

Stakeholder Newsletter

October 17, 2019

Wyoming's High Fidelity Wraparound Program Exceeds National Standards

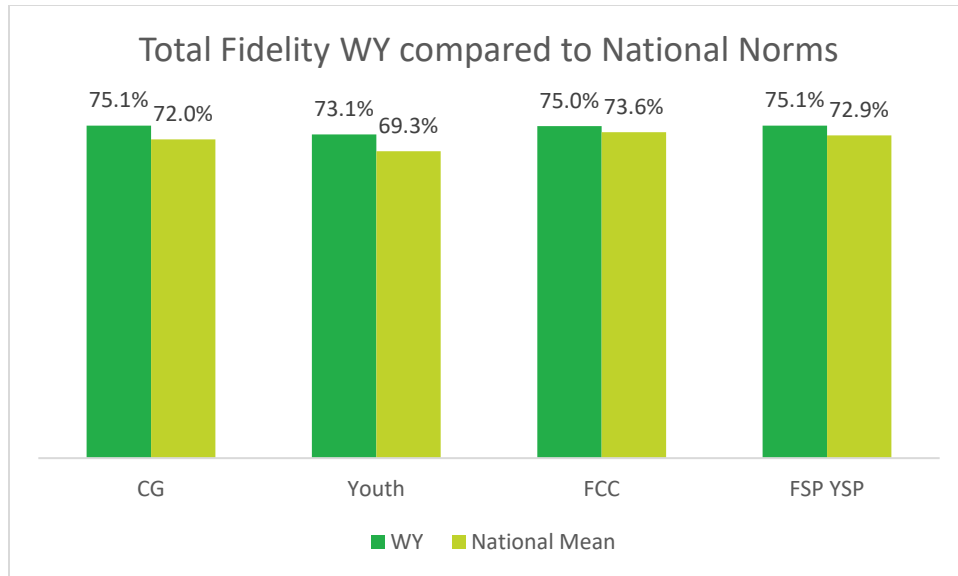
Wyoming's High Fidelity Wraparound program continues to exceed national norms for youth that struggle with mental or behavioral health concerns. Operated by Magellan Healthcare, Inc. through a collaboration with the Wyoming Department of Health, Division of Healthcare Financing (Medicaid), Wyoming's High Fidelity Wraparound program shows Wyoming exceeding national fidelity norms by approximately three percent overall.

"High Fidelity Wraparound is a national model designed to build teams of support to manage day-to-day challenges of children, youth and their families that have mental or behavioral health concerns," Tammy Cooley, Senior Director of Operations for Magellan Healthcare, said. "What these fidelity scores mean to us is that Wyoming's High Fidelity Wraparound program is exceeding expectations when compared to the national High Fidelity Wraparound model."

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

- The Extent of Natural and Community Supports
- Needs-Based Circumstances
- Outcomes-Based Goals
- Strength- and Family-Driven Decisions
- Effective Teamwork

Fidelity data that makes up Wyoming's fidelity score is collected from satisfaction surveys collected from care givers (CG), youth participants and providers of High Fidelity Wraparound. Providers can be Family Care Coordinators (FCC) who are responsible for writing and tracking plans of care for youth participants, and Family Support Partners (FSP) and Youth Support Partners (YSP) who play important, empowering roles on wraparound teams. The following table illustrates Wyoming's fidelity scores compared to national norms by the groups of those who responded to the survey:



The satisfaction survey, termed the Wraparound Fidelity Index, Short Form (WFI-EZ), is designed to assess the extent to which the core activities of wraparound are being implemented in service delivery, according to the model defined by the National Wraparound Initiative (www.nwi.pdx.edu). The purpose of the survey is to determine the extent to which the services and supports that are being received by children, youth and families enrolled in Wyoming’s High Fidelity Wraparound adhere to those primary activities of the wraparound process on an individual youth or family basis, and explore caregiver and youth satisfaction as well as youth outcomes.

Barbara Dunn, director of program innovation and outcomes, Magellan Healthcare, and the author of the 2019 Wyoming Wraparound Fidelity report, said, “Our high fidelity marks are attributed to our focus on coaching and continued education with our High Fidelity Wraparound providers.”

