



NEWS RELEASE

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Wyoming's High Fidelity Wraparound Program Exceeds National Standards

Cheyenne, Wyo. – November 2, 2020 – The performance of Wyoming's High Fidelity Wraparound program continues to exceed national averages for youth that struggle with mental or behavioral health concerns. Operated by Magellan Healthcare, Inc., through a collaboration with the Wyoming Department of Health, Division of Healthcare Financing (Medicaid), Wyoming's High Fidelity Wraparound program exceeds national fidelity averages by over four percent (see table below).

High Fidelity Wraparound, an evidenced-based, non-clinical intensive care coordination program, is a national model with nearly 40 years of supporting data, designed to build lasting teams of support in the homes and communities of vulnerable children and youth. Teams use a family-centered and strengths-based approach to support behavioral health interventions that youth and their family may need. The program helps families build skills and confidence so youth can remain at home, in school and out of trouble.

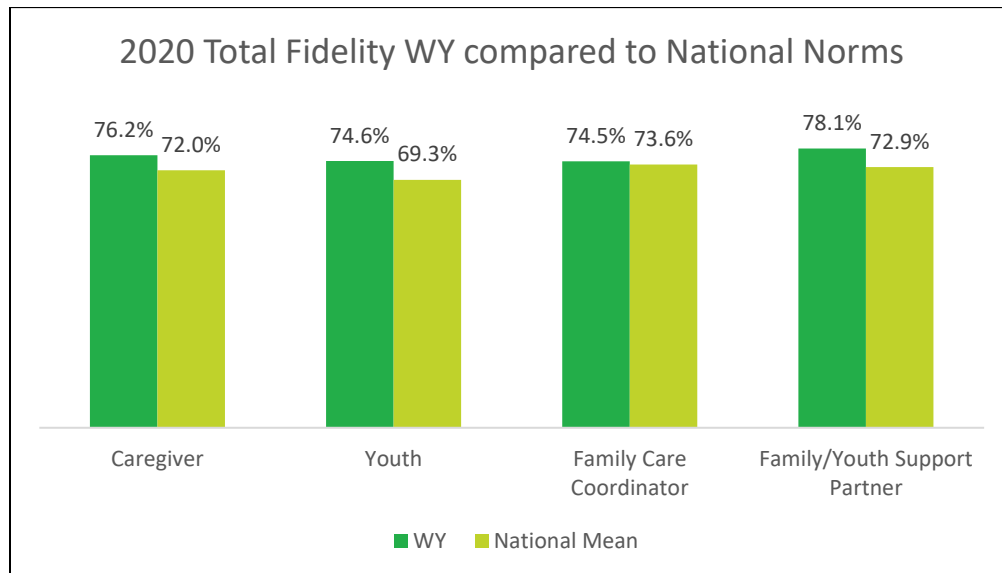
"Wyoming's High Fidelity Wraparound program continues to exceed expectations year after year when compared to the national High Fidelity Wraparound model. These scores indicate we are doing better than most others with similar programs across the county, and that speaks volumes of the work we are accomplishing," said Tammy Cooley, senior director of operations for Magellan Healthcare in Wyoming. "In a rural and frontier state, where needed resources can be challenging, our program is demonstrating fiscal responsibility and creating ways for people to get help where they live."

Fidelity is measured in Wyoming and nationally by gathering feedback from families and their High Fidelity Wraparound providers on the following key elements:

- Natural and community supports
- Needs-based circumstances
- Outcomes-based goals
- Strength- and family-driven decisions
- Effective teamwork

Data that makes up Wyoming's fidelity score is collected from satisfaction surveys collected from caregivers (CGs), youth participants, and providers of High Fidelity Wraparound services. Providers can be Family Care Coordinators (FCCs) who are responsible for writing and tracking plans of care for youth participants, and Family Support Partners (FSPs) and Youth Support Partners (YSPs) who play important, empowering roles on wraparound teams.

The following table illustrates Wyoming's fidelity scores compared to national norms:



The satisfaction survey, termed the Wraparound Fidelity Index, Short Form (WFI-EZ), assesses the extent to which the core activities defined by the National Wraparound Initiative (www.nwi.pdx.edu) are being implemented in service delivery. The purpose of the survey is to a) determine the extent to which the services and supports that are delivered adhere to this model, and b) explore caregiver and youth satisfaction and outcomes.

Barbara Dunn, director of program innovation and outcomes, Magellan Healthcare, and the author of the 2020 Wyoming Wraparound Fidelity report, said, “Our high fidelity marks are attributed to our focus on coaching, motivational interviewing and continued education for our High Fidelity Wraparound providers.”

Wyoming’s High Fidelity Wraparound program certifies its providers and offers ongoing group and one-on-one coaching as those providers help families. Unique to Wyoming’s program, providers are required to recertify each year.

Magellan’s 2020 survey reported additional outcomes for youth participants:

- 17% of youth were placed for some time in an institution, such as detention, residential treatment facility, group home or hospital, compared to a national average of 21%.
- 7% visited an emergency room for a mental health problem, compared to a national average of 13%.
- 19% experienced a negative contact with police, compared to a national average of 21%.
- 13% experienced a suspension or expulsion from school, compared to a national average of 24%.

In addition, youth and families that have participated in Wyoming's High Fidelity Wraparound typically report high satisfaction with their wraparound experiences. Wyoming's families report higher satisfaction than nationally (82.2% vs. 79.9%), and Wyoming's youth report higher satisfaction than nationally (82.8% vs. 76.7%).

"Overall, this year's Fidelity Report shows that Wyoming's High Fidelity Wraparound program is substantially keeping youth with mental and behavioral health concerns in their homes, in their schools and in their communities and that is where these families have the most success," Cooley added.

Read the full [Wyoming High Fidelity Wraparound Fidelity Annual Report](#). For more information about Wyoming's High Fidelity Wraparound program, please visit www.MagellanOfWyoming.com.

About Magellan Healthcare: Magellan Healthcare, Inc., the healthcare business unit of Magellan Health, Inc., offers solutions for complex conditions in the areas of behavioral health, medical specialty treatment and fully integrated managed care. Magellan Healthcare serves commercial health plans, employers, state and local governments, and the Federal government, including the Department of Defense. For more information, visit MagellanHealthcare.com.

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