

Wraparound with Intensive Services (WISe)

Youth Participants and Caregivers Reflect on the Impact of Receiving Services in the 2023 Survey

Wraparound with Intensive Services (WISe) serves youth under the age of 21 who experience behavioral health symptoms that cause severe disruption in behavior, and/or interfere with their relationships or functioning in school. WISe delivers a range of Medicaid services that are individualized, intensive, coordinated, comprehensive, culturally competent, and provided in the home and community. 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 2023 Survey of WISe Participant and Caregivers

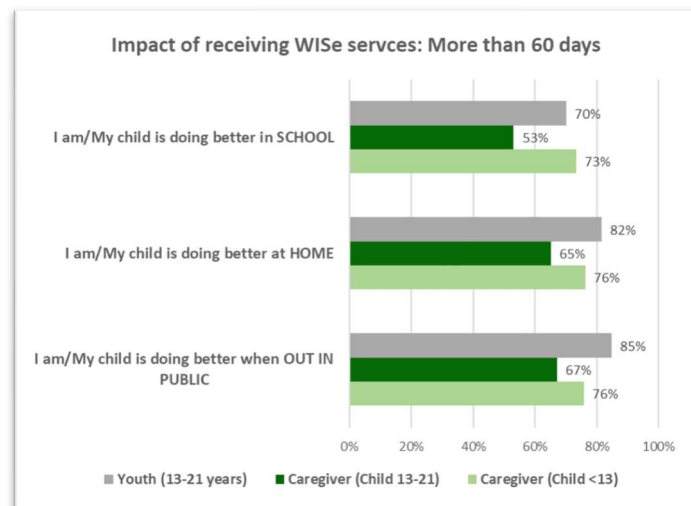
The Division of Behavioral Health and Recovery (DBHR) within the Washington State Health Care Authority (HCA) contracts with the Social and Economic Sciences Research Center (SESRC) to conduct an annual statewide survey of **WISe** participants and their caregivers.

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.

Youth participants 13 years and older and their caregivers 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, by telephone, or on paper. The response rate for youth was 17%. The response rate for caregivers of youth aged 13 or older was 27%, and 30% for caregivers of a child less than 13 years. Over 80% of both youth and caregiver respondents completed the survey by telephone.

In the 2023 survey, 51.5% of participants who responded were aged 13 and over, and 48.5% were under 13. Fifty-three percent of participants were male and 46% were female. Thirty-eight percent were of minority status.

Among those who have been in care for 60 days or longer, 70% of youth participants (age 13 and older) reported doing better in school because of new actions they learned in therapy, whereas 53% of caregivers of youth reported their youth was doing better in school. In contrast, 73% of caregivers of a child under 13 years indicated their child was doing better in school. A high percentage of youth, 82%, indicated they are doing better at home and 85% indicated they are doing better out in public because of new actions they learned in therapy. Fewer, but still a majority, of caregivers of youth aged 13 and older indicated their youth is doing better at home (65%) and when out in public (67%). Among caregivers of a child less than 13 years, 76% indicated their child is doing better both at home and when out in public because of new actions they learned in therapy. Overall, most participants and caregivers report positive outcomes because of receiving WISe services. Survey results suggest that doing better in school is a possible area for program improvement for youth participants and that some focus be given to caregivers as they support their children.



What did you like about the WISe Team?

For my team, they were very kind people. They were good at giving me information for resources.

Good listeners, made us feel heard, and helped us learn to talk to each other.

I feel very supported and that people are on my side and trying to help me get better.

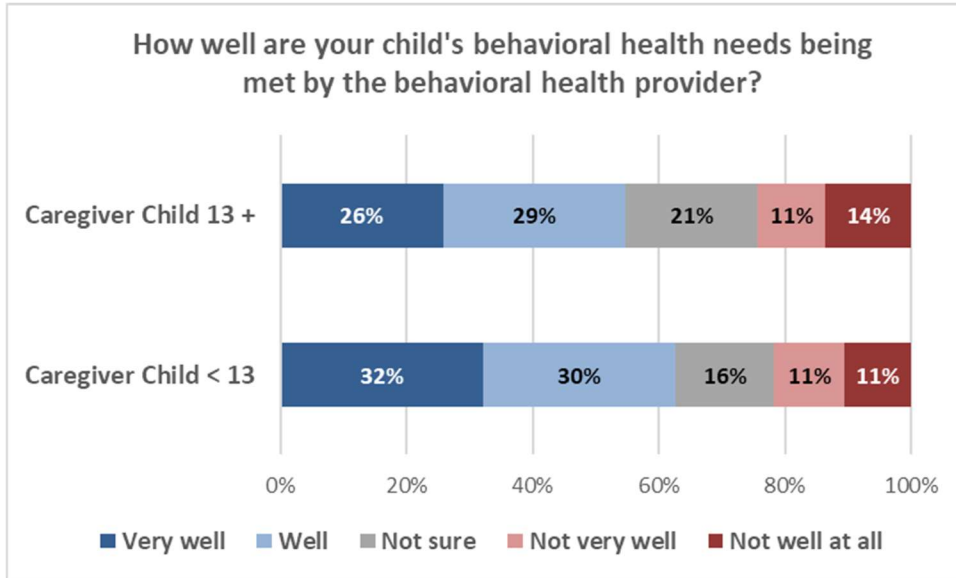
Individualized, support for each family member, the team listened to everyone's needs and goals.

Caring, understanding, great with communication, listens to your concerns, great with children, respectful, flexible with time, and overall great people.

Compassionate, Honest, Flexible, Consistent, Advocate, Team building.

Caregiver perception of their child's behavioral health care providers

As a follow-up to the impact of the program, caregivers were asked how their youth/child's behavioral health needs are being met by their behavioral health provider. Just over half, or 55%, of caregivers of youth aged 13 years or older indicated their needs were being met "very well" to "well". And a slightly higher proportion of caregivers of a child less than 13 years (62.5%) indicated "very well" to "well." Around a quarter of caregivers indicated their child's behavioral health needs were being met "not very well" to "not well at all": 24% of caregivers of youth and 22% of caregivers of a child less than 13 years.



"Very well" or "Well"

The team has been absolutely amazing not just for our child but for our family. Everything has helped with my child's behavior and they have made everything so much easier to help my child understand their feelings and know how to express their feelings because of their help.

We've had a pretty complete turnaround for the better.

I feel that the team was a great help for my child in socializing with others and helped our family with communicating with each other.

The whole time we have been with WISE, they are very supportive.

Our WISE team was amazing. They were there to help and teach every step of the way.

They are always there for my child when needed and have helped my child through a lot of difficult transitions and also make sure that my child's mental health needs are being addressed. They have made a huge difference in our house and lives.

The Team is great, very involved as a group. Great suggestions, community support, flexibility for appointments.

"Not very well" or "Not well at all"

We switched counselors, we are on number four. We are struggling to connect because they will leave again. It is hard to make appointments, and hard to see her improvement since they are bringing on new people.

Because my child refuses to engage. It's not because they haven't tried.

A lot of the times, they were not taking into consideration what family wanted and made a plan separate from the family.

We have asked for more services, they keep getting the runaround, no one is doing anything to help.

I pretty much pulled him out of services because essentially no one was providing any services.

Many cancelled appointments, we are on a third set of peer counselor and therapist.

We were working with one lady who was totally amazing, she got promoted, during the pandemic, so we got transferred to different person, who only did phone appointments. We didn't complete one appointment with her, she always had issues with her phone.