

# Introducing the Wraparound Structured Assessment and Review (WrapSTAR) Process

## WRAPSTAR—THE NEXT STEP IN WRAPAROUND QUALITY MONITORING AND IMPROVEMENT

- The first structured way of combining Wraparound Fidelity Assessment System (WFAS) tools into comprehensive fidelity and outcomes scores based on key practice elements of the NWI Wraparound Model.
  - Combines feedback from youth, families, and staff, along with data from team meeting observations and family record reviews into a comprehensive profile of relative strengths and needs for improvement.
- Additional information on implementation supports (e.g., leadership, organizational climate) and community and system conditions provide invaluable context and information for developing meaningful quality improvement initiatives.

## THE WRAPSTAR PROCESS

The Wraparound Structured Assessment and Review (WrapSTAR) collects and synthesizes a wide variety of information to create a comprehensive snapshot of how Wraparound is working within a community or agency. Over the course of a few months, a Wraparound initiative provides information about their operations, facilitates remote observations of practice by experts, and supports the gathering of feedback from staff, youth and families, and other stakeholders via standardized fidelity measures. The organization is then provided with information about how faithfully they are adhering to the Wraparound Model (<http://www.nwi.pdx.edu/>) and about the robustness of their implementation in areas such as staff selection and training, leadership support, and facilitative administration. In addition to a detailed qualitative review, organizations receive ratings in the areas of fidelity, outcomes, implementation, and system support.

The University of Washington's Wraparound Evaluation and Research Team (WERT; <http://depts.washington.edu/wrapeval/>) developed WrapSTAR as part of their work with the Technical Assistance Network for Children's Behavioral Health. The goal of WrapSTAR is to further promote the implementation of high-quality Wraparound services within Systems of Care across the United States.



## HOW CAN THE INFORMATION BE USED?

The information provided in the final report can be used to celebrate successes and spur in-depth conversations about how to address areas in need of improvement. The process will also familiarize staff with using WFAS tools (such as the Wraparound Fidelity Index, the Team Observation Measure, and the Document Review Measure), and possibly lead to efforts to integrate them into routine practice. States and MCOs may wish to use WrapSTAR to address their internal QI and accountability needs.

All organizations that complete the WrapSTAR process will be recognized for their efforts by the National Wraparound Implementation Center, of which WERT is a founding member. This recognition can help a Wraparound provider demonstrate the strength of its services and commitment to continual quality improvement to stakeholders, such as families, funders, and community leaders.

## FOR MORE INFORMATION

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