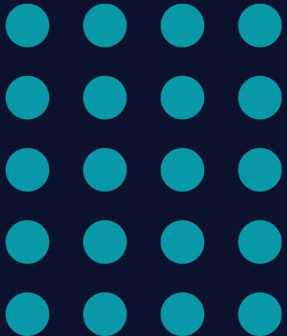


Youth and Family Summit on Care Coordination

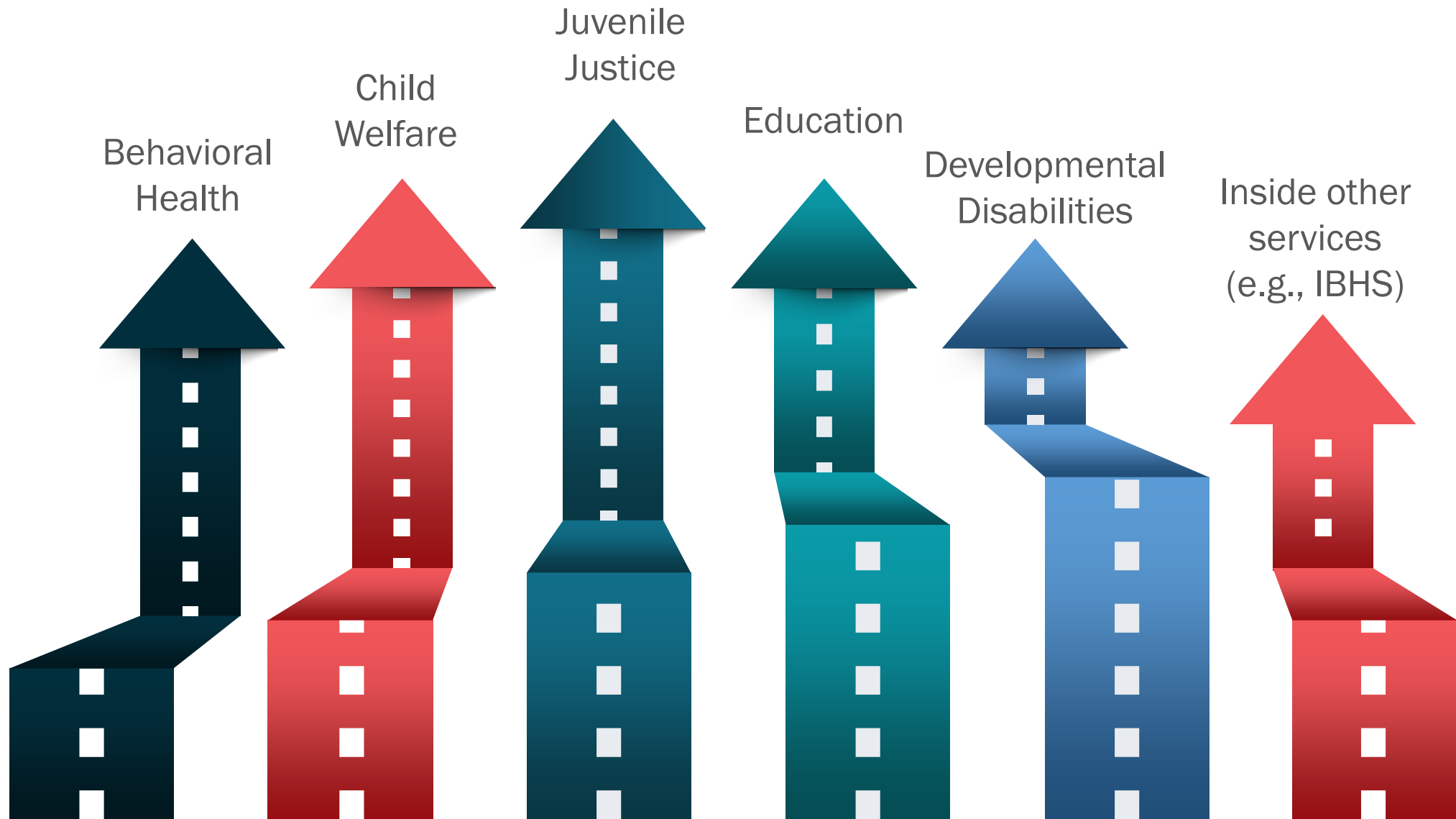
Kim Estep, Innovations Institute





Navigating Systems can be Confusing!

