# Setting West Virginia Up for Success!!!

## UNDERSTANDING NEXT STEPS

THE INSTITUTE FOR INNOVATION AND IMPLEMENTATION,
THE NATIONAL WRAPAROUND IMPLEMENTATION CENTER (NWIC), AND
THE NATIONAL URGENT RESPONSE IMPLEMENTATION CENTER (NURIC)
IN PARTNERSHIP WITH THE STATE OF WEST VIRGINIA AND MARSHALL UNIVERSITY

The mission of the <u>West Virginia Department of Health and Human Resources (DHHR)</u> is to promote, protect, manage, and provide appropriate health and human services for our residents to improve their health, well-being, and quality of life.

The mission of the <u>Bureau for Behavioral Health</u> is to serve the people of West Virginia by working with strategic partners to advance access and quality of statewide behavioral health to empower each West Virginian to reach their potential.

The mission of the <u>Bureau for Medical Services</u> is to administer the Medicaid Program, while maintaining accountability for the use of resources, in a way that assures access to appropriate, medically necessary, and quality health care services for all members; provide these services in a user friendly manner to providers and members alike; and focus on the future by providing preventive care programs.

The mission of the <u>Bureau for Social Services</u> promotes the safety, permanency, and well-being of children and vulnerable adults, supporting individuals to succeed and strengthening families

# Partnership with Marshall University Center of Excellence

Working toward *Intermediate Purveyor* status for both Wraparound and CMCRS (MRSS):

A group of individuals acting as an intermediary between two or more entities to promote the implementation of model programs with fidelity and good effect. The COE has a broader role to promote implementation including building the capacity of providers or systems to implement and sustain best practice models.

COE supports, conducts, and/or oversees organizational and community readiness, initial and ongoing implementation activities, quality and outcome monitoring, and sustainability and "scaling up" efforts for the EBP or promising practice under the guidance established by the purveyor organization.

# Implementation Science is...

"the scientific study of methods to promote the systematic uptake of research findings and other EBPs into routine practice, and, hence, to improve the quality and effectiveness of health services."

Eccles MP, Mittman BS. Welcome to implementation science. ImplementationSci. 2006;1:1. doi: 10.1186/1748-5908-1-1

# IMPLEMENTATION GAP
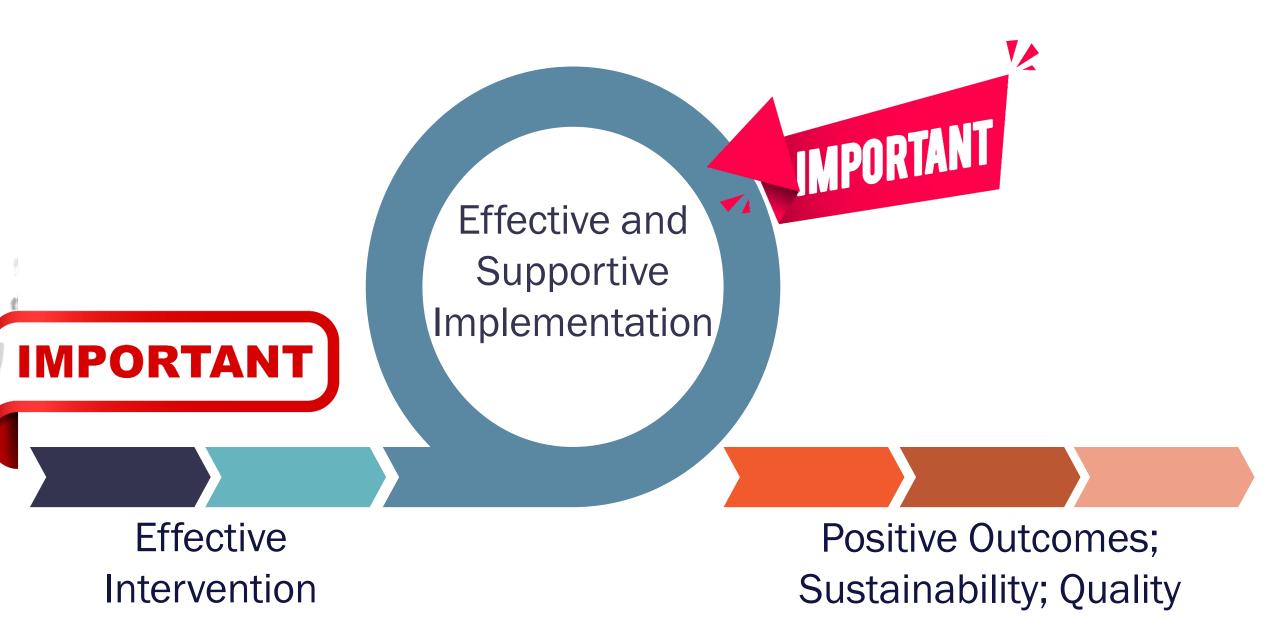
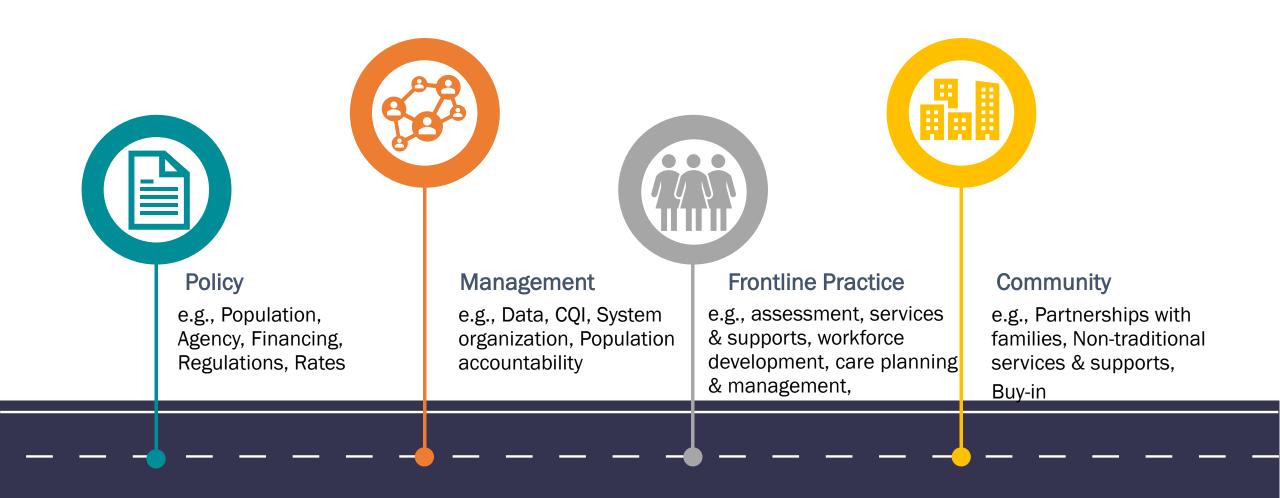Ineffective or Insufficient Implementation

