



NWI webinar starting soon!

In the meantime, please note...

- We recommend that you close all file sharing applications and streaming music or video.
- Check your settings in the audio pane if you are experiencing audio problems.
- During the presentation, you can send questions to the webinar organizer, but these will be held until the end.

*This webinar and the PowerPoint will be available on the NWI website. <http://www.nwi.pdx.edu/webinars.shtml>



NWIC

National Wraparound
Implementation Center

Advancing Systems ♦ Enhancing the Workforce ♦ Improving Outcomes

New Directions in Wraparound Accountability and Quality Assurance

NWI Webinar

November 18, 2014

11:00-12:30 PM PST



Portland State
UNIVERSITY



University of Washington



UNIVERSITY of MARYLAND
SCHOOL OF SOCIAL WORK

THE INSTITUTE FOR INNOVATION & IMPLEMENTATION

Presenters:



UW Medicine
SCHOOL OF MEDICINE



University of Washington Department of Psychiatry and Behavioral Sciences

Public Behavioral Health and Justice Policy

Eric Bruns, PhD

April Sather, MPH

Spencer Hensley, BA

Jennifer Schurer Coldiron, PhD



Jonathan Sutter, MSW

What is NWIC?

- The National Wraparound Implementation Center (NWIC) supports states, communities, and organizations to implement Wraparound effectively.
- NWIC uses innovative approaches grounded in implementation science
 - Cutting-edge strategies to support Wraparound implementation.
- NWIC provides support that is intensive yet affordable.
- The work is focused on building sustainable local capacity to provide high-quality, high-fidelity Wraparound
 - Thereby increasing positive outcomes for children, youth and their families.

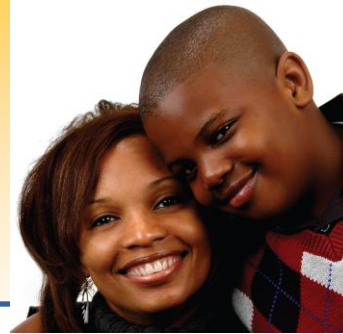
NWIC Model

Focus on three main areas of support:

- Systems Level Support
- Workforce Development
- Evaluation and Quality Assurance

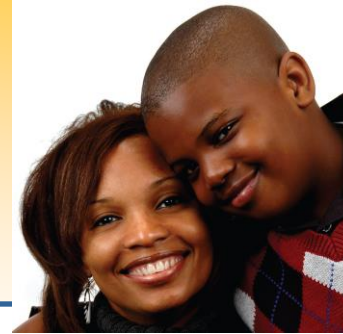


Positive Child and Family Outcomes

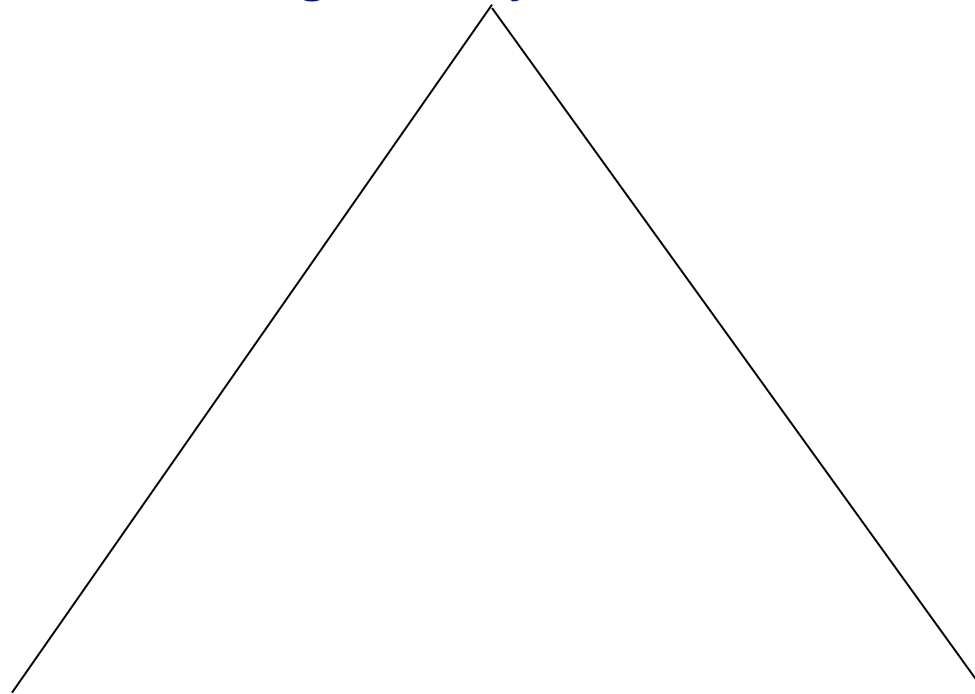




Positive Child and Family Outcomes

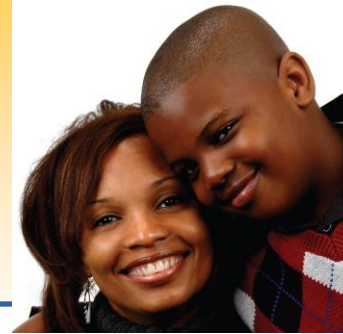


**Effective Services with Fidelity
High-Quality Practice**





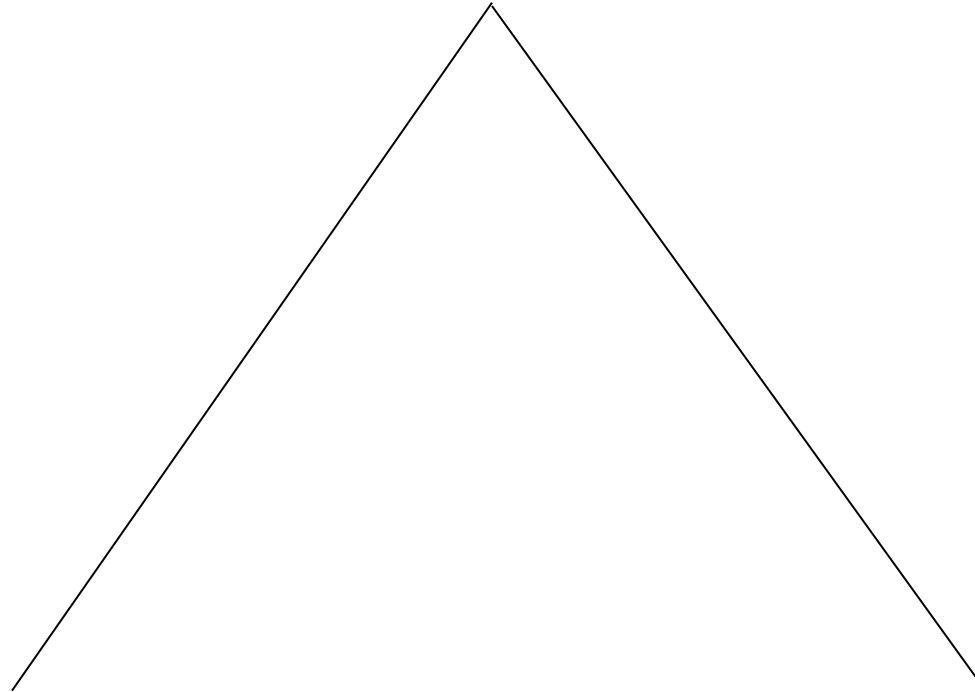
Positive Child and Family Outcomes



**Implementation
Drivers**



**Effective Services with Fidelity
High-Quality Practice**





Positive Child and Family Outcomes



**Implementation
Drivers**



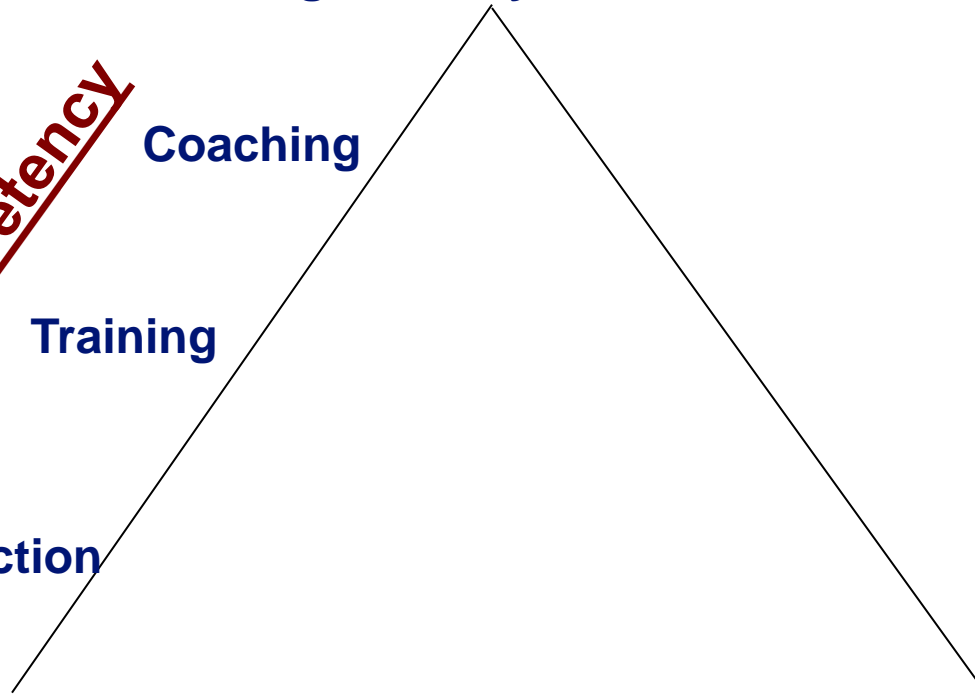
**Effective Services with Fidelity
High-Quality Practice**

