Measuring Wraparound Fidelity in Systems of Care

Eric Bruns, PhD, Professor, Department of Psychiatry and Behavioral Sciences
Spencer Hensley, BA, Technical Assistance Specialist
April Sather, MPH, Research Project Director

National Wraparound Implementation Center
University of Washington

Disclaimer

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Today's Agenda

- Introductions
- Overview of Program Evaluation and Quality Improvement
- Measuring Fidelity and Practice Quality in Wraparound
- System and Organizational Context
- Conclusion

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Who We Are: Wraparound Evaluation and Research Team
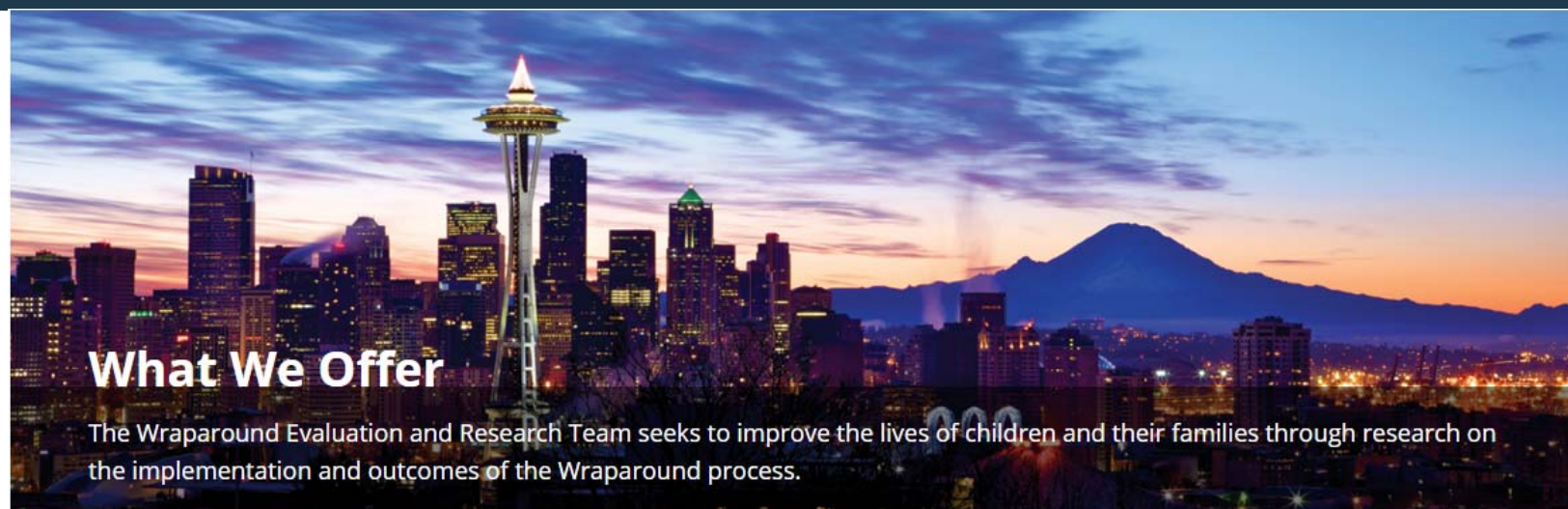
What We Offer

The Wraparound Evaluation and Research Team seeks to improve the lives of children and their families through research on the implementation and outcomes of the Wraparound process.

Quality Assurance and Fidelity Monitoring	National Technical Assistance	Research	Evaluation of Training and Coaching	Electronic Behavioral Health Information Systems
The Wraparound Fidelity Assessment System (WFAS) is a multi-method approach to assessing the quality of individualized care planning and management for children and youth with complex needs and their families.	WERT is a core partner of the National Training and Technical Assistance Center for Child, Youth and Family Mental Health, providing TA to states and communities to expand and sustain evidence-based systems of care.	Wraparound initiatives from around the country contract with WERT to conduct utilization-focused evaluations of their implementation and outcomes. WERT also advances Wraparound with rigorous research projects on topics of interest to the wider field.	High-quality training is an essential component of successful Wraparound implementation. WERT and the NWI have developed tools to evaluate these services.	WERT has partnered with FidelityEHR to develop and test a web-based data collection, management, and feedback software package designed specifically for the Wraparound process.
READ MORE »	READ MORE »	READ MORE »	READ MORE »	READ MORE »

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Who We Are

Web: www.wrapinfo.org
Email: wrapeval@uw.edu
Twitter: @UWWERT

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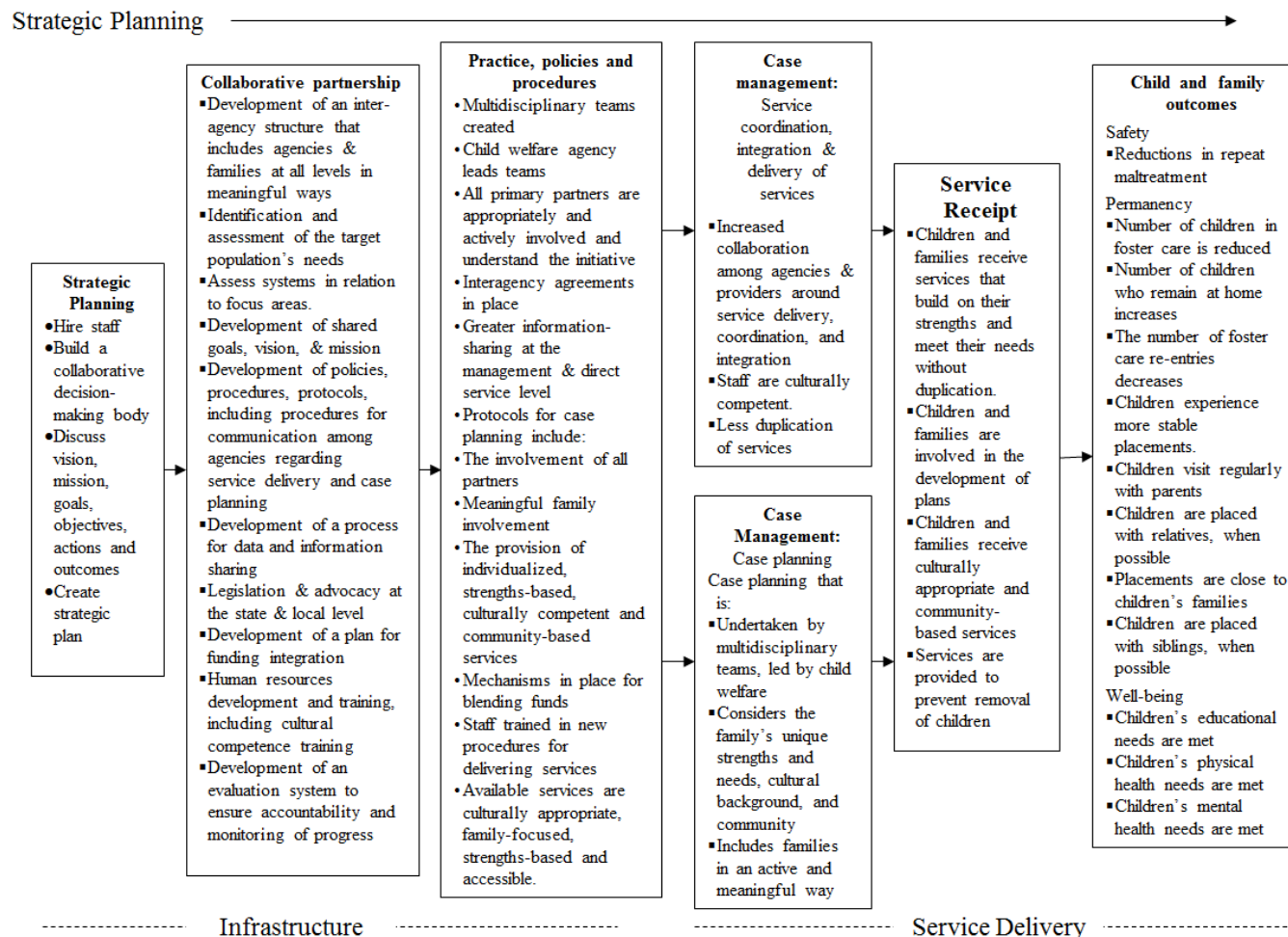
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Wraparound evaluation is a bigger project than fidelity collection alone

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Relevant Logic Models

Systems of Care National Evaluation Logic Model

Strategic Planning →

Strategic Planning
- Hire staff
- Build a collaborative decision-making body
- Discuss vision, mission, goals, objectives, actions and outcomes
- Create strategic plan

Collaborative partnership
- Development of an inter-agency structure that includes agencies & families at all levels in meaningful ways
- Identification and assessment of the target population's needs
- Assess systems in relation to focus areas.
- Development of shared goals, vision, & mission
- Development of policies, procedures, protocols, including procedures for communication among agencies regarding service delivery and case planning
- Development of a process for data and information sharing
- Legislation & advocacy at the state & local level
- Development of a plan for funding integration
- Human resources development and training, including cultural competence training
- Development of an evaluation system to ensure accountability and monitoring of progress

Practice, policies and procedures
- Multidisciplinary teams created
- Child welfare agency leads teams
- All primary partners are appropriately and actively involved and understand the initiative
- Interagency agreements in place
- Greater information-sharing at the management & direct service level
- Protocols for case planning include:
- The involvement of all partners
- Meaningful family involvement
- The provision of individualized, strengths-based, culturally competent and community-based services
- Mechanisms in place for blending funds
- Staff trained in new procedures for delivering services
- Available services are culturally appropriate, family-focused, strengths-based and accessible.

