

Wraparound Key Elements: Timely Engagement



**WELCOME!
PLEASE SIGN IN:**

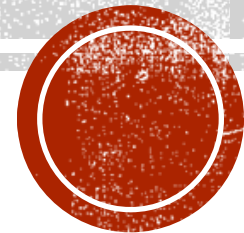
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WRAPAROUND KEY ELEMENTS:

Timely Engagement

Marshall University Wraparound Fidelity Team



WHAT IS THE DART?

Document Assessment & Review Tool (DART)

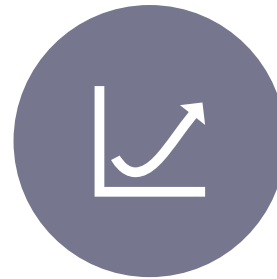
- **The DART**, is used to take a comprehensive look at your documentation of the wraparound process to assess whether WV wraparound is meeting High Fidelity Standards.
 - It is typically completed annually, and we will begin early 2025.
- **What does my agency need to do?**
 - **Lydia will send out an email** with your selected cases and documentation **needed within a timeframe.**
 - **SAH**, typically just audits their info already in the WV CANS System to make sure nothing is missing from the selected cases.
 - **CMHW/CSEDW**, typically uploads **labeled and organized** info for the selected cases into the WV CANS System in the **Case Files** tab or a secured SharePoint folder.



HOW DO MY SCORES AFFECT AND INFORM MY COMMUNITY?



Highlights strengths found in our wraparound community. (DART & WFI-EZ)



Gives insight into training needs for wraparound providers. (DART)



Informs State Partners on needed policy changes for the wraparound process. (DART)



Uncovers the attitudes about & experiences in wraparound. (WFI-EZ)



A hand holding a black marker points to a grid of numbers on a document. The grid consists of rows and columns of numbers, with some numbers circled. The background is a dark, textured surface.

HOW DO REVIEWERS RATE TIMELY ATTENDANCE?

DART



2024

DART	<p>“Timely Engagement” refers to the percent of youth for whom a range of relevant milestones (e.g., initial contact with family, first plan of care developed) are achieved within timeframes as established by the NWI and used by NWIC. Research has demonstrated achieving these timeframes provided a better likelihood that the child and family will be successful while involved in the wraparound process.</p>
WV	<p>WV’s time frames are different depending on the funding source. The state is working on aligning these standards. The fidelity standards were reviewed according to the DART. All time frames are based off the initial date of assignment.</p>
Solution	<p>All the Bureaus are working hard to align their policies regardless of the Bureau to the High Fidelity Wraparound Model.</p>

TIMELY ENGAGEMENT (DART V. WV):





TIMELY ENGAGEMENT DART RATING OPTIONS

Yes clear evidence the item has been fully met

No no evidence the item has been met

N/A item is not applicable to the youth, family, or team's situation (only an option on certain items)

Missing the documentation needed to score the item is not available in the record (only an option on certain items)





Section D: Timely Engagement

Item #	Event	Data Source
D1 TE	First contact with the family following referral or care coordinator assignment (or to a care coordinator) <i>(Ideally, the referral date is the day the provider was alerted to the family's need for Wraparound; however, the provider may decide to use the date the family was first assigned to the care coordinator, depending on referral processes; see manual.)</i>	Referral paperwork Progress Notes
D2 TE	First face-to-face contact between care coordinator, youth, and family (if involved)	Progress Notes
D3 TE	First Crisis/Risk Management/ Safety Plan completed	Crisis/Safety Plan
D4 TE	First Family Story / Strengths, Needs, and Culture Discovery completed	Strengths, Needs, and Culture Discovery Family Story
D5 TE	First Child and Family Team Meeting (a meeting including caregivers, youth, and at least one formal and one informal support between more than just the Wraparound staff and youth/family)	Plan of care
D6* TE	First plan of care completed	Plan of care
D7* TE	Last three (or two if fewer than three have been held) Child and Family Team Meetings	Plan of care

Comments:

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Section D: Timely Engagement

Item #	Event	Data Source	Date(s)	Standard	Performance (# of Days)	Met Standard?
D1 TE	First contact with the family following referral or care coordinator assignment (or to a care coordinator) <i>(Ideally, the referral date is the day the provider was alerted to the family's need for Wraparound; however, the provider may decide to use the date the family was first assigned to the care coordinator, depending on referral processes; see manual.)</i>	Referral paperwork Progress Notes		Within 3 days of: <i>(circle one)</i>		Y N Miss

