

WRAP OC CURRENT OUTCOME OBJECTIVES

Outcomes for Wraparound (Wrap) OC Direct and Support Services for Fiscal Year (FY) 2023-26 are as follows:

Wrap OC Direct Services

NAI

Outcomes	FY23-24	FY24-25	FY25-26*
1. A minimum of eighty percent (80%) of Participants who are living in congregate care or STRTPs, when referred to Wrap OC, will return to family-like settings within forty-five (45) days from start of Wrap OC services.	100%	75%**	100%
2. A minimum of eighty percent (80%) of Participants will live with family or family-like setting at time of Wrap OC case closure	94%	83%	93%
3. A minimum of eighty-five percent (85%) of Participants will be linked to Medical Homes, as defined in Subparagraph 2.58 of Attachment A, at time of Wrap OC case closure.	100%	100%	100%
4. A minimum of seventy-five percent (75%) of Family Satisfaction surveys completed will indicate a rating of eighty (80%) or higher.	86%	95%	96%

*As of December 31, 2025.

** Some participants remained in congregate care, STRTP or went AWOL.

Olive Crest

Outcomes	FY23-24	FY24-25	FY25-26*
1. A minimum of eighty percent (80%) of Participants who are living in congregate care or STRTPs, when referred to Wrap OC, will return to family-like settings within forty-five (45) days from start of Wrap OC services.	100%	100%	100%
2. A minimum of eighty percent (80%) of Participants will live with family or family-like setting at time of Wrap OC case closure	86%	90%	85%
3. A minimum of eighty-five percent (85%) of Participants will be linked to Medical Homes, as defined in Subparagraph 2.58 of Attachment A, at time of Wrap OC case closure.	100%	100%	100%
4. A minimum of seventy-five percent (75%) of Family Satisfaction surveys completed will indicate a rating of eighty (80%) or higher.	91%	90%	94%

*As of December 31, 2025.

South Coast Community Services

Outcomes	FY23-24	FY24-25	FY25-26*
1. A minimum of eighty percent (80%) of Participants who are living in congregate care or STRTPs, when referred to Wrap OC, will return to family-like settings within forty-five (45) days from start of Wrap OC services.	80%	100%	100%
2. A minimum of eighty percent (80%) of Participants will live with family or family-like setting at time of Wrap OC case closure	92%	87%	87%
3. A minimum of eighty-five percent (85%) of Participants will be linked to Medical Homes, as defined in Subparagraph 2.58 of Attachment A, at time of Wrap OC case closure.	100%	100%	100%
4. A minimum of seventy-five percent (75%) of Family Satisfaction surveys completed will indicate a rating of eighty (80%) or higher.	89%	96%	87%

*As of December 31, 2025.

Wrap OC Support Services

Family Support Network

Outcomes	FY23-24	FY24-25	FY25-26*
1. Offer a minimum of one hundred fifty (150) resource referrals per month to Wrap OC Provider Agencies	100%	100%	100%
2. Provide the following trainings at designated frequencies: New Parent Partner Training – a minimum of six (6) times annually; Parent Partner Professional Growth Support Group/Training – a minimum of six (6) times annually; Participation in Wrap OC Training Committee – monthly; Wrap OC Core Training – a minimum of two (2) times annually; Wrap OC Overview Training – monthly; and Participation in and Support of Wrap OC Institute Training – monthly.	100%	100%	Attainment TBD (collective for year) Calculated at the end of the FY
3. Track and provide evaluation results for all trainings delineated above	100%	100%	100%
4. Complete Family Satisfaction surveys at time of commencement for each Participant per month. If unable to successfully contact prospective Participant, CONTRACTOR must complete a minimum of five (5) attempts per month using various contact modes (calls, text messages, email, U.S. mail, etc.) and document efforts made for families not surveyed. **	65%	100%	100%
5. Complete a WFI survey for each prospective survey respondent per month, at the four-month period using	35%	67%	68%

<p>various contact modes (calls, text messages, email, U.S. mail, etc.). Document efforts made for Participants, Participants' families, and Wrap OC Provider Agency staff not surveyed. ***</p>			
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*As of December 31, 2025.

**Outcome was not met in FY 2023-24 due to not capturing survey data correctly (database didn't capture the correct number of surveys, number of those that didn't have access to survey were not removed from the count) and survey staff being on leave. Survey data is now collected manually to meet the outcome.

***Contractor has had difficulty in receiving full participation from survey respondents. New strategies put in place have ensured 100 percent response rates from agency staff, but participants and their families do not respond to surveys even after multiple contact attempts. Proposing to amend this outcome to being met if a minimum of five attempts at contacting prospective survey respondents are made. Please see Attachment F for more information on the proposed change to an outcome.