



## TEXAS DEPARTMENT OF STATE HEALTH SERVICES

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**To:** Local Mental Health Authorities (LMHAs)  
Executive Directors  
Children's Mental Health Directors  
Behavioral Health Directors  
North Texas Behavioral Health Authority (NTBHA)

**From:** Trina Ita, Director  
Mental Health and Substance Abuse Division, Program Services Section II

**Re:** Youth Empowerment Services (YES) Satisfaction Survey

### **Purpose**

The Mental Health and Substance Abuse Division (MHSA) in partnership with the Texas Institute for Excellence in Mental Health (TIEMH) will be conducting a survey of Youth Empowerment Services (YES) participants to determine how well wraparound is being implemented for children, youth, and families who are being served by YES. These efforts will inform the focus of coaching and technical assistance, ultimately improve the quality of wraparound and positively impact service provision to the youth and families.

The purpose of this Broadcast Message is to provide information on the proposed timeline as well as the information that will be collected by the surveys.

### **Project Timeline and Documentation**

Between February and April of 2016, *existing YES Medicaid Waiver* sites (Austin Travis County Integral Care, Center for Health Care Services, MHMR of Tarrant County, MHMRA of Harris County, Gulf Coast Center, and Tropical Behavioral Health) will be contacted by DSHS to collect contact information for children and youth who have been enrolled for six months during the review period.

*YES Expansion* sites (operating a general revenue (GR) funded YES program at the time of this broadcast message) will be contacted by TIEMH between April and August of 2016. A timeline for review of each site is being developed by TIEMH and will be distributed to each center in February 2016.

DSHS has updated the online YES forms library (<http://www.dshs.state.tx.us/mhsa/yes/>) to support this project including

- An information statement for the Parent/LAR (Legally Authorized Representative),
- An information statement for the Youth, and
- An updated Notice of Participant Rights that includes information on this survey

**Existing YES Participants (enrolled as of the date of this broadcast):**

For clients who began services as of August 1, 2015, YES Waiver sites will introduce the information statement and updated Notice of Participant Rights during the youth's next 90-day reassessment, or child and family team meeting; whichever comes first.

**New YES Participants (enrolled on the date of this broadcast or after):**

Clients not currently enrolled receive the information statement and updated Notice of Participant Rights as part of their enrollment into the YES program (Medicaid or GR).

TIEMH will use the contact and consent list provided by DSHS to begin collecting data.

**Survey Overview**

During a site's fidelity review period, TIEMH will contact each Legally Authorized Representative (LAR) and their child/youth (if the child is 11 years or older) who has been participating in YES services for at least six (6) months at the time of the review to complete the Wraparound Fidelity Index – Brief Version (WFI-EZ). The WFI-EZ was developed to measure an individual's perception of the wraparound process. The WFI-EZ will be administered as a survey by staff from TIEMH by phone. Paper versions of the survey will be made available upon the preference of the family.

TIEMH will provide DSHS and the participating LMHA with a fidelity review as a part of the Continuous Quality Improvement (CQI) plan for YES waiver implementation and support. The CQI will include at a minimum a review of the survey findings by TIEMH with DSHS and the participating LMHA and recommendations for improving implementation of wraparound and the YES waiver.

**Contact Information**

For questions or further information regarding YES Waiver, please contact Jennifer Martinez at [jennifer.martinez@dshs.state.tx.us](mailto:jennifer.martinez@dshs.state.tx.us). For questions regarding the survey contact TIEMH directly at [erin.espinosa@austin.utexas.edu](mailto:erin.espinosa@austin.utexas.edu).