Effective Intervention

Poor Outcomes; Lack of Sustainability; Inconsistency

"DON'T BE UPSET WITH THE RESULTS YOU DIDN'T GET FROM THE WORK YOU DIDN'T DO."
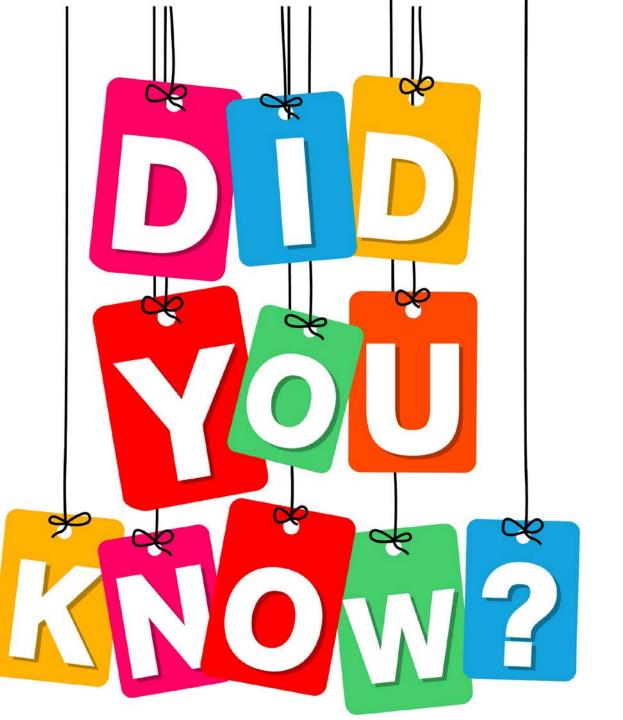
# IMPLEMENTATION SUCCESS

Effective and Supportive Implementation

IMPORTANT

IMPORTANT

Effective Intervention

Positive Outcomes; Sustainability; Quality

# System Transformation

**Policy**

e.g., Population, Agency, Financing, Regulations, Rates

**Management**

e.g., Data, CQI, System organization, Population accountability

**Frontline Practice**

e.g., assessment, services & supports, workforce development, care planning & management,

**Community**

e.g., Partnerships with families, Non-traditional services & supports, Buy-in

Pires, S. (2010)

Successful implementation of new practices are impacted by state and providers' support of installation effort.

