



**A New System for Evaluating Youth Outcomes and  
Wraparound Quality Using Measures of the  
Wraparound Fidelity Assessment System**

National Wraparound Initiative (NWI) Webinar

November 16, 2020

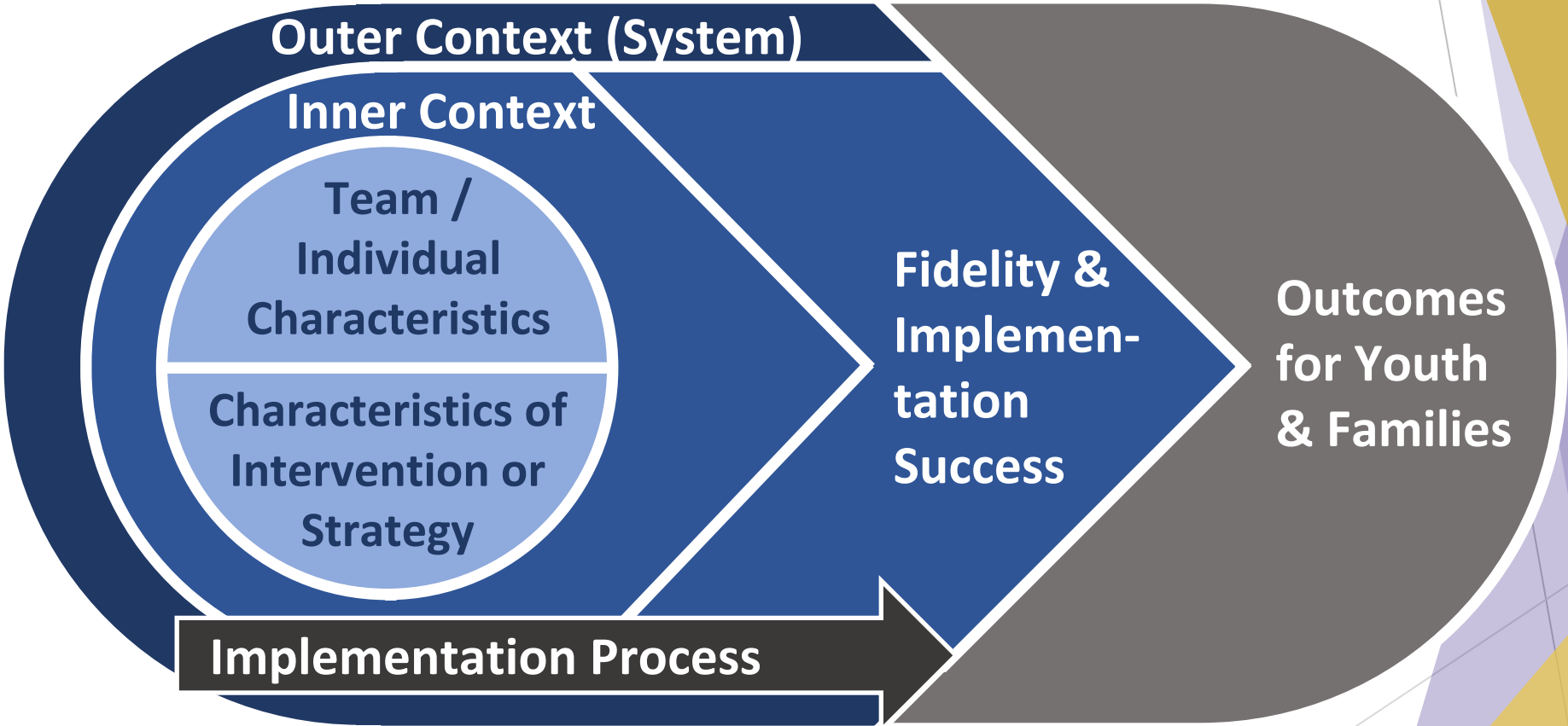


# What we'll cover in this presentation

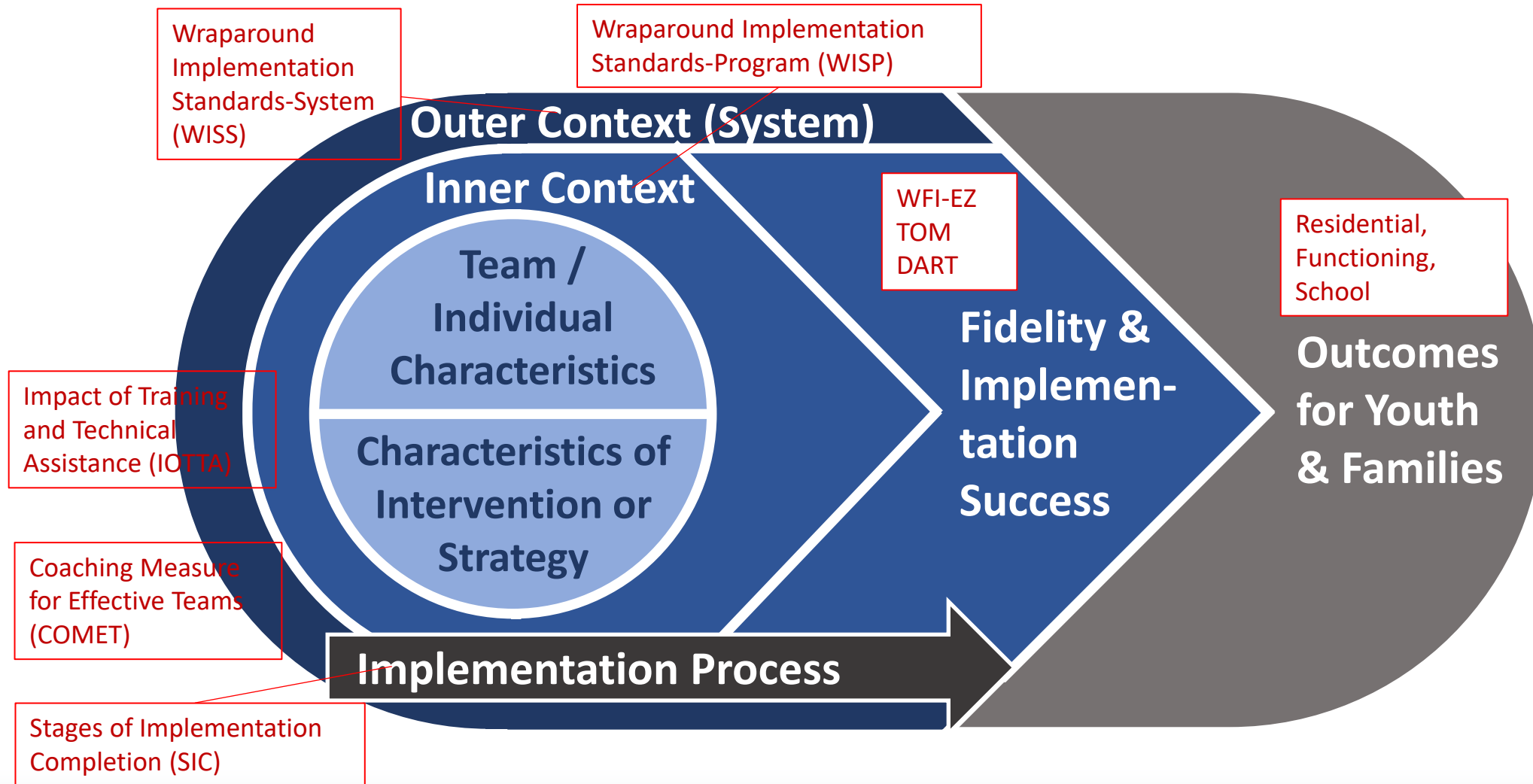
- ▶ What data does NWIC collect and why?
  - ▶ The Wraparound evaluation framework
- ▶ The importance of measuring Wraparound **fidelity**
  - ▶ Wraparound Fidelity Assessment System (WFAS) tools
- ▶ Why we do this work: Getting to **Outcomes**
- ▶ Why we are switching to ***WrapStat***
- ▶ An introduction to ***WrapStat***
  - ▶ A walk through the new system