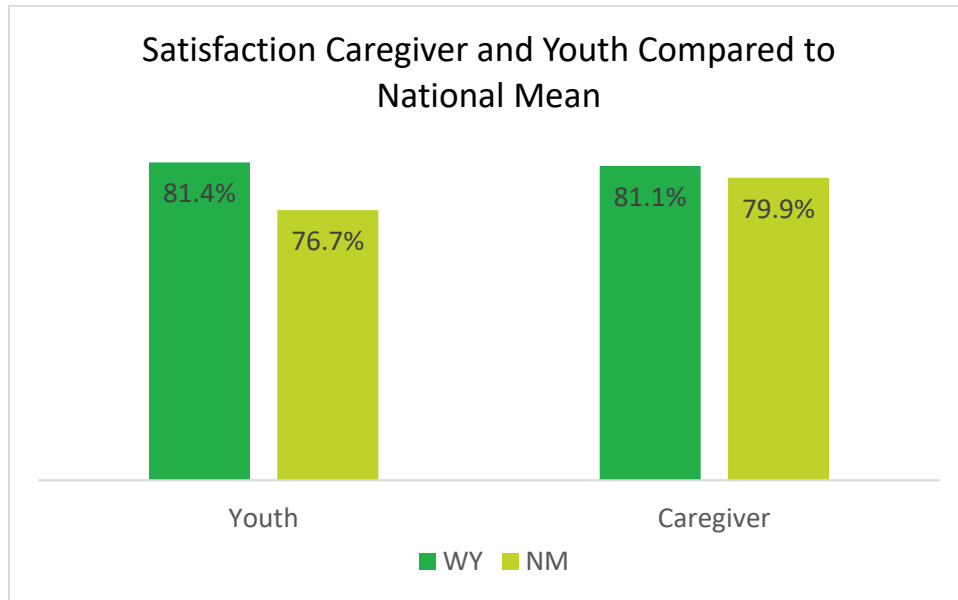
Wyoming’s High Fidelity Wraparound program certifies its providers, and offers ongoing group and one-on-one coaching as those providers help families. Providers are then required to undergo a recertification process annually. This requirement is unique to Wyoming.

As a result of High Fidelity Wraparound, the 2019 survey reported additional outcomes for youth participants:

- 11 percent of youth were placed for some time in an institution, such as detention, residential treatment facility, group home or hospital, compared to a national mean of 21 percent.
- 9 percent were reported to have visited an emergency room for a mental health problem, compared to a national mean of 13 percent.
- 16 percent were reported to have experienced a negative contact with police, compared to a national mean of 21 percent.

- 17 percent of youth were reported to have experienced a suspension or expulsion from school, compared to a 24 percent national mean.

In addition to all of these outcomes, youth and families that have participated in Wyoming’s High Fidelity Wraparound typically report high satisfaction with their wraparound experiences. The below table shows those satisfaction levels compared to the national mean:



“Overall, this year’s Fidelity Report shows that Wyoming’s High Fidelity Wraparound program is having a substantial influence on keeping youth with mental and behavioral health concerns in their homes, in their schools and in their communities,” Cooley added, “And that’s where these families can start to heal.”

For more information about Wyoming’s High Fidelity Wraparound program, please visit www.MagellanOfWyoming.com.

Caregiver Support Groups offers encouragement

A Caregiver Support group was created to help caregivers during the High Fidelity Wraparound process. **PLEASE INVITE YOUR FAMILIES** - parents, grandparents, aunts uncles, foster parents, step parents, anyone who cares for children and youth with complex needs. This group provides a safe place for families and caregivers to talk through their struggles, their successes and to learn from one another. You don’t have to be a member of High Fidelity Wraparound to attend these groups. They are free and all you need is access to a phone or the internet.

- First Wednesday of every month from 6 p.m. to 7 p.m. (Mountain Time)
- Second Wednesday of every month from 11:30 a.m. to 12:30 p.m. (Mountain Time)

- Contact KCampbell2@MagellanHealth.com or call 307-459-6165 for instruction on how to connect to the online Caregiver Support Group meetings.

These support groups are available to any caregiver, guardian, parent, grandparent, family member, etc. who would like more support! You don't have to be a current member with Magellan, anyone can join.

We're accepting youth referrals

Do you know a young person age 4 to 20 who would benefit from additional support? Would it make a difference if they could be more successful at home, school and in their community?

Wyoming's High Fidelity Wraparound program can help if:

- A free program makes sense for the youth and their family.
- Additional mental health or behavior support is needed.
- Youth who currently are, or could be, Medicaid eligible.
- Youth is at risk for being placed out of their home in hospital or detention.

Youth and their care givers would benefit from having a team of support. Learn more by completing our [Referral Form](#) or visiting our [website](#).

Our program is growing

If you have ever wanted to help youth with complex mental health or behavioral health concerns, you can become a provider by visiting our [Become a Provider](#) page. We are always looking for more experienced and caring people to join forces with us to meet the needs of youth across Wyoming. Do you know anyone who would be great at this? Refer them to work with us.

What is High Fidelity Wraparound?

The Wyoming Department of Health, Division of Healthcare Financing has contracted with Magellan Healthcare to be the Care Management Entity for Wyoming's High Fidelity Wraparound program.

Wyoming's High Fidelity Wraparound is an intensive voluntary care coordination process for youth aged 4 to 20 risking placement out of their home and community due to complex behavioral issues. High Fidelity Wraparound helps families and caregivers build support that meet their needs. The program allows young people to benefit from mental and physical healthcare along with other interventions in their own communities while remaining safely at home, in school and out of trouble. Learn more about the [High Fidelity Wraparound process](#).

What are the benefits of High Fidelity Wraparound?

Wyoming's High Fidelity Wraparound program has resulted in numerous successes over the past four years. We've prepared an infographic that highlights the benefits families involved in High Fidelity Wraparound have seen. Check out our [successes](#).