



SPECIAL NOTE FOR THIS WEBINAR

During most of this webinar, the presenters were showing webbased material rather than slides. So, we recommend viewing and listening to the webinar using the .wmv format, which will show all the web material. The slides alone do not cover all of the material.





NWI 2012 Webinar Series: What's the NWI Doing, and How Can the NWI Support Your Work?

May 22, 2012

Eric Bruns & Janet Walker National Wraparound Initiative <u>www.nwi.pdx.edu</u>

Outline of this session

- Overall Mission
- Four Functions
 - Supporting community-level planning and implementation
 - Promoting professional development of wraparound staff
 - Ensuring accountability
 - Sustaining a national community of practice

Feel free to chat your questions to the organizers at any point. We will answer some as we go along and hold some until the end.

Overall Mission

 The mission of the National Wraparound Initiative is to promote understanding about the components and benefits of wraparound, and to provide the field with resources and guidance that facilitate high quality and consistent wraparound implementation.



Being connected to the NWI

- People who use the materials and/or visit the website
- Newsletter recipients and "get notified"
- Members (by annual subscription)
 - Individual members— different levels
 - Organizational members, small, medium and large
- Core group advisors. NWI members can apply

How does the NWI achieve its mission?

- Producing publications and resources
- Compiling resources and enabling sharing
- Providing opportunities for collaboration and learning
 - Including conferences
- Developing and disseminating accountability and other tools
- Providing technical assistance, consultation, and services—to build capacity and evaluate efforts, at the national, state and local levels



www.nwi.pdx.edu



NWI's current format and workgroups

- All members participate in discussions and certain decisions and can join work groups, such as:
 - Family Partner Task Force
 - Workforce/ Skills/ Supervision
 - Research and Evaluation
 - Standards
 - Caregivers with Mental Illness
 - Youth Partner Work Group
- People with high levels of expertise contribute to the NWI as members of the CORE GEOUP—input on overall direction, collaborate in creating "key products"



NWI Structure





Types of products and resources from the NWI

- "Key" products
 – the results of a formal consensus-building process—have received the "stamp of approval" from the NWI's membership
- "Peer reviewed" products—have been endorsed by at least a small group of NWI members with relevant expertise
- Other resources—No formal review other than that of one of the co-directors. Usually these are things posted on the blogs and not necessarily availant the propercure of the blogs and not

Professional Development of Wraparound Staff

- Key products of the NWI
- Resources on the NWI website
- NWI Consultants
- Assessment of the impact of training and TA
 - The Impact of Training and Technical Assistance (IOTTA) measure



Examples of key NWI products

Ten Principles of the Wraparound Process

This document provides a detailed description of each principle as it looks in practice, and discusses central challenges that arise in efforts to "walk the talk."

Phases and Activities of the Wraparound Process

This document presents and describes the essential activities that make up the wraparound process and, collectively, constitute the practice model for wraparound.

<u>The Application of the Ten Principles of the Wraparound Process to</u> <u>the Role of Family Partners on Wraparound Teams</u> This document provides a description of how family partners operate within the wraparound process, giving information about the responsibilities, expectations, limitations, and qualifications for the role.

How Family Partners Contribute to the Phases and Activities of the Wraparound Process

This document describes in detail what a family partner does to support wraparound proceeding phases and activities.





10 Principles of Wraparound and the Family Partner Role



- Developed using a modified Delphi process to gain maximum consensus from a broad constituency.
- Based on existing NWI documents describing the 10 Principles of Wraparound



Resources on the NWI Website

- Implementation Guide section on <u>Human</u> <u>Resource Development</u>
- Relevant chapters in the *Resource Guide* to Wraparound
- Webinars
 - Many are relevant to practice, training and supervision
- NWI Consultants



Supporting Planning and Implementation

- Themes for Implementation
 - Empirically supported/CSWI article on home page
 - Close to 50 communities have used the CSWI, reporting on system development to support wraparound (see assessment/fidelity under "resources")
 - Used as a basis for organizing implementation related materials
 - Online and print implementation guide
 - Library sections on implementation



Impact of Training and Technical Assistance (IOTTA): Overview

IOTTA

- An evaluation survey for Wraparound training attendees
- Administered twice:
 - Baseline: Immediately following the training
 - Follow-up: 2 months later
- Assesses:
 - Self-perceived pre and post-training mastery/competence with training skills & content
 - Route to mastery (e.g. working with trainer, colleagues, etc.)
 - How organized, credible and interesting trainer was
 - Expected & actual impact of training on work
 - Route to impact (e.g. sharing info w/colleagues, changing procedures at work, etc.)

