

WRAP HAWAI‘I
Progress Report
November 2013

The idea for Wrap Hawai‘i was launched in the fall of 2011 after a meeting organized by the University of Hawai‘i Public Policy Center and hosted by Family Court lead Judge Browning and Director McManaman of DHS. Other key decision makers attended were from the DOH, DOE, OYS, the Governor’s Office, EPIC `Ohana, Inc. and JDAI. Since then a pilot project was launched. A WRAP coordinating committee was organized made up of all the relevant youth serving agencies and EPIC `Ohana Conferencing, Inc. The committee has developed a joint information sharing MOA; a single form for families to access WRAP; and eligibility criteria. Monthly meetings take place to bust barriers that are blocking children and families from coordinated services. Ten (10) extremely high-risk youth in multiple systems of care and their families have been offered and involved in the WRAP process and family supports.

These ten families have participated in a total of 57 family-driven WRAP meetings. Much of this family meeting design is built on the extremely successful, nationally recognized `Ohana Conferencing model implemented by DHS statewide in 1998. Flexible funds from the different agencies and through a Casey Family Program Grant have provided unique supports for these families. These youth were at high risk of being sent to out of state institutions and/or hospitals. None in the pilot has left the state. (See attached WRAP Summary Report) An evaluation of the families documents the tremendous appreciation among the families for the WRAP processes and success in keeping the youth with the family and/or in community supported environments (See attached family survey). The members of the WRAP coordinating committee also were surveyed and the data showed that the agencies involved see the value of this collaboration and coordinated response. The ability to share information using a multi-agency MOA and a single-family consent form for youth being served in multiple agencies has been successful.

On September 26, 2013, the WRAP Coordinating Committee held a progress report/update meeting to share the successes of inter-agency collaboration. 75 people attended representing all involved agencies. The highlight of the panel was Family Voices. Three (3) families spoke of their deep appreciation for WRAP and the help they were given through the WRAP processes. One mother said “It was wonderful getting my son back. I thought we had lost him.” Another father said, “ He really liked WRAP because they never gave up on him or his son.” The Coordinating Committee has begun collecting data to ascertain the costs of this innovative and coordinated response. The Committee agreed to take another 10 youth over the next year.

Proposed Next Phase of the Project

- 10 more youth involved in Child Welfare cases, with mental health, physical health, delinquency and/or educational challenges will enter WRAP Hawai‘i during the next 12 months. The current youth will remain as long as necessary however the plan is to transition these youth and families to “regular” support services.
- Of those new youth, the Coordinating Committee will try to find some youth and families from the Marshall Islands as many in this group of youth are experiencing many severe challenges with school and adjustment issues.
- The Coordinating Committee will conduct several small trainings on Wrap for child welfare social workers, as well as counselors, therapists and other staff members engaged with Wrap Hawai‘i
- Blended services for para-professional support, such as Hale Kipa HAP services will be implemented.
- Parent advocates will be available for each family wanting such support.
- The Hawai‘i Family as Allies organization will interview each willing family to evaluate their experiences with Wrap.
- The Wrap Coordinating Committee will continue to work on implementing and sustaining Wrap Hawai‘i across multiple systems of care
- A revised eligibility system will be designed
- The Coordinating Committee will facilitate further discussions to foster blended funding across systems and consider the idea of introducing legislation this session for a special fund to re-invest savings from Wrap.
- The Office of Youth Services, the Family Court, the Title IV-E Waiver and the Civil Citation Initiative are all planning to utilize Wrap planning processes in their project development. The Coordinating Committee will assist as these new initiatives are implemented.

WRAP PILOT CASES – SUMMARY AND FEEDBACK

Placement outcomes for the youth in our WRAP pilot

Nine of the ten youth in our pilot were institutionalized at the time that WRAP facilitation began. Of those nine institutionalized youth, all but one are now in a less restrictive environment. The remaining child at HYCF will be released in the next few months to return home. Fifty percent (4/8) of the de-institutionalized children are now reunified. The tenth child has severe physical health challenges and although his placement did not change, his legal status changed from Family Supervision to a closed CWS case.

