ENGAGE System of Care Webinar
for 1st Cohort of Communities

May 8, 2014
2:00 – 3:30 p.m.
How to Participate Today

- Open and close your Panel
- View, Select, and Test your audio
- Submit text questions
- Raise your hand
Two Methods to Submit a Question/Comment

**Written**
- Type your question/comment in the “questions” box on your control panel & hit “send”
- Other webinar participants cannot see the question
- **Do not use “raise hand”** if sending question in writing

**Oral**
- **Need a microphone connection to computer USB port or connect to the webinar using telephone**
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- Moderator will inform you when he/she has unmuted your connection (be patient please!)
- Please turn down the volume on speakers, if using
- All attendees will hear you
Today’s Agenda

• Overview of ENGAGE
  □ Goals
  □ Population Focus
  □ Timeline

• Expectations of Participating Counties

• Readiness Assessments

• Training Components

• Evaluation Process

• TIP

• Summary Q&A
What is ENGAGE?

- Ohio’s SAMHSA System of Care Expansion Grant:
  - 4 Year Implementation Grant (SFY 14-17)
  - Expand System of Care Statewide
    - Focused on Youth & Young Adults in Transition
What is a System of Care?

A system of care is a spectrum of effective, community-based services and supports for children and youth with mental health challenges, and their families, that is:

- Coordinated;
- Built on meaningful partnerships with families and youth; and
- Addresses cultural and linguistic needs to help them function better at home, in school, at work, in the community, and throughout life.
ENGAGE’s Population Focus

• Youth and young adults in transition, ages 14 – 21 years
• Mental health needs
• Co-occurring disorders, and
• At risk for, current, or previous involvement in child welfare, juvenile justice, and/or homelessness.
ENGAGE’s Purpose

• To improve outcomes related to health, educational, employment and living stability for high risk youth and young adults through statewide expansion of the evidence-supported, research-based High Fidelity Wraparound (Wraparound) practice.
ENGAGE’s Goals

Goal 1: Improve inter-system coordination and institutionalize a governance structure for statewide System of Care and Wraparound focused on youth and young adults.

Goal 2: YYAT and their parents or youth-defined families will be valued, empowered, and engaged partners.
- Develop Youth & Young Adult Advisory Council
- Develop Family Advisory Council

Goal 3: Increase the availability and accessibility of services and supports through Wraparound for high risk youth and young adults.

Goal 4: Generate support for statewide System of Care expansion by using social media activities that aim to reduce stigma, increase youth/young adult awareness, and educate multiple stakeholders about ENGAGE.
ENGAGE 1st Cohort with Training & TA Regions
Timeline for May 2014- June 2015

Through June 30th:
- Conduct onsite assessments
- Finalize training & technical assistance package, including incorporating TIP elements;

July – September 2014:
- Training and technical assistance begins for 1st cohort of SOC communities
- Based on communities’ readiness, begin awarding funding to those that have implemented Wraparound with eligible ENGAGE population
- Begin collecting data on youth enrolled in Wraparound for ENGAGE
- Work with YYAT Advisory Councils & Family Advisory Councils to determine best methods for engaging youth in Wraparound
- Begin to work with ready communities on capacity building for collaboration across systems to support Wraparound
Timeline for May 2014-June 2015

October – December 2014:
- Continue providing training & TA to 1st Cohort with emphasis on fidelity measurements & monitoring
- Begin training experienced Wraparound facilitators as regional Coaches for new communities
- Formalize Regional Learning Communities for 1st Cohort
- Provide cultural competence training to 1st cohort
- Provide trauma informed training to 1st cohort

January – March 2015:
- Launch ENGAGE data system to 1st Cohort SOC communities
- Continue targeted training & TA to 1st Cohort

April – June 2015:
- Select 2nd Cohort SOC communities and begin training & TA
Cooperative Agreement

