

## **WRAP OC PROPOSED OUTCOME OBJECTIVES**

### **Support Services**

5. Complete a WFI survey for each prospective survey respondent (youth, caregiver, Care Coordinator, Youth Partner, and Parent Partner) per month, at the four-month period using various contact modes (calls, text messages, email, U.S. mail, etc.). If unable to contact prospective respondent, CONTRACTOR must complete a minimum of five (5) attempts per month using various contact modes and document efforts made for Participants, Participants' families, and Wrap OC Provider Agency staff not surveyed.

## **WRAP OC CURRENT OUTCOME OBJECTIVES**

### **Direct Services**

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.
2. A minimum of eighty percent (80%) of Participants will live with family or family-like setting at time of Wrap OC case closure.
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.
4. A minimum of seventy-five percent (75%) of Family Satisfaction surveys completed will indicate a rating of eighty (80%) or higher.

### **Support Services**

1. Offer a minimum of one hundred fifty (150) resource referrals per month to Wrap OC Provider Agencies.
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.
3. Track and provide evaluation results for all trainings delineated above.
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.

5. Complete a WFI survey for each prospective survey respondent (youth, caregiver, Care Coordinator, Youth Partner, and Parent Partner) per month, at the four-month period using 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.

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