Case management:
Service coordination, integration & delivery of services
- Increased collaboration among agencies & providers around service delivery, coordination, and integration
- Staff are culturally competent.
- Less duplication of services

Case Management:
Case planning
Case planning that is:
- Undertaken by multidisciplinary teams, led by child welfare
- Considers the family's unique strengths and needs, cultural background, and community
- Includes families in an active and meaningful way

Service Receipt
- Children and families receive services that build on their strengths and meet their needs without duplication.
- Children and families are involved in the development of plans
- Children and families receive culturally appropriate and community-based services
- Services are provided to prevent removal of children

Child and family outcomes
Safety
- Reductions in repeat maltreatment

Permanency
- Number of children in foster care is reduced
- Number of children who remain at home increases
- The number of foster care re-entries decreases
- Children experience more stable placements.
- Children visit regularly with parents
- Children are placed with relatives, when possible
- Placements are close to children's families
- Children are placed with siblings, when possible

Well-being
- Children's educational needs are met
- Children's physical health needs are met
- Children's mental health needs are met

Infrastructure — — — Service Delivery

There are many existing logic models that may be relevant to your Wraparound context

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Outcomes: Improved Youth and Family Functioning

Population: Appropriate Service Recipients

Fidelity: High-quality Wraparound Practice

Performance Assessment (Staff Fidelity)

Community Partnership & Collaborative Action

Fiscal Policies & Sustainability

Access to Needed Supports & Services

Human Resource Development & Support

Accountability

Coaching

Systems Intervention

Competency Drivers

Organization Drivers

Community and System Conditions

Training

Facilitative Administration

Integrated & Compensatory

Decision Support Data Systems

Selection

Implementation Supports

Leadership Driver

Technical   Adaptive

Implementation Supports and Drivers Framework © National Implementation Research Network's Fixsen & Blase, 2008

Community and System Conditions based on Community Supports for Wraparound Inventory © National Wraparound Initiative, 2008

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Simplified Logic Model

Today, we'll use a generic, simplified logic model

Inputs:

Families enter services

Inputs:

Organizational and system context

Activities:

Services/ supports delivered

Outputs:

Outcomes experienced by families

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Simplified Logic Model

Today, we'll use a generic, simplified logic model

Population characteristics
What do youth and families look like when they come to us? Where do they come from?

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Organization and system characteristics
What skills do our staff bring to the table? What is the context in which we work like?

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Services and Fidelity data

What does the Wraparound process look like for the families we work with?

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A complete CQI plan for Wraparound needs to include information at every step along the model

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Families Entering Services

What **families** are like when they **enter services**

Inputs:
Families enter services

Inputs:
Organizational and system context

Activities:
Services/supports delivered

Outputs:
Outcomes experienced by families

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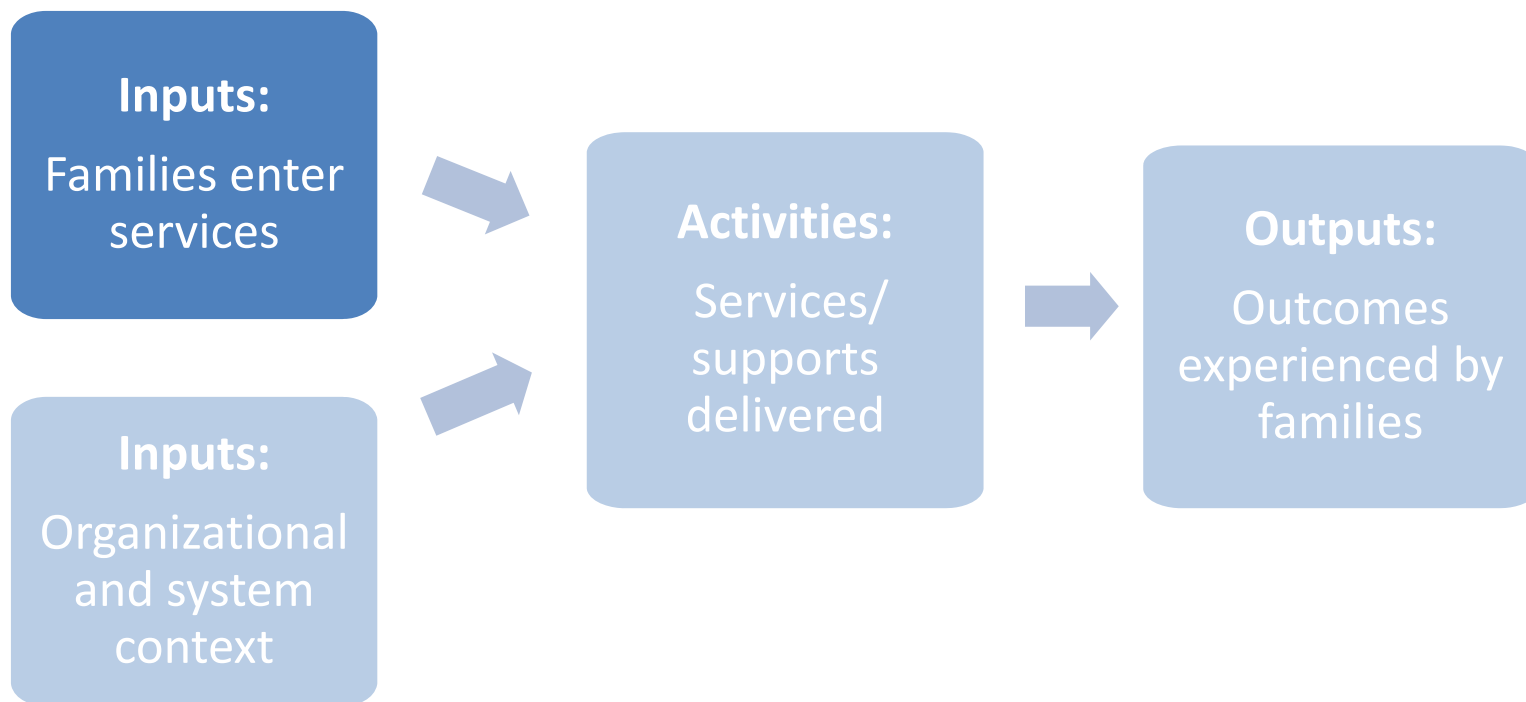
Families Entering Services, cont.

What **families** are like when they **enter services**

Potential Information:
- Demographics
- Referral source
- System involvement
- Type and severity of needs (residential placements, behavioral health needs, juvenile justice involvement)

Potential Sources:
- Referral and intake forms
- Screening tools
- Standardized assessments

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Staff and Organizations Systems

What **staff and organizational systems** are in place

Inputs:
Families enter services

Inputs:
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Activities:
Services/ supports delivered

Outputs:
Outcomes experienced by families

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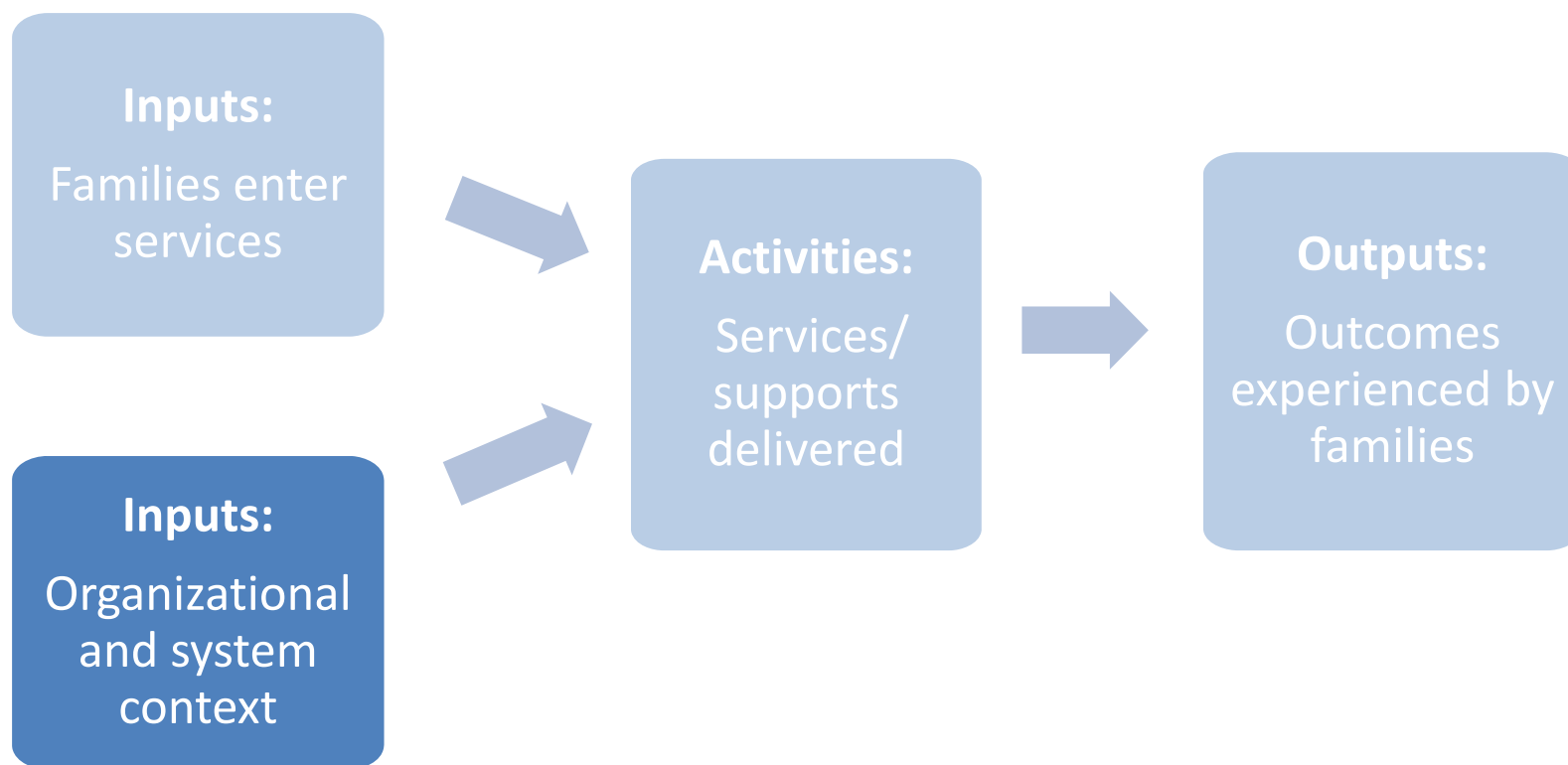
Staff and Organizations Systems, cont.