ALL TRAININGS

Average Response- All Trainings



BASELINE & FOLLOW UP: PERCEIVED COMPETENCE/MASTERY



ALL TRAININGS

Average Response – All Trainings



Ensuring Accountability

- Implementation Guide Section
- Wraparound Fidelity Assessment System
 - Wraparound Fidelity Index
 - Team Observation Measure
 - Community Supports for Wraparound Inventory
- WFI-EZ
- Wraparound Team Monitoring System (Wrap-TMS)



Wraparound Fidelity Assessment System

www.wrapinfo.org or

http://depts.washington.edu/wrapeval



The Wraparound Fidelity Index, version 4

- Assesses implementation of the wraparound process through brief interviews with multiple respondents
 - Caregivers
 - Youths
 - Wraparound Facilitators
 - Team Members
- Found to possess good psychometric characteristics
 - Test-retest reliability
 - Inter-rater agreement
 - Internal consistency
- Used in research on wraparound
- Even more widely as a quality assurance mechanism by wrap programs



Wraparound Fidelity Index, v.4

- Items on the principles <u>and</u> core activities, organized by the 4 phases of wraparound
 - Engagement: At the beginning of the wraparound process, did you have a chance to tell your wraparound facilitator what things have worked in the past for your child and family?
 - Principle = Strengths based
 - Planning: Does the plan include strategies for helping your child get involved with activities in the community?
 - Principle = Community based
 - **Implementation**: Does the team evaluate progress toward the goals of the plan at every team meeting?
 - Principle = Outcome based
 - **Transition**: Will some members of your team be there to support you when formal wraparound is complete?
 - Principle = Unconditional care



WFI Items: Engagement and Team Preparation Phase

| Phase | e 1: Engagement | Yes | SometimesS omewhat | No |
|------------------|--|-----------------------|--------------------------------------|--------------------------------|
| 1. | When you first met your wraparound facilitator, were you given time to talk about your family's strengths, beliefs, and traditions? <i>Circle one:</i> YES NO | YES to both questions | YES to only the first question | NO to the first question |
| CC | Did this process help you appreciate what is special about your family? <i>Circle one:</i> YES NO | 2 | 1 | 0 |
| 2. FVC | Before your first team meeting, did your wraparound facilitator fully explain the wraparound process and the choices you could make? | 2 | 1 | 0 |
| 3 . ЅВ | At the beginning of the wraparound process, did you have a chance to tell your wraparound facilitator what things have worked in the past for your child and family? | 2 | 1 | 0 |
| 4. <i>тв</i> | Did you select the people who would be on your wraparound team? | 2 | 1 | 0 |
| 5. <i>тв</i> | Is it difficult to get agency representatives and other team members to attend team meetings when they are needed? | 0 | 1 | 2 |
| 6. ОВ | Before your first wraparound team meeting, did you go through a process of identifying what leads to crises or dangerous situations for your child and your family? | 2 | 1 | 0 |

national wraparound initiative

Sample Report: Total Scores





Reports from the WFI: Individual items (Engagement phase)



Q1. Were you given time to talk about your family's strengths, beliefs, and traditions? True - 10 Partly True - 3 Not True - 2 Q2. Did your facilitator fully explain wraparound & the choices you could make? Partly True - 4 True - 9 Not True - 2 Q3. Did you have a chance to tell your wraparound facilitator what has worked in the past for your child and family? True - 7 Partly True - 4 Not True - 4 Q4. Did you select the people who would be on your wraparound team? True - 7 Partly True - 4 Not True – 4 Q5. Is it difficult to get team members to meetings when they are needed? True – 9 Partly True – 3 Not True - 3

Q6. Did you go through a process of identifying what leads to crises for yr family? *True – 8 Partly True – 3 Not True - 4*



Team Observation Measure

- The Team Observation Measure (TOM) is employed by external evaluators to assess adherence to standards of high-quality wraparound during team meeting sessions.
- It consists of 20 items, with two items dedicated to each of the 10 principles of wraparound.
- Each item consists of 3-5 indicators of highquality wraparound practice as expressed during a child and family team meeting.
- Internal consistency very good
- Inter-rater reliability found to be adequate (Average 79% agreement for all indicators)



