

Oklahoma Department of Mental Health
and Substance Abuse Services



Oklahoma Systems of Care
Wraparound eLearning Course



Kate Xue working on dialogue for the Nevaeh animation (English version).

Wraparound 101 eLearning is located in the learn.eteam.ou.edu website.

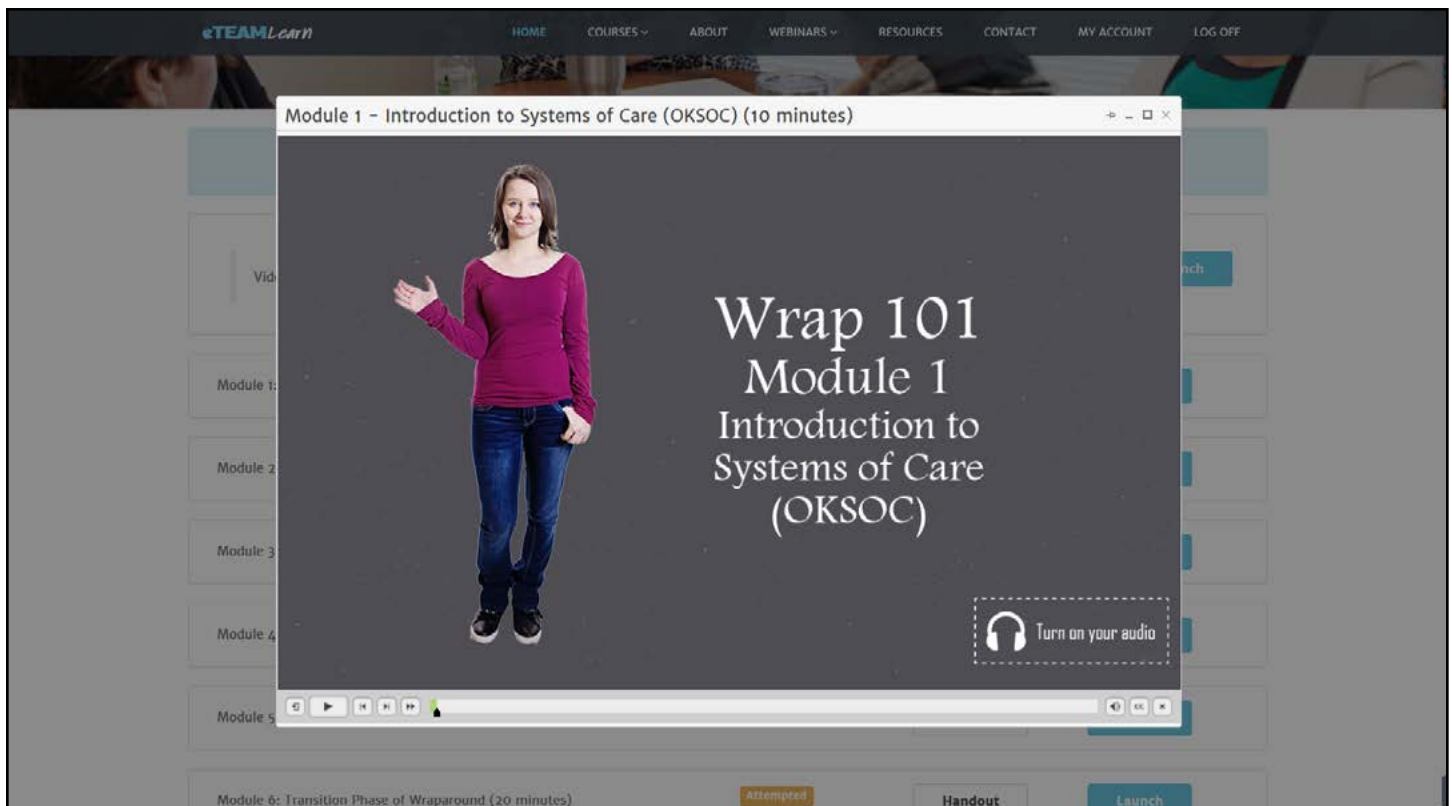
Wraparound eLearning Course Overview

The Oklahoma Systems of Care eLearning courses are a partnership between Oklahoma Systems of Care (OKSOC) at the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) and the Educational Training, Evaluation, Assessment and Measurement Department (E-TEAM) at The University of Oklahoma. OKSOC provides services to children and youth experiencing serious emotional disturbances. State and federal financing and the active sponsorship of ODMHSAS have helped OKSOC expand across the state. OKSOC supports, maintains, and grows local systems of care communities by providing infrastructure, training and technical assistance, and staff professional development. The E-TEAM has partnered with ODMHSAS since 2002 to design and implement a statewide evaluation plan, including the development of the Youth Information System (YIS)—a secure web-based application which provides real-time access to evaluation and program monitoring data to state management, individual site leadership, and site Wraparound facilitators.