	CWS Section	Initial placement	Interim moves	Current placement as of 10/4	Family Connection
Male - N	1	DH – with application pending to institution on the mainland – foster custody	Therapeutic foster home	Reunified with family	
Male – A		HYCF	Family, with another DH placement then reunification	Reunified with family	
Male – B	Transfer VCM	At home – family supervision		at home – DHS case closed	
Male - Ca		HYCF		Reunified with family; turning 18 planning	
Male – Cy	4	Institution on the mainland – foster custody	With family	Therapeutic foster home	Remains connected to grandmother
Male – Ja	2	DH – foster custody	With family/TFH/ on the run	Queens Family TX; TFH in place with goal of reunification	Maintains contact with Father, step-mother, adult sister and grandmother
Male - Jo		DH		Reunified with family	
Female – J	2	HYCF		Goal of reunification, still at HYCF	Has regular visits with mother and sibling
Female –	1	DH	On the run for	Group home	Visits with

K	Pynt only		five months	with goal of reunification	mother and newborn boy
Male – R		HYCF	Home – on the run	DH; Looking at a relative on neighbor island	Maintains contact with mother and family

Agency involvement

- All of the cases have DOH and DOE involvement
- All but one have OYS or Court involvement (B)
- Four have current and active CWS involvement
- Of the six cases without active CWS involvement, all had CWS involvement either in the past or as payment cases (guardianship and adoption placement). All six cases were at risk of out of home placement and re-activation of CWS involvement.

WRAP Feedback from Parents

At the meeting on September 26, 2013, the family members shared their experiences in an hour long panel discussion. One single mother had struggled for years with her teenage son. She had been fearful of her son’s violent outbursts. Her son had been sexually abused, and has many unaddressed mental health issues. WRAP was able to provide a circle of support for her and her son. This included services for her son after a much needed psychological evaluation. It also included providing flexible funds to help her pay for a security guard license which allowed her to find full time employment, and also provided vitamins to help alleviate her son’s eczema. Her son’s eczema was all over his body and he was teased about his scabs and scratching. At the panel, this mother said that she was so grateful for the WRAP process. Finding and connecting with the services her son needed was often overwhelming and confusing. She said that she was grateful because now she feels that “she has her son back.”

A grandmother (adoptive mom) and her son (biological father) talked about how helpful it was to have the facilitator ask about their needs. The family was struggling with domestic violence, substance abuse issues, and financial issues, and simply did not know how to cope with the severe mental health needs of their 13 year old son born with fetal alcohol syndrome. The father said that having all of the providers in the room at the same time really helped. Sometimes, he said, it felt like the United Nations as all of these professionals sometimes strongly disagreed about case direction. Grandmother was so grateful to be heard. Now that the child has returned home, there are still many issues, but services are in place in school and at home to help the family support this young man. This child was in foster custody, but has now returned home. His behavior has improved. He invited Judge Kupau to attend his 8th grade graduation. When WRAP began, an application was pending for this child to be institutionalized on the mainland.

The third couple talked about how difficult it has been to reconnect with their son. But they also said they weren’t going to give up. This child had been in and out of many

placements. He has been on the run for most of the last five years. At the first WRAP meeting, biological father apologized to his son for all the pain that he has experienced, but asked his son to give him a chance to be a dad to him again. The child was sent to the Big Island but ran away. He was sent back to Oahu and ran from the airport. After the September 26th WRAP meeting, and after talking with the CWS worker and the Probation Officer, the parents had lunch with the boy. (Even though he is on the run they knew where he was.) The WRAP team has secured a therapeutic home for him, and he has agreed to move into the home. He has started engaging with a Hale Kipa therapist. Although there is still much more that needs to be done, an important first step has been taken. One of the basic principles of WRAP is not to give up on a child and a family.

WRAP Feedback Survey

EPIC surveyed 87 participants in the 10 WRAP pilot cases. Those individuals with email addresses received a SurveyMonkey invitation. Those individuals, mostly family members, without email were asked to respond by telephone. For the 87 participants surveyed, 23 responded.