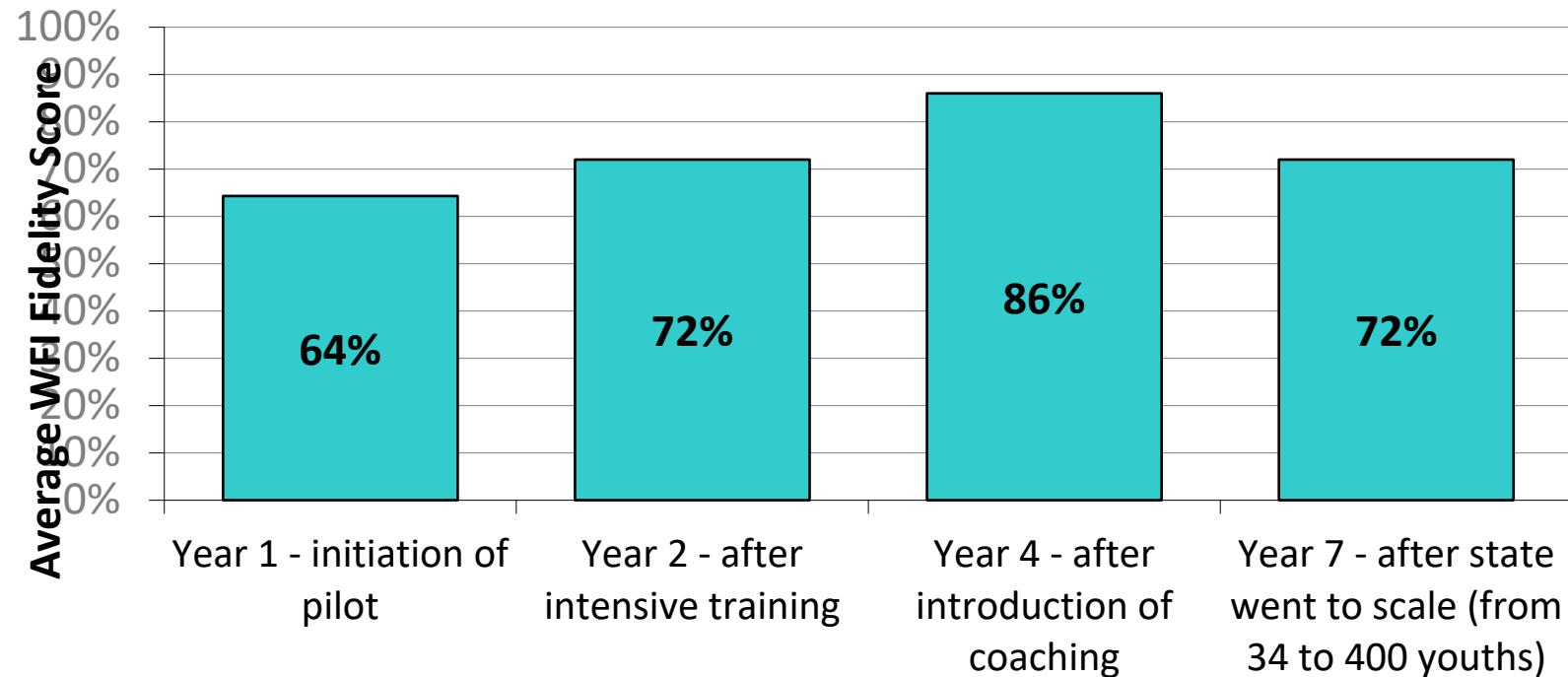
# The Consolidated Framework for Implementation Research (CFIR)\* provides a framework for NWIC accountability