Everyone needs to know:
1. The plan
2. Understand expectations and standards
3. Someone can address/remove obstacles to implementation
4. Who can answer which questions

# So...

As leaders, we need to have knowledge of the practice models, create a plan for implementation, and be willing to look for answers.

# The Shift
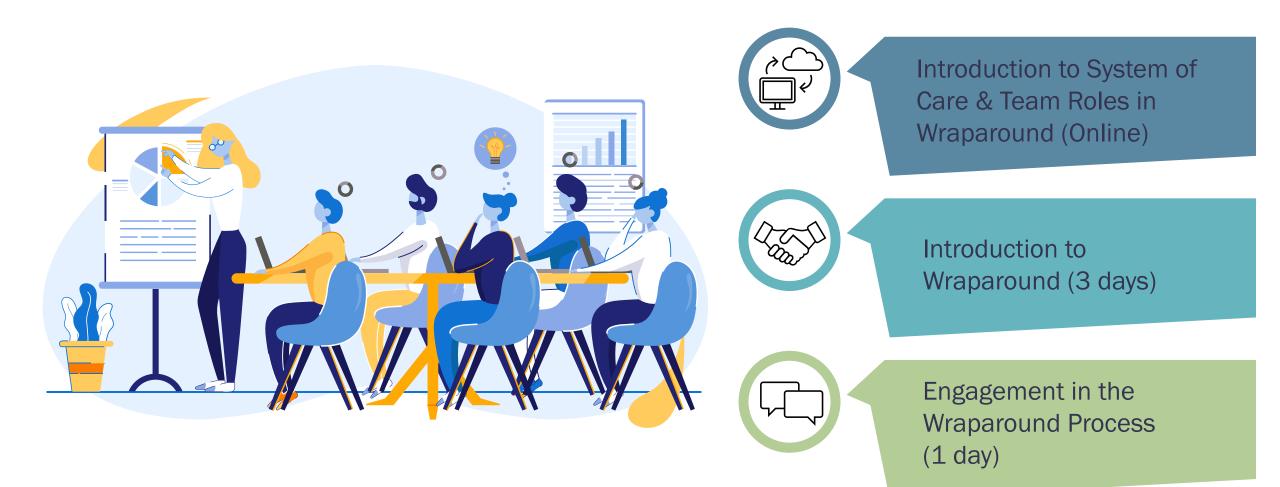
It takes a village to create and sustain change!

Areas of Support
for Wraparound and
CMCRS

- Organization and system development
- Workforce development
- Accountability

# WORKFORCE DEVELOPMENT



Core Trainings

Practice Improvement Tools

Organizational Support

InnovatePractice©

Coaching

# Wraparound Foundation Trainings



Introduction to System of Care & Team Roles in Wraparound (Online)

Introduction to Wraparound (3 days)

Engagement in the Wraparound Process (1 day)

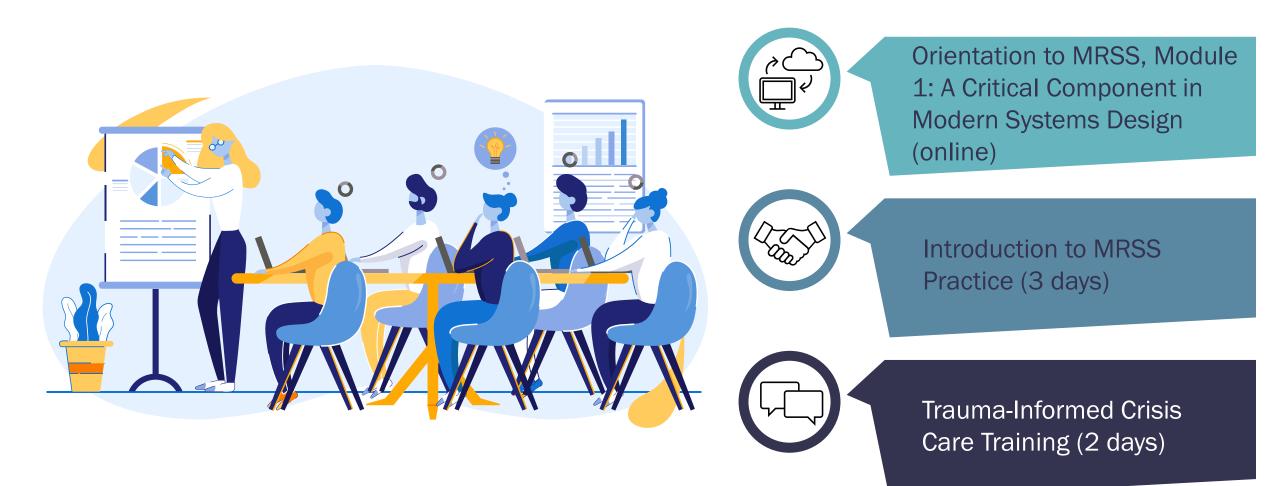# Wraparound Advanced Trainings



Improving Wraparound Practice (2 days)