Competency

Coaching

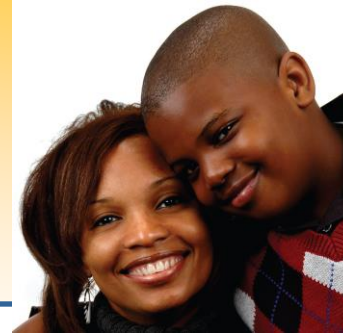
Training

Selection





Positive Child and Family Outcomes



Implementation Drivers



Effective Services with Fidelity
High-Quality Practice

Competency

Coaching

Systems
Intervention

Organization

Training

Facilitative
Administration

Selection

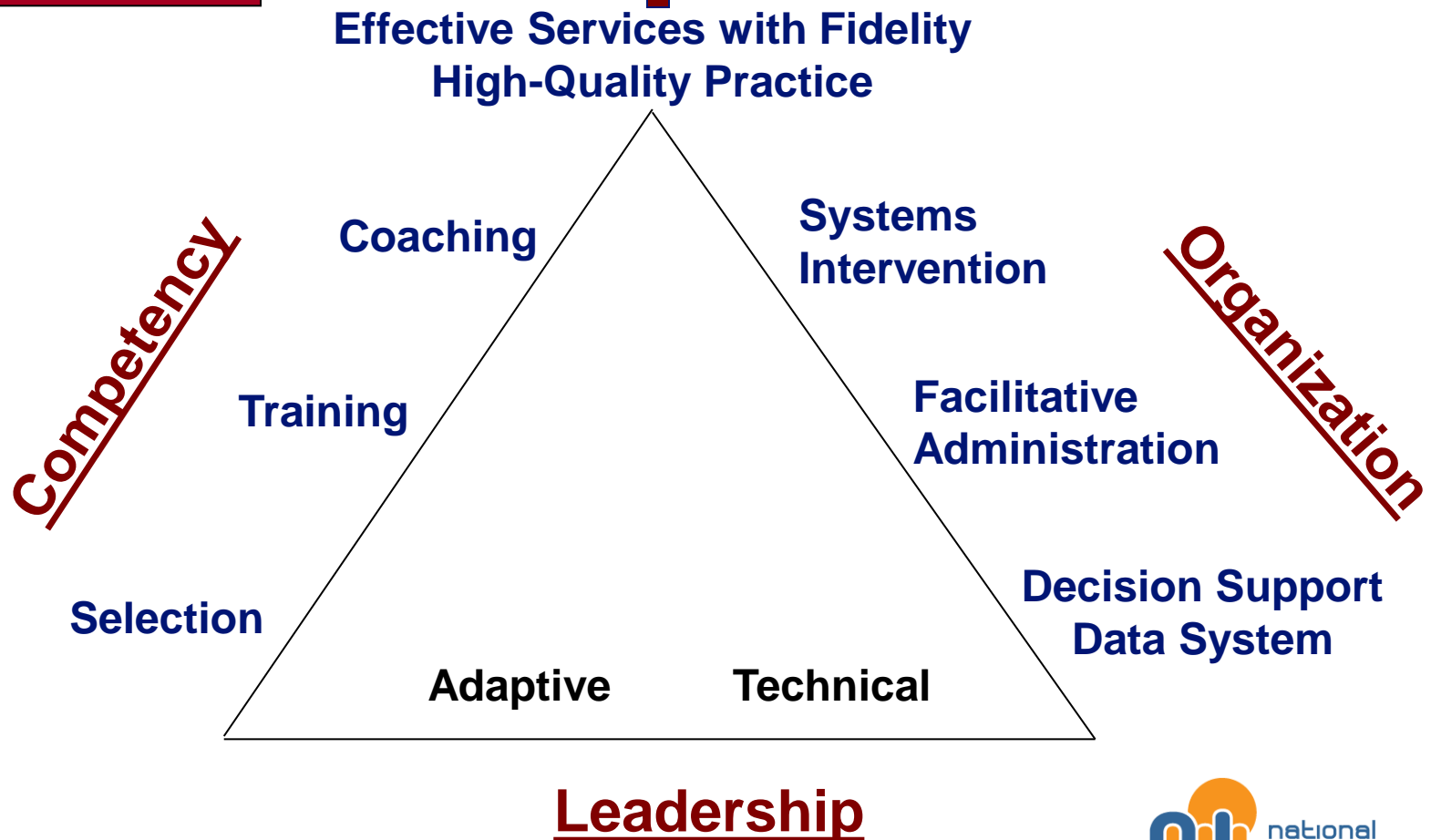
Decision Support
Data System



Positive Child and Family Outcomes



Implementation Drivers



Types of program and system support for Wraparound

1. **Community partnership:** *Do we have collaboration across our key systems and stakeholders?*
2. **Collaborative action:** *Do the stakeholders take concrete steps to translate the wraparound philosophy into concrete policies, practices and achievements?*
3. **Fiscal policies:** *Do we have the funding and fiscal strategies to meet the needs of children participating in wraparound?*
4. **Service array:** *Do teams have access to the services and supports they need to meet families' needs?*
5. **Human resource development:** *Do we have the right jobs, caseloads, and working conditions? Are people supported with coaching, training, and supervision?*
6. **Accountability:** ***Do we use tools that help us make sure we're doing a good job?***

An accountable wraparound initiative

- When a wraparound initiative is fully supported in the area of Accountability...
 - ***the community has implemented mechanisms to monitor wraparound fidelity, service quality, and outcomes, and to assess the quality and development of the overall wraparound effort.***
 - From the Wraparound Implementation Guide:
www.nwi/pdx.edu/implementationguide

Types of outcomes data

- Meeting needs or goals that are documented in youth/families' wraparound plans
- Increasing child and family assets and strengths and reduction of needs
- Improving caregiver well-being
- Increasing family and youth empowerment
- Keeping youth "at home, in school, and out of trouble"

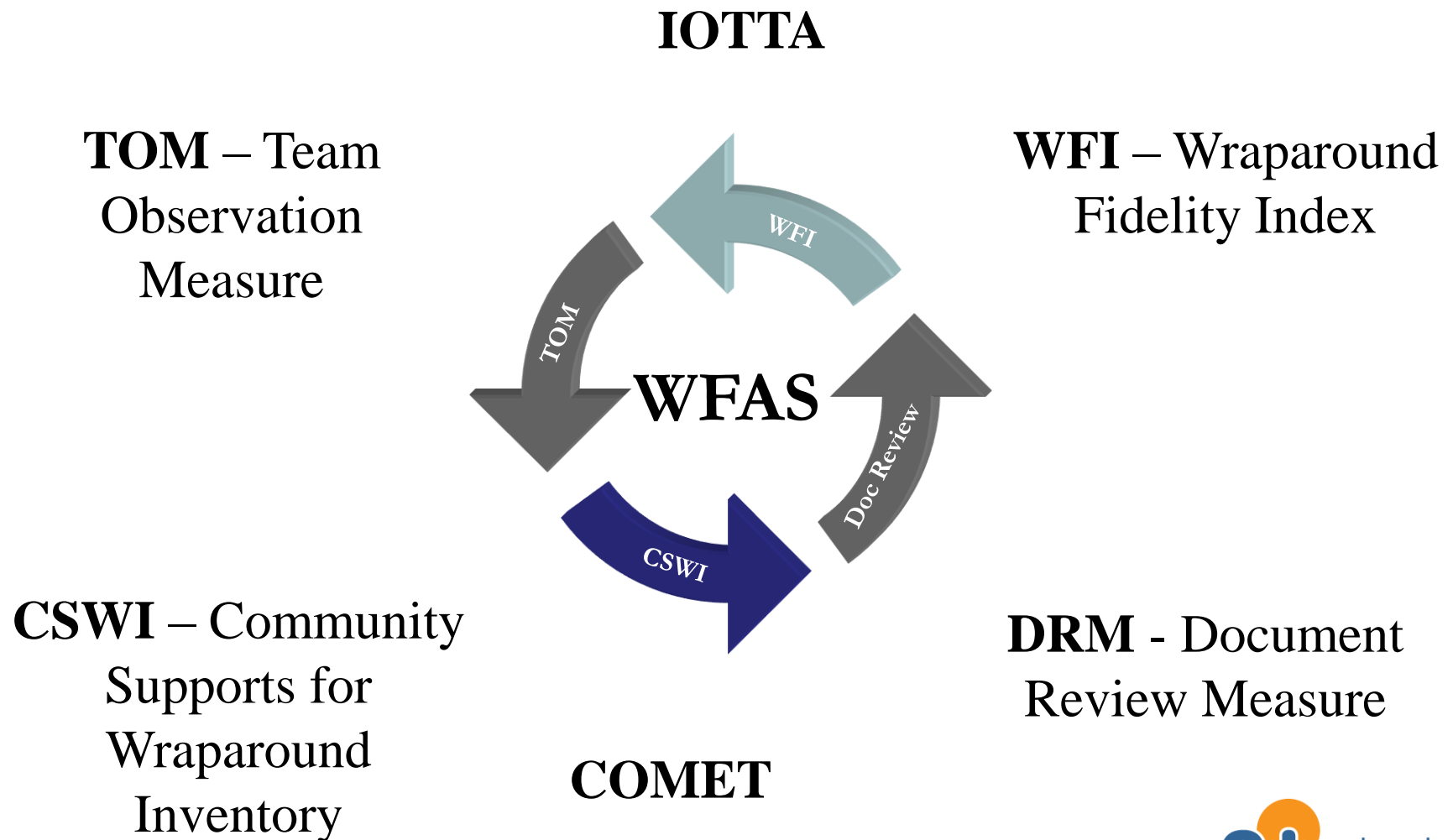
Types of fidelity and quality data

- Data on the quality of the wraparound process provided
 - Live observation, plan review, and feedback from youth and families.
- Types of services and supports included in wraparound plans
 - Including whether planned services and supports are provided, and
 - Whether or not the goals and needs that appear on wraparound plans are met.
- Satisfaction and buy-in among stakeholder groups, including youth and families, partner agencies and other stakeholders
- Barriers that prevent wraparound teams from doing their work and/or fully implementing their plans.

Accountability Tools in Wraparound: A few milestones

- Late 1990s:
 - Wraparound Observation Form (WOF)
 - The Service Process Inventory For Youth (SPIFY)
- Early 2000s:
 - Wraparound Fidelity Index, v.1
 - Wraparound Implementation Tool (WIT)
 - Directive Supervision tools (www.paperboat.org)
- Late 2000s:
 - Team Observation Measure, Document Review Measure
 - Community Support for Wraparound Inventory (CSWI)
- 2010s:
 - Impact of Training and Technical Assistance (IOTTA)
 - 2011-2014: WFI – Brief Version (WFI-EZ)
 - 2012-2014: Wraparound Performance Implementation Tools (WPITs)
 - see www.nwic.org

Why new fidelity tools?



Why new fidelity tools?

- To improve psychometrics
- To improve ease of use by sites
- To improve data collection response rates
- To make it more likely the information will be used

Uses of Fidelity/Implementation Tools

- Formative Assessment
 - Determine current practices in place and needed prior to launching or re-booting implementation
- Progress monitoring
 - Self-assess wraparound practice to guide implementation efforts, and assess progress
 - Build action plan to focus implementation and improvement efforts
- Annual Self-Assessment
 - Self-assess annually to facilitate sustained implementation
- Recognition by state or other funder
 - Determine sites warranting recognition for their quality and fidelity implementation.

Poll

- How frequently does your site (or the Wraparound Initiative you are most familiar with) collect data regarding outcomes, fidelity, implementation or system support:
 - Routinely
 - Occasionally
 - Never
 - Don't Know



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Wraparound Fidelity Index, Short Form (the WFI-EZ)

Eric J. Bruns, PhD

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WFI EZ

- The **Wraparound Fidelity Index, Short Version (WFI-EZ)**
 - A brief, self-report version of the Wraparound Fidelity Index v.4.
 - Versions of the WFI-EZ are available for facilitators, caregivers, youths, and team members.
- The goal was to create a reliable and valid measure of adherence to the wraparound principles that is easier to administer and less time consuming than the full WFI-4 interview protocol.
- Can be completed either on paper or online.
- WFI-EZ also contains questions about satisfaction and outcomes.
- Items on the caregiver, youth, team member and facilitator versions of the WFI-EZ will be parallel to one another, which promotes more straightforward scoring and interpretation of the data.

- Five Sections:
 1. Basic Info (4 questions)
 2. Your Experience in Wraparound (25 questions)
 - **Scale = -2 (Strongly Disagree) to 2 (Strongly Agree)**
 3. Satisfaction (4 questions)
 4. Youth functioning and system outcomes (4 questions)
 5. Impact of needs on the Family (5 questions)

Wraparound Fidelity Index, Short form (WFI-EZ)

WFI-EZ (Wraparound Fidelity Index, Short form v.1.0)

- Fifteen sites across the country have collected a combined total of over 1,000 WFI-EZs
- Official national means were calculated using this first round of data for each respondent and each “key element”
- Currently designing score standardization process to better facilitate the interpretation of EZ scores

Interpreting WFI-EZ Results

- WFI-EZ data can be used for quality assurance, program evaluation, or research purposes.
- When respondents are informed that their facilitator/staff person may see results, it could also be used for data-informed directive supervision.
- We are currently compiling National Means to help with interpretation.
 - Recognizing that the data is limited, in the meantime, the number should provide your site with a comparison sample.