# A WRAPAROUND MEASUREMENT STRATEGY – ORGANIZED BY THE CFIR

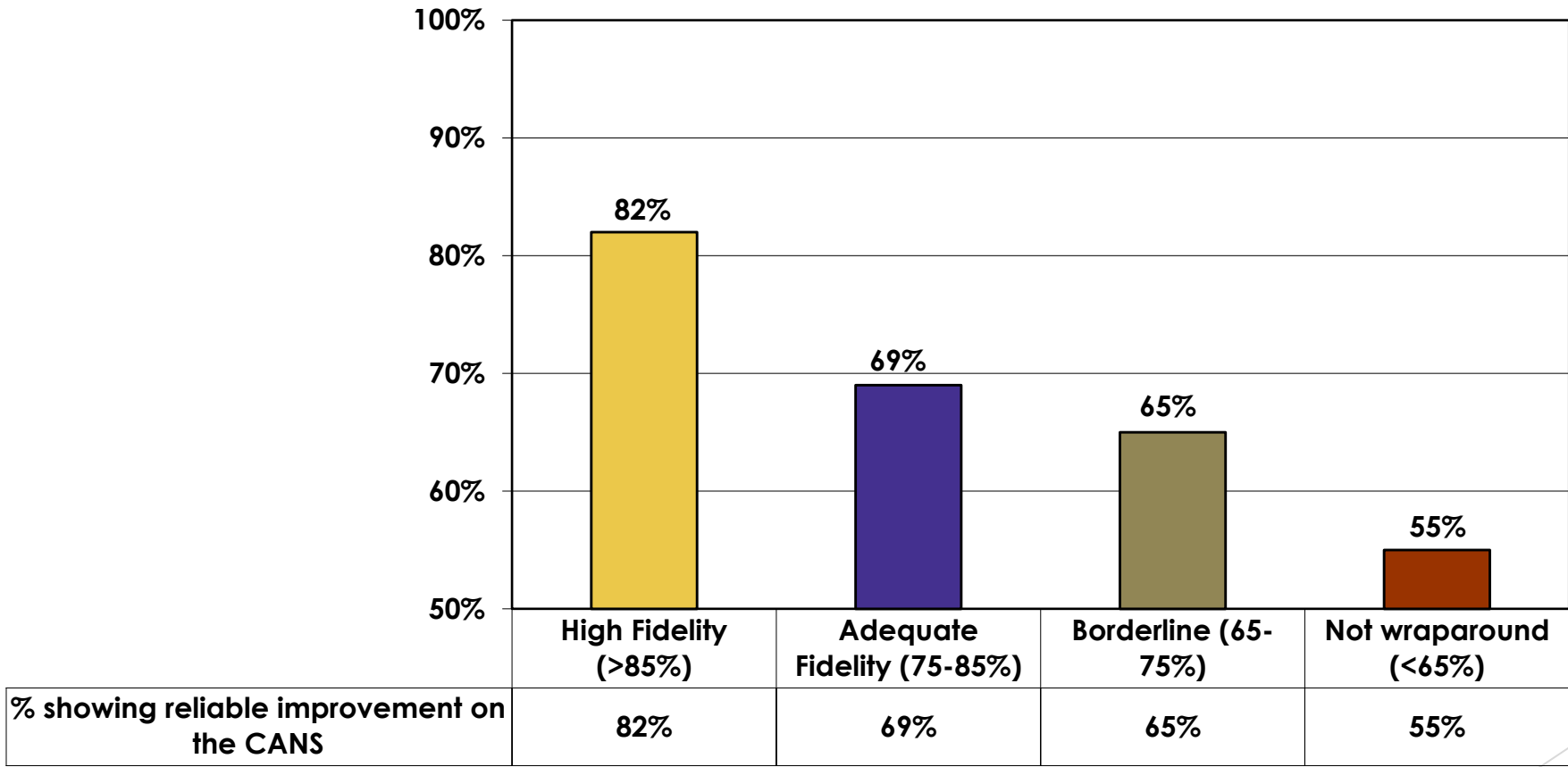


# *The power of data:* tracking quality and fidelity over time



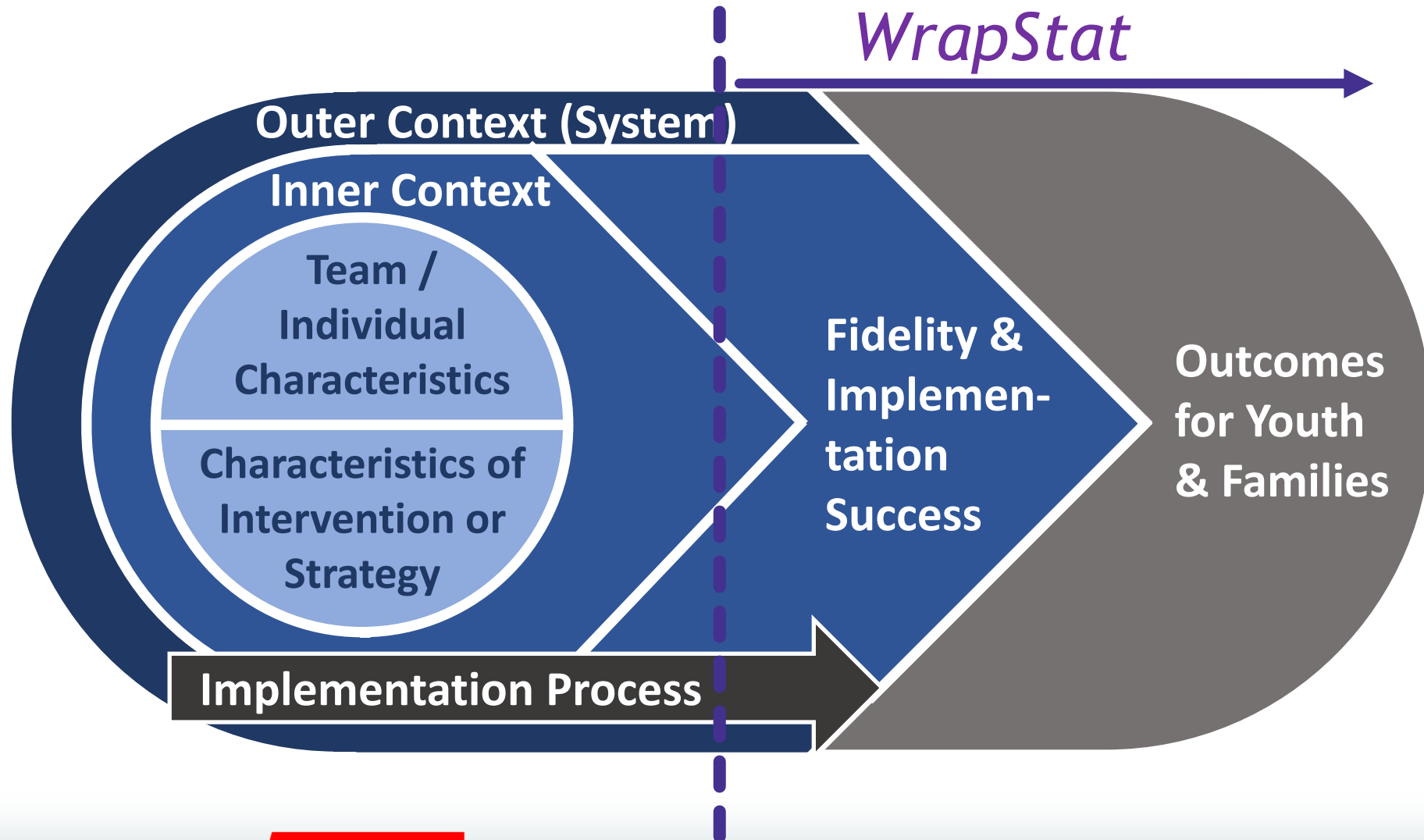
# The power of data:

how does fidelity relate to outcomes?