Systems of Care is an organizational framework for providing supports for children, youth, and young adults with a serious emotional disturbance. Their families are also provided supports. The Systems of Care philosophy involves collaboration across agencies, families, children, youth, and young adults. Wraparound is how OKSOC is implemented at the child and family level. It is a process utilized to improve the lives of children with complex needs and their families by developing individualized plans of care. The key

characteristics of the process are that the plan is developed by a family centered team, is individualized based on the strengths and culture of the child and their family and is driven by needs rather than services. Prior to 2016, ODMHSAS provided face-to-face Wraparound training for behavioral health providers across the state. New provider staff attended a 2-day training called Wraparound 101 in Oklahoma City where they learned the basics of Wraparound. Mileage, lodging, and 2 days out of the office were a substantial budget drain for provider agencies. In 2016, ODMHSAS contracted E-TEAM to implement a Wraparound 101 eLearning course to facilitate continuing professional education for statewide staff. The Wraparound 101 eLearning course provides statewide training and continuing, professional development to wraparound facilitators, children’s behavioral health providers, and child-serving agency staff. It provides meaningful interactions for learners, promotes and fosters fidelity to OKSOC Wraparound, and reduces travel costs and staff time away from work. Participants progress through 6 modules at a self-determined pace and are tested at the completion of each module. Wraparound 101 eLearning is mandatory for behavioral health agencies offering Wraparound and offers Continuing Education Units (CEUs) through ODMHSAS.

Because families and youth are foundations of the OKSOC infrastructure and are involved in planning and implementation of all activities, E-TEAM worked with family members and youth along with OKSOC staff in the course’s devel-



Wraparound 101 eLearning Module 1

opment, including course content and design, goals and objectives for each of the six modules, expected learning outcomes. In addition, the eLearning course is narrated by a 16-year-old youth.

E-TEAM maintains the online course, provides online resources, staffs the Help Desk, assesses learning through short tests for each module, and evaluates the course.

Programmatic Success

Wraparound 101 has exceeded its goals and objectives. More than 800 behavioral health provider staff across the state have participated in Wraparound 101 since January 2017 with more enrolling every day. Participant evaluations done immediately after course completion provide ongoing feedback for E-TEAM to assess any issues and respond quickly. Statewide provider agencies have informed us that the online eLearning course allows them to train employees with no travel costs and no materials costs.

Adaptability

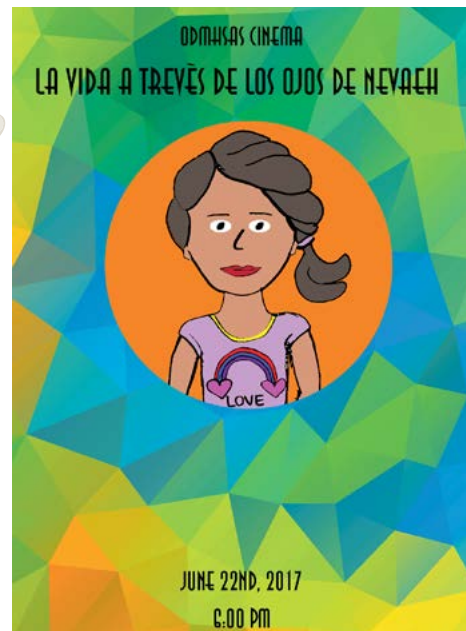
Wraparound 101 offers asynchronous learning, unlimited numbers of participants, no logistics planning, no facilities costs, and no travel costs. Wraparound 101 also incorporates gamification strategies to capture and retain learners' attention and scenario-based learning to provide a safe environment for learners to practice handling issues and

situations that they would face in providing Wraparound to real-life families. You can view a short demo of the first Wraparound 101 module at <https://www.youtube.com/watch?reload=9&v=xxG2JHM-5KOA>.

Animated Case Study

included in the eLearning course is an animated case study which illustrates a family's Wraparound story. The animated case study is offered in both English and Spanish. "Nevaeh Is Heaven Backwards," and "La Vida a Trevès de los Ojos de Nevaeh" tell the story of Nevaeh and her family as they progress through Wraparound. Voice actors were staff and youth and family members from Oklahoma Systems of Care sites. They made character suggestions, contributed to script development, and translated dialogue into Spanish. The voiceover work took many long hours over several evenings. Because of the animation's impact with Wraparound staff, ODMHSAS started sharing the animation with families across the state. Reception from families was amazing and they were excited to have a tool which explained the process of Wraparound and what it could do for their family.