Sample TOM report:

Most frequently observed TOM indicators

| # | Item | Pct. | SD |
|-----|---|------|------|
| 1a | Parent/caregiver is a team member and present at meeting | 92% | .266 |
| 12e | Members of the team use language the family can understand | 92% | .271 |
| 18d | Serious challenges are discussed in terms of finding solutions, not termination of services or sanctions. | 91% | .288 |
| 3a | There is a written agenda or outline for the meeting, which provides an understanding of the overall purpose of meeting | 89% | .320 |
| 11e | Talk is well distributed across team members and each team member makes an extended or important contribution | 89% | .320 |
| 18e | There is a sense of openness and trust among team members | 89% | .320 |



Sample TOM report:

Least frequently observed TOM indicators

| # | Item | Pct | SD |
|-----|--|-----|------|
| 8a | In designing strategies, team members consider and build on strengths of the youth and family | 28% | .458 |
| 13b | The team assesses goals/strategies using measures of progress | 26% | .446 |
| 5d | The facilitator leads a robust brainstorming process to develop multiple options to meet priority needs. | 23% | .429 |
| 7c | Community team members and natural supports have a clear role on the team | 23% | .429 |
| 14a | The team conducts a systematic review of members' progress on assigned action steps | 23% | .429 |
| 8b | The plan of care represents a balance between formal services and informal supports | 17% | .380 |
| 1c | Key natural supports for the family are team members and present | 11% | .362 |



The implementation context

Hospitable System *Funding, Policies

> Supportive Organizations

* Training, supervision, interagency coordination and collaboration

Effective Team * Process + Principles + Skills

M

M



CSWI Survey sample for WEB

Item 3.4 Fiscal Monitoring

Fully developed system

There is a formalized mechanism for reviewing the costs of implementing the wraparound program and wraparound plans. This information is used to clarify/streamline spending policies and to seek ways to become more efficient at providing high-quality wraparound.

Least developed system

There is little or no information available about the costs of implementing the wraparound program or wraparound plans and/or what information is available is not used to streamline spending policies or improve efficiency.

) 0 - Least

developed

| 4 - Fully developed | 3 - Almost there | 2 - Midway |
|------------------------|---------------------|------------|
| | | |

Item 3.5 Fiscal Flexibility

Fully developed system

Funds are available to pay for services and supports, and funds are flexible, so that teams can fully implement the strategies included in individual wraparound plans and safety/crisis plans.

Least developed system

1 - Beginning

Financing policies are rigid and are largely or entirely designed to facilitate payment for categorical services. There is little latitude for flexibility to provide creative, individualized care for children, youth, and families.

0 - Least



3 - Almost there

2 - Midway

1 - Beginning developed Don't know

Don't know



CSWI Results: Theme Means



Midway



CSWI Totals: Cross-Site Comparison





Results: Lowest- v. Highest-Rated Items





Wraparound Fidelity Index – Short Form WFI-EZ

| R USE BY PROGRAM ST | AFF ONLY | |
|---------------------|-----------------------------------|--|
| This form was: | Completed by the caregiver/parent | Completed by program staff as part of an interview |

Wraparound Fidelity Index Short Form (WFI-EZ)

This survey is for a caregiver of a youth in wraparound. We want to ask you about the experiences that you and your family have had as part of the Wraparound program. You do not have to answer any questions that you don't want to, and you may stop your participation at any time. At the end, we will also ask you what you thought about this survey, so that we can use your feedback to improve it.

Thank you very much for your time.

If you have any questions, please contact April Sather at (206) 685-2310, or wrapeval@u.washington.edu

Demographics

FO

| Youth/Family ID (The person who gave you this survey will give you this ID, or fill it in for you): | WONDERS ID (If different from Youth/Family ID): |
|--|---|
| | Wrap-Facilitator ID (should match your WONDERS WFID) |
| Is your child of Hispanic descent? | |
| Yes No | What is your child's birthday? |
| | / (MM/DD/YYYY) |
| What is the child's race? | |
| American Indian or Alaska Native | How old is your child? |
| Black or African American | |
| Native Hawaiian or Other Pacific Islander | Child's Gender: |
| White | Male Female |
| Mixed Race | the second se |
| Other (please specify) | How many months have you been participating in Wraparound? |
| Who has legal custody of the child? | What is your relationship to the child? |
| Two birth parents OR one birth parent and one step | Birth parent |
| parent | Adoptive parent |
| Birth mother only | Foster parent |
| Birth father only | Live-in partner of parent |
| Adoptive parent(s) | Sibling |
| Foster parent(s) | Aunt or uncle |
| Sibling(s) | Grandparent |
| Aunt and/or uncle | Cousin |
| Grandparent(s) | Other family relative |
| Friend(s) | Step parent |
| Ward of the state | Friend (adult friend) |
| Other (please specify): | Other (please specify): |