Question	strongly agree-5	somewhat agree-4	neutral-3	somewhat disagree-2	strongly disagree-1	average rating
1. The strengths of the family and youth were recognized and encouraged.	17	4	0	2	0	4.56
2. The needs of the family and youth were accurately identified and addressed.	15	7	0	0	1	4.52
3. My concerns and input were encouraged and valued.	19	4	0	0	0	4.82
4. The facilitator did a good job of keeping the meetings on track and communicating the results of the meetings in timely reports.	19	4	0	0	0	4.82
5. Solutions to unmet needs, challenges and service options were creatively and fully explored.	13	8	1	0	1	4.39
6. Agreed upon action items were tracked and followed through	15	5	1	0	2	4.34

on.						
7. The team members put addressing the needs of the family and youth foremost on their agenda.	20	1	1	1	0	4.73
8. The communication between family and service providers improved because of the Wrap Services meetings.	13	6	2	1	1	4.26
9. The communication between the various service providers improved because of the Wrap Services meetings.	15	4	2	0	2	4.3

Feedback of family members

I like EPIC, this team has worked so hard for (youth); identifying needs, prioritizing, recognizing providers; really looked at everything, more unified now, pull everything together, got everybody to work as a team, didn't overlook things, looked at whole; (facilitator), very happy with work with agencies, she goes out of her way to help

Feedback of other participants

Wrap helped to ensure a level of accountability for deliverables. (facilitator) is to be commended for her level of professionalism and commitment to helping our youth; having a conscientious facilitator, also having a person who could interpret for the rest of the team; attending wrap meeting and connecting with other service providers; Facilitator and scribe were great! Encouraged participation from everyone. Team seemed to work well together; Family working in partnership with professionals in achieving the set goals. Noticed that it provided opportunities to answer questions from the family; allowed for effective communication with service providers and family. we were all able to get on the same page and work toward the same goal(s); Helpful to have everyone on the table to discuss their thoughts. Family and youth input should be high priority and meetings have done that.

Feedback of family members about improving WRAP

better location

Feedback of other participants about improving WRAP

Knowledge of exactly which agencies had which responsibilities, CWS, PHN, CSHNP etc. Also, the role of CWS should clearly defined for the entire team, Lack of clarity on the role of CWS, and their domain; The time of the WRAP referral for the case; WRAP should be involved with the difficult cases within the first 3 months of the case being opened with CWS rather than starting up after the case has been open for 12-18 months.

WRAP Hawai'i
 BUDGET
 January 1, 2014-December 15, 2014

Proposed Budget	\$25,000.00
Family Engagement and Case Coordination	\$ 9,727.00
Meeting Facilitation	\$3,000.00
Meetings, hospitality, food	\$ 2,000.00
Training, consultants	\$ 4,000.00
Cultural Navigators and Parent Advocacy Support	\$ 2,000.00
Supplies	\$ 2,000.00
Project Cost	\$22,727.00
UH Overhead (10.0%)	\$ 2,273.00
Total Cost	\$ 25,000.00

Scope of Services
Required to Continue the Implementation and Expansion of
Wrap Hawai'i
for at risk, Vulnerable Youth.

The Department of Human Services in collaboration with the Hawai'i Judiciary, the Department of Health, the Department of Education, the Office of Youth Services and other community partners (collectively referred to as "Partners") continues to work on establishing an expanded program called Wrap Hawai'i for at-risk or vulnerable Hawai'i youth.

To further the Partnership, the Department of Human Services seeks the following services from the University of Hawai'i, Center on Public Policy with the goal of further developing and implementing a coordinated system of services for children in multiple systems of care including Child Welfare Services, Child and Adolescent Mental Health Division, the Office of Youth Services, Hawai'i State Judiciary, and Department of Education.

The College of Social Sciences Public Policy Center will:

- Continue to organize and facilitate activities to bring together and align the interests of the DHS, DOH, DOE, OYS and the Judiciary related to Wrap Hawaii;
- Continue to provide support and consultation to the work of the Wrap Interagency Coordinating Committee and its sub-committees;
- Add 10 more youth involved in Child Welfare cases, with mental health, physical health, delinquency and/or educational challenges to Wrap Hawai'i during the next 12 months. The current youth will remain as long as necessary however the plan is to transition these youth and families to "regular" support services;
- Of those new youth, the Coordinating Committee will try to find some youth and families from the Marshall Islands as many in this group of youth are experiencing many severe challenges with school and many of their families are experiences community adjustment issues;
- The Coordinating Committee will conduct several small trainings on Wrap for child welfare social workers, as well as counselors, therapists and other staff members engaged with Wrap Hawai'i;
- Blended services for para-professional support, such as Hale Kipa HAP services will be implemented;
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