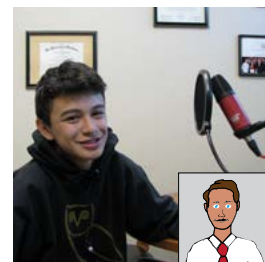
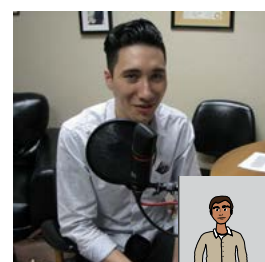
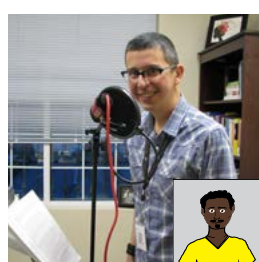
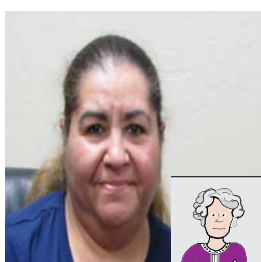
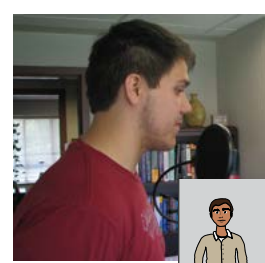
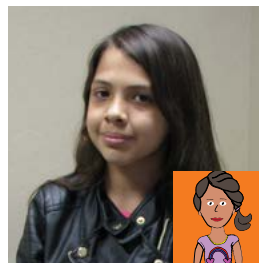
- Nevaeh Is Heaven Backwards at <https://www.youtube.com/watch?v=o-zTJofhzZo>
- La Vida a Trevès de los Ojos de Nevaeh at <https://www.youtube.com/watch?v=8WclvaBTpos>



Picture (Above): A picture of the characters from the Nevaeh Is Heaven Spelled Backwards video. Picture (top right): The brochure created for the Latino agency in Oklahoma City for the premiere of La Vida a Través de los Ojos de Nevaeh, the Spanish version of Nevaeh Is Heaven Spelled Backwards. Picture (bottom right): The ticket handed out for the Latino agency in Oklahoma City for the premiere of La Vida a Través de los Ojos de Nevaeh.

Behind the Scenes

The pictures to the right are a just a few of the diverse face that helped us with the voices in Nevaeh Is Heaven Spelled Backwards and a Vida a Través de los Ojos de Nevaeh.





Pictured from top to bottom: Kate Xue (Nevaeh), Milton Collier (computer animator), and Kelly Phillips (Character Artist) working on creating Nevaeh.

National Awards

Wraparound 101 won the silver medal from the Excellence in Community Communications and Outreach (ECCO) Award, which is sponsored by SAMHSA's (Substance Abuse and Mental Health Services Administration). Dr. Gary Blau, Chief of the Adolescent and Family Branch at the Center for Mental Health Services, commented, "Your entry was outstanding and serves as an inspiration to states, tribes, territories, and communities around the country who work to support the behavioral health needs of children, youth, and young adults through the system of care approach."

Wraparound 101 eLearning has won the following awards.

- 2017 First Place Winner at the NWI Academy Awards. NWI supports states, communities, and organizations to implement Wraparound as part of broader health reform strategies. The NWI Academy Awards recognize innovation and achievement in Wraparound. OKSOC won for our "Innovative Use of Technology to Improve Wraparound".
- 2017 Silver in the ECCO awards. The Excellence in

Community Communications and Outreach (ECCO) Recognition Program is sponsored by SAMHSA's (Substance Abuse and Mental Health Services Administration) Caring for Every Child's Mental Health Campaign of the Comprehensive Community Mental Health Services for Children and Their Families Program. ECCO showcases outstanding social marketing efforts of grantees that build community-based programs incorporating systems of care for children, youth, and young adults and their families.

- o The ECCO awards made a video with Dr. Gary Blau to showcase all of the ECCO finalists and announce the winners at <https://www.youtube.com/watch?v=wb8Y6so3VAI>. Look for OKSOC at the 20:56 mark.

- 2018 National Exceptional Program Award (non-credit) from the Association for Continuing Higher Education (ACHE).
- 2017 Great Plains Region Exceptional Program Award (noncredit) from the Association for Continuing Higher Education (ACHE).



Alicia Howard was the Nevaeh voice for the Spanish version.