What **staff and organizational systems** are in place

Potential Information:
- Staff characteristics (education, training)
- Organizational supports
- Turnover
- System supports (service array)

Potential Sources:
- Human resource information
- Staff and stakeholders surveys

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What the **services families receive** are like

Inputs:

Families enter services

Inputs:

Organizational and system context

Activities:

Services/ supports delivered

Outputs:

Outcomes experienced by families

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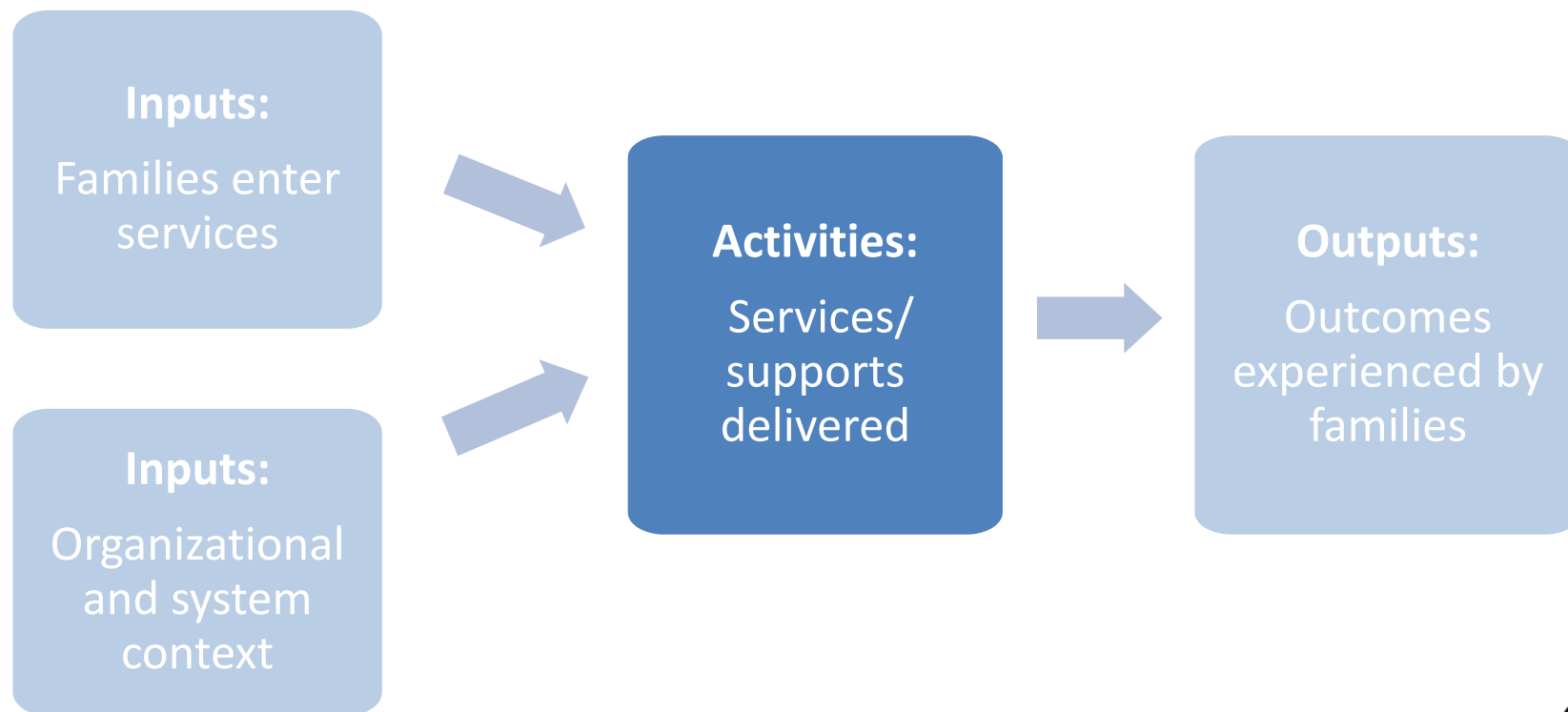
Services Received, cont.

What the **services families receive** are like

Potential Information:
- Process information (e.g., fidelity to the model)
- Family satisfaction

Potential Sources:
- Fidelity tools
- Meeting observations
- Document reviews
- Surveys

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Outcomes

What **families** are like **after services end** (i.e., outcomes)

Inputs:
Families enter services

Inputs:
Organizational and system context

Activities:
Services/ supports delivered

Outputs:
Outcomes experienced by families

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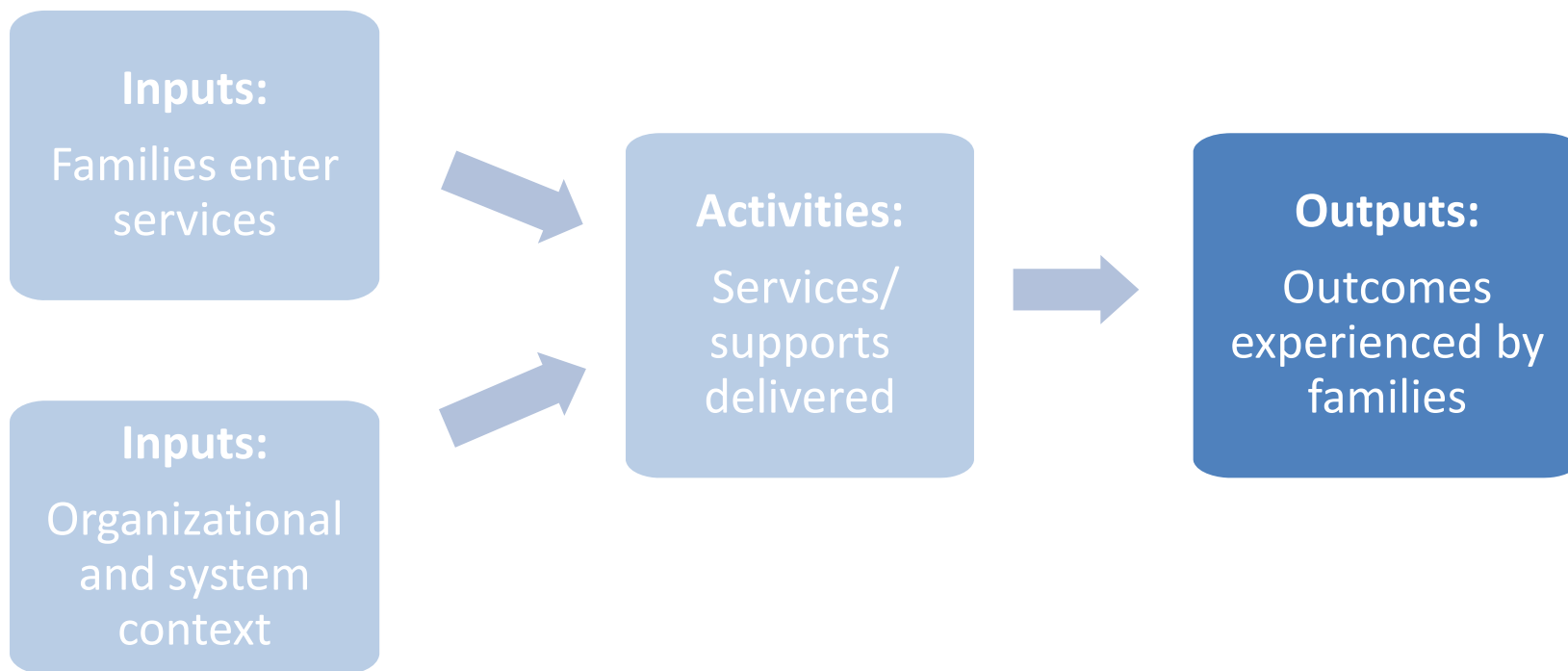
Outcomes, cont.

What **families** are like **after services end** (i.e., outcomes)

Potential Information:
- Discharge status
- Type and severity of needs (residential placements, behavioral health needs, juvenile justice involvement)

Potential Sources:
- Discharge forms
- Standardized assessments
- Idiographic assessments

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Outcomes data
What happens to youth and families as a result of working with us?

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Let's Talk About Fidelity
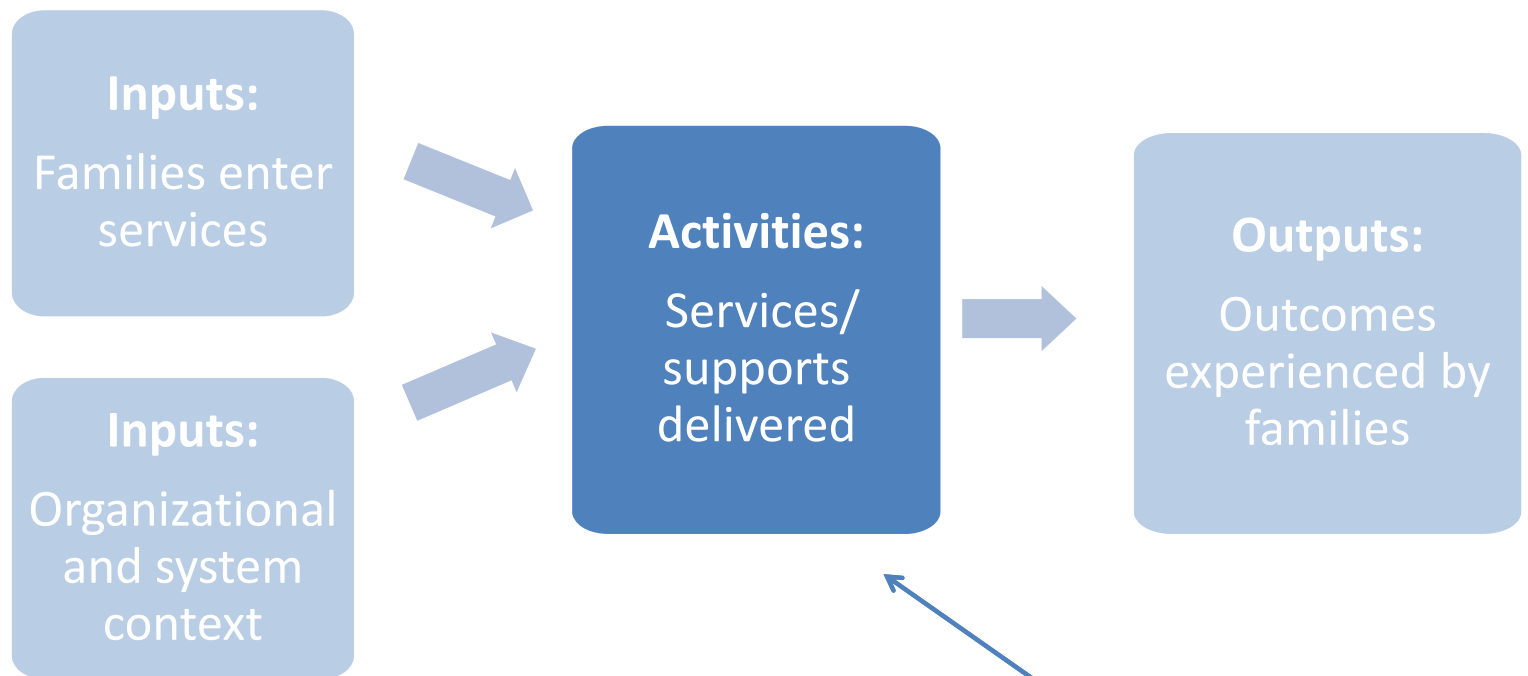
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Services and Fidelity data
What does the Wraparound process look like for the families we work with?