Care Coordination Happens Across Child-Serving Systems





Provided to individuals who belong to a specific category or population: Behavioral Health Challenges, Neurodivergent, Chronic Conditions or System Involvement

Assessment and Service Planning



Traditional Case Management Approach



Referral and Linkage to Services



Ongoing Monitoring and Follow-up

Matching Intensity to Need

```
graph LR; A((Matching Intensity to Need)) --- B(Assessing families needs); A --- C(Decision support protocol);
```

Assessing families needs

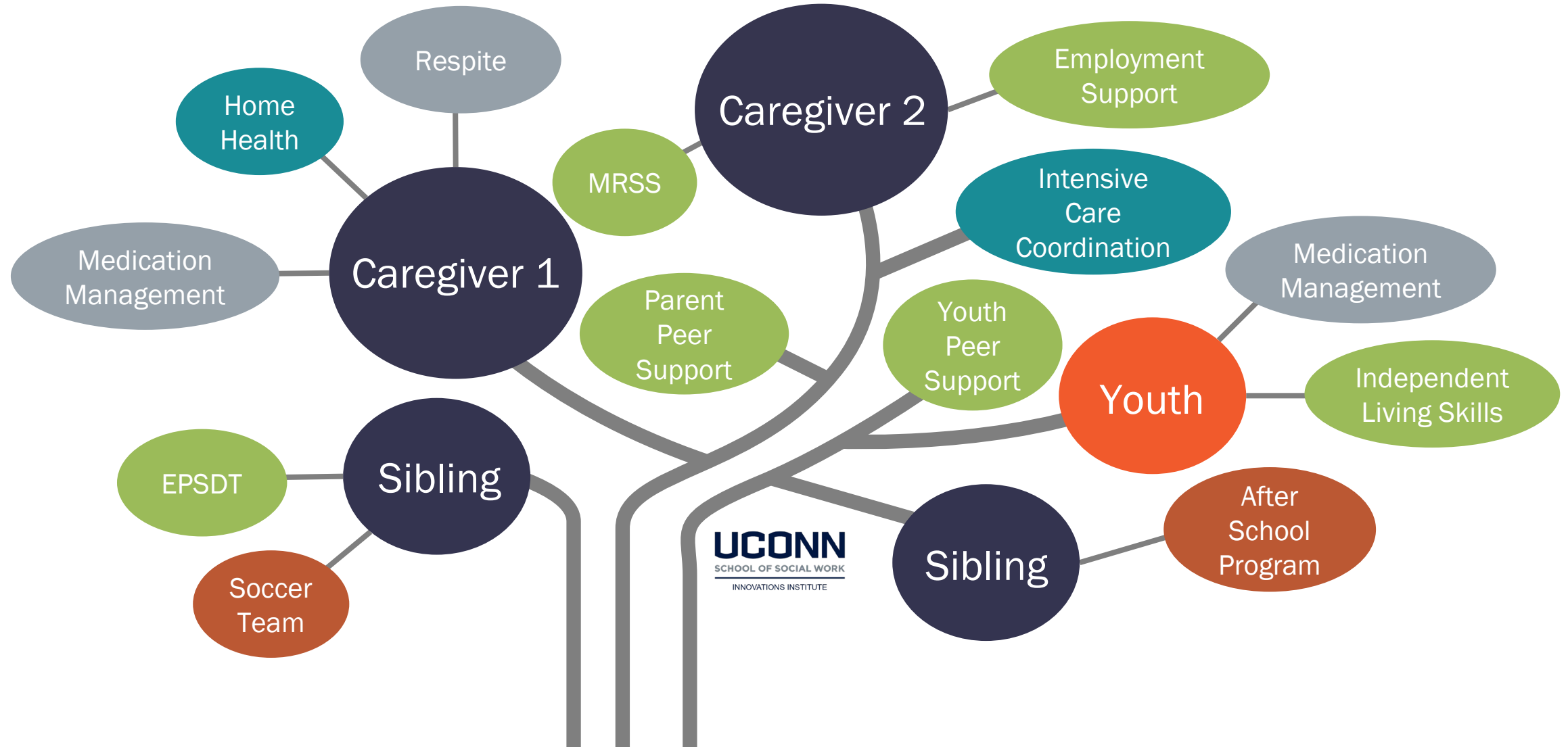
- Meeting requirements – Functional Impairment
- Standardized Measures – Clinician vs Self-report
- Other indicators – System involvement, risk

