

*Care Management Entity Quality Collaborative
Technical Assistance Webinar Series*

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July 7, 2010

Quality Wraparound: What Does It Take?

- Solid Leadership
- A Clear Road Map
- Meaningful Family Involvement at All Levels
- Methods to Operationalize the Value Base
- Program Components to Support Process
- Methods to Support & Enhance Workforce

Leadership – Necessary Qualities

- Belief in the ability to model the role and enforce the value base
- Ability to form and sustain collaborative relationships
- Visionary skills
- Ability to plan for and create sustainability
- Willingness to influence, develop, and enforce necessary policies, protocols and procedures
- Skills and commitment to train and support the “next generation”

Defining a Clear Road Map

- Who are your stakeholders?
- Who is the population to be served?
- What are the desired shared outcomes?
- How does the Wraparound process correlate?
- What are the necessary components to get you to where you need to be?

Meaningful Outcome Data

- Define what is meaningful data for your community & stakeholders
- Establish family definition of satisfaction vs. success
- Determine shared interests, (i.e., school attendance, permanency, recidivism)
- Define clinical measures

Meaningful Family Involvement: What Can It Look Like?

- Contract & Program Development
- Leadership/Partnership Councils
- QA/QI Executive Committee
- QA/QI Activities
- Family Orientation
- Provider Training
- Family and Educational Advocacy
- Provider Network
- Family and Community Activities
- Social Marketing

Operationalize the Value Base

- Vision and Mission Statement
- Job Descriptions
- Performance Evaluations
- Policies & Procedures
- Agency Performance Standards, e.g.:
 - Number of youth in their homes
 - Percentage of formal vs. natural informal team members
 - Use of strengths and community resources in care planning
- Training and Coaching methods

Program Components

- Care Coordination and Supervision
 - One care coordinator to 8-10 families
 - One supervisor & lead worker to 8-10 care coordinators
- Clinical Consultation
 - One psychologist (trained in Wraparound) per care coordination agency
- Family & Educational Advocacy
- Mobile Crisis Team 24/7 and 365 days/year
- Provider Network:
 - Choice is paramount
 - Fee-for-service
 - Promotes healthy competition
 - Pay only for what you use

Care Coordination Qualifications

Care Coordinators:

- Must possess a bachelor's degree in a mental health related field
- Must complete required certification training: 64 hours and 10 required modules within first six months of employment
- Recertification required annually
- At minimum, must attend a mandatory two - three hour monthly training on topics related to the field

Supervisors:

- Master's Degree plus all of the above
- Past care coordination experience highly recommended

Care Coordinators: Desired Qualities

- Value and appreciate population to be served (i.e., both children and their caregivers)
- Positive energy
- Good organizational skills
- Able to remain practical and think on their feet
- Respect and have a genuine curiosity for diverse cultures
- Creative

Care Coordinators: Desired Qualities – cont'd

- Exercise sound judgment
- Remain calm during times of crisis or potential crisis
- Able to manage large group discussions among individuals with diverse personalities
- Able to remain neutral and manage team conflict
- Knowledge of primary and behavioral health care
- Computer-savvy

Supervisors: Desired Qualities

- Believe in the values and principles of Wraparound
- Lead by example
- Calm and decisive
- Former care coordinator or parent partner
- Able to prioritize effectively
- Knowledge of directive, skill-based supervision
- Effective coach and trainer
- Able to synthesize and act on informational reports/data

Supervisors: Desired Qualities – cont'd

- Able to recruit, interview, hire and support quality care coordinators
- Promote an environment of team work
- Identify the strengths of individual workers and build off of them
- Create opportunities for growth and leadership

Supporting and Enhancing the Workforce

- Ongoing training is a must, but it cannot stand alone
- Coaching – determine meaningful and realistic feedback tools
- Directive skill-based supervision
- Provide and enforce clear policies and procedures
- QA/QI that truly enhances quality, not just compliance

Supporting and Enhancing the Workforce – cont'd

- Technology that provides immediate, meaningful information tied to value base
- Value-based agency culture
- Available and supportive administrative leadership
- Methods to celebrate success, e.g.:
 - Positive recognition forms
 - Monthly newsletter
 - Award certificates/ceremonies
- Opportunities for advancement in both the program/agency structure, as well as training

Necessary Training Areas

- Wraparound in action – What does it look like on an operational level?
- Care Coordination vs. Case Management
- Primary & Behavioral Health Care 101
- Uncovering and understanding needs
- Safety and crisis prevention planning
- Building and sustaining child and family teams
- Understanding and working with system partners
- Strength-based documentation
- Changing agency culture