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Why is Fidelity Important?

- Fidelity data allows you to **connect** the details of Wraparound **practice to outcomes** experienced by families

- Studies indicate that Wraparound teams often **fail to do essential things**:
  - Incorporate full complement of key individuals on the Wraparound team
  - Engage youth in community activities, things they do well, or activities to help develop friendships
  - Use family/community strengths to plan/implement services
  - Engage natural supports, such as extended family members and community members
  - Use flexible funds to help implement strategies
  - Consistently assess outcomes and satisfaction

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Wraparound Fidelity Assessment System Tools

There are many ways to measure fidelity to the Wraparound model

We have a suite of fidelity tools called the Wraparound Fidelity Assessment System (WFAS)

WFIEZ

Survey or interview the people who know—parents, youth, facilitators, program heads—with the Wraparound Fidelity Index, Short Form (WFI-EZ)

TOM2.0

Sit in on and **observe team meetings** with the Team Observation Measure, Version 2 (TOM 2.0)

Wraparound DART

Look at **plans of care and meeting notes** with the Document Assessment and Review Tool (DART)

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Wraparound Fidelity Index, Short Form (WFI-EZ)

- Self-administered **survey**
- Equivalent versions for caregivers, facilitators, youth, and team members
- Can be completed on paper or online
- 4 sections
    1. Wraparound Basics (4 items)
    2. Experience in Wraparound (25 items)
        - Driven by Strengths and Families
        - Natural and Community Supports
        - Based on Underlying Needs
        - Outcomes Based
    3. Outcomes (8 items)
    4. Satisfaction (4 items)
- Quantitative results are provided via online data system

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WFI EZ

SECTION A: WRAPAROUND INVOLVEMENT

For the following statements, please answer "Yes" if you agree or "No" if you disagree.

		Yes	No
A1.	My family and I are part of a team (e.g., Wraparound team or Child and Family Team), AND this team includes more people than just my family and one professional.	☐	☐
A2.	Together with my team, my family created a written plan (e.g., Wraparound Plan or Plan of Care) that describes who will do what and how it will happen.	☐	☐
A3.	My team meets regularly (e.g., at least every 30-45 days).	☐	☐
A4.	Our Wraparound team's decisions are based on input from me and my family.	☐	☐

SECTION B: EXPERIENCES IN WRAPAROUND

For the following statements, please think about your experiences with Wraparound. Indicate how much you agree with each statement with the options, "Strongly Agree", "Agree", "Neutral", "Disagree", "Strongly Disagree", or "Don't Know".

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
B1.	My family and I had a major role in choosing the people on our Wraparound team.	☐	☐	☐	☐	☐	☐
B2.	There are people providing services to my child and family who are <u>not</u> involved in my Wraparound team.	☐	☐	☐	☐	☐	☐
B3.	At the beginning of the Wraparound process, my family described our vision of a better future to our team.	☐	☐	☐	☐	☐	☐
B4.	My Wraparound team came up with creative ideas for our plan that were different from anything that had been tried before.	☐	☐	☐	☐	☐	☐
B5.	With help from members of our Wraparound team, my family and I chose a small number of the highest priority needs to focus on.	☐	☐	☐	☐	☐	☐
B6.	Our Wraparound plan includes strategies that address the needs of other family members, in addition to my child.	☐	☐	☐	☐	☐	☐
B7.	I sometimes feel like our team does <u>not</u> include the right people to help my child and family.	☐	☐	☐	☐	☐	☐
B8.	At every team meeting, my Wraparound team reviews progress that has been made toward meeting our needs.	☐	☐	☐	☐	☐	☐
B9.	Being involved in Wraparound has increased the support my child and family get from friends and family.	☐	☐	☐	☐	☐	☐
B10.	The Wraparound process has helped my child and family build strong relationships with people we can count on.	☐	☐	☐	☐	☐	☐

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WERT | Wraparound Evaluation & Research Team

Team Observation Measure, Version 2 (TOM 2.0)

- Based on an in-vivo or video **observation** of a Child and Family Team Meeting
- Administered by external evaluators or local supervisors or administrators
- New, streamlined version consists of 7 subscales
  - Same key elements measured as WFI-EZ
- Quantitative results of fidelity are reported to programs and can be used for training, coaching, or direct supervision

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Subscale	Indicators	Score	Score Calculation	Notes
1. Full Meeting Attendance*	a. At least one parent/caregiver was present at the meeting.	Y N N/A	(A) #Y : _____ (B) 6 - #N/A : _____** (C) A / B : _____ *Score = 100 x C :* _____%**	
	b. The youth was present at the meeting. *(N/A for youth age 10 or younger.)*	Y N N/A		
	c. All key representatives from school, child welfare, and juvenile justice agencies who are on the team OR seem integral to the youth and family's plan were present at the meeting.*	Y N N/A		
	d. All other service providers who are on the team OR seem integral to the youth and family's plan were present at the meeting.*	Y N N/A		
	e. All peer partners (e.g., family advocates, family support partners, youth support partners, etc.) who are on the team were present at the meeting.*	Y N N/A		
	f. At least one natural or community support for the youth and family was present at the meeting.	Y N		
2. Effective Teamwork	a. All team members demonstrated a full understanding about what the Wraparound process is, the need for a single plan, and what they will contribute to the process to help the youth and family.	Y N	(A) #Y : _____ (B) 5 - #N/A : _____ (C) A / B : _____ *Score = 100 x C :* _____%	
	b. Talk was well-distributed across team members, and *each* team member made a meaningful contribution. No one or two people dominated the conversation or remained virtually silent during the meeting.	Y N		
	c. Since the last team meeting, *all* team members have followed through with their previously assigned tasks/action steps or at least demonstrated diligent efforts to do so.	Y N N/A		
	d. There was a clear understanding of who would be responsible for following through on the tasks and strategies necessary to help the youth and family meet their needs.	Y N		
	e. Team members demonstrated a consistent willingness to compromise or explore further options when there was disagreement.	Y N N/A		

Document Assessment and Review Tool (DART)

- Uses case record material and other **documentation** to assess components of Wraparound
  - Referral details, engagement timeliness, use of strengths, quality of needs statements, progress monitoring, safety planning, etc.

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Document Assessment and Review Tool (DART), cont.

The DART is a document review tool that measures fidelity to the model using Plans of Care and supporting documents

The tool includes **52 items** across **seven major sections:**

- Timely Engagement
- Meeting Attendance
- Fidelity
  - Driven by Strengths and Families
  - Natural and Community Supports
  - Based on Underlying Needs
  - Outcomes Based
- Safety Planning
- Crisis Response
- Transition Planning
- Outcomes

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Item #	Item	Response	Comments
E19 *NCS*	The plans of care represent a balance between informal (natural and community) and formal strategies, services, and supports.	2 1 0	

E1. THE PLANS OF CARE REPRESENT A BALANCE BETWEEN INFORMAL (NATURAL AND COMMUNITY) AND FORMAL STRATEGIES, SERVICES, AND SUPPORTS.

NOTES: To score this item, review all available Wraparound plans of care. Because Wraparound is individualized, it is difficult to establish a hard and fast ratio of formal to informal services that should be in a plan. Thus for purposes of the DART, we advise that observers should see evidence of (1) informal supports being planned or implemented, and (2) not more than twice as many strategies relying on formal services than informal services or strategies. A formal service refers to those delivered by paid service delivery professionals (e.g., therapists, in-home aides, school personnel), while examples of informal supports or strategies include interpersonal strategies executed within a family (e.g., a caregiver trying a new behavior reward system, spending focused time with a child, journaling, etc.); recreational activities with relatives, friends, or neighbors; camps with non-system involved peers; or volunteering at a church or community center. To score this item, first determine whether or not every plan of care includes informal support and strategies (if not, the record is not eligible to receive a score of 2, see below). If every plan includes informal supports and strategies, then determine the approximate ratio between formal and informal supports to arrive at a final score.

SCORING

2 if in ALL Wraparound plans of care *at least 1/3* of the support and strategies are *informal* in nature.
1 if in MOST, BUT NOT ALL (66-99%) of the Wraparound plans of care *at least 1/3* of the support and strategies are *informal* in nature.
0 if in 33% or more of the Wraparound plans of care *fewer than 1/3* of th support and strategies are *informal* in nature.

Document Assessment and Review Tool (DART), cont.

What makes the DART different than our other tools?

1. It relies on **documentation**

    a) Also provides an opportunity to evaluate the quality and organization of the documentation itself

    b) Documentation is important!

2. It **covers the entire Wraparound process** for each family, from engagement to transition.

    a) Special attention is paid to how (and whether) things change over time. Are strategies changing? Is progress monitored? Does the team react appropriately to crisis events?

3. It is be **completed by a reviewer alone**

    a) It can be difficult to contact families or attend meetings. The DART requires nothing but access to documents and time.

