

**A.W.A.R.E. Inc.**

MONTANA, THE GORGEOUS MOSAIC

*The Right Service...to the Right People...At the Right Time!*

**A.W.A.R.E. Inc.**

Montana is Large and Diverse

- 967,440 People
- 147,046 Square Miles
- 46% Rural

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A.W.A.R.E Communities

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Unconditional Care and Wraparound

- Agency commitment to Unconditional Care.
- Desire to become a Wraparound-based program.
- Alternative, nontraditional approach needed to achieve this transformation.

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The Unconditional Care Commission

- Addressed the systemic challenge of trying to implement wraparound in a medically modeled, categorical state service delivery system.
- Created an Unconditional Care Philosophy and a set of Unconditional Care Principles.

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The Unconditional Care Principles


1. Strengths are the Key to Success
2. I'm Ok, You're Ok
3. Everything is Normal Until Proven Otherwise
4. Be Agents of Change
5. Families are the Most Important Resource
6. It Takes a Team
7. The Connection With Our Communities is Vital
8. Lighten Up and Laugh
9. We Strive for the Highest Quality of Care
10. We Take On and Stick With the Hardest Challenges

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**Systematic Implementation of the UCC Principles**

- Workforce Transformation
  - Redesign Policy and Procedure Manual
  - Corporate Congress
  - UCC Awards
  - Internal Marketing and Promoting
  - Formalized staff support: OOPS

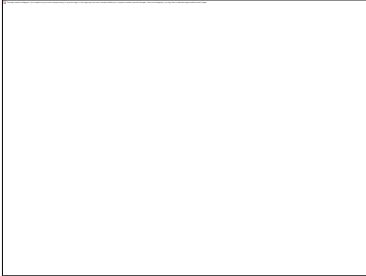


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**OOPS**

- Out
- Of State
- Placement
- Staffing



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**Quality Assurance Reviews**

- Measure 12 staff behaviors reflected in client charts.
- Behaviors indicate adherence to the UCC Principles.
- Specify trainings to address areas of high and low compliance.


Quality Assurance Focus Areas			
Focus Area	Number of Staff	Number of Staff Meeting Standard	Percentage Meeting Standard
1. Staffing	12	12	100%
2. Staffing	12	12	100%
3. Staffing	12	12	100%
4. Staffing	12	12	100%
5. Staffing	12	12	100%
6. Staffing	12	12	100%
7. Staffing	12	12	100%
8. Staffing	12	12	100%
9. Staffing	12	12	100%
10. Staffing	12	12	100%
11. Staffing	12	12	100%
12. Staffing	12	12	100%

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**Executing Wraparound vs. Living the Principles**

- Traditional approach to implementing wraparound challenged by organizational and geographic circumstances.
- Non-traditional approach geared toward wraparound.
- Living the Principles is as important as Performing Wraparound.



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