



Iowa REACH Implementation Team Meeting



Health and
Human Services

Subcommittee Updates

Meeting	June Topics
Implementation Team	<ul style="list-style-type: none"> • Legislative update • REACH/HOME Waiver alignment
Consumer Steering Committee	<ul style="list-style-type: none"> • Legislative update • REACH/HOME Waiver alignment
Intensive Care Coordination and Services and Providers Subcommittee	<ul style="list-style-type: none"> • Subcommittee closeout • REACH/HOME Waiver alignment
Quality Subcommittee	<ul style="list-style-type: none"> • No meeting this month
Communications Subcommittee	<ul style="list-style-type: none"> • No meeting this month



Implementation Team

- Fidelity monitoring
- Public comment

An aerial photograph of a river valley. The river flows through the center, with a bridge crossing it. The surrounding landscape is lush green with trees and fields. In the background, there are rolling hills under a blue sky with scattered white clouds. A small yellow rectangle is visible in the top left corner.

Intensive Care Coordination Fidelity Monitoring



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Introduction

- ▶ **Fidelity monitoring:** The process of assessing whether services are being delivered as intended
- ▶ In ICC context, fidelity measures how closely a program adheres to principles of wraparound, emphasizing
 - Family voice and choice
 - Team-based care planning
 - Member strengths
 - Natural support integration

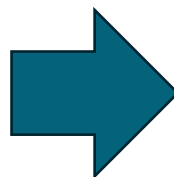
Why Fidelity Matters

Fidelity monitoring provides data to support

Consistent high quality care delivery

Continuous improvement efforts

Settlement Agreement monitoring requirements



Activities driven by fidelity monitoring lead to

Better outcomes for youth and families

Better training and support for providers

Statewide accountability and transparency

Settlement Agreement Requirements

- ▶ Provision of services reviewed **annually** by the **Independent Monitor** who will determine whether the Relevant Services are being provided with fidelity to the service descriptions
- ▶ Intensive Care Coordination includes
 - facilitating assessment,
 - care planning,
 - coordination of services,
 - authorization of services,
 - and monitoring of services and supports to address children's health conditions **by a single, consistent care coordinator**

National Fidelity Measures

	Evaluation	Measures	Evaluator
Wraparound Fidelity Index (WFI-EZ)	10-minute self-survey	<ul style="list-style-type: none"> • Implementation quality • Participant satisfaction • Youth outcomes 	Caregivers, youth, wraparound facilitators, team members
Team Observation Measure 2.0 (TOM)	Rater joins care coordination meeting and determines whether indicators are present	<ul style="list-style-type: none"> • Full meeting attendance • Effective teamwork • Driven by strengths and families • Based on priority needs • Use of natural supports • Outcomes-based process • Skilled facilitation 	Trained rater

National Fidelity Measures

	Evaluation	Measures	Evaluator
Document Assessment and Review Tool (DART)	Review of care plans, meeting notes, and youth/family records	<ul style="list-style-type: none"> • Timely engagement • Key elements • Safety planning • Crisis response • Transition planning • Outcomes 	Trained reviewer
Community Supports for Wraparound Inventory (CSWI)	Online survey	Local support for coordination	Key community informants
Wraparound Structured Assessment and Review (WRAPSTAR)	Qualitative and quantitative structured review of a systems' coordination implementation needs and strengths	Implementation drivers for sustaining coordination	Feedback from staff, youth, families, and others evaluated by researchers

Peer State Approach: Idaho WInS



Tools aligned with national standards

- WFI-EZ survey across team members
- TOM independent evaluation of team meetings
- Plus surveys evaluating effectiveness of training and coaching



Monitored by state's Wraparound Center of Excellence in partnership with MCOs



Used for identifying training and technical assistance needs

Peer State Approach: Washington WISE

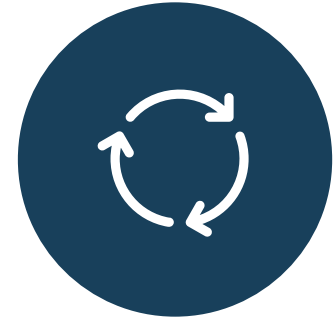


Independent Quality Improvement Review Tool (QIRT) with chart review and interviews focusing on

- CANS timeliness
- Meeting participation
- Hours of peer support
- Care plan collaboration



Monitored by independent contractor



Used for identifying system-wide barriers to fidelity (e.g. limited workforce)

Family and Youth Perspectives



- ▶ Looking forward to:
 - Holistic services responsive to your needs
 - Seeing better outcomes
- ▶ Concerned about:
 - Receiving care centered around metrics instead of your family's needs
 - Outside evaluators sitting in on private meetings
- ▶ What could help you understand and feel involved in the fidelity monitoring process?
- ▶ Which kinds of metrics (assessment outcomes, timely care, planning team membership, etc) feel most important to you?

Care Coordinator Perspectives



- ▶ Looking forward to:
 - Providing high-quality, effective care
 - Support and training to help you deliver effective services
- ▶ Concerned about:
 - Unachievable expectations
 - Balancing meeting fidelity metrics with meeting member needs
- ▶ What are your previous experiences with fidelity monitoring, and what do you hope to see or avoid in REACH?
- ▶ What types of reporting (surveys, interviews, chart reviews) feel the most supportive of your work?
- ▶ What would help you feel more enfranchised in the fidelity monitoring process?

Provider Perspectives



- ▶ Looking forward to:
 - Clear guidance on expectations on how you fit into ICC
- ▶ Concerned about:
 - High administrative workload
 - Balancing meeting fidelity metrics with meeting member needs
- ▶ What are your previous experiences with fidelity monitoring, and what do you hope to see or avoid in REACH?
- ▶ What would help you feel more engaged with the care planning team and enfranchised in the fidelity monitoring process?



Public Comment



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