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Your Own Measures of Practice Quality

Don't be afraid to come up with your own measures of practice quality
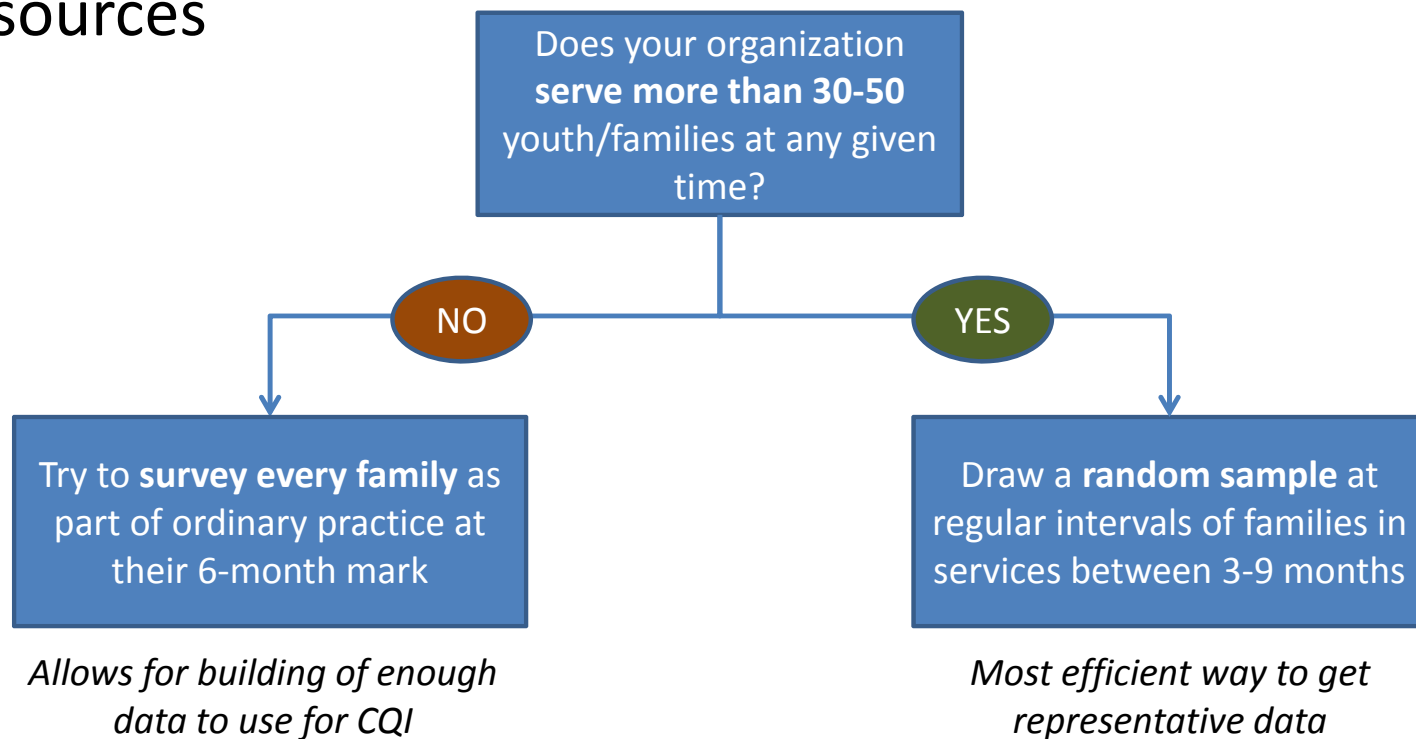
- Collect practice data (or **supplement our fidelity tools**) with simple proxies for practice quality
  - o   Caseload tracking
  - o   Meeting frequency
  - o   Meeting attendance
    - -   Ratio of formal to informal supports

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Regardless of what kind of information you collect, in order for your data and the conclusions you draw from it to be valid, you **must follow some data collection best practices**

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To make sure your results reflect the experiences of your entire population, you need to carefully decide **who you attempt to gather information from (sampling)** and **track who you successfully gather information from (response rate)**
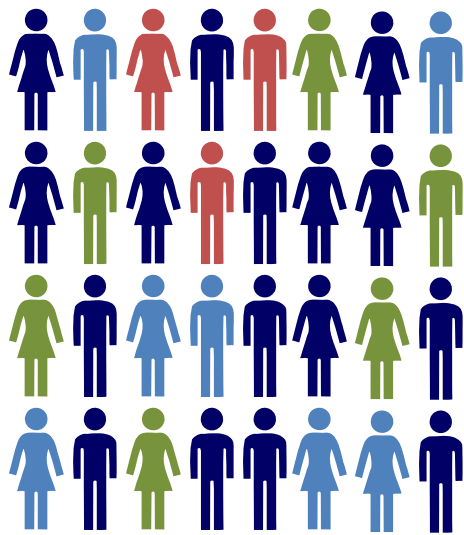
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Sampling Approach

Your sampling approach will depend on your organization's size and resources

Does your organization **serve more than 30-50** youth/families at any given time?

NO

YES

Try to **survey every family** as part of ordinary practice at their 6-month mark

Draw a **random sample** at regular intervals of families in services between 3-9 months

Allows for building of enough data to use for CQI

Most efficient way to get representative data

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Random Sample

Random Sample = Randomly Selecting Families to Receive a Survey

All families meeting certain criteria have an equal, known probability of receiving the survey

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Random Sample

Random Sample = Randomly Selecting Families to Receive a Survey

<u>All families meeting certain criteria</u> have an equal, known probability of receiving the survey

25% Randomly Selected

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Random Sample

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 # will depend on your total population. The bigger your Wraparound population, the lower your sampling % has to be to be representative.

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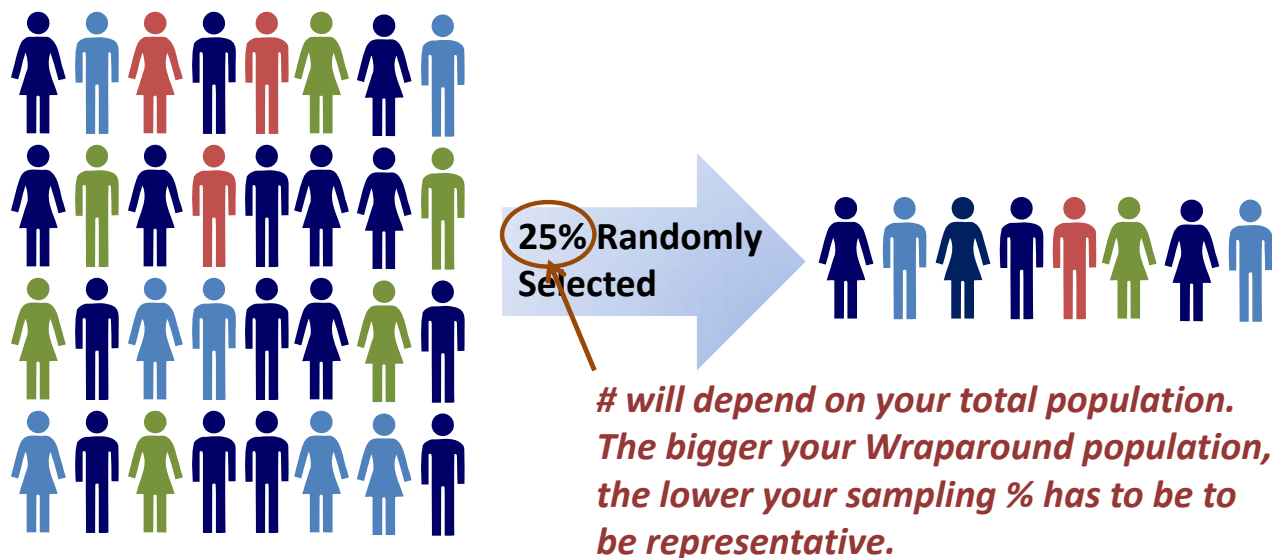
Random Sample

A random sample efficiently assures representativeness

Without a random sample, the people who receive the survey may not be very much like the total population of Wraparound-enrolled families

Consider these common examples. How might these data collection strategies bias results?

- A supervisor asks her staff to each pick one of their families to complete a survey
- An organization leaves surveys at the front desk of their office next to a sign inviting families to complete it
- A survey is included in the graduation packet for all families when they successfully complete the Wraparound process

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But remember, even after collecting good data,
fidelity is only part of the story

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Outcomes data
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Activities:
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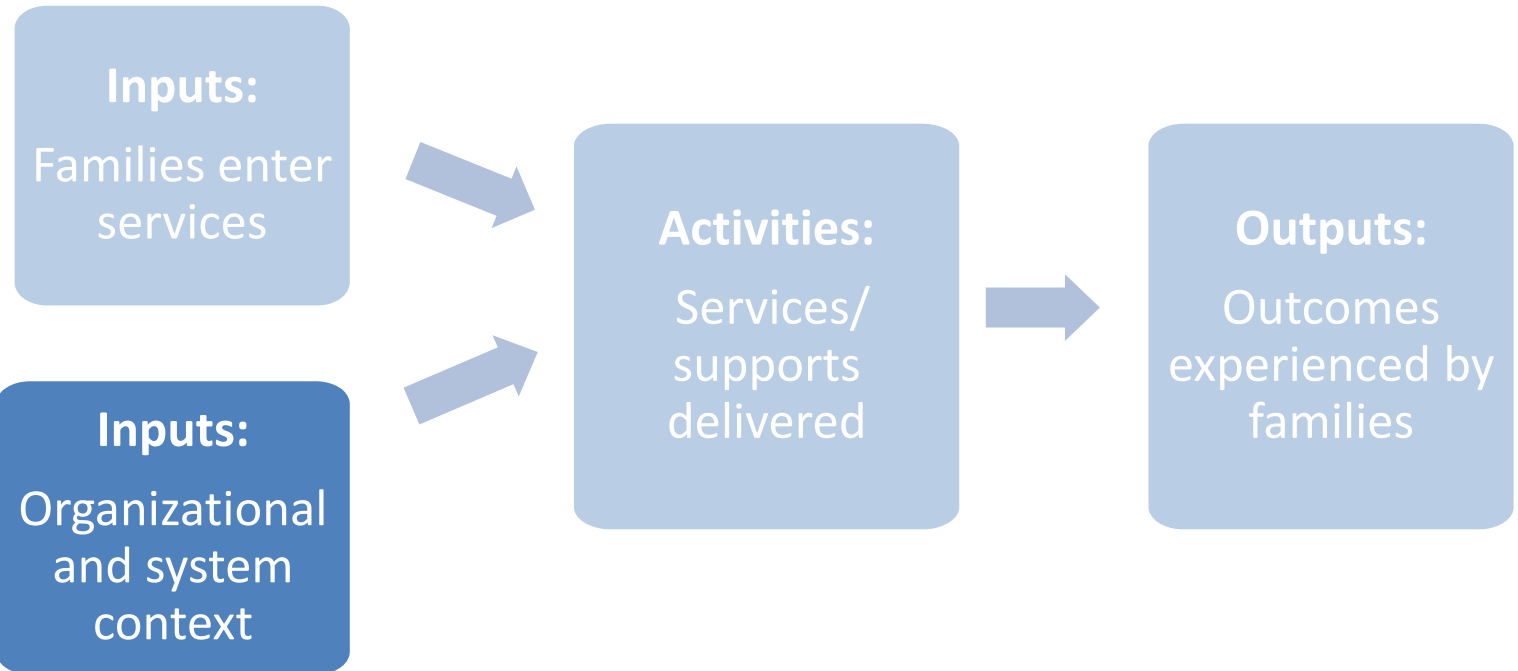**Organization and system characteristics**
What skills do our staff bring to the table? What is the context in which we work like?