Section A: Basic Information For the following questions, please respond either "Yes," or "No." Yes No A1: My family and I are part of a team (e.g., "wraparound team," "child and family team"), AND this team includes more people than just my family and one professional. Image: Comparison of the com

Wraparound Fidelity Index – Short Form WFI-EZ – *Demographics*

| Demographics | |
|---|--|
| Youth/Family ID (The person who gave you this survey will give you this ID, or fill it in for you): | WONDERS ID (If different from Youth/Family ID): |
| | Wrap-Facilitator ID (should match your WONDERS WFID) |
| Is your child of Hispanic descent? | |
| Yes No | What is your child's birthday? |
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| What is the child's race? | |
| American Indian or Alaska Native | How old is your child? |
| Asian | |
| Black or African American | ol 'l Va can lan |
| Native Hawaiian or Other Pacific Islander | Child's Gender: |
| White | Male Female |
| Mixed Race | How many months have you been participating in |
| Other (please specify) | Wraparound? |
| Who has legal custody of the child? | What is your relationship to the child? |
| Two birth parents OR one birth parent and one step | Birth parent |
| parent | Adoptive parent |
| Birth mother only | Foster parent |
| Birth father only | Live-in partner of parent |
| Adoptive parent(s) | Sibling |
| Foster parent(s) | Aunt or uncle |
| Sibling(s) | Grandparent |
| Aunt and/or uncle | Cousin |
| Grandparent(s) | Other family relative |
| Friend(s) | Step parent |
| Ward of the state | Friend (adult friend) |
| Other (please specify): | Other (please specify): |
W F I - E Z

Section A – Basic Information

| Section A: Basic Information | | |
|--|-----|----|
| For the following questions, please respond either "Yes," or "No." | | |
| | Yes | No |
| A1: My family and I are part of a team (e.g., "wraparound team," "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., "plan of care," "wraparound plan") that describes who will do what and how it will happen. | | |
| A3: My team meets regularly (i.e., at least every 30-45 days). | | |

WFI-EZ

Section B – Your Experience in Wrap

| Section B: Your Experiences in Wraparound | | | | | | | | | |
|---|-------------------|-----------------|------------------|---------------|----------------------|---------------|--|--|--|
| For the following statements, please think about all of your experiences with wraparound. Indicate how much you agree | | | | | | | | | |
| with each statement. You will be asked whether you "Strongly Agree," "Mostly Agree," "Somewhat Agree," "Disagree," | | | | | | | | | |
| "Strongly Disagree," or "Don't Know." | | | | | | | | | |
| | Strongly Agree | Mostly Agree | Somewha Agree | t Disagree | Strongly Disagree | Don't Know | | | |
| B1: My wraparound facilitator explained clearly to me how wraparound would work. | | | | | | | | | |
| B2: Our wraparound team's decisions are based on input from me and my family. | | | | | | | | | |
| B3: My family and I had a major role in choosing the people on our wraparound team. | | | | | | | | | |
| B4: My wraparound team never meets without me and my family present. | | | | | | | | | |
| B5: The strategies in our plan focus on meeting the needs that | | | | | | | | | |

*Section B currently has 39 items

matter most to my family and me.