Advancing Wraparound Practice: Supervision and Managing to Quality (2 day)

Individualized Booster Trainings including Trauma-Informed Care Coordination

# CMCRS Foundation Trainings



Orientation to MRSS, Module 1: A Critical Component in Modern Systems Design (online)

Introduction to MRSS Practice (3 days)

Trauma-Informed Crisis Care Training (2 days)

# CMCRS Advanced Trainings

Improving Practice
(2 days)

Advancing Practice:
Supervision and
Managing to Quality
(2 day)

Individualized Booster
Trainings as needed

# Registering for Training

# Technical Assistance Opportunities

## COACHING

### Monthly

- Virtual or on-site;
- Includes supervisors and frontline staff;
- Review of practice and documentation for targeted skill building
- System and organization support

## FEEDBACK

### Regularly

- Strengths and action steps
- Individualized based on needs of the staff and organization

## TRANSLATIONAL

### Research to Practice

- Readiness Assessment
- Fidelity monitoring
- Barrier busting
- Implementation and Practice Quality Standards
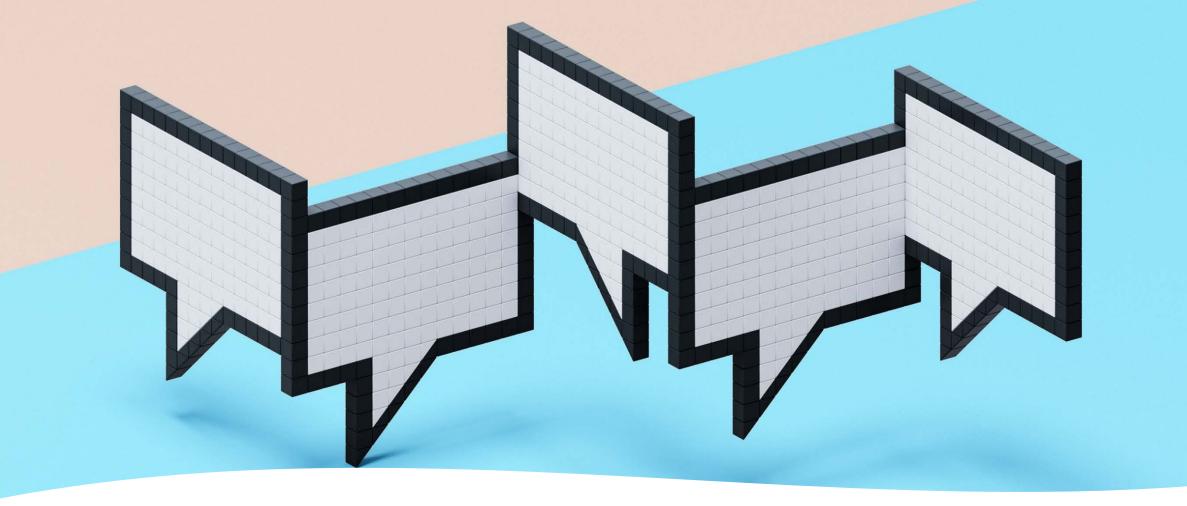- Ongoing CQI

## DATA INFORMED

### Quality Assurance

- Practice Improvement Tools
- Skill Assessments
- Coaching Response to Enhance Skill Transfer
- Supervisory Assessment System
- InnovatePractice©

Next Steps:

- Training
- Coaching
- Organizational Support

# Questions?

# Resources

The Institute's Resources on Mobile Crisis Response and Stabilization
Mobile Response and Stabilization Best Practices: Adult vs Child Comparison

Center for Law and Social Policy's Youth Mobile Response Services: An Investment to Decriminalize Mental Health

NASMHPD Technical Assistance Papers
Making the Case for a Comprehensive Children's Crisis Continuum of Care (2018)
Improving the Child and Adolescent Crisis System: Shifting from a 9-1-1 to a 9-8-8 Paradigm (2020)
Funding Opportunities for Expanding Crisis Stabilization Systems and Services (2021)

The National Wraparound Implementation Center www.nwic.org

The National Wraparound Initiative www.nwi.pdx.edu

Substance Abuse and Mental Health Services Administration www.systemsofcare.samhsa.gov

UNIVERSITY of MARYLAND
SCHOOL of SOCIAL WORK
THE INSTITUTE FOR INNOVATION AND IMPLEMENTATION

# Contact Information

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Wraparound Coaches:

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**NURIC**
NATIONAL URGENT RESPONSE IMPLEMENTATION CENTER

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