Wraparound Fidelity Index – Short Form WFI-EZ

FOR USE BY PROGRAM STAFF 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

Youth/Family ID (The person who gave you this survey will give you this ID, or fill it in for you):

Is your child of Hispanic descent?

☐ Yes ☐ No

What is the child's race?

- ☐ American Indian or Alaska Native
☐ Asian
☐ Black or African American
☐ Native Hawaiian or Other Pacific Islander
☐ White
☐ Mixed Race
☐ Other (please specify) _____

Who has legal custody of the child?

- ☐ Two birth parents OR one birth parent and one step parent
☐ Birth mother only
☐ Birth father only
☐ Adoptive parent(s)
☐ Foster parent(s)
☐ Sibling(s)
☐ Aunt and/or uncle
☐ Grandparent(s)
☐ Friend(s)
☐ Ward of the state
☐ Other (please specify): _____

WONDERS ID (If different from Youth/Family ID):

Wrap-Facilitator ID (should match your WONDERS WFID)

What is your child's birthday?

____/____/____ (MM/DD/YYYY)

How old is your child?

Child's Gender:

☐ Male ☐ Female

How many months have you been participating in Wraparound? _____

What is your relationship to the child?

- ☐ Birth parent
☐ Adoptive parent
☐ Foster parent
☐ Live-in partner of parent
☐ Sibling
☐ Aunt or uncle
☐ Grandparent
☐ Cousin
☐ Other family relative
☐ Step parent
☐ Friend (adult friend)
☐ 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.	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>
A3: My team meets regularly (i.e., at least every 30-45 days).	<input type="checkbox"/>	<input type="checkbox"/>

Section B

Your Experience in Wrap

Assessment Name: WFI-EZ - Caregiver Form

Youth Name: 12345, 12345

Demographics

Section A

Section B

Section C

Section D

Section B: Your Experiences in Wraparound

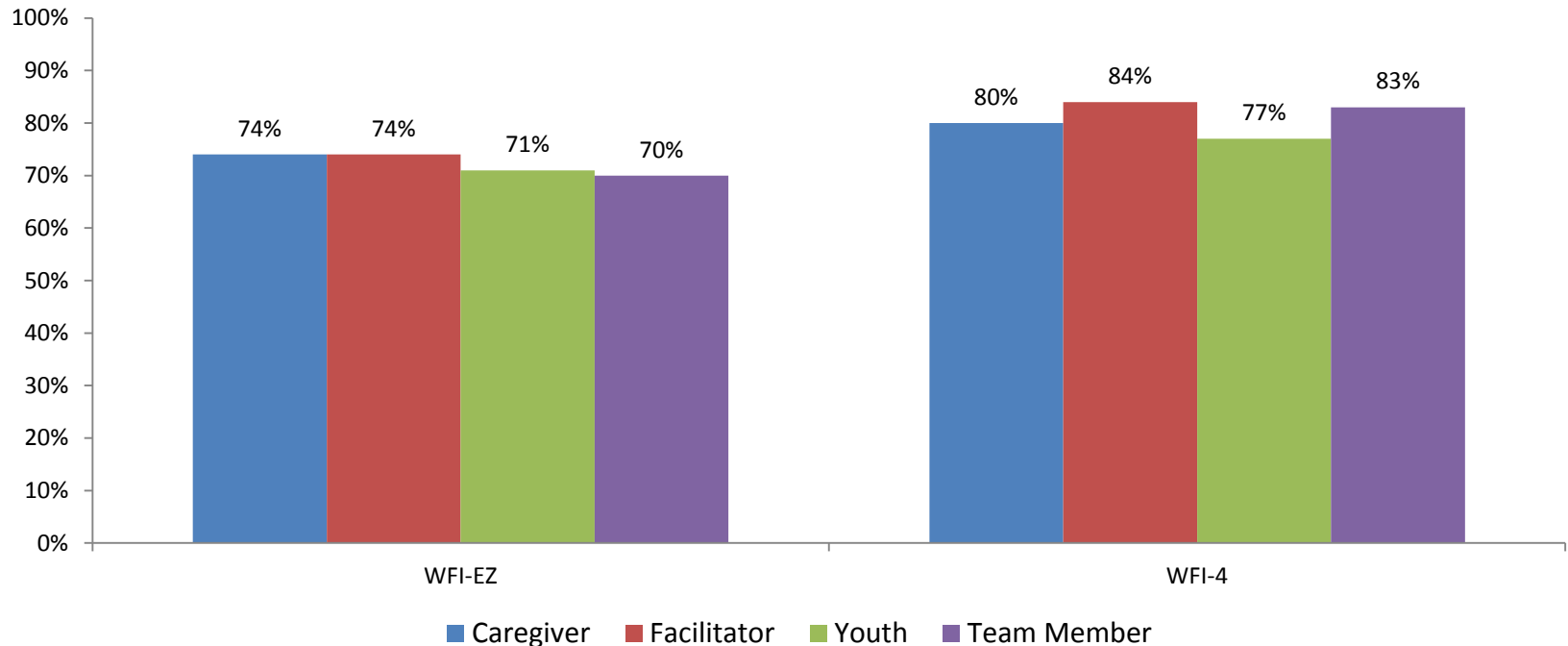
For the following statements, please think about all of your experiences with wraparound. You will be asked whether you "Strongly Agree," "Agree," "Neutral," "Disagree," "Strongly Disagree," or "Don't Know."

	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.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2: There are people providing services to my child and family who are not involved in my wraparound team.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
B3: At the beginning of the wraparound process, my family described our vision of a better future to our team.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4: My wraparound team came up with creative ideas for our plan that were different from anything that had been tried before.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WFI-EZ vs. WFI-4

Overall National Means by Respondent Type*

*National means from each tool comes from different samples of families and teams, collected at different times, and the means are estimated grand means from a multilevel model that controls for the size of each



WFI-EZ: National means represent data collected from

N WFI-EZ WF = 9 sites nationally (>260 forms)

N WFI-EZ CG = 13 sites nationally (>530 forms)

N WFI-EZ Y = 8 sites nationally (>115 forms)

N WFI-EZ TM = 6 sites nationally (>250 forms)

WFI-4: National means represent data collected from July 2009 through August 2012.

N WFI WF = 52 sites nationally (>5400 forms)

N WFI CG = 52 sites nationally (>4600 forms)

N WFI Y = 48 sites nationally (>2400 forms)

N WFI TM = 32 sites nationally (>1500 forms)

Summary of Respondents

	Site A	Site B	Site C	Site D	Site E	Site F	Site G	Site H	Site I	Site J	Site K	Site L	All
Number of children/youth assessed	68	28	149	114	85	75	20	31	41	358	16	12	997
Interviews completed:													
Caregiver	40	24	115	92	49	67	5	30	40	194	11	9	676
Facilitator	48	23	139	106	83	69	9	*	*	352	11	11	851
Youth	27	7	43	77	9	*	6	*	*	81	8	8	266
Team Member	*	18	*	103	61	*	6	*	*	*	7	*	195
Total													1988

Youth Info & Demographics

Number of children/youth assessed	997	Legal Custody	
		Two birth parents OR one birth parent and one step	169 (22.21%)
Age of youth		Birth mother only	324 (42.58%)
Mean (SD)	14 (3.8)	Birth father only	43 (5.65%)
Gender		Adoptive parent(s)	54 (7.10%)
Male	626 (62.79%)	Foster parent(s)	10 (1.31%)
Female	368 (36.91%)	Sibling(s)	0 (0.00%)
Transgender	3 (0.30%)	Aunt and/or uncle	22 (2.89%)
Race of youth		Grandparent(s)	68 (8.94%)
African-American	412 (41.32%)	Friend(s)	0 (0.00%)
Native-American	4 (0.40%)	Ward of the state	26 (3.42%)
Asian Pacific	6 (0.60%)	Caregiver relationship to youth	
Caucasian	440 (44.13%)	Birth parent	511 (67.15%)
Mixed Race	58 (5.82%)	Adoptive parent	57 (7.49%)
Hispanic/Latino	48 (4.81%)	Foster parent	26 (3.42%)
Other	29 (2.91%)	Live-in partner of parent	2 (0.26%)
		Sibling	1 (0.13%)
		Aunt or uncle	22 (2.89%)
		Grandparent	78 (10.25%)
		Cousin	0 (0.00%)
		Other family relative	5 (0.66%)
		Step parent	22 (2.89%)
		Friend (adult friend)	0 (0.00%)

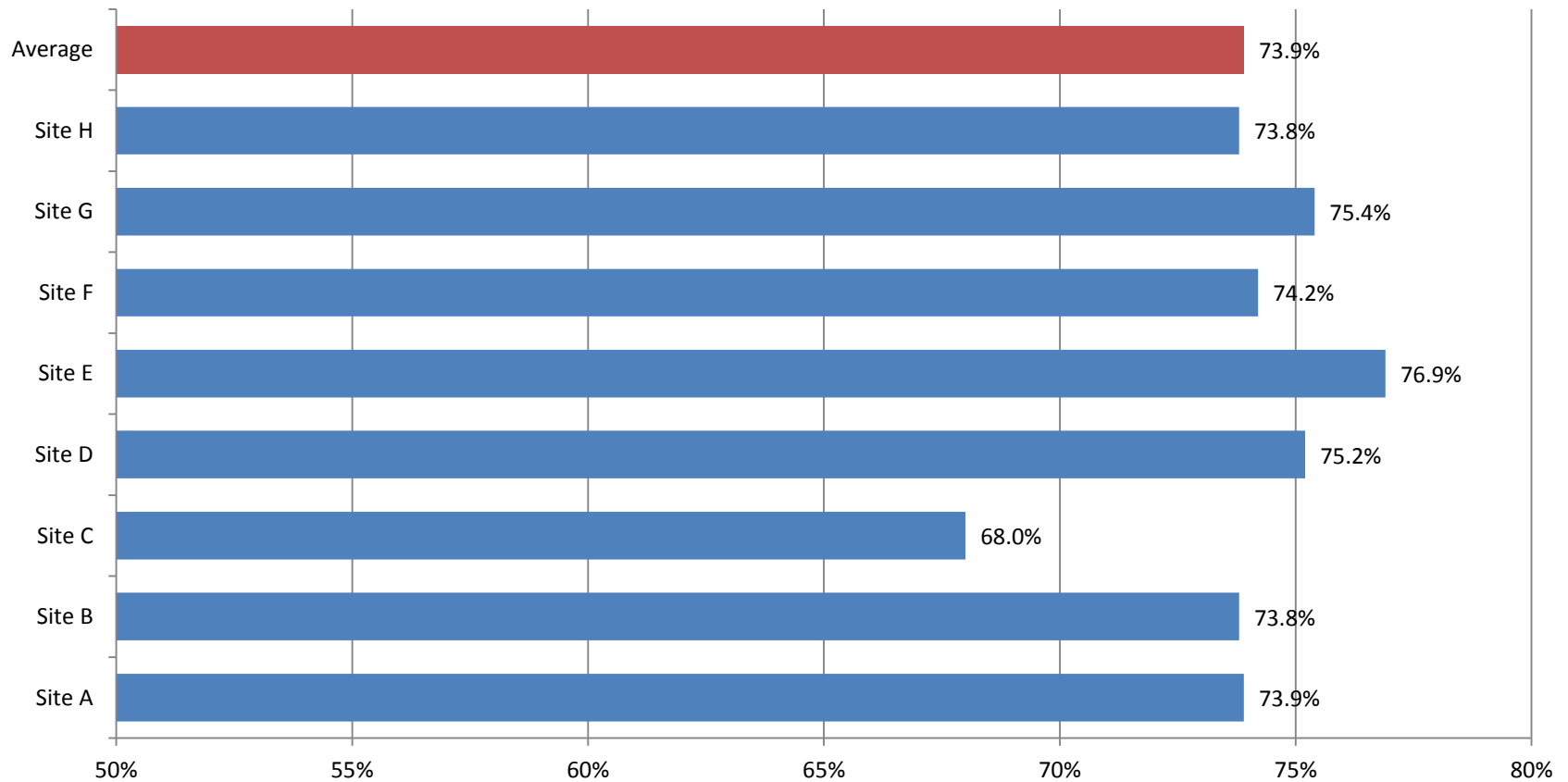
Basic Information

There are 4 basic questions that should be answered “Yes” to be considered “Wraparound”.

