



May 3, 2019

**To:** Local Mental Health Authorities  
Local Behavioral Health Authorities  
Youth Empowerment Services Waiver Providers

**Subject:** Broadcast Message No. 19.021  
Wraparound Fidelity Review **Update**

The Health and Human Services Commission (HHSC) is committed to assessing the quality and fidelity of the Wraparound process in Texas. The Wraparound process provides individualized care planning and management for children and youth with complex needs and their families.

HHSC, in partnership with the Texas Center of the Institute for Innovation and Implementation (Texas Center) and the National Wraparound Implementation Center (NWIC), will conduct fidelity reviews of youth and families participating in the Wraparound planning process (Wraparound) through the Youth Empowerment Services (YES) Waiver, Texas Resilience and Recovery service delivery system and the System of Care initiative.

The Texas Center will conduct the fidelity review using the Document Assessment and Review Tool (DART) to assess adherence to standards of high-quality Wraparound. The DART replaces the consumer surveys that were initially planned using the Wraparound Fidelity Index, and referenced in Broadcast Message #330, dated September 7, 2018 (attached for reference).

This fidelity review will inform the design of additional technical assistance and coaching support for each organization's unique needs for implementing Wraparound. Additionally, it will provide baseline data on the impact and outcomes of Wraparound. HHSC will use results from the review to identify and support program planning, training, and quality improvement and will share the results with each participating organization. HHSC will not impose sanctions or citations related to this fidelity review.

### Documentation Review

Wraparound fidelity does not prescribe a specific format for documentation, and different programs may use different formats. The DART was designed to look for critical elements in documentation that match fidelity standards as defined by the National Wraparound Initiative; and are routinely included in family records, such as intake and assessment paperwork, crisis and safety plans, plans of care, progress notes, and transition planning.

During each organization's on-site review, a Texas Center evaluator will complete the DART by selecting a random sample of youth and families from those who have been participating in Wraparound for at least six months at the time of the review. The size of the sample will be dependent upon the number of eligible youth and families. For organizations with 15 or fewer eligible youth and families, evaluators will review documentation from all families. For organizations with 16-50 eligible youth and families, evaluators will review documentation from 15 randomly selected families. For organizations with over 50 eligible families, evaluators will review documentation from 30 percent of randomly selected families.

The Texas Center will contact each organization to schedule the on-site visit and plan for providing the evaluator access to the necessary documents. The Texas Center will provide HHSC and participating organizations with results of the final fidelity review report.

### Project Timeline and Documentation

The Texas Center has been working closely with HHSC to develop a timeline for each organization's fidelity review, beginning on-site visits during the second quarter of fiscal year 2019. The Texas Center will complete all visits by the end of the fiscal year.

Providers can view this broadcast under "IDD-BH Broadcast Messages" at:

- <https://hhs.texas.gov/doing-business-hhs/provider-portals/behavioral-health-services-providers/local-mental-health-authorities>; or

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- <https://hhs.texas.gov/doing-business-hhs/provider-portals/behavioral-health-services-providers/youth-empowerment-services-waiver-providers>

If you have questions about this broadcast, please submit via email to: [YESWaiver@hpsc.state.tx.us](mailto:YESWaiver@hpsc.state.tx.us).

Sincerely,

[signature on file]

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Behavioral Health Services  
Medical and Social Services Division  
Health and Human Services Commission