Possible Scores

Yes

First contact with the family following the WF assignment **occurs** w/in 3 calendar days

No

First contact with the family following the WF assignment **does NOT** occur w/in 3 calendar days

Miss

Documentation needed to determine if standard is met is missing from the record

WRAPAROUND KEY ELEMENT: TIMELY ENGAGEMENT

Supporting Documentation: Referral Paperwork, Progress Notes, Initial Timeframes (SAH)





Section D: Timely Engagement

Item #	Event	Data Source	Date(s)	Standard	Performance (# of Days)	Met Standard?
D1 TE	First contact with the family (referral or care coordinator) (or to a care coordinator) (Ideally, the referral date is the date the family was alerted to the family's needs; however, the program may use the date the family coordinator was assigned to the case.)					
D2 TE	First face-to-face contact between care coordinator, youth, and family (if involved)	Progress Notes		Within 10 days of: (circle one)		Y N Miss
D3 TE	First Crisis/Risk Management Plan completed		meeting (D2)			
D4 TE	First Family Story / Strengths, Needs, and Culture Discovery completed	Strengths, Needs, & Culture Discovery / Family Story	Within 20 days of D2		Y N Miss	
D5 TE	First Child and Family Team Meeting (a meeting including caregivers, youth, and at least one formal and one informal support between more than just the Wraparound staff and youth/family)	Plan of care	Within 30 days of D2		Y N Miss	
D6* TE	First plan of care completed	Plan of care	Within 35 days of D2		Y N Miss	
D7* TE	Last three (or two if fewer than three have been held) Child and Family Team Meetings	Plan of care	No gap greater than 35 days between the last 2 or 3 CFTMs*		Y N Miss	

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Section D: Timely Engagement

Item #	Event	Data Source	Date(s)	Standard	Performance (# of Days)	Met Standard?
D2 TE	First face-to-face contact between care coordinator, youth, and family (if involved)	Progress Notes		Within 10 days of: (circle one)		Y N Miss

Possible Scores

Yes	First face-to-face contact between WF, youth, and family occurs w/in 10 calendar days of WF assignment
No	First face-to-face contact between WF, youth, and family does NOT occur w/in 10 calendar days of WF assignment
Miss	Documentation needed to determine if standard is met is missing from the record

WRAPAROUND KEY ELEMENT: TIMELY ENGAGEMENT

Supporting Documentation: Progress Notes, Initial Timeframes (SAH)





Section D: Timely Engagement

Item #	Event	Data Source	Date(s)	Standard	Performance (# of Days)	Met Standard?
D1 TE	First contact with the family following referral or care coordinator assignment (or to a care coordinator) <i>(Ideally, the referral date is the day the provider was alerted to the family's need for Wraparound; however, the provider may decide to use the date the family was first assigned to the care coordinator, depending on referral process manual.)</i>					
D2 TE	First face-to-face contact by coordinator, youth, and family (if involved)					
D3 TE	First Crisis/Risk Management/ Safety Plan completed	Crisis/Safety Plan				N Miss
D4 TE	First Family Story / Strengths, Needs, and Culture Discovery completed	Strengths, Needs, & Culture Discovery / Family Story	At first face-to-face meeting (D2)			Y N Miss
D5 TE	First Child and Family Team Meeting (a meeting including caregivers, youth, and at least one formal and one informal support between more than just the Wraparound staff and youth/family)	Plan of care	Within 20 days of D2			Y N Miss
D6* TE	First plan of care completed	Plan of care	Within 30 days of D2			Y N Miss
D7* TE	Last three (or two if fewer than three have been held) Child and Family Team Meetings	Plan of care	Within 35 days of D2			Y N Miss

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Section D: Timely Engagement

Item #	Event	Data Source	Date(s)	Standard	Performance (# of Days)	Met Standard?
D3 TE	First Crisis/Risk Management/ Safety Plan completed	Crisis/Safety Plan				N Miss

Possible Scores

Yes	First Crisis/Risk Management/ Safety Plan completed at 1 st face-to-face
No	First Crisis/Risk Management/ Safety Plan is NOT completed at 1st face-to-face
Miss	Documentation needed to determine if standard is met is missing from the record

