

Wraparound Maine: Evaluation Update

Institute for Public Sector Innovation, University of Southern Maine

Inside Wraparound Maine: Frances Ryan

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Quote of the Quarter:

"Patience is the
companion of
wisdom."

-- St. Augustine

Last quarter, we received such an overwhelming response from readers to our interview with Michael Edwards that we decided to continue Wraparound Maine interviews as a recurring feature. This month we talked with Frances Ryan, OCFS:

1) How would you describe your role in Wraparound Maine?

Director of Special Projects is my job title within the Office of Child and Family Services. Project Director is the official title related to Wraparound Maine- however neither tells you too much! Basically, my role is to guide and support the development of Wraparound Maine. I am a resource to each Wraparound Maine Community as a liaison to and problem solver with other parts of our system - Governing Council, OCFS, other child serving state agencies, consultants, etc. In Wraparound Maine language, I could also be best described as a state level Mobilization Specialist.

2) What has been your biggest surprise so far?

I have been surprised that the Wraparound Process has not been embraced more readily and widely by state agency staff, and that some communities have been so slow to make referrals and to fully involve themselves in the process. I believe this will change with time, with attention on the various system challenges and with people experiencing the process and the outcomes.

3) What are your goals for the next phase of Wraparound Maine?

I have a personal passion for thinking and working at a system level. When something is not working as well as it could be, I can't help but to consider what might be happening (or not happening) at a system level. I aspire to work in partnership with each Wraparound Maine community and the larger system to do whatever it takes to help work through the challenges and in this way to help the Wraparound process work well for children, youth and families in Maine. Currently I am working with Muskie to improve the data collection reporting/process- so we can all better keep track of how Wraparound is working for children and families. I believe that our collective transparency about what is working well and where improvement is needed will serve us all well and will help to spread the value and impact of the Wraparound process. I also aim to help address challenges related to Wraparound Maine's interface with the Residential Care system. From my perspective, Wraparound Teams and Residential Treatment Providers can best work hand in hand to support families and children. Each has an important place in the continuum of services and support for children and families. I would like to help address some of these challenges.

4) Which is your favorite of the wraparound principles?

While I like them all- persistence would be my favorite. Wraparound Maine communities serve children and families who have many needs and those who are involved in multiple systems. From my perspective this calls for persistence in many different realms-persistence and creativity in addressing family needs, persistence in addressing Community Collaborative Board Challenges, persistence in figuring out how to increase trust in the process by referral sources, Basically- persistence in honoring all of the principles in all areas, at all levels, by all team members and all others supporting Wraparound within the community and state. While not necessarily easy- in the long run, well worth the effort!

**Would you like to know more about a person involved in Wraparound Maine?
Please email your suggestions to Kim Pukstas at: kpukstas@usm.maine.edu**

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Wraparound Maine Expansion in 2009!

The Office of Children and Families has awarded three new contracts to the following agencies: **Spurwink** who will serve the **Lewiston/Auburn** area, **Kennebec Behavioral Health** who will serve Kennebec and Somerset Counties, and Catholic Charities of Maine who will serve Washington and Hancock Counties. Their planning and training will run January through March, with referrals to start by April 1st.

We look forward to working with them in the coming New Year. Please join us (the evaluation team) in welcoming the three new Wraparound Maine agencies!

Announcements

- The IRB has approved giving Wraparound Maine youth a \$5 gift certificate as a thank-you for participation in the evaluation. Revised Caregiver and youth consent forms are being mailed to sites.
- Wraparound flex funds spent on sleigh and reindeer supplies would be coded as "other" in the monthly report.
- Looking for the perfect gift? How about a collection of Wraparound quarterly reports? See Kim for details.

Ask the Research Wiz

Dear Research Wiz,
My caregiver signed the evaluation consent form but when I asked her to complete the Family Intake Survey, she declined. Should I approach her to complete the caregiver WFI-4?
Rowdy in Rockland

Dear Rowdy,
 Good question! Since the caregiver indicated her initial interest in the evaluation by signing the consent form, you can approach her to complete future evaluation materials. You may have caught her on a bad day but she might be willing to talk with you in the future. It never hurts to ask...

The Research WIZ



Do **you** have a question related to the Wraparound Maine evaluation? ???

Please email your question to:

kpukstas@usm.maine.edu

Dr. Pukstas will present your confidential questions to the Wiz on your behalf.