Effland, McIntyre, & Walton, 2010

# Wraparound Evaluation Framework: Where Does WrapStat Fit In?



# Key data elements facilitated by WrapStat: Wraparound Process Outcomes

- ▶ Number of Youth Served
- ▶ Full and timely engagement
- ▶ Size and composition of the Wraparound team
- ▶ Length of service
- ▶ Caseload sizes
- ▶ Staff turnover





# Key data elements facilitated by WrapStat: Youth/Family Outcomes

- ▶ Reasons for discharge
- ▶ Rate of successful discharge
- ▶ Progress toward needs
- ▶ Residential placement
- ▶ Justice/child welfare involvement
- ▶ School success



# Key data elements facilitated by WrapStat: Wraparound Fidelity and Satisfaction

- ▶ Wraparound Fidelity Index - Short Form
- ▶ Team Observation Measure
- ▶ Document Assessment and Review Tool



# Wraparound Fidelity Index (EZ)

- ▶ Self-administered survey
  - ▶ Caregiver, facilitator, youth, and team member forms
- ▶ Can be completed on paper or online
- ▶ 3 sections
  1. Experience in Wraparound (25 items)
  2. Outcomes (8 items)
  3. Satisfaction (4 items)

**WFI**<sub>EZ</sub>



# Team Observation Measure (v.2)

- ▶ Administered by external evaluators or local supervisors or administrators.
- ▶ Based on an in-vivo or video observation of a Child and Family Team Meeting.
- ▶ 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



# Documentation Assessment & Review Tool

- ▶ Uses case record material to assess components of Wraparound
  - ▶ Referral details
  - ▶ Team meeting and other notes
  - ▶ Plan of care
  - ▶ Assessments
  - ▶ Crisis, safety, and transition plans
- ▶ Formal training curriculum now available



# Document Assessment and Review Tool (DART)

## Scored Fidelity Sections

- ▶ Fidelity is assessed via 42 items broken into eight subscales:
  - ▶ Key Element
    - ▶ Driven by Strengths and Families
    - ▶ Based on Priority Needs
    - ▶ Use of Natural and Community Supports
    - ▶ Outcome-Based Process
  - ▶ Timely Engagement
  - ▶ Safety Planning
  - ▶ Crisis Response
  - ▶ Transition Planning

# Why Did We Invest in WrapStat?

*To Get A Full Picture of Quality, Fidelity and Outcomes*

- ▶ Promoting rigorous data collection
  - ▶ Sampling (as an alternative to everyone or convenience samples)
  - ▶ High response rates (that allow us to make conclusions from the data with confidence)
    - ▶ Sending out surveys automatically
    - ▶ Tracking data collection success



# Why Did We Invest in WrapStat?

## *To Get A Full Picture of Quality, Fidelity and Outcomes*

- ▶ Evaluating Basic Outcomes for Every Youth
  - ▶ LOS, reason for discharge, residential, school, and community outcomes
- ▶ Helping NWIC, states, and programs manage with data
  - ▶ Improved user interface
  - ▶ Improved reports
  - ▶ Readily available dashboards





Bringing it all together with ...



*WrapStat*

# Overall goals for the new system

- ▶ Storing information for all youth
  - ▶ Not just youth who were administered a tool
  - ▶ Allows for reporting on outcomes and demographics for entire population served
- ▶ All data needs in one place
  - ▶ Collection
  - ▶ Tracking
  - ▶ Reports
- ▶ Information on program
  - ▶ Helps us know what is working (i.e. ideal caseload, staff turnover rates)

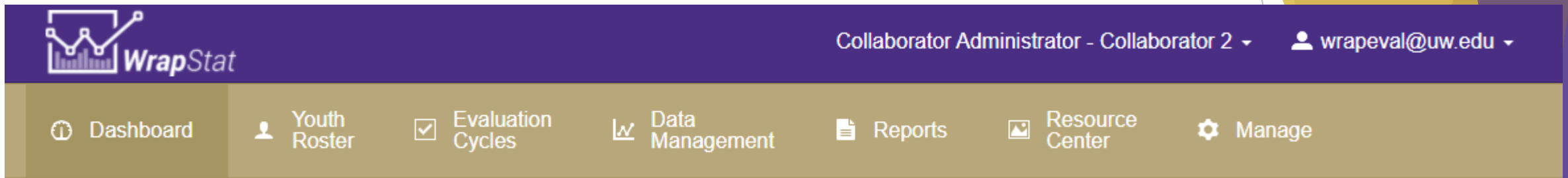


# System Hierarchy

- ▶ 5 levels
  - ▶ Uber (WERT)
  - ▶ Collaborator (multi-organization)
  - ▶ Organization (multi-agency)
  - ▶ Agency (multi-site)
  - ▶ Site
- ▶ The WERT team will work with you to choose appropriate levels for your program
- ▶ Programs will operate at the lowest number of levels needed, even if titles do not match



# Dashboard



- ▶ Purpose: How are you doing?
- ▶ Information and outcomes at a glance
  - ▶ Youth enrolled
  - ▶ Youth discharge
  - ▶ Discharge outcomes
  - ▶ Mean length of service
  - ▶ Mean fidelity
  - ▶ Snapshot of data collection

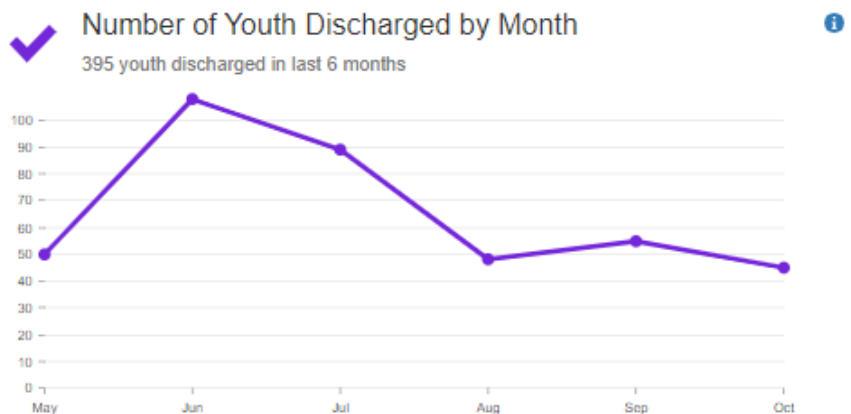
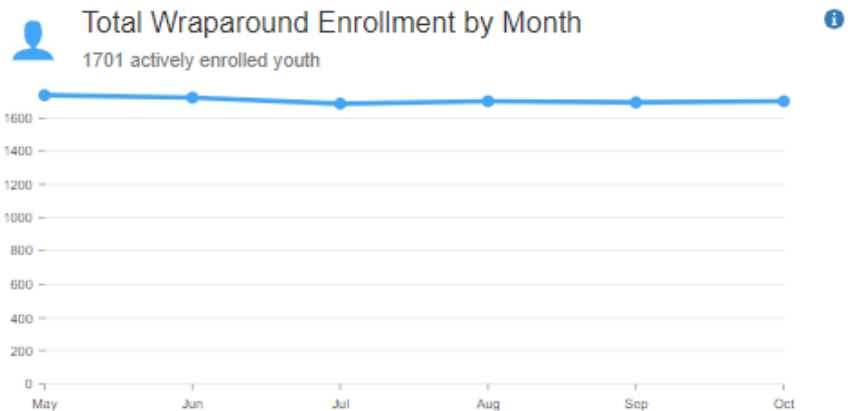


# Dashboard

Selected Sites (90)