Item	% Yes
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.	90.86
A2. Together with my team, my family created a written plan (“plan of care” or “wraparound plan”) that describes who will do what and how it will happen.	95.97
A3. My team meets regularly (for example, at least every 30-45 days).	92.66
A4. Our wraparound team’s decisions are based on input from me and my family	96.97

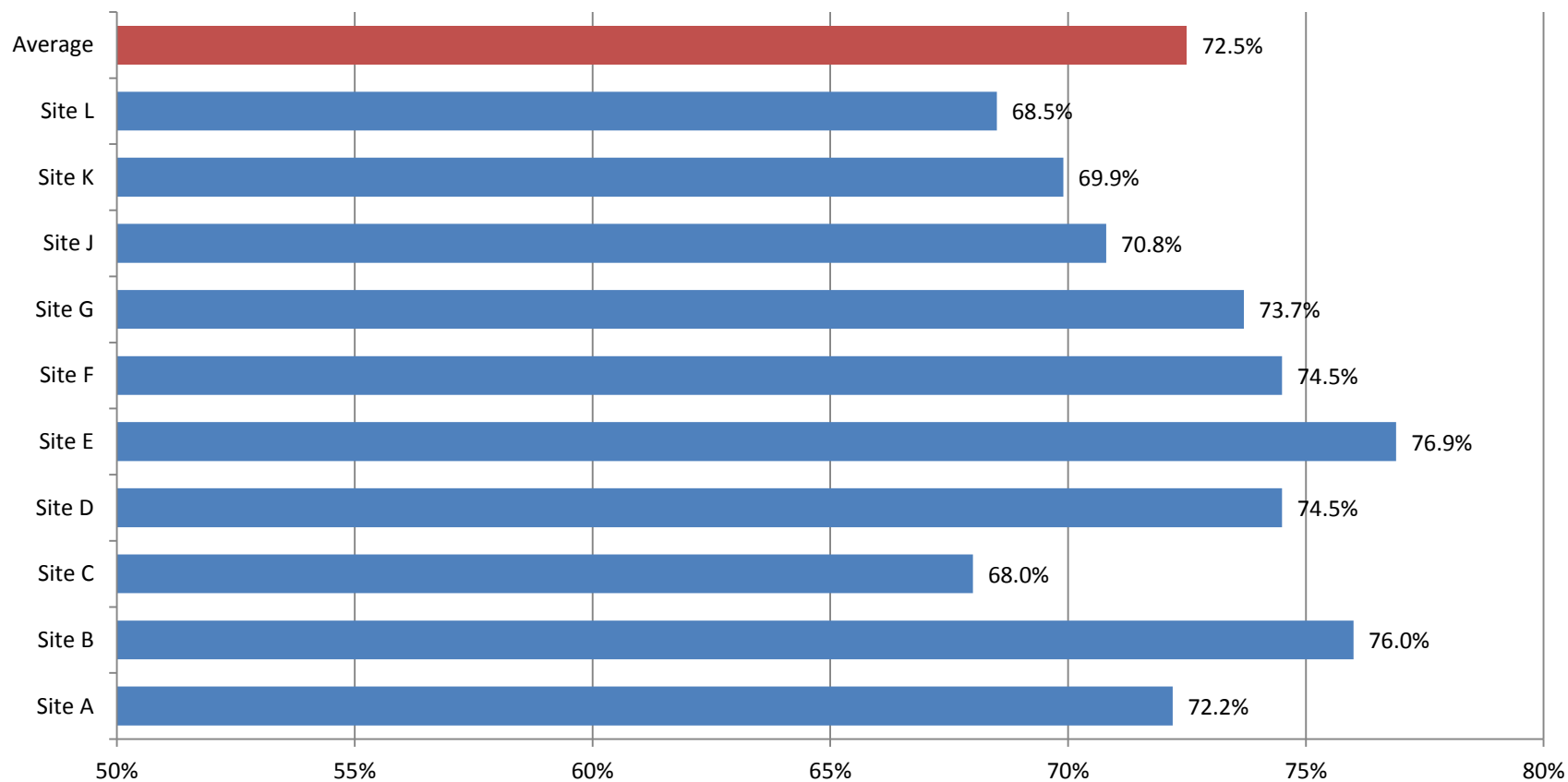
Fidelity

Total Fidelity - Caregivers



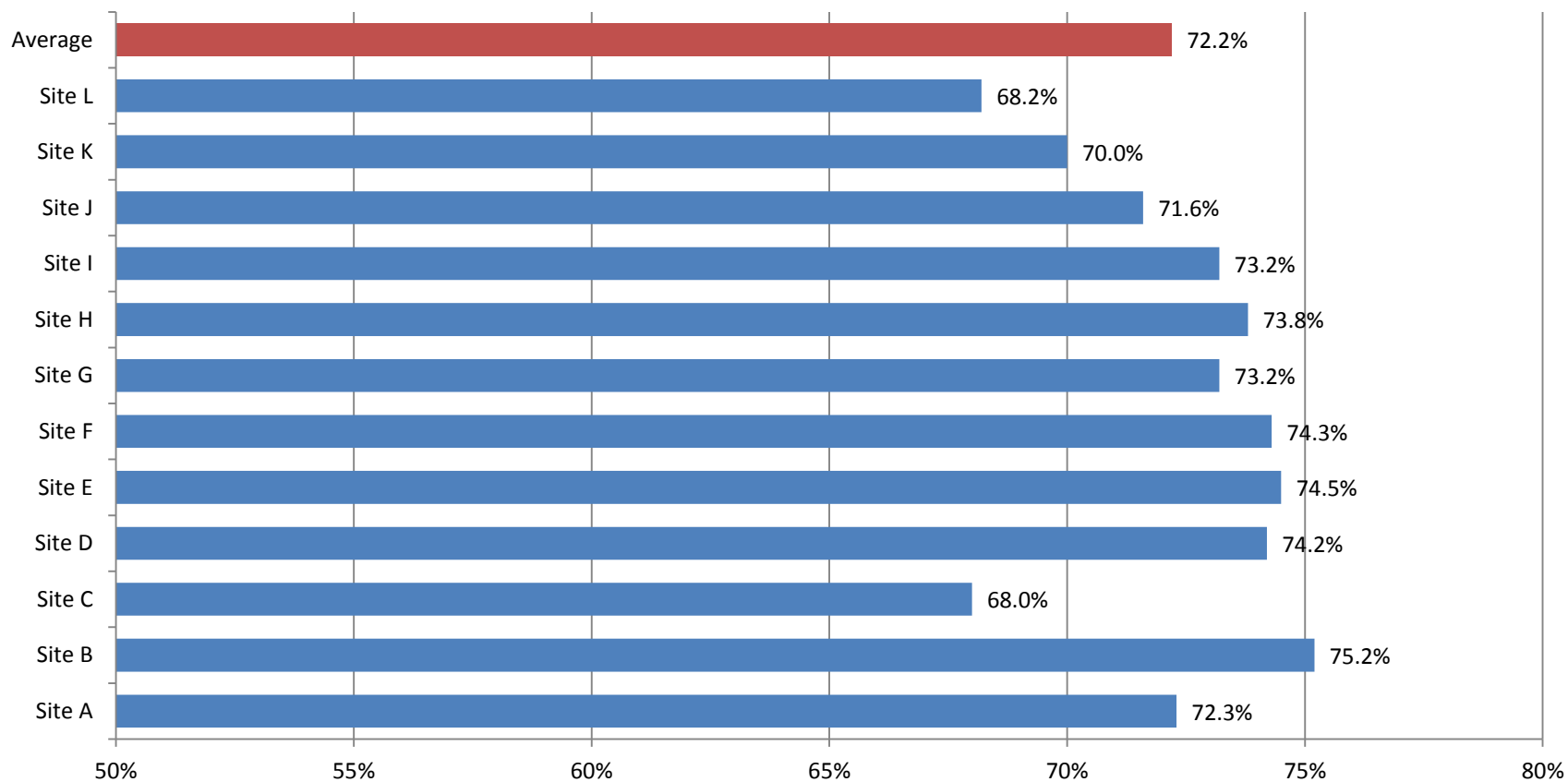
Fidelity

Total Fidelity - Facilitators

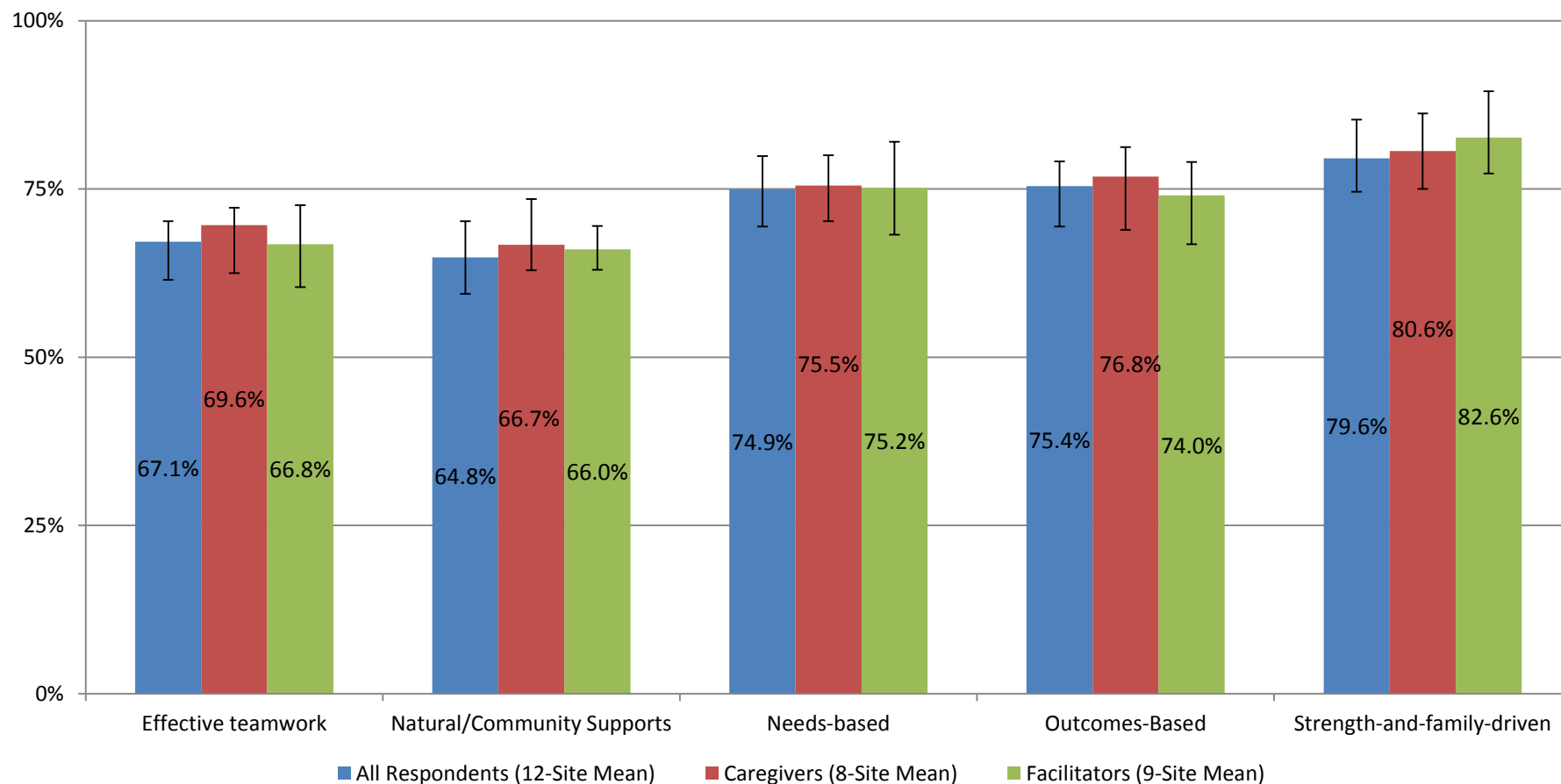


Fidelity

Total Fidelity Scores – All Respondents

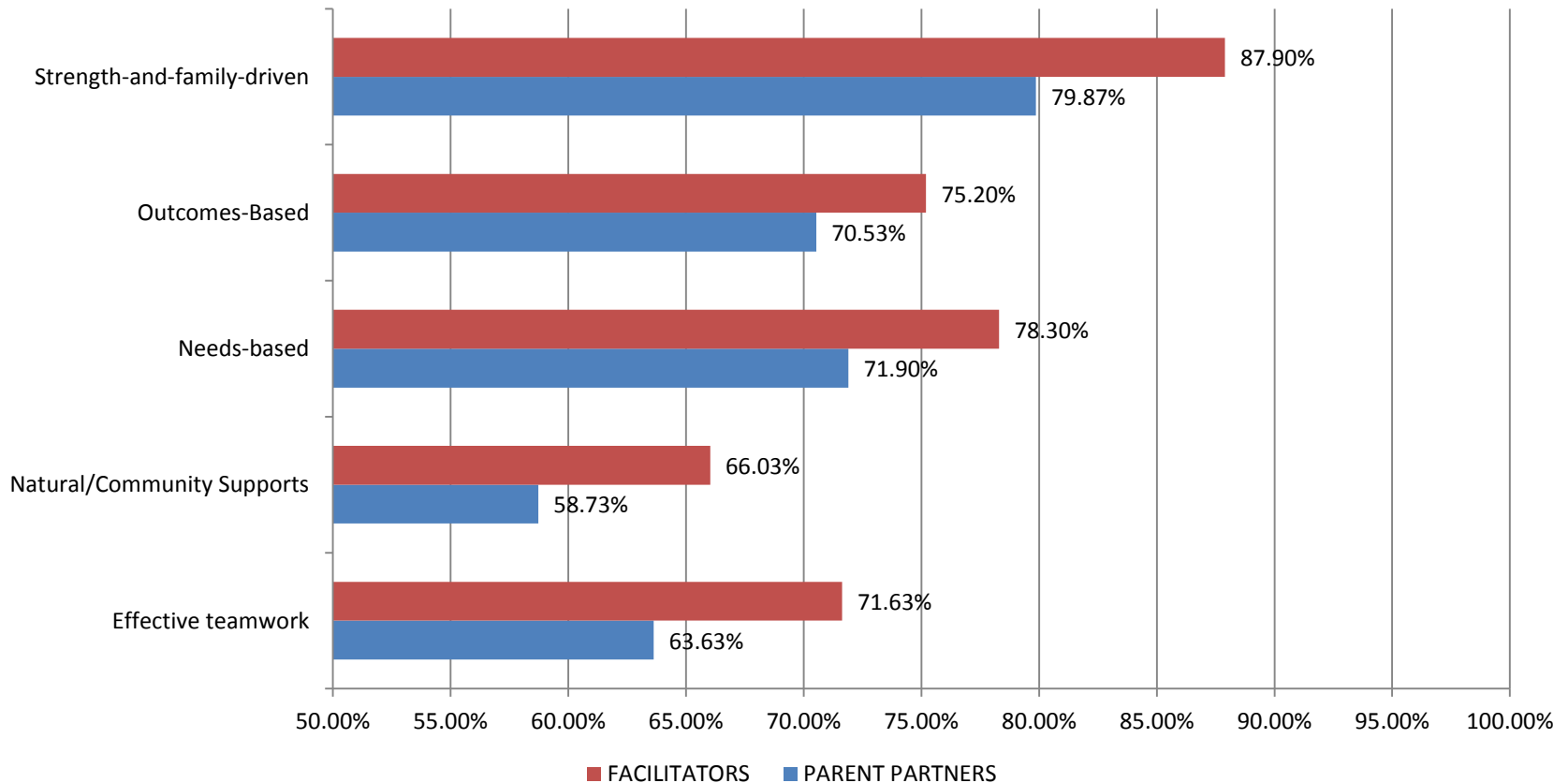


Key Element Score



- Average scores are aggregated at the site level.
- Error bars represent the minimum and maximum site-level scores

Team Member Fidelity



Data come from three sites with both parent partner and facilitator data (Facilitator n=239; Parent partner n=160)

Items

(Scale = -2 to 2)

Highest rated items

Item	Average
B3. At the beginning of the wraparound process, my family described our vision of a better future to our team.	1.42
B8. At every team meeting, my wraparound team reviews progress that has been made toward meeting our needs.	1.37
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.	1.31
B11. At each team meeting, our wraparound team celebrates at least one success or positive event.	1.23
B19. I am confident that our wraparound team can find services or strategies to keep my child in the community over the long term.	1.19

Lowest rated items

Item	Average
B15. Members of our wraparound team sometimes do not do the tasks they are assigned.	0.66
B16. Our wraparound team includes people who are not paid to be there (e.g., friends, family, faith).	0.39
B12. Our wraparound team does not include any friends, neighbors, or extended family members.	0.21
B23. I worry that the wraparound process will end before our needs have been met. [Reverse Scored]	0.08
B2. There are people providing services to my child and family who are not involved in my wraparound team.	-0.34

Items

(Scale = -2 to 2)

Items with the smallest site-level range

Item	Min	Max
B8. At every team meeting, my wraparound team reviews progress that has been made toward meeting our needs.	1.2	1.5
B10. The wraparound process has helped my child and family build strong relationships with people we can count on.	0.8	1.1
B19. I am confident that our wraparound team can find services or strategies to keep my child in the community over the long term.	0.9	1.4
B22. At each team meeting, my family and I give feedback on how well the wraparound process is working for us.	0.8	1.3
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.	1.1	1.6

Items with the largest site-level range

Item	Min	Max
B12. Our wraparound team does not include any friends, neighbors, or extended family members.	-0.2	0.6
B18. Our wraparound plan includes strategies that do not involve professional services (things our family can do ourselves or with help from friends, family, and community).	0.2	1.1
B15. Members of our wraparound team sometimes do not do the tasks they are assigned.	0.1	1.2
B23. I worry that the wraparound process will end before our needs have been met. [Reverse Scored]	-0.4	0.7
B1. My family and I had a major role in choosing the people on our wraparound team.	0.3	1.5

Satisfaction

Correlations between fidelity items and satisfaction scale As rated by caregivers

Item #	Item Text	Correlation
24	Participating in wraparound has given me confidence that I can manage future problems.	0.741
19	I am confident that our wraparound team can find services or strategies to keep my child in the community over the long term.	0.695
10	The wraparound process has helped my child and family build strong relationships with people we can count on.	0.680
14	My wraparound team came up with ideas and strategies that were tied to things that my family likes to do.	0.624
20	Because of wraparound, when a crisis happens, my family and I know what to do.	0.622
22	At each team meeting, my family and I give feedback on how well the wraparound process is working for us.	0.619
4	My wraparound team came up with creative ideas for our plan that were different from anything that had been tried before.	0.579
21	Our wraparound team has talked about how we will know it is time for me and my family to transition out of formal wraparound	0.572
8	At every team meeting, my wraparound team reviews progress that has been made toward meeting our needs.	0.562