WRAPAROUND KEY ELEMENT: TIMELY ENGAGEMENT

Supporting Documentation: Crisis Plans, Case Plans, Meeting Notes, Progress Notes, & Initial Timelines (SAH)





Section D: Timely Engagement

Item #	Event	Data Source	Date(s)	Standard	Performance (# of Days)	Met Standard?
D1 TE	First contact with the family (first referral or care coordinator assigned (or to a care coordinator)) <small>(Ideally, the referral date is the day the family was alerted to the family's need for services; however, the provider may decide to assign the family to the care coordinator, depending on referral process manual.)</small>					
D2 TE	First face-to-face contact (referral coordinator, youth, caregiver, or other involved)					
D3 TE	First Crisis/Risk Management/ Safety Plan completed	Crisis/Safety Plan		At first face-to-face meeting (D2)		Y N Miss
D4 TE	First Family Story / Strengths, Needs, and Culture Discovery completed	Strengths, Needs, & Culture Discovery / Family Story		Within 20 days of D2		Y N Miss
D5 TE	First Child and Family Team Meeting (a meeting including caregivers, youth, and at least one formal and one informal support between more than just the Wraparound staff and youth/family)	Plan of care		Within 30 days of D2		Y N Miss
D6* TE	First plan of care completed	Plan of care		Within 35 days of D2		Y N Miss
D7* TE	Last three (or two if fewer than three have been held) Child and Family Team Meetings	Plan of care		No gap greater than 35 days between the last 2 or 3 CFTMs*		Y N Miss

Comments:

Section D: Timely Engagement

Item #	Event	Data Source	Date(s)	Standard	Performance (# of Days)	Met Standard?
D4 TE	First Family Story / Strengths, Needs, and Culture Discovery completed	Strengths, Needs, & Culture Discovery / Family Story				Miss

Possible Scores

Yes	First Family Story & the Strengths, Needs, and Culture Discovery is completed w/in 20 days 1 st face-to-face
No	First Family Story & the Strengths, Needs, and Culture Discovery is NOT completed w/in 20 days 1 st face-to-face
Miss	Documentation needed to determine if standard is met is missing from the record

WRAPAROUND KEY ELEMENT: TIMELY ENGAGEMENT

Supporting Documentation: Needs to be determined where this will be housed for all Bureaus





Section D: Timely Engagement

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Item #	Event	Data Source	Date(s)	Standard	Performance (# of Days)	Met Standard?
D1 TE	First contact with the family following referral or care coordinator assignment (or to a care coordinator) <i>(Ideally, the referral date is the day the provider was alerted to the family's need for Wraparound; however, the provider may decide to use the date the family was first assigned to the care coordinator, depending on referral processes, see manual.)</i>					Y N Miss
D2 TE	First face-to-face contact between care coordinator, youth, and family (if involved)					Y N Miss
D3 TE	First Crisis/Risk Management Plan completed	Crisis/Safety Plan	At first face-to-face meeting (D2)			Y N Miss
D4 TE	First Family Story / Strengths, Needs, and Culture Discovery completed	Strengths, Needs, & Culture Discovery / Family Story	Within 20 days of D2			Y N Miss
D5 TE	First Child and Family Team Meeting (a meeting including caregivers, youth, and at least one formal and one informal support between more than just the Wraparound staff and youth/family)	Plan of care	Within 30 days of D2			Y N Miss
D6* TE	First plan of care completed	Plan of care	Within 35 days of D2			Y N Miss
D7* TE	Last three (or two if fewer than three have been held) Child and Family Team Meetings	Plan of care	No gap greater than 35 days between the last 2 or 3 CFTMs*			Y N Miss

Comments:

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Item #	Event	Data Source	Date(s)	Standard	Performance (# of Days)	Met Standard?
D5 TE	First Child and Family Team Meeting (a meeting including caregivers, youth, and at least one formal and one informal support between more than just the Wraparound staff and youth/family)	Plan of care			Within 30 days of D2	Y N Miss

Possible Scores

Yes	At minimum, Caregiver, Youth, & 1 Natural Support are present at the 1st WTM & WTM occurs w/in 30 calendar days of WF assignment
No	Caregiver, Youth, &/or 1 Natural Support are NOT present at the 1st WTM &/or WTM does NOT occur w/in 30 calendar days of WF assignment
Miss	Documentation needed to determine if standard is met is missing from record