Services and Fidelity data
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System and Organizational Context

We also have tools to help you capture system and organizational information

CSWI
Community Supports for Wraparound Inventory

Survey of knowledgeable stakeholders about the **level of system development**

WIPS
Wraparound Implementation and Practice Standards

A **structured self-evaluation** for **organization-level** indicators of quality Wraparound implementation

WrapSTAR
Wraparound Structured Assessment and Review

A **comprehensive snapshot** of an organization's entire Wraparound implementation

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Community Supports for Wraparound Inventory

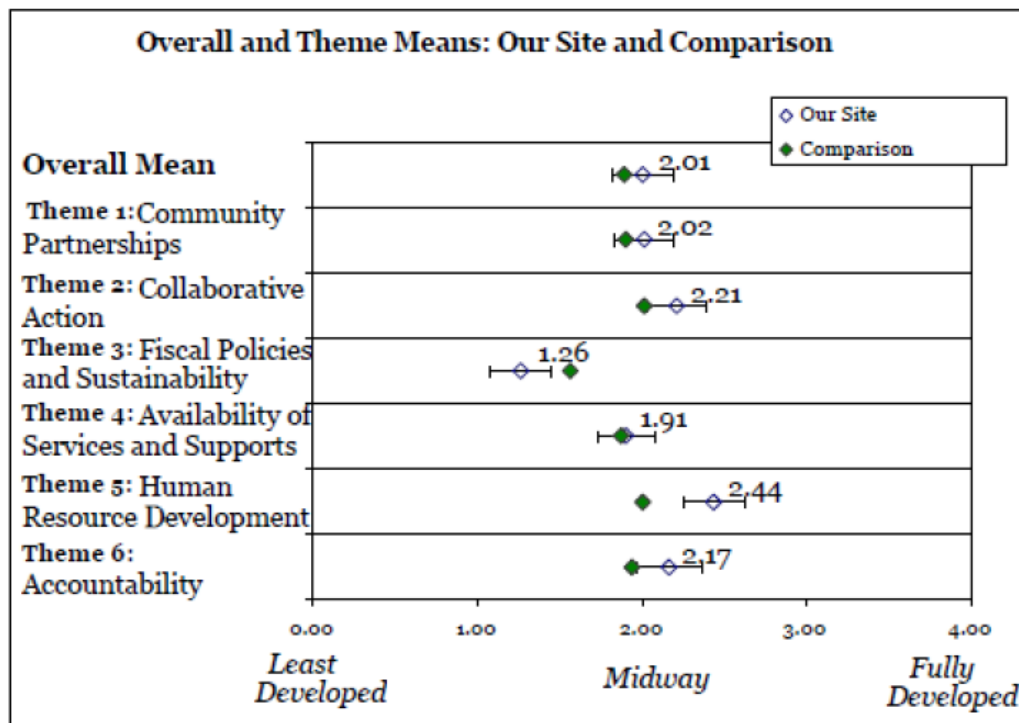The CSWI is a survey about system development

- The CSWI is administered to a carefully-selected group of knowledgeable stakeholders
- The survey asks respondents to rate the degree to which their system is developed

Item 2.3 Proactive Planning				
Fully Developed System. The wraparound effort is guided by a plan for joint action that describes the goals of the wraparound effort, the strategies that will be used to achieve the goals, and the roles of specific stakeholders in carrying out the strategies.		**Least Developed System.** There is no plan for joint action that describes goals of the wraparound effort, strategies for achieving the goals, or roles of specific stakeholders.		
☐Fully Developed	☐Almost There	☐Midway	☐Beginning	☐Least Developed

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Community Supports for Wraparound Inventory, cont.

The CSWI is a survey about system development

There are 42 items across 6 themes on the CSWI

Overall and Theme Means: Our Site and Comparison

◇ Our Site
◆ Comparison

Overall Mean — 2.01

Theme 1: Community Partnerships — 2.02

Theme 2: Collaborative Action — 2.21

Theme 3: Fiscal Policies and Sustainability — 1.26

Theme 4: Availability of Services and Supports — 1.91

Theme 5: Human Resource Development — 2.44

Theme 6: Accountability — 2.17

0.00   1.00   2.00   3.00   4.00
Least Developed   Midway   Fully Developed

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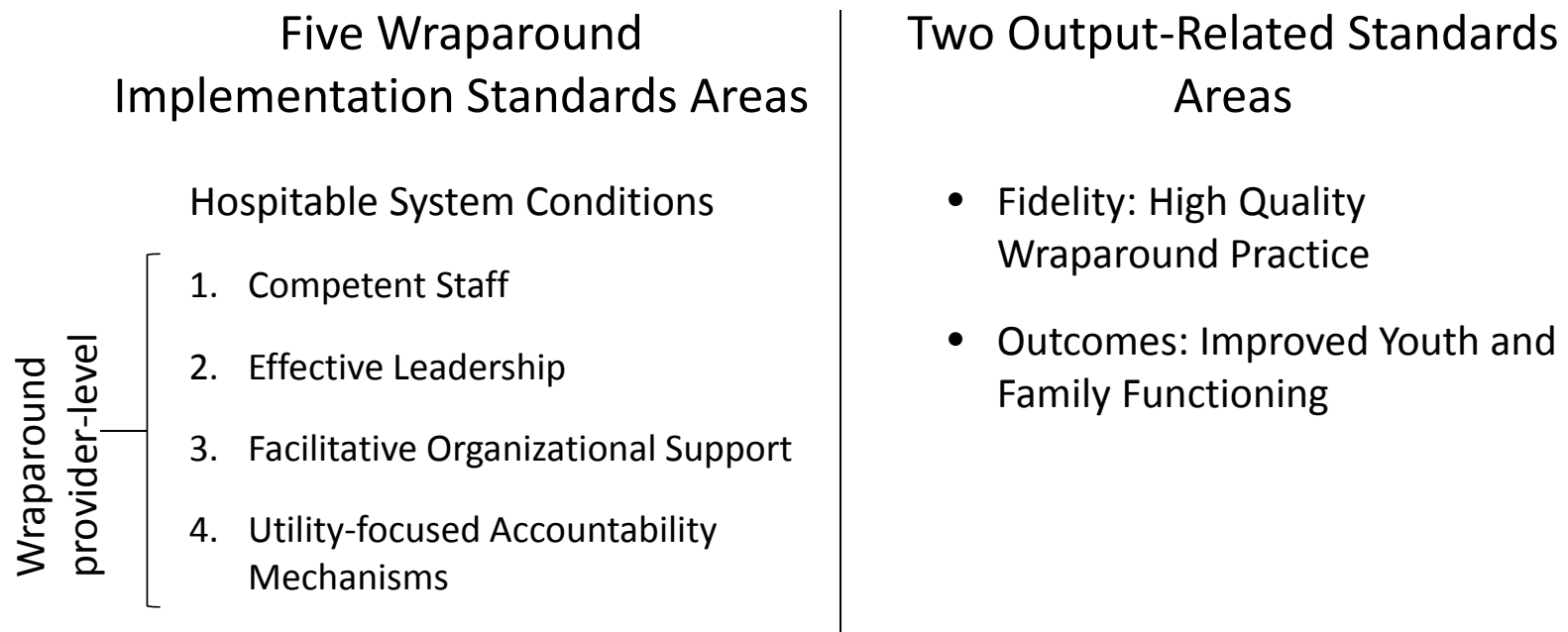# Wraparound Implementation and Practice Standards

The WIPS is an **organizational** self-assessment

This process guide is based on a 2016 publication developed by WERT and in partnership with NWIC and the TA Network, and can be found here:

https://nwi.pdx.edu/pdf/Wraparound-implementation-and-practice-quality-standards.pdf.

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Wraparound Implementation and Practice Standards, cont.

These standards are organized into seven areas

Five Wraparound Implementation Standards Areas	Two Output-Related Standards Areas
Hospitable System Conditions	• Fidelity: High Quality Wraparound Practice
Wraparound provider-level: 1. Competent Staff 2. Effective Leadership 3. Facilitative Organizational Support 4. Utility-focused Accountability Mechanisms	• Outcomes: Improved Youth and Family Functioning

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Wraparound Implementation and Practice Standards, cont.

Implementation Area 1: Competent Staff

Competent Staff Indicators	
1A	Stable Workforce
1B	Qualified Personnel
1C	Rigorous Hiring Processes
1D	Effective Training
1E	Initial Apprenticeship
1F	Ongoing Skills-based Coaching
1G	Meaningful Performance Assessments

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Wraparound Implementation and Practice Standards, cont.

Implementation Area 3: Facilitative Organizational Support

Facilitative Organizational Support Indicators	
3A	Manageable Workloads
3B	Adequate Compensation and Resources
3C	High Morale and Positive Climate
3D	Fiscally Sustainable
3E	Routine Oversight of Key Organizational Operations

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Wraparound Implementation and Practice Standards, cont.

