring Staff

- Someone with wraparound experience sit in on interview
- Group Interviews

*(Family story, 3 sheets of paper, ask them to identify strengths, needs & strategies and create a plan)*

### Working with Staff

- Define the ROLE of staff
- Communicate expectations / non-negotiables
  - Hold staff accountable
- Staff competence – trainings & coaching
- Analyze data, manage wraparound quality



## Hiring Practices

### **Wraparound Facilitators**

- Engage- Informal and Formal Supports
- Work within a team environment, facilitate a group
- Open-minded & creative

### **Wraparound Supervisors**

- Works across depts., systems, agency
  - Supervise around skill, rather than specific case details
- ✓ Clear Expectations
  - ✓ Staff Competence; Training, Coaching



**For more information about hiring Wraparound staff please download the [Hiring Practices Resource](#).**

## Implementation Practices & Tools

# \$ Cost Neutrality \$

- Time study
- Quality Wraparound (adhering to ratios etc.)  
= cost neutrality & at times make \$
- Cost-Analysis Worksheet
  - ✓ Helps with buy-in from leadership



# Organizational Prep: How?

## *Wraparound Ratio's*

Wraparound Facilitator: Families      **1 : 10**

Supervisor: Wraparound Facilitator      **1 : 7**

Team Lead: Families      **1 : 5**

Team Lead: Wraparound Facilitator:      **1 : 5**

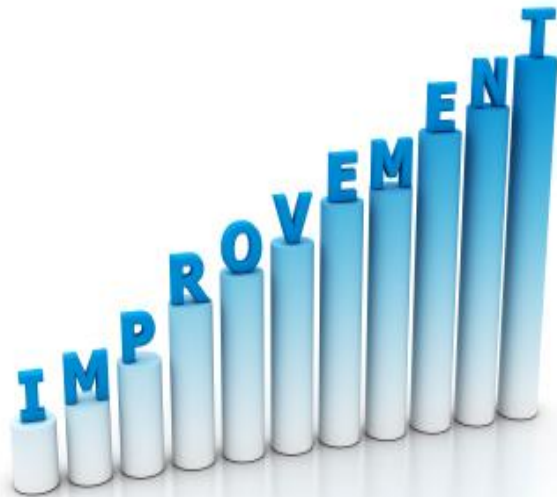
### **ORGANIZATION PREP**

Be mindful of above ratio's when planning for wraparound support & supervision structure. Ratio's are required for Wraparound Quality & Fidelity.

# *Implementation Practices & Tools*

## Continuous Quality Improvement (CQI)

- Case level/Child level outcomes
- Assessment data- e.g. CANS
- Family/Staff Feedback
- Encounter Codes (E.g. Billing)



### ***NWIC CQI Tools:***

- Coaching/Supervisor Reports
- Wraparound Fidelity Index- WFI
- Coaching Observation Measure for Effective Teams (COMET)
- Coaching Response to Enhance Skill Transfer (CREST)

# Organizational Prep: Benefits?

- ✓ Quality Wraparound- Wraparound skill development
- ✓ Supportive Organization
- ✓ Less staff turnover & sustainability (\$)
- ✓ Happy & successful organization & families