WRAPAROUND KEY ELEMENT: TIMELY ENGAGEMENT

Supporting Documentation: Case Plans w/ Signature Pages, Meeting Notes, Progress Notes, Monthly Summaries, & Initial Timelines Info





Section D: Timely Engagement

Item #	Event	Data Source	Date(s)	Standard	Performance (# of Days)	Met Standard?
D1 TE	First contact with the family following referral or care coordination (or to a care coordinator) (Ideally, the referral date is the date the family was alerted to the family's needs; however, the provider may be the family was first assigned to the coordinator, depending on the manual.)					
D2 TE	First face-to-face contact with coordinator, youth, and family (if involved)					
D3 TE	First Crisis/Risk Management Plan completed					
D4 TE	First Family Story and Culture Meeting					
D5 TE	First Child and Family Team Meeting (or meeting with caregivers, youth, and at least one formal and one informal support person) (Staff and youth/family)	Plan of care		Within 30 days of D2		Y N Miss
D6* TE	First plan of care completed	Plan of care		Within 35 days of D2		Y N Miss
D7* TE	Last three (or two if fewer than three have been held) Child and Family Team Meetings	Plan of care		No gap greater than 35 days between the last 2 or 3 CFTMs*		Y N Miss

Comments:

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Section D: Timely Engagement

Item #	Event	Data Source	Date(s)	Standard	Performance (# of Days)	Met Standard?
D6* TE	First plan of care completed	Plan of care		Within 35 days of D2		Y N Miss

Possible Scores

Yes	First plan of care is completed w/in 35 calendar days of 1 st face-to-face
No	First plan of care is NOT completed w/in 35 calendar days of 1 st face-to-face
Miss	Documentation needed to determine if standard is met is missing from the record

WRAPAROUND KEY ELEMENT: TIMELY ENGAGEMENT

Supporting Documentation: Case Plans w/ Signature Pages, Meeting Notes, Progress Notes, Monthly Summaries, & Initial Timelines Info





Wraparound Fidelity Assessment System
Wraparound Document Assessment and Review Tool (DART)
 June 2020 Version



Section D: Timely Engagement

Item #	Event	Data Source	Date(s)	Standard	Performance (# of Days)	Met Standard?
D1 TE	First contact with the family following referral or care coordinator assignment (or to a care coordinator) <i>(Ideally, the referral date is the day the provider was alerted to the family's need for Wraparound. However, the provider may decide to use the date the provider first contacts the family.)</i>	Referral paperwork or Progress Notes		Within 3 days of: (circle one) referral OR care coordinator		Y N Miss

Section D: Timely Engagement

Item #	Event	Data Source
D7* TE	Last three (or two if fewer than three have been held) Child and Family Team Meetings	Plan of care

Possible Scores		Met Standard?
Yes	Last 3 (or 2 if fewer than three have been held) WTMs have NO gap greater than 35 calendar days between them	Y N Miss
No	1 or more of the last 3 (or 2 if fewer than three have been held) WTMs HAVE a gap greater than 35 calendar days between them	
Miss	Documentation needed to determine if standard is met is missing from the record	

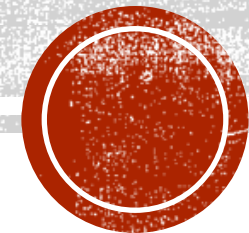
WRAPAROUND KEY ELEMENT: TIMELY ENGAGEMENT

Supporting Documentation: Case Plans w/ Signature Pages, Meeting Notes, Progress Notes, Monthly Summaries, & Initial Timelines Info



Standard	DART Timeframe
First Contact	3 calendar days from WF assignment
First Face-to-Face	10 calendar days from WF assignment
Crisis Plan	10 calendar days from WF assignment
Family Story & Strength, Needs, & Cultural Discovery	20 calendar days from 1 st face-to-face
First Wraparound Team Meeting	30 calendar days from 1 st face-to-face
First Plan of Care Completed	35 calendar days from 1 st face-to-face
Last 2 or 3 WTMs and POCs reviewed	With no gaps greater than 35 days from the previous WTM