The WIPS builds a systematic process around the existing standards

PHASE 1: PLANNING

- 1A. Assemble a Wraparound Quality Team
- 1B. Identify a Wraparound Quality Champion
- 1C. Hold a Planning Meeting

PHASE 3: ACTING AND MONITORING

- 3A. Hold an Initial Quality Improvement Planning Meeting
- 3B. Finalize Quality Improvement Plan
- 3C. Implement the Plan and Hold Regular CQI Meetings

PHASE 2: ASSESSING

- 2A. Complete Individual Self-assessments
- 2B. Generate a Variation Report
- 2C. Hold a Consensus-building Meeting
- 2D. Generate a Final Team-based WIPS Assessment Report

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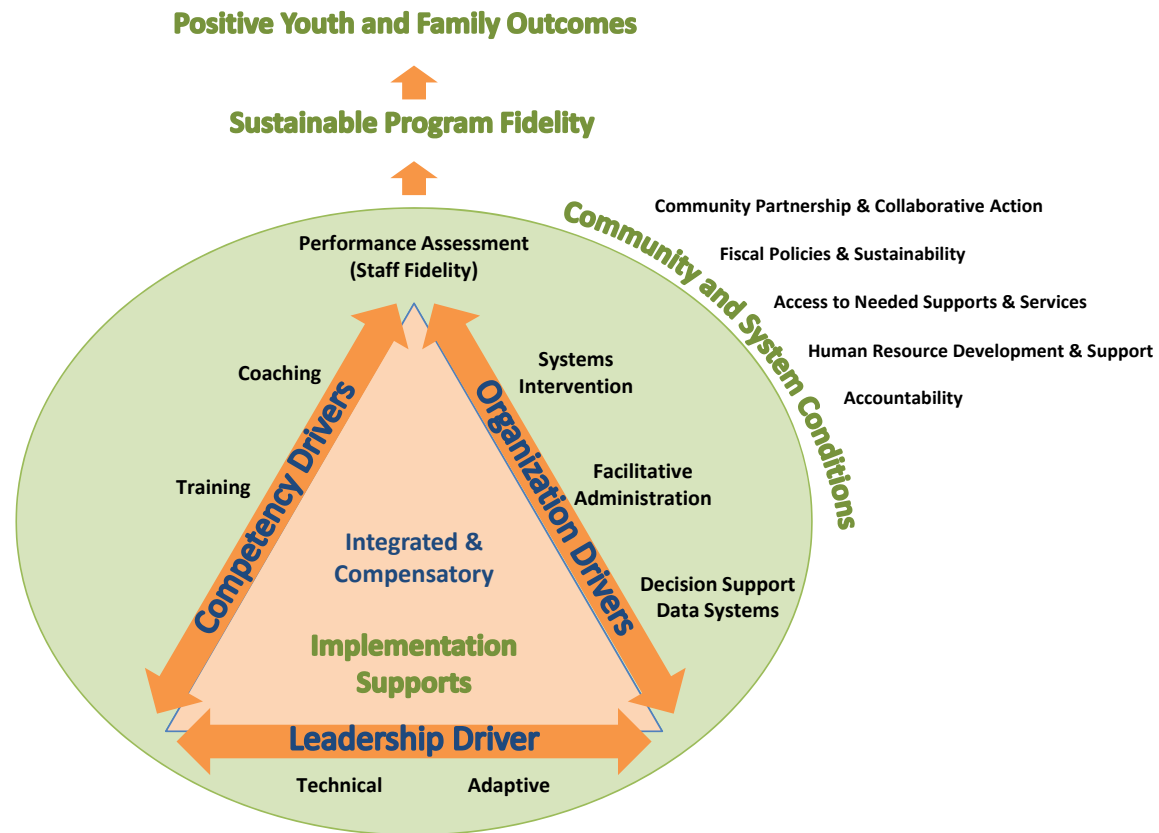Substance Abuse and Mental Health
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Wraparound Structured Assessment and Review (WrapSTAR)

WrapSTAR is an intense five-month long dive into all the details of a Wraparound implementation
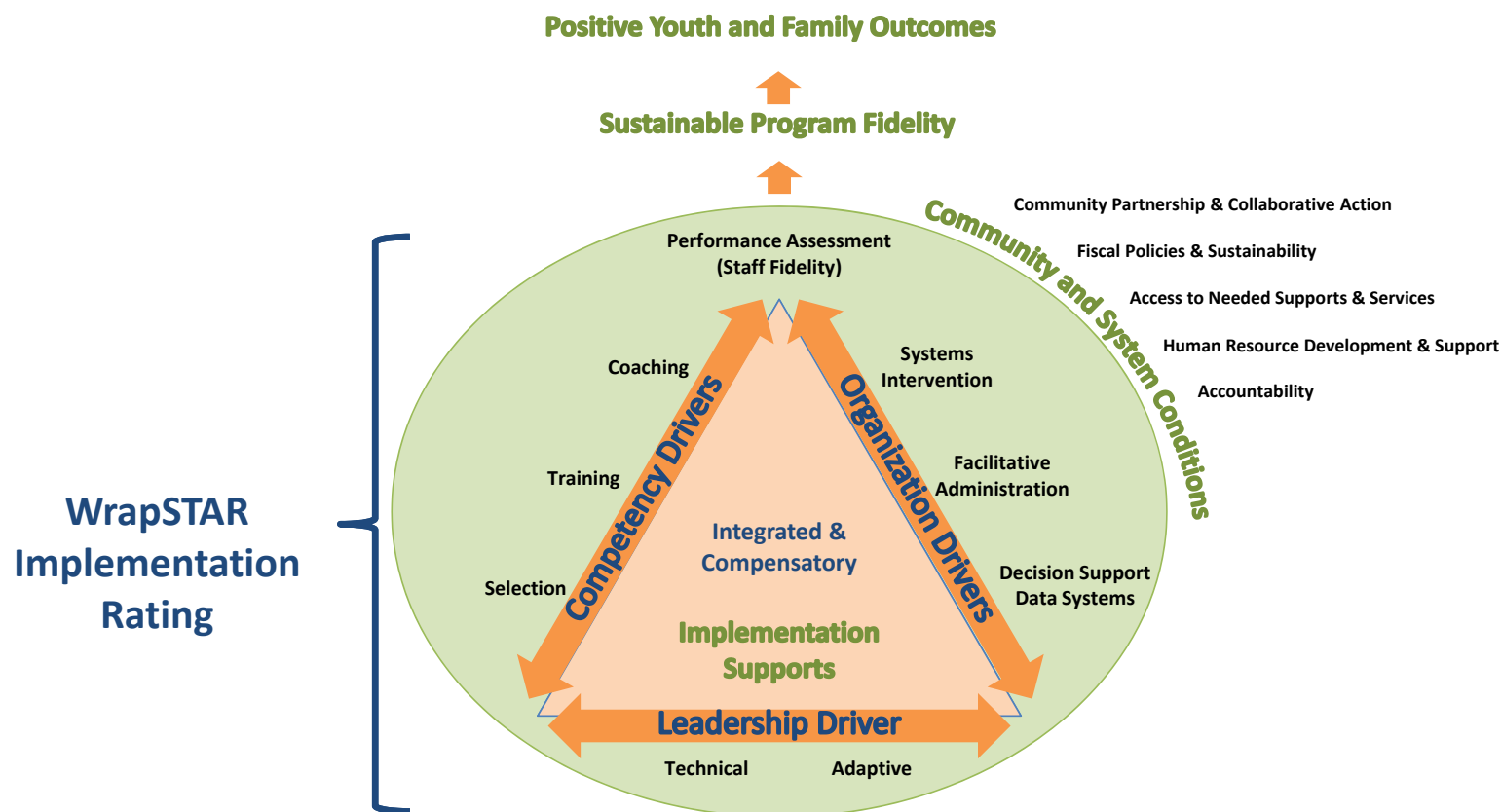
- WrapSTAR involves a LOT of primary data collection:
  - WFI-EZ, TOM 2.0, DART
  - CSWI
  - Caseload survey
    - Excel spreadsheet that gathers information from facilitators about each of youth served and their teams
  - Administrator Survey
    - Asks the program director about staffing, supervision, data collection, etc.
  - Survey of Organizational Functioning
    - Online survey about staff's experiences as an employee
  - Staff Interviews
    - During site visit; asks about leadership, use of data, system integration, etc.
  - Organizational Document Assessment Tool
    - Review of policies and procedures, external communications, etc.
  - Existing youth and family outcomes data
    - If standardized measures are routinely administered, collect and analyze

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Phase and Task	WEEK																				
	-4	-3	-2	-1	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Preparation																					
Introductory Planning Meeting	■																				
Consent & Client Privacy Logistics	■	■																			
Staff Orientation			■																		
Consent Gathering			■	■	■	■	■	■													
CSWI & WFI-EZ Administration Planning			■	■	■																
Kick Off Meeting					■																
Preliminary Data Collection																					
Administrator Survey						■	■														
Caseload Survey						■	■														
Survey of Organizational Functioning						■	■														
CSWI respondent list						■	■														
Wraparound Fidelity Assessment System Tool Administration																					
Choose WFAS Sample and Approach								■													
Comm. Supports for Wrap Inventory									■	■	■	■	■								
Wraparound Fidelity Index (WFI-EZ)									■	■	■	■	■	■	■						
Team meeting recordings for observ.									■	■	■	■	■	■	■						
Site Visit (Two Days)																					
Staff Interviews															■						
Family Record Review															■						
Organizational Document Assessment															■						
Data Synthesis																					
Data Analysis and Report Writing																■	■	■	■	■	■
Draft Report Available																			■		
Debriefing Meeting																			■		
Final Report Available																					■

Positive Youth and Family Outcomes

Sustainable Program Fidelity

Performance Assessment (Staff Fidelity)

Coaching

Training

Systems Intervention

Facilitative Administration

Decision Support Data Systems

Integrated & Compensatory

Implementation Supports

Competency Drivers

Organization Drivers

Leadership Driver

Technical Adaptive

Community and System Conditions

Community Partnership & Collaborative Action

Fiscal Policies & Sustainability

Access to Needed Supports & Services

Human Resource Development & Support

Accountability

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Wraparound Structured Assessment and Review (WrapSTAR), cont.

Wraparound Structured Assessment and Review (WrapSTAR), cont.

WrapSTAR System Support Rating

WrapSTAR Implementation Rating

Positive Youth and Family Outcomes

Sustainable Program Fidelity

Community and System Conditions

Community Partnership & Collaborative Action

Fiscal Policies & Sustainability

Access to Needed Supports & Services

Human Resource Development & Support

Accountability

Performance Assessment (Staff Fidelity)

Coaching

Training

Selection

Competency Drivers

Systems Intervention

Facilitative Administration

Decision Support Data Systems

Organization Drivers

Integrated & Compensatory

Implementation Supports

Leadership Driver

Technical   Adaptive

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Wraparound Structured Assessment and Review (WrapSTAR), cont.

Wraparound Structured Assessment and Review (WrapSTAR), cont.