B

Decision support protocol

- Data informed decision making
- Recommends level of care coordination

Children grow up in families & communities: addressing family needs are critical



Tiered Care Coordination

All children, youth, young adults, and their families

Health care, screening, social
determinants of health

Primary care providers, childcare
centers, schools

Universal
Health Promotion

01

Voiced/Identified Need

Concern something is wrong, assessment,
early intervention

Family organizations, MCOs,
Primary Care, Schools

Navigation,
Information & Referral

02

Moderate Need

High caregiver stress/strain, needs require
multiple services & supports to address

Systems, CMHCs,
CCBHCs

Intermediate Care
Coordination (e.g. FOCUS)

03

Complex Need

Significant challenges, high risk, high caregiver
stress/ strain, multiple needs not met by single
system or service

CMEs
CCOs

Intensive Care Coordination
Using a Wraparound Approach

04



At the state or systems level:

Wraparound is a system-level intervention that requires significant reconfiguration of organizations and systems to achieve the fidelity necessary to meet the needs of youth and families



What is Wraparound? (cont.)

At its foundation, Wraparound is an ecologically based process and approach to *care planning designed to support families* of youth with complex behavioral health challenges.

At this level, care coordinators works to hold teams accountable for providing meaningful choice and creative individualized supports to families as well as achieving outcomes that make the families' lives better.



Building a Strong Wraparound House

Positive Outcomes for Families and Systems



**Key Elements & A Clearly
Defined Practice Model**



**Wraparound
Implementation Standards
– System & Program**



**Ongoing Continuous
Quality Improvement,
Oversight, & Monitoring**

Foundational Principles

Family Voice & Choice, Individualized, Cultural Humility, Natural Supports, Community-based, Team-based, Strengths-based, Collaboration, Unconditional Care, & Outcome-based

We CANNOT simply pull Wraparound apart as financing and systems expand and shift

01

Fidelity and Quality

Critical elements are designed to build on one another and work together

02

Consistency

Different definitions or operationalization of the practice model impact families' experiences of Wraparound