9	Being involved in wraparound has increased the support my child and family get from friends and family.	0.552
5	With help from members of our wraparound team, my family and I chose a small number of the highest priority needs to focus on.	0.533
11	At each team meeting, our wraparound team celebrates at least one success or positive event.	0.530
13	My family was linked to community resources I found valuable.	0.530

Satisfaction

Correlations between fidelity items and satisfaction scale As rated by caregivers

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5	With help from members of our wraparound team, my family and I chose a small number of the highest priority needs to focus on.	0.533
11	At each team meeting, our wraparound team celebrates at least one success or positive event.	0.530
13	My family was linked to community resources I found valuable.	0.530
6	Our wraparound plan includes strategies that address the needs of other family members, in addition to my child.	0.501
7	I sometimes feel like our team does <u>not</u> include the right people to help my child and family.	0.434
3	At the beginning of the wraparound process, my family described our vision of a better future to our team.	0.406
1	My family and I had a major role in choosing the people on our wraparound team.	0.373
17	I sometimes feel like members of my wraparound team do not understand me and my family.	0.346

Satisfaction

Correlations between fidelity items and satisfaction scale As rated by caregivers

Item #	Item Text	Correlation
24	Participating in wraparound has given me confidence that I can manage future problems.	0.741
19	I am confident that our wraparound team can find services or strategies to keep my child in the community over the long term.	0.695
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14	My wraparound team came up with ideas and strategies that were tied to things that my family likes to do.	0.624
20	Because of wraparound, when a crisis happens, my family and I know what to do.	0.622
22	At each team meeting, my family and I give feedback on how well the wraparound process is working for us.	0.619
4	My wraparound team came up with creative ideas for our plan that were different from anything that had been tried before.	0.579
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13	My family was linked to community resources I found valuable.	0.530
6	Our wraparound plan includes strategies that address the needs of other family members, in addition to my child.	0.501
7	I sometimes feel like our team does <u>not</u> include the right people to help my child and family.	0.434
3	At the beginning of the wraparound process, my family described our vision of a better future to our team.	0.406
1	My family and I had a major role in choosing the people on our wraparound team.	0.373
17	I sometimes feel like members of my wraparound team do not understand me and my family.	0.346
15	Members of our wraparound team sometimes do not do the tasks they are assigned.	0.279
16	Our wraparound team includes people who are not paid to be there (e.g., friends, family, faith).	0.224
23	I worry that the wraparound process will end before our needs have been met.	0.212
12	Our wraparound team does <u>not</u> include any friends, neighbors, or extended family members.	0.205
	Our wraparound plan includes strategies that do not involve professional services (things our family can do ourselves or with help	
18	from friends, family, and community).	0.122
25	With help from our wraparound team, we have been able to get community support and services that meet our needs.	0.092
2	There are people providing services to my child and family who are <u>not</u> involved in my wraparound team.	0.010



Summary of WFI-EZ

- Appears to be quite user friendly
 - High response rates, only takes 5-10 min
 - Caregivers reported understanding the items
- Better reliability across informants
- Less ceiling effect
 - But... still issues with variability
- Provides an option for sites to get a quick take on fidelity, satisfaction, AND outcomes data from a caregiver, youth, facilitator

Using Tablet Technology/Software to Increase Response Rates in Fidelity Data Collection Efforts Across all Sites(urban/rural)

Jonathan Sutter, MSW

Polling Questions

- Do you know what a Smart Device is?
 - Yes
 - No
- Do you know what Wi-Fi is?
 - Yes
 - No
- Have you used the WFI-EZ before?
 - Yes
 - No

The Wraparound Fidelity Index, Short Version (WFI-EZ) is a brief, self-administered tool that measures the nature of the wraparound process an individual family receives.