- Will email to FCFC & ADAMH Board Directors by mid-May to complete
  - Designate lead contact person for ENGAGE Wraparound
  - Designate fiscal agent for county/area
  - Specify roles & expectations for ENGAGE Wraparound
    - Data collection
    - Fidelity measuring
    - Participating in trainings and technical assistance
    - Reimbursement for Wraparound - $2000/youth
Purposes of Wraparound Readiness Assessment

• Understand each individual county’s **current use** and support of Wraparound planning for population of focus

• Gather information to help focus content of ENGAGE wraparound training planned to begin over the summer

• **Assess overall system needs** with respect to coaching, supervision, and ongoing training for wraparound

• Begin to **identify state-level systemic needs** to support **long-term implementation** of wraparound for population of focus
Types of Information Being Gathered

- How counties *manage* the Wraparound process
- **Administrative and financial** support mechanisms for Wraparound
- Levels of support/involvement across *partner systems*
- *Involvement of family and youth voices* at system decision-making level and on Wraparound planning teams
- Current *data-gathering and use*, and capability to utilize outcomes data tools under ENGAGE implementation
- *Availability of transition-oriented programs* and services
Options for Readiness Assessments

- Assessor can schedule a **site visit** to meet with multiple appropriate community representatives to review and discuss relevant information.
- Assessor can schedule a **conference call** with multiple appropriate community representatives to review and discuss relevant information.
- Assessor can schedule a **call with key local representative** who is knowledgeable about all aspects of wraparound implementation and support.

Scheduling has already begun for May – assessor will contact you.
OHIO ENGAGE TRAINING COMPONENTS
Key Aims of Training

• Support **effective facilitation** of Wraparound processes in multiple communities across the state

• Provide access to effective **orientation** about Wraparound for participating system and community representatives

• Establish a **core group of experienced and effective coaches** who will be available to support practice at the community level
Training Audiences and Content

• Broad groups of community participants and stakeholders
  • What is Wraparound and what to expect if you are part of it

• Those who serve as facilitators
  • Latest integrated Wraparound facilitation training
    • All four phases

• Coaches
  • Tools for supporting effective Wraparound implementation
Community Overview Training

• Brief overview and history
  • Where it came from and has ended up

• Key lessons learned from implementation
  • Reflections from Ohio and elsewhere

• Six implementation themes
  • Based in NWI implementation science study

• What to expect as a participant in the process
  • How to effectively be a team member
Facilitation Training

- Focused in **developing consistent implementation**
  - Didactic and practice experience across the four phases
    - Engagement
    - Planning
    - Implementation
    - Transition
  - Built to equip facilitators to effectively
    - Translate Wraparound values into actions throughout the process
    - Develop diverse individualized plans together with families and teams
    - Manage the process to achieve effective outcomes
Coach Training

• Focused on equipping coaches to support effective Wraparound practice in individual communities

• Key areas of content
  • The practice model
  • Troubleshooting in
    • Teams, organizations, and community systems
  • Supporting effective growth and learning for practicing staff
Training Sites

- Facilitation training will occur across **multiple counties**, in a shared location.
- Broad overview training will be made available for specific communities.
- Coaches training will be **centralized** for one iteration initially.
  - Experience to be gained in the field with trainer and communities.
Quality Assurance/Fidelity

- Training and implementation of the WIFI and TOMS
- Fidelity is monitored using the Wraparound Fidelity Index-4 (WFI 4) and the Team Observation Measure (TOM)
- WFI 4 and TOM information is retrievable from the new, improved WrapTrack website
EVALUATION OF ENGAGE
Evaluation is...

