



# Wraparound with Intensive Services (WISe) Program

## Youth Participants and Caregivers Reflect on the Impact of Receiving Services

**Wraparound with Intensive Services (WISe)** offers a range of Medicaid services that are individualized, intensive, coordinated, comprehensive, culturally competent, and provided in the home and community. WISe serves youth under the age of 21 who are experiencing behavioral health symptoms that are causing severe disruption in behavior, and/or interfering with functioning in family, school, or with peers. The WISe model focuses on the strengths and voice of participants, and their families in every phase of treatment: screening, assessment, teaming, service planning and implementation, monitoring and adapting, and transition.

### About the Survey

The Washington Health Care Authority Division of Behavioral Health and Recovery (DBHR) contracts with the Social & Economic Sciences Research Center (SESRC) to conduct an annual statewide survey of **WISe** participants and caregivers.

The purpose of the survey is to assess participant engagement in WISe and indirectly measure provider competence by assessing participant and caregiver experience in the program. The survey helps us understand participant and caregiver engagement at different stages in the program. This fact sheet focuses on the impact of WISe by examining the extent to which new actions that participants learned while in therapy have helped them to do better in school, at home, and/or when out in public.

Participants with a screening or assessment record within the previous year were eligible to complete the annual survey. Youth participants age 13 years and older and their caregiver were each asked to complete the survey. Caregivers of participants under age 13 were asked to complete the survey on behalf of their child. Participants and caregivers had the option to complete the survey online or by telephone. Survey responses rates from 2016 to 2019 varied from 20% to 25% for youth participants, and 29% to 39% for caregivers.

Across survey years, around 70% of youth participants (age 13 and older) report they are doing better in school because of new actions they learned in therapy. Slightly fewer, although still a majority, of caregivers report their child was doing better in school (57%-63%). Over 80% of youth and around two-thirds of caregivers across years say they or their child are doing better at home and when out in public. Overall, a majority of both youth participants and caregivers across survey years report positive outcomes as a result of receiving WISe services. However, survey results suggest that doing better in school is a possible area for program improvement and that some focus be given to caregivers as they support their children.

*“The strength of WISe program is the people who work there.”*  
*“They listen, they actually care, they always offer to help. . . .”*  
*“It helps you to feel more confident about yourself and your life.”*