It is designed to be

- **Less burdensome** and
- **Less time consuming**

than the full WFI-4 interview procedure.

Utilizes Wrap Track: online data entry system

- We Wanted to Empirically Examine the Role that Tablet Technology had on WFI-EZ Data Collection

In recent years, tablet computer technology has gained prominence as an innovative method for collecting, uploading, and managing survey data^{1,2,3,}.



¹ Couper, 2005; ² Laszewski, Hammel, & Durkin, 2011; ³ Wilcox, Gallagher, & Bakken, 2013

➤ Evaluation participants described three primary barriers to implementation of the WFI-EZ using tablet technology:

- (1) Tablet Adoption and Ease of Use,
- (2) Tablet Device Management Resources,
- (3) Concern of Wi-Fi Access in the Field.

- Facilitators of successful implementation of the WFI-EZ surveys and Tablet use included:
- (1) Comprehensive Training,
 - (2) Reminders Sent,
 - (3) Operational Sessions with the Facilitators,
 - (4) Options for Using Tablet Surveys for Offline (Field) Access.

Comprehensive Training

- Comments
 - Gathered from systematic feedback
 - Team Member expressed:
“Don’t know what to click on...”

TEAM MEMBER WFI-EZ INSTRUCTIONS

The Wraparound Fidelity Index - EZ (WFI-EZ) is a self-administered tool that measures the nature of the wraparound process that an individual family receives. The WFI-EZ will be **less burdensome** by being completed by self-report and web survey, rather than via a telephone interview.

The WFI-EZ Team Member Form is broken down into four sections:

- Understanding: Question explanation
- Demographics:
- Section A: Basic information
- Section B: Your Experiences in Wraparound

A link will be sent to you enabling access to the WFI-EZ survey. Click the **URL** and enter the **PASSCODE** at the prompt.

To take the survey, please click on the link below or copy and paste it into your browser address bar.

URL <http://wrap-tms.org/EZ/EZLogin.aspx>
PASSCODE xxxxx

Comment from an Administrator:

- “I think we need to send out weekly reminders.”

The Following **Facilitator** Surveys Need Attention

Youth & Family ID	DISPLAY NAME	Facilitator	Survey Request Sent		
			Facilitator	Reminders Sent	Compl
CLOH****	A*** A***	B***** C***	5/15/2014	YES	NO
CLOH****	B** B*****	R** R***	5/15/2014	YES	NO

The Following **Caregiver** Surveys Need Attention (within the past 60 days) (They are Located in the Tablets)

Youth & Family ID	DISPLAY NAME	Facilitator	Placed on Tablet		
			Caregiver	Reminders Sent	Compl
CLOH****	A*** A***	B***** C***	5/15/2014	YES	NO
CLOH****	B** B*****	R** R***	5/15/2014	YES	NO
CLOH****	X*** X*****	X** X*****	4/25/2014	YES	NO

The Following **Team Member** Surveys Need Attention

Youth & Family ID	DISPLAY NAME	Team Member	Survey Request Sent		
			Team Member	Reminders Sent	Compl
CLOH****	A*** A***	T***** M*****	5/1/2014	YES	NO
CLOH****	B** B*****	T***** M*****	5/6/2014	YES	NO

The Following **Youth** Surveys (within the past 60 days) Need Attention (They are Located in the Tablets)

Youth & Family ID	DISPLAY NAME	Facilitator	Placed on Tablet		
			Youth	Reminders Sent	Compl
CLOH****	X*** X*****	X** X*****	4/25/2014	YES	NO



Team Monitoring Made Simple

Greetings Xxxxxx!

We have **1** New Facilitator survey for this week needing completion. Thank You!. Jonathan

Youth: Xxxxxxxxxx S

URL : [http://wrap-tms.org/EZ/EZLogin.a_p ?Id=](http://wrap-tms.org/EZ/EZLogin.a_p?Id=)

PASSCODE : xxxxxxxx0

There are Caregiver surveys on your Tablet for:

- Xxxxxxxxxx S
- Xxxxxxx G

There are Youth surveys on your Tablet for:


- Xxxxxxxxxx S

Options for Using Tablet Surveys for Offline (Field) Access.

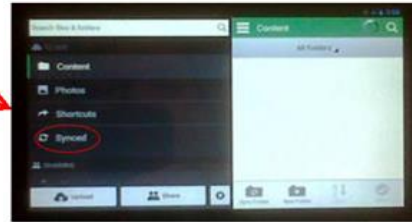
- Gathered from systematic feedback
- Developed an Interactive PDF Format for the Tablet

Using You Tablet Surveys for Offline (Field) Access

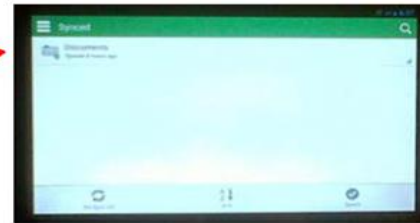
The following steps will allow access to the WFI-EZ surveys. It will allow access to files while you are online or offline.

1. Open the SugarSync app on your device with the  icon.

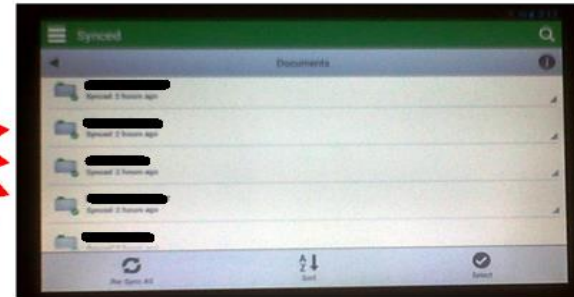
2. Choose Synced.



3. Choose Documents.



4. Select Your Facilitator Folder.



5. Select Your Appropriate Survey. The File Will be Saved Automatically as being Completed

FOR USE BY PROGRAM STAFF ONLY
This form was: ☐ Completed by the caregiver/facilitator ☐ Completed by program staff as part of an interview

Wraparound Fidelity Index Short Form (WFI-E2) CAREGIVER FORM

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, so we can make it better. You do not have to answer any questions that you don't want to, and you may stop your participation at any time. **Thank you very much for your time.**
Date Completed on (MM/DD/YYYY):

Demographics

Youth/Family ID (The person who gave you this survey will give you this ID, or fill it in for you):

Wrap-facilitator ID (The person who gave you this survey, will give you this ID, or fill it in for you):

Wraparound Site Location:
720 Clermont County

What is your child's birthday?
(MM/DD/YYYY)

How old is your child?

Is your child of Hispanic descent?

☐ Yes ☐ No

What is the child's race?

☐ Asian ☐ Female ☐ Transgender
☐ African American
☐ Asian/Pacific Islander
☐ Caucasian
☐ Hispanic/Latino
☐ Mixed Race
☐ Native American/Alaska Native
☐ Other (please specify):

Who has legal custody of the child?

☐ Two birth parents OR one birth parent and one

☐ step parent
☐ Birth mother only
☐ Birth father only
☐ Adoptive parent(s)
☐ Foster parent(s)
☐ Sibling(s)
☐ Aunt and/or uncle
☐ Grandparent(s)
☐ Friend(s)
☐ Ward of the state
☐ Other (please specify):

How many months have you been participating in Wraparound?

What is your relationship to the child?

☐ Birth parent
☐ Adoptive parent
☐ Foster parent
☐ Live-in partner of parent
☐ Sibling
☐ Aunt or uncle
☐ Grandparent
☐ Cousin
☐ Other family relative
☐ Step parent
☐ Friend (adult friend)
☐ 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.	<input type="checkbox"/>	<input type="checkbox"/>
A2: Together with my team, my family created a written plan ("plan of care" or "wraparound plan") that describes who will do what and how it will happen.	<input type="checkbox"/>	<input type="checkbox"/>
A3: My team meets regularly (for example, at least every 30-45 days).	<input type="checkbox"/>	<input type="checkbox"/>
A4: Our wraparound team's decisions are based on input from me and my family.	<input type="checkbox"/>	<input type="checkbox"/>

Section B: Your Experiences in Wraparound

For the following statements, please think about all of your experiences with wraparound. You will be asked whether you "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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2: There are people providing services to my child and family who are <u>not</u> involved in my wraparound team.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3: At the beginning of the wraparound process, my family described our vision of a better future to our team.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4: My wraparound team came up with creative ideas for our plan that were different from anything that had been tried before.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B6: Our wraparound plan includes strategies that address the needs of other family members, in addition to my child.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B7: I sometimes feel like our team does <u>not</u> include the right people to help my child and family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B8: At every team meeting, my wraparound team reviews progress that has been made toward meeting our needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B9: Being involved in wraparound has increased the support my child and family get from friends and family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B10: The wraparound process has helped my child and family build strong relationships with people we can count on.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B11: At each team meeting, our wraparound team celebrates at least one success or positive event.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B12: Our wraparound team does <u>not</u> include any friends, neighbors, or extended family members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B13: My family was linked to community resources I found valuable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B14: My wraparound team came up with ideas and strategies that were tied to things that my family likes to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B15: Members of our wraparound team sometimes do not do the tasks they are assigned.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B16: Our wraparound team includes people who are not paid to be there (e.g., friends, family, faith).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B17: I sometimes feel like members of my wraparound team do not understand me and my family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B18: Our wraparound plan includes strategies that do not involve professional services (things our family can do ourselves or with help from friends, family, and community).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B19: I am confident that our wraparound team can find services or strategies to keep my child in the community over the long term.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
B20: Because of wraparound, when a crisis happens, my family and I know what to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B21: Our wraparound team has talked about how we will know it is time for me and my family to transition out of formal wraparound.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B22: At each team meeting, my family and I give feedback on how well the wraparound process is working for us.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B23: I worry that the wraparound process will end before our needs have been met.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B24: Participating in wraparound has given me confidence that I can manage future problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B25: With help from our wraparound team, we have been able to get community support and services that meet our needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any additional comments about your family's experiences in wraparound, or about your wraparound experiences in general?