6 MO 1 YR 5 YR

Select Tools



## Current Evaluation Cycles

[Expand All](#) | [Collapse All](#)

### WFI-EZ Care Coordinator: NOV 2020 - Eastern Oregon CCO - Lake District Wellness Center

Cycle Sample Size: 1      Start Date: 11-02-2020  
End Date: 11-30-2020

Surveys: 1      Cycle Progress: 0%

Start \_\_\_\_\_ End

### WFI-EZ Care Coordinator: NOV 2020 - Open Card - Benton County Health Dept

Cycle Sample Size: 1      Start Date: 11-02-2020  
End Date: 11-30-2020

Surveys: 1      Cycle Progress: 0%

Start \_\_\_\_\_ End

### WFI-EZ Care Coordinator: NOV 2020 - Trillium - Direction Service

Cycle Sample Size: 40      Start Date: 11-09-2020  
End Date: 11-30-2020

Surveys: 40      Cycle Progress: 0%

Start \_\_\_\_\_ End

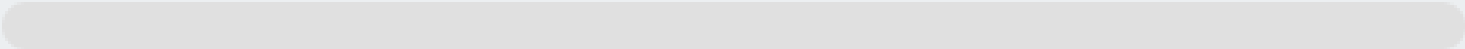

### WFI-EZ Care Coordinator: NOV 2020 - PacificSource Lane County - Direction Service

Cycle Sample Size: 11      Start Date: 11-09-2020  
End Date: 11-30-2020

# Evaluation Cycle on Dashboard

**TOM 2.0: OCT-DEC 2020 TESTING123 - Community Care**

<b>Cycle Sample Size</b> 👤 38	<b>Start Date:</b> 10-01-2020 <b>End Date:</b> 12-01-2020
----------------------------------	--