03

Staffing Ratios

Limits: 1:8-12

04

Workforce

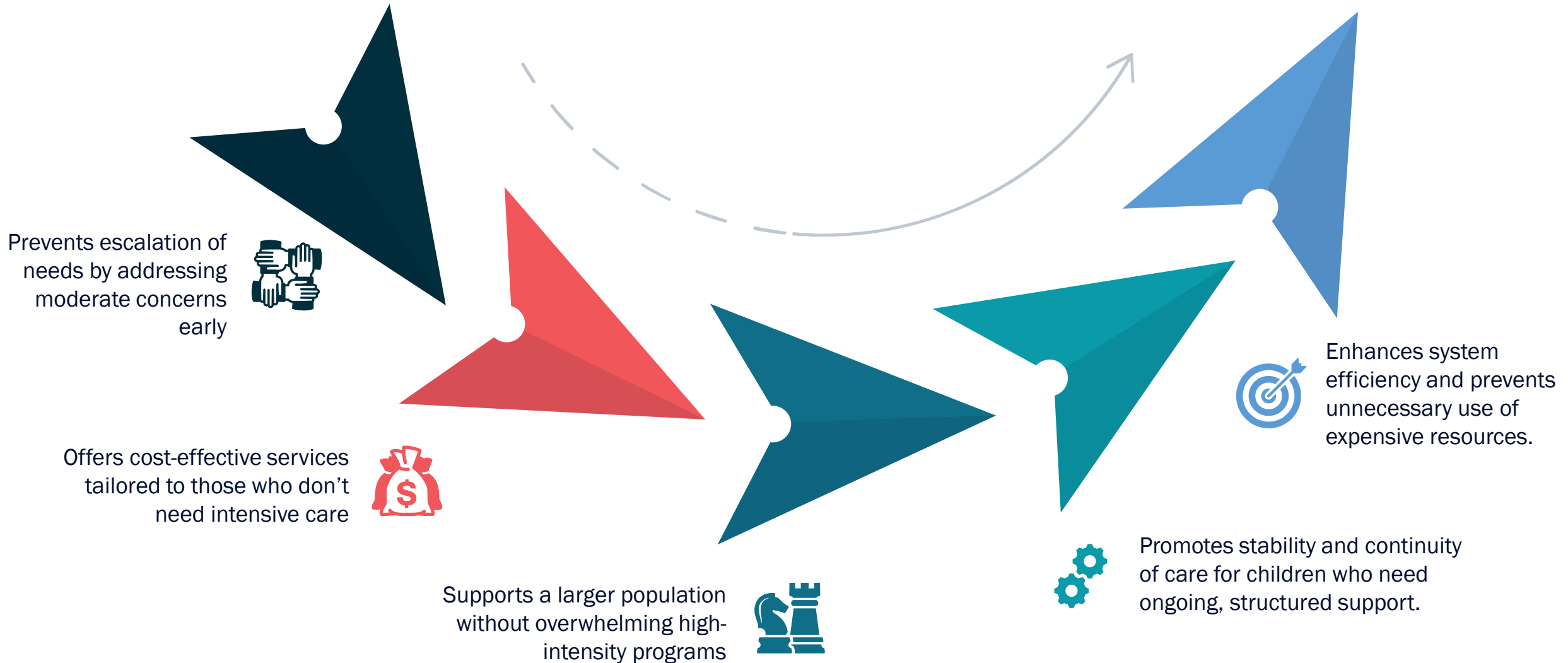
Varying expectations impact skill development and staff retention



National
Wraparound
Implementation
Center

Advancing Systems • Enhancing the Workforce • Improving Outcomes

Why Intermediate Care Coordination is Essential



Risk Factors are Different

FOCUS Care Coordination

- Behavioral Health Needs
- Social Determinants of Health
 - Economic Stability
 - Education
 - Social and Community Context
 - Health and Health Care
 - Neighborhood and Built Environment
- Developmental Delays
- Single System Involvement

Wraparound Care Coordination

- Complex Behavioral Health Needs
 - Multi-System Involved
 - High risk of out-of-home placement
 - Elevated risk of crisis
- May be compounded by:
- Social Determinants of Health
 - Developmental delays