Section C: Satisfaction

For the following statements, please think about your satisfaction with wraparound. Indicate how much you agree with each statement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
C1: I am satisfied with the wraparound process in which my family and I have participated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C2: I am satisfied with my child or youth's progress since starting the wraparound process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C3: Since starting wraparound, our family has made progress toward meeting our needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C4: Since starting wraparound, I feel more confident about my ability to care for my child/youth at home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any additional comments about your satisfaction with wraparound?

Section D: Outcomes

For the following questions, please respond either "Yes," or "No."

	Yes	No
D1: 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).	<input type="checkbox"/>	<input type="checkbox"/>
D2: Since starting wraparound, my child or youth has been treated in an Emergency Room due to a mental health problem.	<input type="checkbox"/>	<input type="checkbox"/>
D3: Since starting wraparound, my child or youth has had a negative contact with police.	<input type="checkbox"/>	<input type="checkbox"/>
D4: Since starting wraparound, my child or youth has been suspended or expelled from school.	<input type="checkbox"/>	<input type="checkbox"/>

Currently, my child or youth experiences...

	Very Much	A Good Deal	A Little	Not at All	Don't Know
D5: Problems that cause stress or strain to me or a family member.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D6: Problems that disrupt family life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D7: Problems that interfere with success at school.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D8: Problems that make it difficult to develop or maintain friendships.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D9: Problems that make it difficult to participate in community activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any additional comments about your satisfaction with wraparound, or about what has happened to your child/youth since the start of wraparound?

SAVE & CLOSE

Again, thank you very much for your time.

Original Form Too Cumbersome for a Tablet

➤ Created Format Displaying One Question per Screen

B2: There are important people who help my family and me who are not involved in my wraparound team.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next Page: (Touch Right of Screen) Previous Page: (Touch Left of Screen)

FAST TRAC

➤ Created Format Displaying One Question per Screen

Operational Sessions with the Facilitators

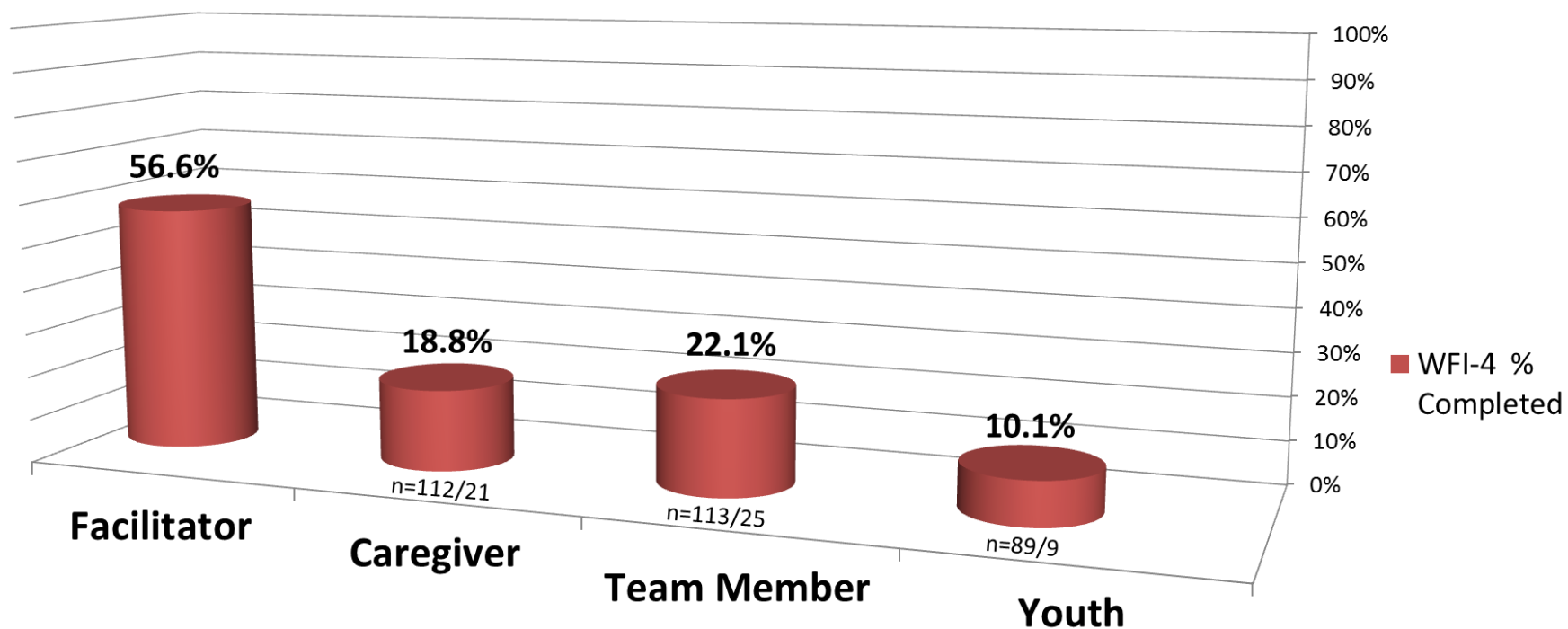
Comment from a Facilitator:

- “They [the family] find the tablets difficult to understand and hard to control”

Options for Using Tablet Surveys for Offline (Field) Access.

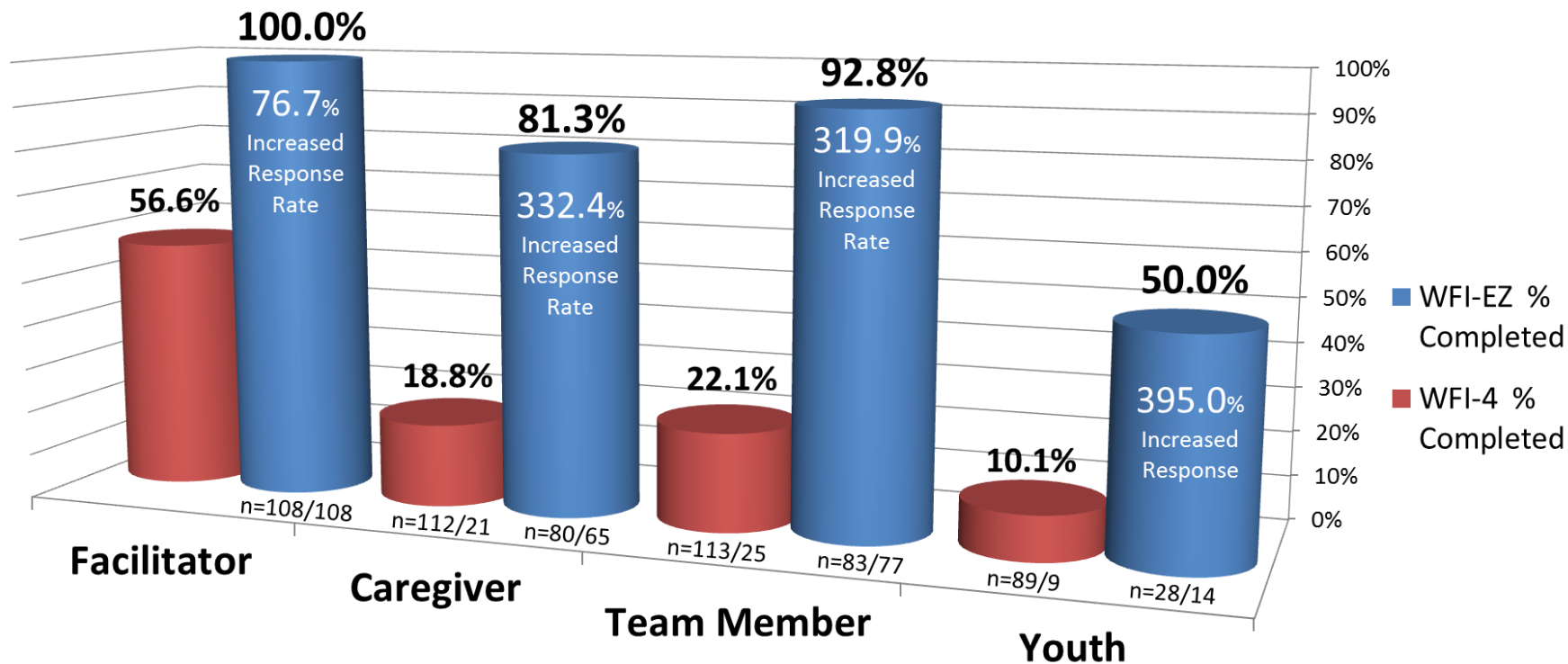
- Concern from Research Project Director
- “My one general hesitation is that we currently have no way for sites to upload these types of files into WrapTrack....this technology, while incredibly useful/effective, will create an extra step at some point when sites have to manually enter the data into WT.”

Response Rates

WFI-4 In-Person/Phone Interview vs. WFI-EZ Self-Report Survey

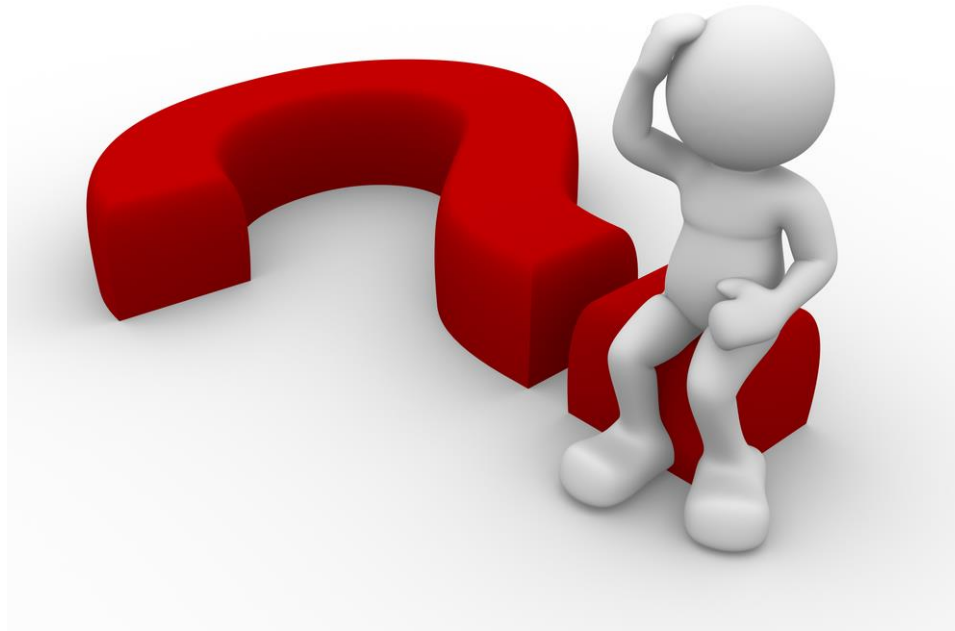
WFI-4: (Time Frame: 08/01/2010-5/21/2013)

WFI-4 In-Person/Phone Interview vs. WFI-EZ Self-Report Survey



WFI-4: (Time Frame: 08/01/2010-5/21/2013) WFI-EZ: (Time Frame: 04/25/2013-Present)

- Using tablet computers to collect Wraparound Fidelity data with the WFI-EZ is both feasible and effective.
- Our study highlights a number of factors that system of care administrators, staff, and service providers can use if they choose to implement this technology within their own systems.
- Future research based on data from the WFI-EZ.



