



# Wraparound with Intensive Services (WISe)

## Youth Participants and Caregivers Reflect on the Impact of Receiving Services in the 2024 Survey

**Wraparound with Intensive Services (WISe)** serves children and 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 informed, and provided in the home and community. The WISe model focuses on the strengths and voice of participants in every phase of treatment: screening, assessment, teaming, service planning and implementation, monitoring and adapting, and transition.

### ABOUT THE 2024 SURVEY OF WISE PARTICIPANT AND CAREGIVERS

The Health Care Authority Division of Behavioral Health and Recovery (DBHR) contracts with the Social and Economic Sciences Research Center (SESRC) to conduct an annual state-wide 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 24%. The response rate for caregivers of youth aged 13 or older was 34%, and 35% for caregivers of a child less than 13 years. Over 80% of both youth and caregiver respondents completed the survey by telephone.

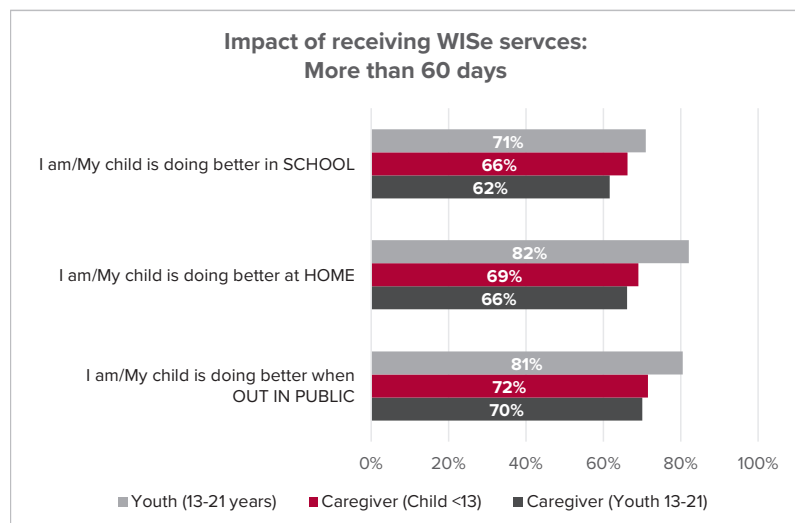
In the 2024 survey, 44.3% of participants who responded were aged 13 and over, and 55.7% were under 13. In addition, of the 1,101 caregivers responding, just over half (51%) were caregivers of youth (age 13-21). Regarding gender, the respondents were split with 55% of participants male and 46% female. Thirty-nine percent were of minority status.

Among those who have been in care for 60 days or longer:

- Seventy-one percent of youth participants (13 and older) reported doing better in school because of new actions they learned in therapy, whereas 62% of caregivers of youth reported their youth was doing better in school. Slightly more, caregivers of a child under 13 indicated their child was doing better in school (66%).
- A high percentage of youth, 82%, indicated they are doing better at home and 81% 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 13 and older indicated their youth are doing better at home (66%) and when out in public (70%).
- Among caregivers of a child under 13, 69% indicated their child is doing better at home and 72% when out in public because of new actions their child learned in therapy.

Overall, most participants and caregivers report positive outcomes because of receiving WISe services. But fewer WISe youth do better in school than at home and when out in public, suggesting that more can be done to support WISe youth and children, and their caregivers, to address issues related to education.

Figure 1. Impact of Receiving Services: More than 60 Days



### WHAT DID YOU LIKE ABOUT THE WISe TEAM?

#### Selected comments from Caregivers

*It is easy to participate as a parent and as a child.*

*The main thing I liked was that they were respectful and said things in a way he could understand but didn't beat around the bush and they were very serious and structured.*

*One they are really flexible. Two they care about the person they are trying to help like even when they are busy, they tried to help me, my family and me were in a tough relationship and we were able to mend that because of their help and they are really good at what they do.*

*Wow, there are so many. I really like everybody on the team I'm working with. They have a great work morale and really work together to uplift their team and support one another. The support they give you as a family is the same support they give each other.*