QUICK GUIDE: TIMELINES IN THE DART



	DART Timeframe	Current Standard for SAH and BBH	Current Standard for CSED
First Contact	3 calendar days from wraparound facilitator assignment	72 hours from referral (Will meet guidelines)	72 hours from referral (Will meet guidelines)
First Face-to-Face	10 calendar days from wraparound facilitator assignment	5 days from referral (Will meet guidelines)	5 days from referral (Will meet guidelines)
Crisis Plan	10 calendar days from wraparound facilitator assignment	7 days from referral (Will meet guidelines)	7 days from referral (Will meet guidelines)
Family Story and Strengths, Needs and Cultural Discovery	20 calendar days from first face-to-face	20 Calendar days (Will not meet guidelines)	No policy (Will not meet guidelines)
First Wraparound Team Meeting	30 calendar days from first face to face	30 days from referral (Will meet guidelines)	7 & 30 days from referral (Will meet guidelines)* We will be looking for the 30 day meeting.
First Plan of Care Completed	35 calendar days from first face to face	30 days from referral (Will meet guidelines)	The Initial POC must be finalized within 30 calendar days of waiver enrollment. (Will meet guidelines)
Last 2 or 3 Wraparound Team Meetings and Plan's of Care Reviewed	No gaps of more than 35 days from previous WTM	Every 30 days after previous (Will meet guidelines)	Every 90 days after previous (Will not meet guidelines)

**QUICK GUIDE:
TIMELINES IN
THE DART AND
STATE FUNDING
SOURCES**



TIPS ON TIMELY ENGAGEMENT

- Set basic expectation & clarify exact dates with staff
- Don't wait until the last minute! Engage with urgency immediately after receiving referral/authorization.
- Document all efforts and communicate with system partners
- Create a tracker/tickler system to notify staff of time remaining
- Supervisors should monitor timelines
- Supervisors should provide ongoing oversight & support to ensure timelines are met.



WHAT ARE THE WV WRAPAROUND GUIDELINES & EXPECTATIONS?

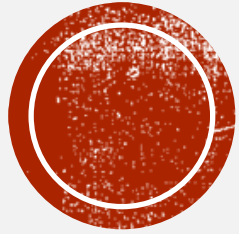
- The Bureaus are dedicated to uniting and aligning policy for WV Wraparound to the standards found in High Fidelity Wraparound.
- These standards are addressed through the expectations discussed from the DART.
- In the WV CANS System, the date of enrollment definition should be the date the case was assigned to the Wraparound Facilitator.
- It is extremely important to add all demographic information at the time of assignment(SAH) or case creation(CMHW/CSED) In the WV CANS System.
- Timelines must follow funding source guidelines BUT the state will be working to align these with the DART timeframes.



WHAT ARE THE WV WRAPAROUND GUIDELINES & EXPECTATIONS?

- The Bureaus are considering making the initial time frames section that SAH staff enter, mandatory for CMHW & CSED in the CANS System or adding this section to the POC with all relevant timeframes and have a space for supporting documentation similar to CSED's Meeting Summary.





**CLICK THE FILLABLE
INITIAL TIMEFRAMES
DOCUMENT TO DOWNLOAD**

**WEST VIRGINIA STATEWIDE CANS SYSTEM
INITIAL TIMEFRAMES FORM**

Child Name:	Date Completed:	Client ID:
Case ID:	Referral County:	Current County:
Current Region:	Assigned DHHR Caseworker:	Assigned Agency:
Assigned LCA WF:	RPM Approval Date:	90 Days from Referral:

Assignment Section

Assignment Accepted:	Assignment Received Date:
If transferred, date:	If transferred, reason:

First Contact

Was the first contact made within 72 hours of referral?	First Contact Date:
First Contact Reason (if late):	

First Home Visit

Was the first home visit/joining meeting held within 10 days of referral?	First Contact Date:
First Contact Reason (if late):	

Initial Crisis Plan

Was the initial Crisis Safety Plan created within 10 days of referral?	First Contact Date:
First Contact Reason (if late):	

Initial Wraparound Plan

Was the initial Wraparound Plan created within 30 days of referral?	First Contact Date:
First Contact Reason (if late):	
WF Signature:	
WF Supervisor Signature:	Date:



**QUESTIONS?
COMMENTS?
CONCERNS?**



Successes & Barriers In Timely Engagement



**PLEASE SCAN THE QR CODE
TO ANSWER A QUICK SURVEY**

You Can Also Click The Link Below:

<https://forms.office.com/r/FvV5aiXW48>



THANK YOU!



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