Questions ? Comments ?

University of Cincinnati, College of Allied Health Sciences, School of Social Work

- Michael McCarthy, PhD, MSW, Associate Professor
- Jeffrey P. Schellinger, MS, LPCC, Research Assistant
- Rachel Smith, M.H.Sc. Research Assistant

Clermont FAST TRAC

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- April Sather, MPH, Research Project Director
- Spencer Hensley, B.A., Research Study Coordinator
- Hattie Quick, MSW, Research Study Coordinator
- Eric J. Bruns, PhD, Associate Professor

Portland State University, Regional Research Institute

- Janet S. Walker, Ph.D. Director of Research and Dissemination
- John D. Ossowski, M.S., L.M.S.W., Research Assistant

Social TecKnowledge

- Kelly L. Hyde, Ph.D., Chief Executive Officer

This work is funded by a grant from the United States Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (PI Scherra)

Couper, M. P. (2005). Technology Trends In Survey Data Collection. Social Science Computer Review, 23, 486-501. doi:10.1177/0894439305278972

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WrapSTAR: A new Wraparound Quality Improvement Tool

Jennifer Schurer Coldiron, PhD

Eric J. Bruns, PhD



Portland State
UNIVERSITY



University of Washington



UNIVERSITY of MARYLAND
SCHOOL OF SOCIAL WORK

THE INSTITUTE FOR INNOVATION & IMPLEMENTATION

Wraparound needs a comprehensive program assessment tool

- Many sites don't have the time or expertise to design and implement a comprehensive fidelity and outcomes evaluation plan
 - They may occasionally use one WFAS tool, but they want more information
- Sites struggle to make sense of the data they do have and use it for program improvement
- Implementation and system support are complex factors that are difficult to assess from “the inside”
- Some have called for a certification process for Wraparound providers

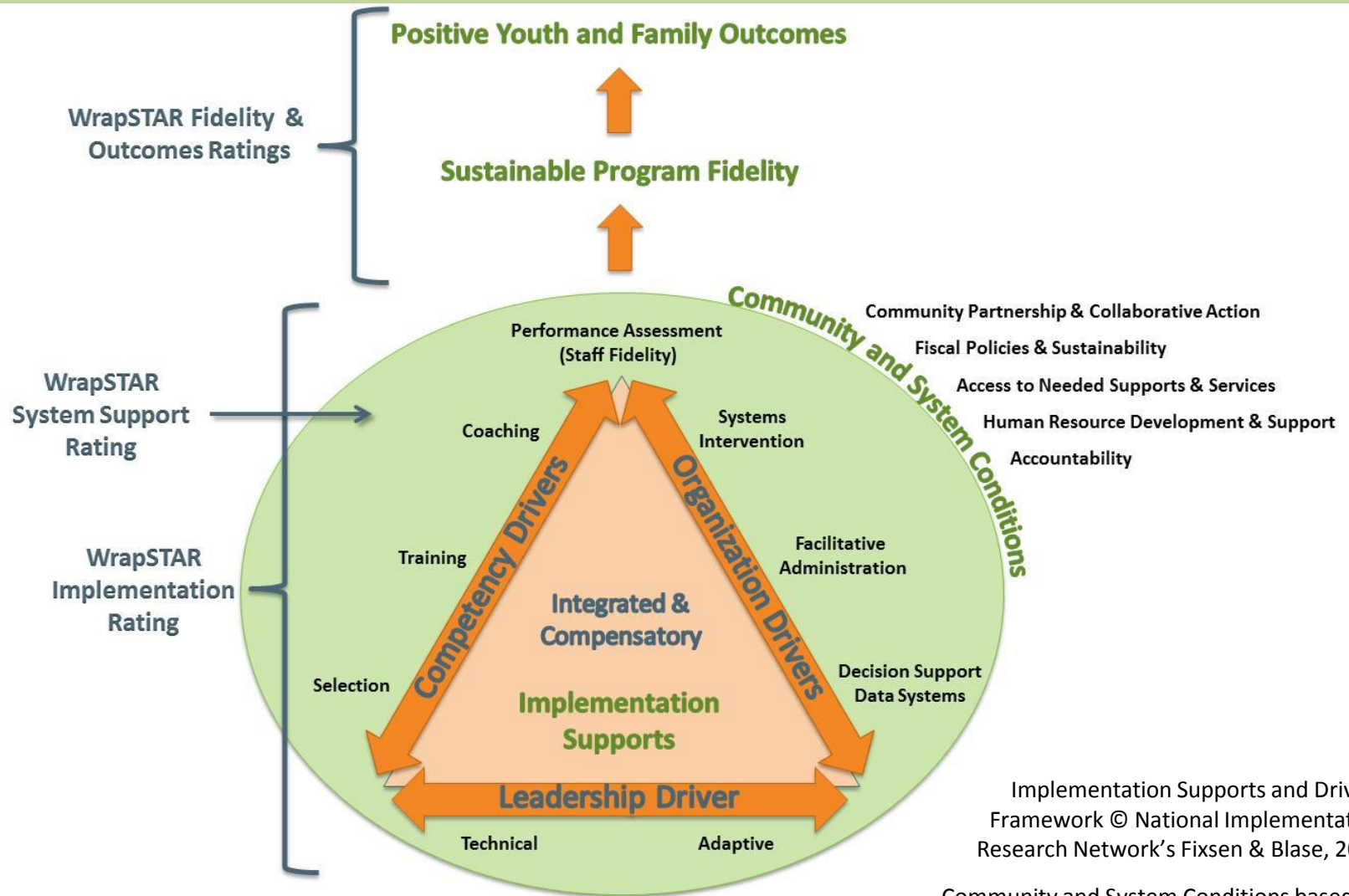
What is the Wraparound Structured Assessment and Review (WrapSTAR)?

- A systematic process for collecting and synthesizing a wide variety of information to create a comprehensive snapshot of how Wraparound is working within a community or agency
- Provides an external, objective assessment above and beyond routine quality assurance
- Goal is to inform quality improvement and sustainability efforts

WrapSTAR evaluates organizational functioning in four domains

- Fidelity
 - How well does the community or organization's Wraparound practice adhere to the Wraparound principles and model?
- Outcomes
 - What impact is Wraparound having on youth and families' lives?
 - How sustainable is the Wraparound Initiative?
- Implementation
 - How has Wraparound been implemented by the organization?
 - Is there enough staff development, leadership, and organizational support to sustain high-quality Wraparound?
What are areas of strength and need?
- System Support
 - How well developed are the necessary state and community level supports for Wraparound?

WrapSTAR's framework is unique and very comprehensive



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

The Wraparound Fidelity Assessment System is a large part of the Review

- Measuring Fidelity and Outcomes
 - Wraparound Fidelity Index (WFI-EZ)
 - Measures team process, satisfaction, and outcomes
 - Given to a random sample of caregiver, youth, and facilitator
 - Team Observation Measure (TOM 2.0)
 - Rating team process via a video-recorded team meeting
 - 1-2 recordings per facilitator
 - Revised Document Review Measure (DRM)
 - Random sample of active and recently exited families
- Measuring System Support
 - Community Supports for Wraparound Inventory (CSWI)
 - Online survey administered to a wide variety of stakeholders

WrapSTAR-specific measures mainly assess implementation

- Caseload survey
 - Excel spreadsheet that gathers information about each of your youth and their teams
- Organizational Survey
 - Asks the program director about staffing, supervision, data collection, etc.
- Survey of Organizational Functioning
 - Online survey about your experiences as an employee
- Staff Interviews
 - During site visit; asks about leadership, use of data, system integration, etc.
- Organizational Document Review
 - Review of policies and procedures, external communications, etc.
- Existing youth and family outcomes data
 - If standardized measures are routinely administered, will collect and analyze

WrapSTAR is broken up into five phases over four months

	WEEK																
Phase and Task	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Preparation																	
Introductory and Planning Meeting																	
Preliminary Data Collection																	
Organization 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 Review																	
Team meeting observations (if possible)																	
Data Synthesis																	
Data Analysis and Report Writing																	
Draft Report Available																	
Debriefing Meeting																	
Final Report Available																	

Staff are vital to the process, but burden is kept as low as possible

	Staff Position and Expectations during WrapSTAR		
WrapSTAR Phase	Wraparound Staff	Supervisors	Administrators
Pre-Preparation (Two weeks prior to Start of process)	<ul style="list-style-type: none"> • Attend internal staff meeting and ask questions (1 hr) 	<ul style="list-style-type: none"> • Hold internal staff meeting to introduce WrapSTAR • Ensure all staff are prepared for process 	
Preparation (Week 0)		<ul style="list-style-type: none"> • Participate in Introductory and Planning meeting • Provide Staff contact list 	
Preliminary Data Collection (Weeks 1 & 2)	<ul style="list-style-type: none"> • Complete Caseload Survey (1-2hrs) • Complete Survey of Organizational Functioning (15min) • Prepare families for possible contact from WrapSTAR reviewers for WFI-EZ and team meeting recording for TOM rating 	<ul style="list-style-type: none"> • Coordinate completion of Caseload Survey • Complete Survey of Organizational Functioning • Brainstorm potential CSWI respondents 	<ul style="list-style-type: none"> • Complete Organization Survey • Work with supervisors to remove any barriers to staff cooperation • Brainstorm potential CSWI respondents

Facilitators spend 3-5 hours; a provider point-person is essential

WrapSTAR Phase	Staff Position and Expectations during WrapSTAR		
	Wraparound Staff	Supervisors	Administrators
WFAS Tool Administration (Weeks 4-10)	<ul style="list-style-type: none"> • Complete a few WFI-EZs based on sampled families (10min/each) • Facilitate recording of requested team meetings • Complete CSWI (if requested) (30-40min) 	<ul style="list-style-type: none"> • Help coordinate scheduling of team meetings for recording • Complete CSWI • Monitor data collection progress and work with reviewers to ensure maximum response rates 	<ul style="list-style-type: none"> • Work with supervisors to remove any barriers to staff cooperation • Complete CSWI
Site Visit (Two Days) (Week 10)	<ul style="list-style-type: none"> • Be interviewed (if requested) (1hr) • Provide requested family case records 	<ul style="list-style-type: none"> • Be interviewed (if requested) • Provide requested organizational documents 	<ul style="list-style-type: none"> • Help facilitate coordination of reviewers' schedules • Be interviewed (if requested)
Data Synthesis (Week 14)	<ul style="list-style-type: none"> • Review Draft Report (if requested) • Participate in Final Debrief Meeting (if requested) 	<ul style="list-style-type: none"> • Review Draft Report • Participate in Final Debrief Meeting • Ensure findings are used to create actionable plans to improve the program 	

WrapSTAR's Next Steps

- Finishing revisions to tools and protocol based on pilot testing
- Rolling out large state-wide process in early 2015
- Building a Center of Excellence's capacity to independently conduct WrapSTARs with local providers
- Assessing WrapSTAR's appropriateness for use as certification tool

Poll

- Do you feel like the Wraparound field needs a certification process, similar to MST or other EBPs?
 - Yes
 - No
 - Don't know

Poll

- Do you think your site (or the Wraparound Provider Organizations you know of) could benefit from participating in a WrapSTAR process?
 - Yes
 - No
 - Don't know

Contact us!



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