W F I - E Z

Section C – Team Meetings

| Section C: Team Meetings | | | | | | | | |
|--|--------|---------|-------------------|--|-------|---------------|--|--|
| For the following questions, think about your wraparound team meetings. Indicate how often each of the following | | | | | | | | |
| things happen during your team meetings | Always | Usually | Usually Sometimes | | Never | Don't Know | | |
| C1: Team members celebrate successes | | | | | | | | |
| C2: Team members review what is in the wraparound plan | | | | | | | | |
| C3: Team members review and/or discuss strengths | | | | | | | | |
| C4: Team members discuss progress toward meeting our family's needs | | | | | | | | |
| C5: Team members assign specific tasks to team members | | | | | | | | |
| C6: Team members check on team members' progress doing their assignments | | | | | | | | |
| C7: Team members talk about adding or changing team members | | | | | | | | |
| C8: My family and I report progress toward achieving our family's vision | | | | | | | | |
| C9: My family and I give feedback on the meeting process | | | | | | | | |
| C10: Whenever necessary, we address problems in the plan | | | | | | | | |
| C11: When things are not working, we change what is in the wraparound plan | | | | | | | | |

*Section C currently has 11 items

WFI-EZ

Section D – Brief Outcomes and Satisfaction

| Section D: Brief Outcomes and Satisfaction | | |
|---|-----|----|
| For the following questions, please respond either "Yes," or "No." | | |
| | Yes | No |
| D1: I am satisfied with the wraparound process in which my family and I have participated | | |
| D2: I am satisfied with my child or youth's progress since starting the wraparound process | | |
| D3: Since starting wraparound, our family has made progress toward meeting our needs | | |
| D4: Since starting wraparound, I feel more confident about my ability to care for my child/youth at home | | |
| D5: Since starting wraparound, my child or youth has had a new placement in an institution (such as detention, psychiatric hospital, treatment center, or group home) | | |
| D6: Since starting wraparound, my child or youth has been treated in an Emergency Room due to a mental health problem | | |
| D7: Since starting wraparound, my child or youth has had a negative contact with police. | | |
| D8: Since starting wraparound, my child or youth has been suspended or expelled from school. | | |

Team Monitoring Made Simple (Wrap-TMS)

- TMS is a web-based, electronic management system designed to assist the Wraparound process.
- TMS provides a flexible, organization-based repository of information on children, youths, and families in care.
- TMS facilitates communication and sharing of information between Team Members.

Home Page – Dashboards - Staff



Home Page – Dashboards -Supervisors



Add New Case Record



Enroll Youth

| | | | | 🧣 Admin | Change Password | JUser Settings | Log Out |
|--------------------------|--|---------------|---------------------------------|----------|--------------------------------|--------------------------|---------|
| TOTAL STATES | Team N | lonito | oring I | vlade S | Imple | | |
| | Youth | Family / | Assessments | Services | Reports Te | am | |
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| ↔ номе | * Gender: Ma * Ethnicity: Afri * Date of Birth: 11/1 | ican-Americ 🗸 | *Hispanic? Age: | V | Entered on: Last Edited On: | 11/11/2011 11/11/2011 | |
| ENROLLMENT | Street1: stre | | Age: | 0 | *Medicaid Numbe | 99990 | |
| 🖗 ASSESSMENTS | Streetz: streetz: city | | State: | jhh | Zip: | 900909 | |
| | | | | | | | |
| REPORTS | *Enrolled in School? Legal Guardian: | | r ade: egal Guardian] | | Enrolled Date | 11/2011 | |
| 🔒 DATA | Primary Caregiver: Custody Status | 99 | | | | | |
| & ADMIN | Enrollment Status: Facilitator: | | ending acilitator] | | | | |
| | | | | | Sa | ve Cance | I |

Add New Demographic Data Fields

| Team Monitoring Made Simple | Team M | Ionitoring N | R Admin | ⁷ Change Password | User Settings | Log Out | |
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| | Custom User Fie | eld | | | | | |
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| SASSESSMENTS | Control Type LookUp/Pick List | select | • | | | Data | Element |
| | System Field | 🔘 Yes 🔘 No | | | | | |
| | Mandatory Field Validation Required | ○ Yes ● No ○ Yes ● No | | | | | |
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| | | Add Cancel | | | | | |
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| | | | | | | | |

Dashboards - Youth



Youth Space



Community of practice

- Bringing people together to...
 - share resources and expertise
 - NWI library (find a resource); Facebook; Wrap USA directory
 - create and build on consensus:
 - Key publications (from main navigation)
 - Workgroups and discussions for members (membership website)
 - participate in advancing knowledge about wraparound
 - Developing research-based tools- CSWI, WFI EZ
 - Be a research site
 - promote wraparound
 - alerts, policy memo







The National Wraparound Initiative is

based in Portland, Oregon. For more information, visit our website:

www.nwi.pdx.edu



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