Final ratings are the average of 45 indicators of high-quality practice
Example: Fidelity Rating Indicators

Indicator		Definition
F1	Timely Engagement and Planning	Families are engaged Wraparound in services within 10 days of a referral and develop their initial Wraparound plan within 30 days of being engaged. Then, teams meet regularly (at least every 30-45 days) to review and modify the Plan of Care as needed.
F2	Outcomes-based Process	Success of the Wraparound plan—including progress toward meeting needs—is measured objectively, reviewed routinely, and used to inform changes to the plan as needed.
F3	Effective Teamwork	Diverse teams consisting of formal and natural supports work together to develop, implement, and monitor creative service plans that meet the unique needs of the family. All team members take ownership over their assigned tasks and work together to meet the family's needs.
F4	Use of Natural/ Community Supports	Natural supports are integral team members. Involvement in Wraparound strengthens the support received by families from natural and community supports. When possible, strategies in the plan are undertaken by natural supports within the family's community.
F5	Based on Needs	Services and supports are focused on addressing the high-priority needs of the youth as well as family members. If the services are not useful, the Wraparound plan is changed or barriers are addressed. The Wraparound process continues until needs are sufficiently met.
F6	Driven by Strengths	Strengths of the family, all team members, and the family's community are collectively reviewed and matched to chosen strategies.
F7	Determined by Families	The family's culture, capabilities, interests, and skills are elicited, fully understood, and celebrated. They are viewed as critical to a successful Wraparound process and are the basis for decision making and creative problem solving. The family's perspective is prioritized in developing and modifying the mix of strategies and supports to assure the best fit with the family's preferences.
F8	Planned for Transitions and Follow-Up	Transitions are planned for in advance and celebrated with full family participation. In addition, the Wraparound provider organization follows up with families several months after transition to ensure improvements have been maintained and that the youth is stable and the family is adequately supported.

Each indicator has a scoring rubric to synthesize the data from many sources

EXAMPLE: F3. Effective Teamwork

Definition: Diverse teams consisting of formal and natural supports work together to develop, implement, and monitor creative service plans that meet the unique needs of the family. All team members take ownership over their assigned tasks and work together to meet the family's needs.

DATA SOURCES

Data Source	Item on Data Source
TOM 2.0	Full Meeting Attendance subscale
	Effective Teamwork subscale
Wraparound Document Review Measure	Items E9-E14
WFI-EZ	Item A1: …"team includes more people than just my family and one professional."
	Effective Teamwork subscale: items B2 (R), B4, B7 (R), B15 (R), B22.

QUANTITATIVE DATA WORKSHEET

Data Source	Needed Statistic	Data *(write in)*
TOM 2.0	Full Meeting Attendance subscale score:	2.76 (out of 5)
	Effective Teamwork subscale score:	4.34 (out of 5)
Wraparound Measure	Average score on items E9-E14	1.67 (out of 3)
WFI-EZ	*# of WFI-EZ respondents that responded "Yes" to item A1:*	*55*
	# of WFI-EZ respondents who answered question:	*58*
	% of WFI-EZ respondents that responded "Yes" to item A1:	94.83%
WFI-EZ	Average score on Effective Teamwork subscale: *Make sure to reverse code the (R) items before averaging.*	0.66 (out of 2)

Indicator Description

The items relevant to the indicator from each data collection instrument

The site's performance on each criteria (sometimes with some math)

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The data is translated into scores on each indicator criteria

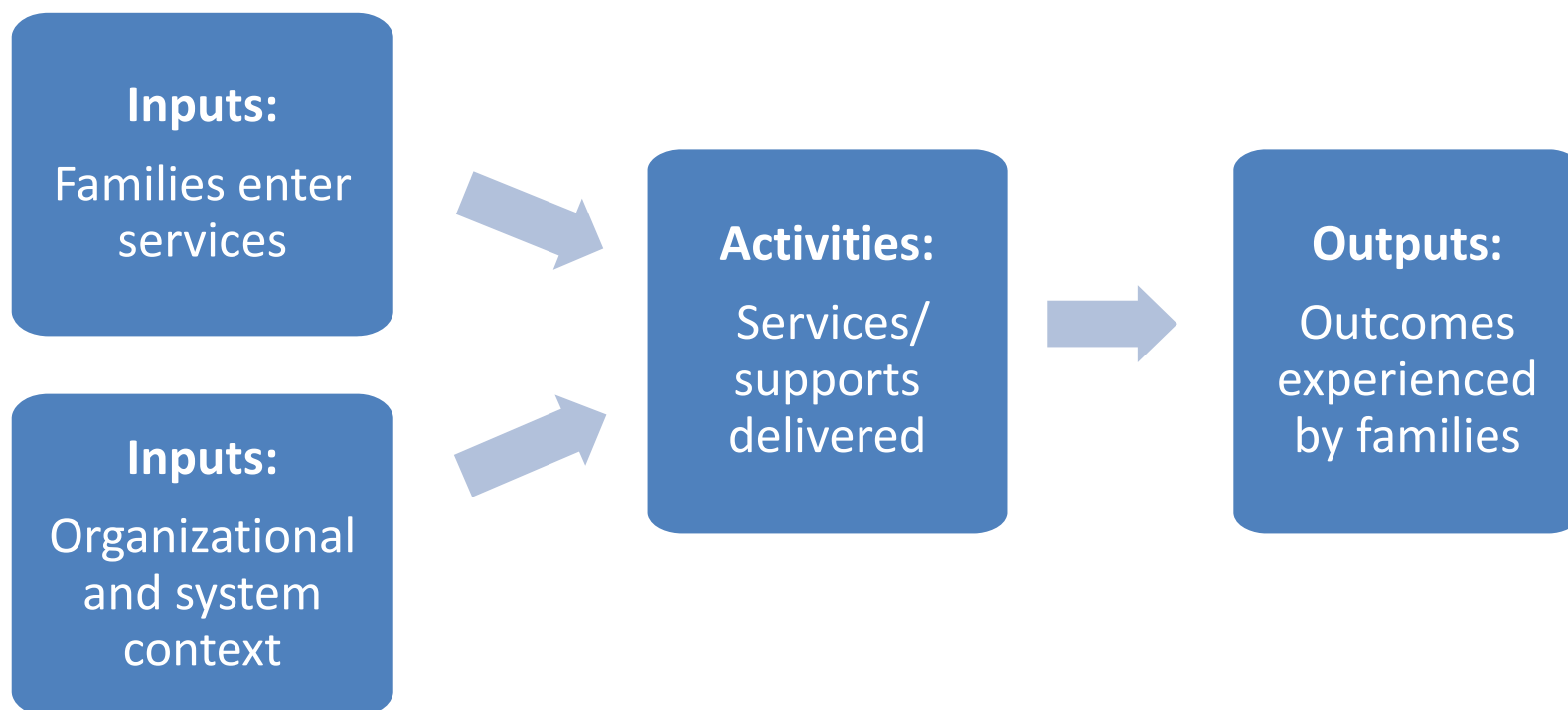| EXAMPLE: F3. Effective Teamwork			
DATA SOURCE/ITEM SCORING GUIDE *(circle the appropriate score description for each data source/item based on the data above)*			
Data Source/Item	To Earn a Score of 0	To Earn a Score of 1	To Earn a Score of 2
TOM 2.0: Full Meeting Attendance subscale	Score of less than 2.5.	Score of less than 3.5, but 2.5 or higher.	Score of 3.5 or higher.
TOM 2.0: Effective Teamwork subscale	Score of less than 2.5.	Score of less than 3.5, but 2.5 or higher.	Score of 3.5 or higher.
DRM	An average score of less than 1.5.	An average score of less than 2.5, but 1.5 or higher.	An average score of 2.5 or higher.
WFI-EZ: Item A1	Less than 75% of respondents answered "Yes."	75-89% of respondents answered "Yes."	90% or more of respondents answered "Yes."
WFI-EZ: Effective Teamwork Subscale	An average score of less than 0.5.	An average score of less than 1.5, but 0.5 or higher.	An average score of 1.5 or higher.
FINAL INDICATOR SCORING GUIDE			
F3. Effective Teamwork	Sum of Criteria Scores	Total Possible Sum Score	Final Indicator Score
	7	10	70%

Boxes shaded dark blue indicate the site's score from each data source

The green-shaded box provides the site's final score on the indicator: the % of earned vs. total possible score

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Today's Agenda

- Introductions
- Overview of Program Evaluation and Quality Improvement
- Measuring Fidelity and Practice Quality in Wraparound
- System and Organizational Context
- Conclusion

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Tell the Full Story of Your Wraparound Initiative

It's important to collect information that allows you to tell the full story of your Wraparound initiative

Inputs:

Families enter services

Inputs:

Organizational and system context

Activities:

Services/ supports delivered

Outputs:

Outcomes experienced by families

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Tell the Full Story of Your Wraparound Initiative, cont.

It's important to collect information that allows you to tell the full story of your Wraparound initiative

Families enter services
- Referral form
- Baseline assessments

Organizational and system context
- Staff information
- System and organizational information
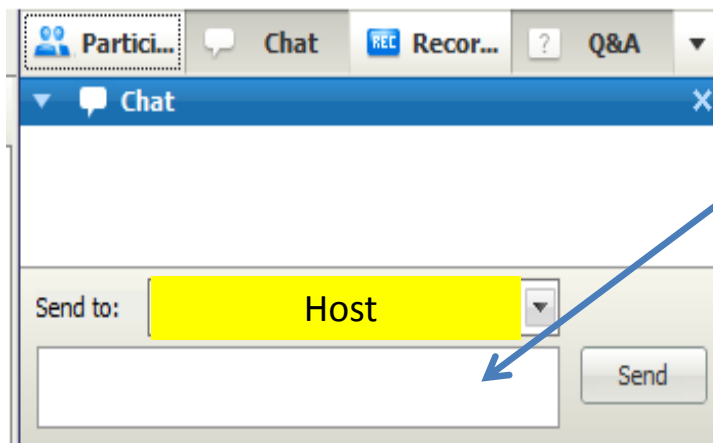- **CSWI, WIPS**

Services/ supports delivered
- Surveys to families or staff (**WFI-EZ**)
- Observations (**TOM 2.0**)
- Documentation (**DART**)
- Caseload tracking

Outcomes experienced by families
- Follow-up assessments
- Discharge status

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Q & A

Submit your questions now

Submit your questions later

CMHIeval@westat.com

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CMHI Web Event Training Series: Upcoming Events

- **Family and Youth Involvement and Leadership in System of Care Evaluation**

  Thursday, May 24, 2018 from 2:00-3:30pm ET

  Register Now https://goo.gl/qi7RiL

- **Using Data Dashboards in System of Care Evaluation**

  Thursday, June 21, 2018 from 1:00-2:30 pm ET

  Register Now https://goo.gl/Pih9ft

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