

# Wyoming Provider Scorecard Talking Points

## General Advice

- During the COVID-19 crisis, measures on the scorecard are the same and will be monitored for any impact.
- When looking at your scorecard, have the Scorecard Manual v.5 Dec 2019 handy.
- Measures based on discharges are the last 12 months (“rolling 12 months”).
- Measures not based on discharges are only from the previous quarter.
- Focus on what you are doing well, what you are improving, and how you can reach the next level up in the target – from red to yellow, and from yellow to green!

## Measure Advice

**Contacts per Family** – Eight providers met 100%! Remember **that during COVID-19 providers will not offer in-person services.** *Ask your team: How can we document 100% contacts?*

**Engagement and Implementation** –We are holding steady with improved engagement and implementation! *Ask your team: Are we asking open ended questions, taking the time to really hear, affirming family and youth strengths, using reflective listening skills?*

**HFWA Average Length of Stay (ALOS)** – Look at the duration of time in wraparound to best meet the needs of this family and this youth. *Ask your team: Are we completing goals for transition?*

**Fidelity Response** – We made it to 69%! Last year we achieved over 70% through a final push in the last quarter. *Ask your team: What can we do to achieve this again?*

**Complete Authorization Documentation** – TEN providers met 100% and we continued our upturn! *Ask your team: What might be contributing to this measure? What should we look into?*

**Improved Functioning** – Youth in implementation have the most improvement. New youth have newly identified needs. Youth who discharge after 180+ days in HFWA do the best! Look for patterns that match the youth at your agency. *Remind your staff that youth can have high needs and do well in HFWA!*

**Successful Graduation from HFWA** – This is our big goal – for youth to graduate successfully. We are above our new baseline for a second quarter and can reach higher! *Discharge plans of care need to say “Youth has successfully met their goals” – which includes if the family has chosen to finish formal wraparound because they are confident in their skill to meet their continuing needs.*