Intended to:

- Describe experiences and implementation practices across all grantees
- Identify best practices and effective strategies
- Understand barriers and facilitators to successful implementation
- Document lessons learned
- Improve implementation practices
Evaluation: Multi-level Approach

Child and Family Level (Implementation Grantees Only)

- Aims
  - Describe client population served
  - Track outcomes over time
  - Assess youth and caregiver appraisals of service experience
- Methods
  - Grantee sites conduct interviews with caregivers and youth 11-21 years old who are receiving services
  - Data collected through SAMHSA’s TRAC system
    - Entry into services, 6 months, 12 months, discharge
Evaluation: Multi-level Approach

Local System Level (Implementation Grantees Only)

- Aims
  - Depict local inter-agency linkages at service level
  - Describe geographic spread of population served
  - Assess local SOC implementation and expansion
- Methods
  - Network analysis
  - Geographic information system (GIS) analysis
  - System of Care Expansion Assessment (SOCEA)
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<th>Measures</th>
<th>Collection Method</th>
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| **GPRA (IPP Indicators)** | Policy Development, Workforce Development, Financing, Organizational Change, Partnership/Collaboration, Accountability, Awareness. | Survey Monkey, | -Submit to federal gov’t via TRAC system
-Include in quarterly and semiannual reports to Management Team-with benchmarks and recommendations | Quarterly |
| **CQI Process Data** | Infrastructure, Readiness to Change, Partnerships Collaboration, Accountability. | Focus Groups, Levels of Collaboration Scale, Plan of Care documents (Chris Stormann) | -Include in quarterly and semiannual reports to Management Team-with benchmarks
-Present at Management Team Meetings | Quarterly |
| **GPRA NOMS (Client level)** | Demographics, functioning, stability in housing, employment and education, criminal justice status, perception of care, social connectedness, reassessment status, discharge status, services received, and GAF. | Structured interviews via data system (TBD) | -Submit to federal gov’t via TRAC system
-Include in quarterly and semiannual reports to Management Team-with benchmarks and recommendations | Per interview at intake, each six months, and discharge |
| **Additional Client Level Outcomes** | OYFP (Ohio Scales), CANS, ANSA-T | Structured interviews via data system (TBD) | -Include in quarterly and semiannual reports to Management Team-with benchmarks and recommendations
-Present at Management Team Meetings | Per interview at intake, each six months, and discharge |
CONTINUOUS QUALITY IMPROVEMENT

Step 1. Identify valid measures from sustainable data sources - modify w/ ongoing TA

Step 2. Review & analyze data, establish benchmarks/expectations, prioritize measures w/cross-functional teams

Step 3. Ongoing review & open dialog to ID strengths & barriers

Step 4. Create an action plan with specific ideas & activities to effect change

Step 5. Assess progress w/ Quarterly CQI follow-ups, detailed supplemental reports, adjustments to action plans as needed.
TRANSITION TO INDEPENDENCE PROCESS (TIP)

Patrice Fetzer, LISW-S
Certified National TIP Model Consultant
TIP Informed Wraparound

• Utilizes components of the Transition to Independence Process to inform the Wraparound process

• **Youth and young adult driven/family supported** versus family driven and youth guided

• **Empowerment and support focus**

• Supports youth and young adults in their own futures planning process and movement toward greater self-sufficiency

• Developmentally and culturally appropriate services and supports for youth and young adults in transition

• Utilizes life domains specific to young adulthood
TIP Informed Wraparound Considerations

- Adapt engagement strategies to match development stage of young adult

- Youth and young adult defines their “family” and team members, which may change over time

- Family members may need support and new skills during the “emerging adulthood” developmental phase

- Co-development of a safety-net of supports

- Young adults drive their own safety and prevention plans
ENGAGE RESOUCES AND SUPPORT
Center for Innovative Practices/Begun Center

- Coordinate and facilitate site assessments
- Coordinate and facilitate training and coaching
- Coordinate and facilitate fidelity outcomes process
- On site technical assistance upon requests
- Provide recommendations regarding integration of TIP and Wraparound
- Consultation from specialists in housing and employment
- Maintain a Wraparound resource webpage on CIP website: begun.case.edu/cip
- Provide periodic webinar trainings on topics of interest
CIP/Begun Center Contact Information

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