<b>Surveys</b>	<b>Cycle Progress: 0%</b>	<b>38</b>
		
		
<b>Start</b>		<b>End</b>

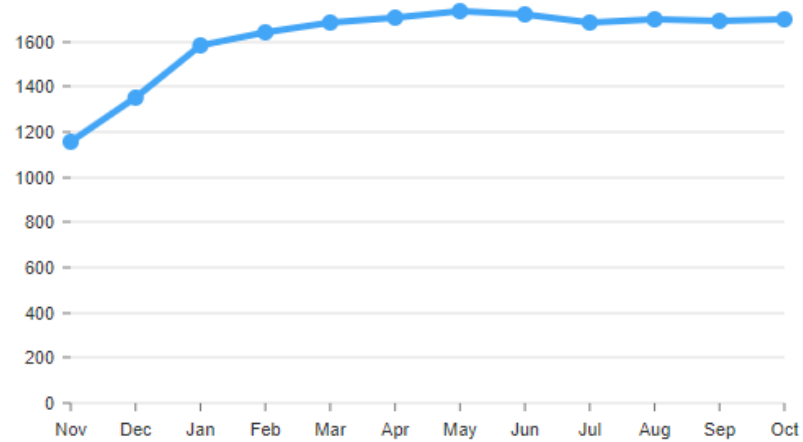




## Total Wraparound Enrollment by Month



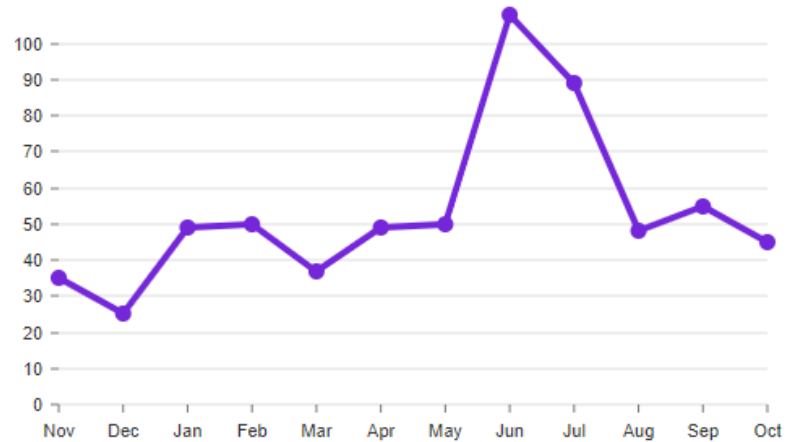
1701 actively enrolled youth



## Number of Youth Discharged by Month



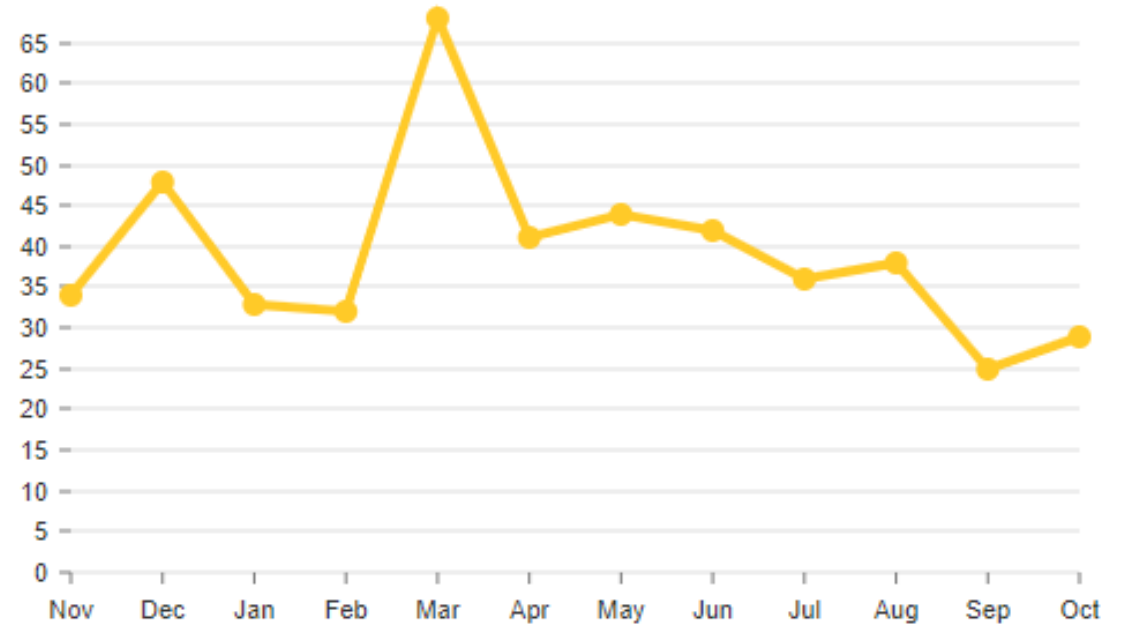
640 youth discharged in last year



## Percent of Youth Successfully Discharged



37.85% discharges were successful in last year

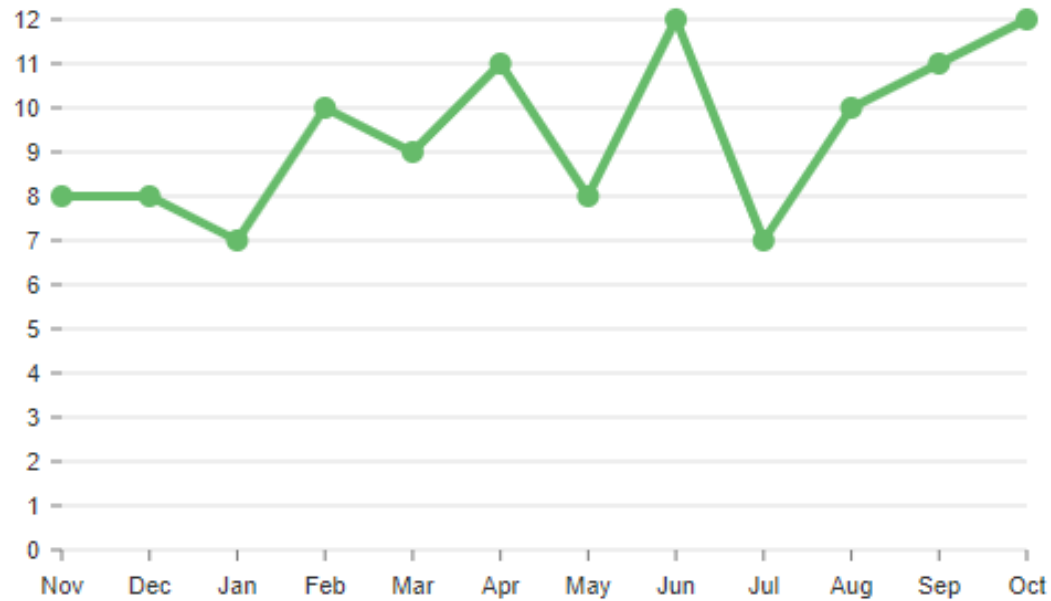




## Mean Length in Wraparound for Discharged Youth



12 months for actively enrolled youth



## Mean Fidelity

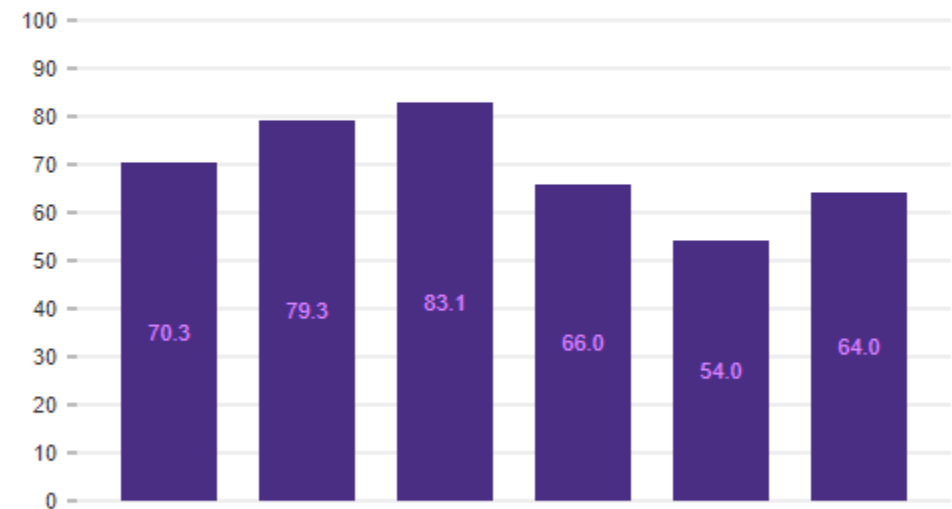
WFI-EZ

TOM 2.0

DART

69.5% overall fidelity within the last year

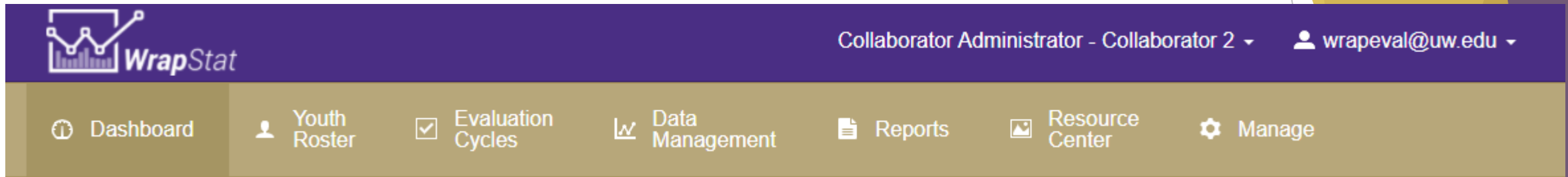
Care Coordinator



25 cycles hidden because no scores are available yet



# Youth Roster



- ▶ Data collection will be pulled from youth in this roster
- ▶ Includes variables on enrollment/discharge dates and discharge status
  - ▶ Allows for tracking of critical outcomes over time:
    - ▶ Length of enrollment
    - ▶ Overall success of discharged youth/families



# Youth Roster variables



- ▶ Basic information
  - ▶ Name, WrapID, preferred language
- ▶ Demographic information
  - ▶ Gender identity, sexual orientation, race, legal custodian
- ▶ Enrollment
  - ▶ Wraparound start date, age at enrollment, system involvement
- ▶ Discharge
  - ▶ Exit date, exit reason, rating of needs met, system involvement
- ▶ Contact Information
  - ▶ Email, address, preferred language (all for WFI-EZ forms)

# Home, School, and Community Outcomes

- ▶ **Juvenile justice involvement, including arrests**
- ▶ **Expulsion/suspension from school**
- ▶ **In-patient hospitalization or residential treatment for mental health reasons**
- ▶ **Emergency room visits for mental health reasons**
- ▶ **Previous or current child welfare involvement**
- ▶ **Runaways**

# Youth Roster

View, sort, download, add, and edit the youth roster.