#### Selected comments from Youth

*Being able to have people by my side and having my back while teaching me these amazing things has done a lot for my life. It's changed my family and I appreciate everything WISe has done for us.*

*People there to support you when you need to support, and they can help you become a better person.*

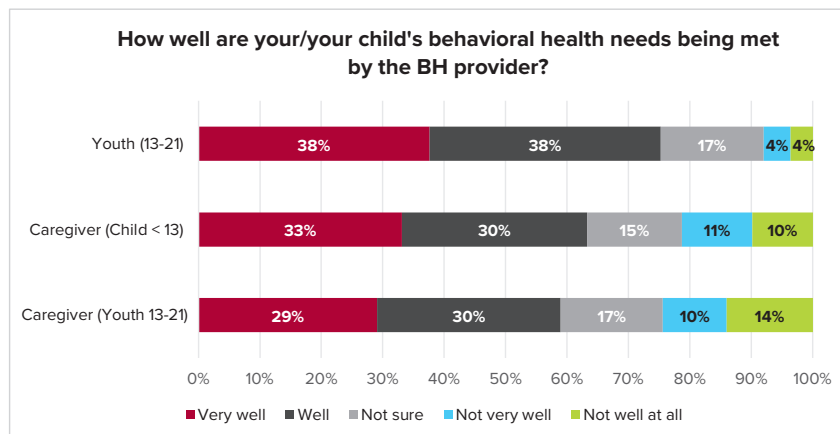
*I think that having different people on your team was very helpful. I had a lot of different connections with people on my team.*

*I think the multifaceted approach is a big strength and I think having multiple providers allows them to all have different backgrounds offering different ideas and different help.*

## PERCEPTION OF BEHAVIORAL HEALTH NEEDS BEING MET

As a follow-up to the impact of the program, caregivers and youth were asked how their/their child's behavioral health needs are being met by their behavioral health provider. Three-fourths of youth (76%) indicated that their BH needs were being met "very well" or "well". Comparatively, only 8% of youth reported "not very well" or "not well at all". Over half, 59%, of caregivers of youth 13 and over indicated their child's needs were being met "very well" or "well". A slightly higher proportion of caregivers of a child under 13 years (63%) indicated "very well" or "well." However, at least a fifth of all caregivers indicated their child's behavioral health needs were being met "not very well" or "not well at all" (24% of caregivers of youth and 21% of caregivers of a child under 13).

Figure 2. Overall, how well are your child's behavioral health needs being met by his/her behavioral health care provider?



### "VERY WELL" OR "WELL"

#### Selected comments from Caregivers

*They have been extremely helpful.*

*Because she is communicating more, doing better in school, and actually trying.*

*Because I really enjoyed the WISE team, they did a really good job with my son.*

*I just thought they were very helpful and listened to her and let us know what they thought she needed. I just really liked them actually.*

#### Selected comments from Youth

*My current health care provider does not break my trust like most people have and she is kind and professional.*

*I always got what I needed and I had help from friends, family, teachers, the therapist and counselor at school.*

*Overall, I feel like I'm doing mentally better.*

*Honestly, they tend to help me a lot, they helped with my family, they helped with the way I generally perceive myself in a way, they are cool and helped with the stuff I like - which is dinosaurs.*

### "NOT VERY WELL" OR "NOT WELL AT ALL"

#### Selected comments from Caregivers

*Just because they have a lot of other people going to appointments, so they don't have a lot of appointments that work with me or my wife's schedule.*

*[Child] was in the WISE program for 2-3 months and had a total of 2 appointments the whole time. This was not on our behalf; the counselor just did not do her job.*

*He is still having explosive behavioral issues and missing a lot of school as a result.*

#### Selected comments from Youth

*The whole program didn't really help that much and it actually kind of made things worse.*

*I just feel like I'm going in circles and every time I go I keep getting the same answers.*

*They didn't meet my mental health goals that I was wanting. They kind of just stopped making contact with me, they just didn't contact me or my parent. I started seeing a new company because I feel like I've gotten farther working with them. I feel like WISE didn't really help me.*

*I just didn't learn anything from it.*



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