Why Tiered Care Coordination is Important

Efficient
Allocation of
Resources



Customization
of Services
and Supports



Prevention of
Crisis
Escalation



Support for
Systematic,
Coordinated
Care



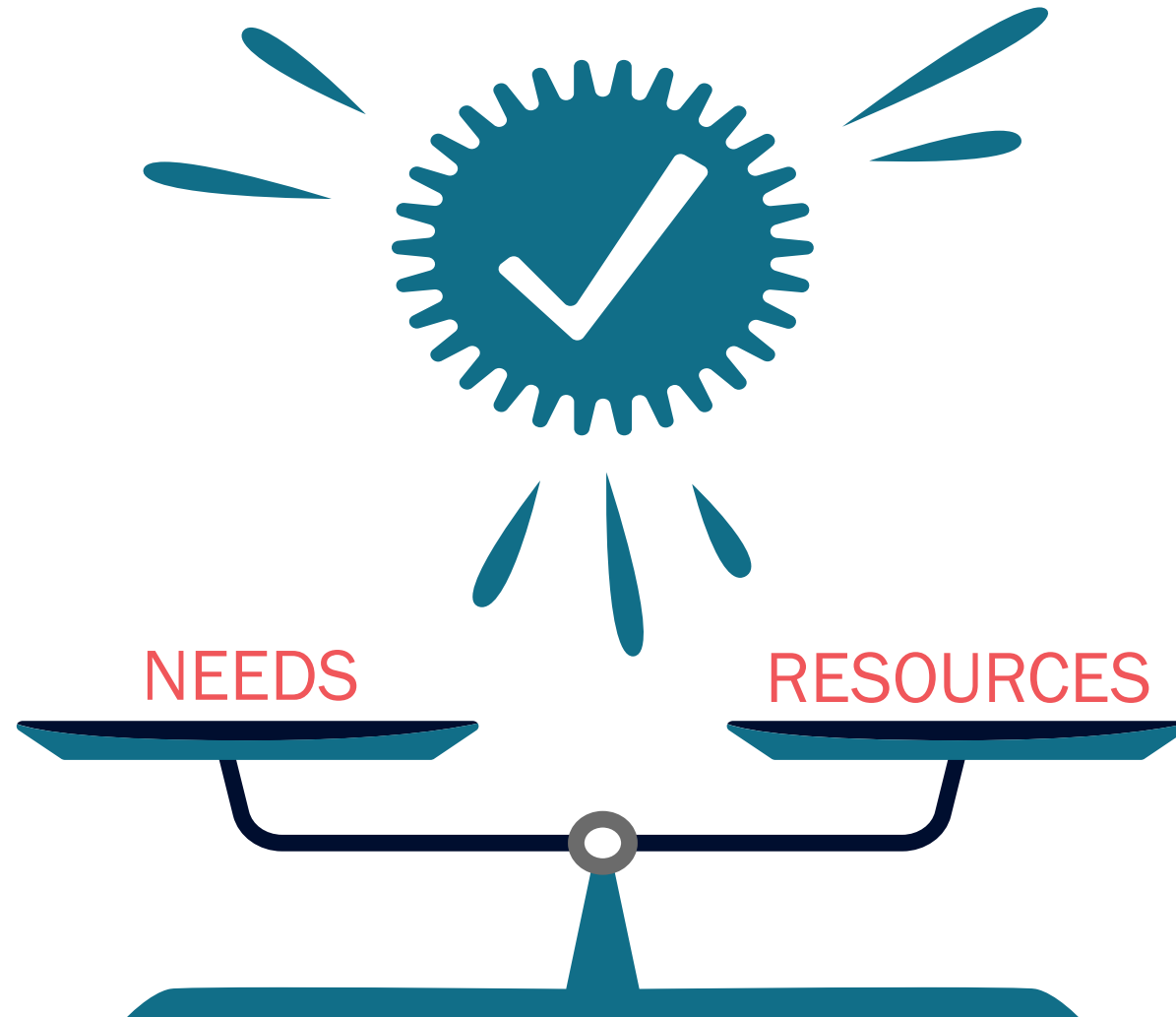
Improved
Outcomes
and
Accountability



Sustainable
and Scalable



No Quick Fixes, but a Balance





No matter the level of intensity, outcomes are the same

Families say they want to feel:

- **Confident** they have the right skills to solve problems and manage conflict
- **Independent** and know they can do this on their own with realistic expectations for the future
- **Hopeful** and a new awareness of their own strengths and capabilities
- **Connected** to support when they hit the bumps—like parent peer support

Contacts

Kim Estep
Kim.Estep@uconn.edu

**National Wraparound
Implementation Center**
www.nwic.org



FOCUS
<https://innovations.socialwork.uconn.edu/national-focus/>

Innovations Institute
<https://innovations.socialwork.uconn.edu/>