-  **NOTICE** Show (318)  
Some youth are missing a care coordinator
-  **NOTICE** Show (1249)  
Some youth have been actively enrolled for over a year

Selected Sites (90) Active ▾

[Download Youth Roster](#) [Bulk Upload](#) [+ Add Youth](#)

- Basic Information
- Demographic Information
- Enrollment
- Discharge
- Contact Information

 Showing 1701 of 1701 1 2 3 4 ... 35

Actions	WrapID ▲	Site ▲	Site ID ▲	First Name ▲	Last Name ▲	Care Coordinator ▲	Language ▲	Agency ▲	Sta
	<input type="text" value="search"/>	<input type="text" value="search..."/>	<input type="text" value="se:"/>	<input type="text" value="search..."/>	<input type="text" value="search..."/>	<input type="text" value="search..."/>	<input type="text" value="English"/>	<input type="text" value="search..."/>	
 	100789	AllCare Health Plan - Options for Southern Oregon	187	Dakota	Branson	Michael Horner	English	Options for Southern Oregon	Ac
 	105821	AllCare Health Plan - Options for Southern Oregon	187	Carmen	Gress	Michael Horner	English	Options for Southern Oregon	Ac
 	107192	Umpqua CCO - Compass Behavioral Health	201	Dustin	Knox	Robert Botkin	English	Compass Behavioral Health	Ac

## Demographic Information



Basic Information

Demographic Information

Enrollment

Discharge

Contact Information

Wrap ID: UNSET


Site: UNSET

**Gender Identity** - *Optional*

-- Select gender --

**Date of Birth** - *Optional*

Pick date

**Transgender?** - *Optional* 

-- Select one --

**Zip Code** - *Optional*

**Sexual orientation** - *Optional*

-- Select one --

**Legal Custodian (at enrollment)** - *Optional*

-- Select Legal Custodian --

**Race** - *Optional*

-- Select race --

**Ethnicity** - *Optional*

-- Select ethnicity --

Back

Next

# Evaluation Cycles



## ► Purpose:

- Initiates a unique fidelity evaluation project, or “cycle”
- Defines the rules for the cycle
- Fixed vs. ongoing cycles

# Evaluation Cycles

- ▶ Rules for selecting youth
  - ▶ Cannot pick and choose who is in sample
  - ▶ Sample will be stratified by length of care
  - ▶ Can stratify by Care Coordinator
  - ▶ Can include discharged youth when appropriate
- ▶ Automatically pulls your random sample based on rules you set

# Evaluation Cycles: Fixed vs. Ongoing

## Fixed

- ▶ Pulls a sample of eligible youth
  - ▶ Percent of population
  - ▶ Specific number
- ▶ Number in sample remains constant
- ▶ Typically for larger programs with lots of youth

## Ongoing

- ▶ Adds in all youth as they become eligible
  - ▶ i.e. youth added at 6 months of care
- ▶ Number in sample grows as youth are added
- ▶ Intended for smaller programs



# Evaluation Cycles

Create and manage evaluation cycles.

WFI-EZ
TOM 2.0
DART

WFI-EZ Care Coordinator
WFI-EZ Caregiver
WFI-EZ Team Member
WFI-EZ Youth

Selected Sites (90)

[+ Create Evaluation Cycle](#)

Show closed cycles [i](#)

Showing 31 of 31

Actions	Name	Site	Agency	Organization	Collaborator	Sample Size	Start Date	End Date	Cycle Type	Status
	<input type="text" value="search..."/>	<input type="text" value="search..."/>	<input type="text" value="search..."/>	<input type="text" value="search..."/>	<input type="text" value="search..."/>	<input type="text" value="search..."/>	<input type="text" value="from"/> <input type="text" value="to"/>	<input type="text" value="from"/> <input type="text" value="to"/>	<input type="text" value="search..."/>	<input type="text" value="-- ( v"/>
	WFI-EZ Care Coordinator: JUL 2020-JAN 2021	Community Care	Meru County	Department of Children and Family Services - DEMO		12	07-17-2020	01-15-2021	Fixed	Open
	WFI-EZ Care Coordinator: AUG-DEC 2020	DEMO Site 1 - Washington	DEMO - Washington	DEMO - State of Oregon		47	08-24-2020	12-07-2020	Ongoing	Open
	WFI-EZ Care Coordinator: AUG-DEC 2020	DEMO - Health Share (Washington)	DEMO - Washington	DEMO - State of Oregon		2	08-24-2020	12-07-2020	Ongoing	Open

Create New WFI-EZ Care Coordinator ✕

**Cycle Name** ⓘ  
**WFI-EZ:**

Unique Identifier - *Optional* ⓘ

Start Date \* ⓘ  End Date \* ⓘ

Cycle Type \* ⓘ  Fixed  Ongoing  Custom

NO Track incentives ⓘ

NO Track consent ⓘ

Select which WFI-EZ forms to administer

NO WFI-EZ Care Coordinator

NO WFI-EZ Caregiver

NO WFI-EZ Youth

NO WFI-EZ Team Member

Selected Sites (0) ⓘ This sample will only include actively enrolled youth

Select a site to begin...

Length of enrollment (months) ⓘ Min Max

NO Include recently discharged youth? ⓘ

YES Distribute equally across care coordinators ⓘ

NO Auto send message ⓘ

Create Cycles (0)

# Data Management



- ▶ **Purpose:** Entering data, sending emails, checking completion status
  - ▶ System internally tracks tool completion status
  - ▶ Contact information and sending forms via email both in one place

# Data Management

Select Site **Community Care**

Show closed cycles i

Department of Children and Family Services - DEMO / Meru County / Community Care

WFI-EZ
TOM 2.0
DART

WFI-EZ Care Coordinator
WFI-EZ Caregiver
WFI-EZ Team Member
WFI-EZ Youth

**Select Cycle**

WFI-EZ Caregiver: JUL 2020-JAN 2021
▼

**Sample Size**

👤 12

**Date Range**

07/17/2020 12:00 AM - 01/15/2021 12:00 AM

Open

**Cycle Progress** i

4 of 12





Send Messages Now
Message Center

☰ Showing 12 of 12

WrapID	Youth	Status	Caregiver Contact	Actions	Messages	Incentive Disbursed	Date Started	Date Completed
	<input type="text" value="search..."/>	<input type="text" value=""/>	<input type="text" value="search..."/>		<input type="text" value="search..."/>		from <input type="text" value=""/>	from <input type="text" value=""/>
		<input type="text" value=""/>					to <input type="text" value=""/>	to <input type="text" value=""/>
<input type="checkbox"/>	bca016 Anna Garcia	<span style="color: red; font-size: 1.5em;">⊘</span>	Garcia Anna	<span style="font-size: 0.8em;">i</span> <span style="font-size: 0.8em;">+</span> <span style="font-size: 0.8em;">📧</span> <span style="font-size: 0.8em;">🔗</span>	0	<span style="color: green;">YES</span> <input checked="" type="checkbox"/>	08-20-2020 09:51 AM	11-04-2020 10:42 AM
<input type="checkbox"/>	FrMo20 Frances Morris	<span style="color: green; font-size: 1.5em;">✔</span>	Nadian	<span style="font-size: 0.8em;">i</span> <span style="font-size: 0.8em;">+</span> <span style="font-size: 0.8em;">📧</span> <span style="font-size: 0.8em;">🔗</span>	0	<span style="color: green;">YES</span> <input checked="" type="checkbox"/>	08-19-2020 09:13 AM	08-19-2020 09:20 AM
<input type="checkbox"/>	bca037 Hector Hecuba	<span style="color: red; font-size: 1.5em;">⊘</span>	Hecuba Hector	<span style="font-size: 0.8em;">i</span> <span style="font-size: 0.8em;">+</span> <span style="font-size: 0.8em;">📧</span> <span style="font-size: 0.8em;">🔗</span>	0	<span style="color: green;">YES</span> <input checked="" type="checkbox"/>	09-01-2020 12:58 PM	09-01-2020 12:58 PM
<input type="checkbox"/>	bca001 Josephine March	<span style="font-size: 1.5em;">⚙️</span>	March Josephine	<span style="font-size: 0.8em;">i</span> <span style="font-size: 0.8em;">+</span> <span style="font-size: 0.8em;">📧</span> <span style="font-size: 0.8em;">🔗</span>	0	<span style="color: green;">YES</span> <input checked="" type="checkbox"/>	07-27-2020 02:57 PM	
<input type="checkbox"/>	LaSm19 Layla Smith	<span style="font-size: 1.5em;">⚙️</span>	Bashar	<span style="font-size: 0.8em;">i</span> <span style="font-size: 0.8em;">+</span> <span style="font-size: 0.8em;">📧</span> <span style="font-size: 0.8em;">🔗</span>	0	<span style="color: green;">YES</span> <input checked="" type="checkbox"/>	10-21-2020 12:21 PM	
<input type="checkbox"/>	bca023 Liesel Merminger	<span style="font-size: 1.5em;">⚙️</span>	Merminger Liesel	<span style="font-size: 0.8em;">i</span> <span style="font-size: 0.8em;">+</span> <span style="font-size: 0.8em;">📧</span> <span style="font-size: 0.8em;">🔗</span>	0	<input type="checkbox"/> NO	08-19-2020 09:24 AM	
<input type="checkbox"/>	bca013 Lydia Ng	<span style="color: orange; font-size: 1.5em;">⚠️</span>	Ng Lydia	<span style="font-size: 0.8em;">i</span> <span style="font-size: 0.8em;">+</span> <span style="font-size: 0.8em;">📧</span> <span style="font-size: 0.8em;">🔗</span>	1	<input type="checkbox"/> NO		

# Tracking

## ▶ Status

- ▶ Not Started 
- ▶ In Progress 
- ▶ Declined or Survey Not Administered 
- ▶ Complete 

## ▶ Incentives

## ▶ Consents

## Messaging

### Messages

[+ Create Message](#)

Label	Message Type	Recipients	Condition	Last Modified	Actions
<input type="text" value="search..."/>			<input type="text" value="search..."/>		
DEMO email	Email <input type="button" value="@ Preview"/>	Receiver List <input type="text" value="1"/>	Target Not Met	29 Jul 2020, 9:27 AM (PST)	<input type="button" value="✓"/> <input type="button" value="📄"/> <input type="button" value="🗑️"/>
Invite	Email <input type="button" value="@ Preview"/>	Respondent(s)	Not Started	4 Nov 2020, 10:47 AM (PST)	<input type="button" value="✓"/> <input type="button" value="📄"/> <input type="button" value="🗑️"/>
Reminder	Email <input type="button" value="@ Preview"/>	Respondent(s)	Not Started	16 Jul 2020, 4:20 PM (PST)	<input type="button" value="✓"/> <input type="button" value="📄"/> <input type="button" value="🗑️"/>
Thank you!	Email <input type="button" value="@ Preview"/>	Respondent(s)	Completed	22 Oct 2020, 12:11 PM (PST)	<input type="button" value="✓"/> <input type="button" value="📄"/> <input type="button" value="🗑️"/>

### Scheduled

Label	Message Type	Send To	Condition	Send On	Actions
No matching records found					

### Sent

Label	Message Type	Sent To	Condition	Sent On
<input type="text" value="search..."/>			<input type="text" value="search..."/>	
Invite	Email <input type="button" value="@ Preview"/>	Respondent(s) <input type="text" value="4"/>	Not Started	12 Nov 2020, 9:30 AM (PST)

# Reports - Coming Soon



- ▶ **Purpose:** Aid data visualization and analysis
- ▶ General & tool-specific reports

# Reports - Coming Soon

## ▶ Examples

- ▶ Number of care coordinators who exited & exit reasons
- ▶ Demographics
- ▶ Fidelity scores
- ▶ Relative strengths and areas for improvement
- ▶ System involvement
- ▶ Discharge success & reasons



# Manage



- ▶ **Purpose:** administrative functions
- ▶ Add users
- ▶ Add Care Coordinators
  - ▶ Archive care coordinators
- ▶ Provide information about your program
  - ▶ Examples: Year created, caseload size, Care Coordinator turnover rate



# Manage

Use this table to manage roles and groups.

Organization Users






Agency Users

Site Users

Care Coordinators

[+ Add Care Coordinator](#)

☰ Showing 16 of 16

Actions	First Name ▲	Last Name ◆	Email ◆	Site ◆	Last Exit Date ◆	Last Exit Reason ◆
	<input type="text" value="search..."/>	<input type="text" value="search..."/>	<input type="text" value="search..."/>	<input type="text" value="search..."/>	<input type="text" value="from"/> <input type="text" value="to"/>	<input type="text" value=""/>
	A	M	demo@gmail.com	Family Partners Inc.		
	Chloe	D	Chloe.D@site4.com	STARS Family Health		
	Dan	V	Dan.V@site4.com	STARS Family Health		
	Emily	G	Emily.G@site2.com	Family Partners Inc.		
	Isabella	Apple	carec124@care.com	STARS Family Health		

# Resources



▶ **Purpose:** Provide helpful information on the tools in the system

- ▶ Link to description of tools and licensing information
- ▶ Copies of the tools (English and Spanish for WFI-EZ)
- ▶ Training manuals and presentations

# Resource Center

General

WFI-EZ

TOM 2.0

DART

## WFI-EZ Resource Center

Filter by Criteria

Type

- Form
- Overview
- Presentation
- Protocol
- Template
- Training
- User Manual

Format

- Document
- Link
- Video

WrapStat Tab

- Data Management
- Dashboard
- Evaluation Cycles
- Manage
- Reports
- Youth Roster

Language

- English
- Spanish



Search



Showing 12 of 12 resources.

Per page: 25



Data Management: Scheduling a Message



Data Management: Send Messages Now



Evaluation Cycles: Creating a WFI-EZ Cycle

Learn how to set the specifications for a WFI-EZ evaluation cycle.



WFI-EZ Care Coordinator Form



# Implications for Current and Prospective Users of WFAS Measures

- ▶ Any users of our WFAS tools have access to WrapStat
- ▶ Current users of WrapTrack have until May 1, 2021 to transition to WrapStat
  - ▶ Users will be able to upload historical data if they choose to
- ▶ WrapStat is in its final stages of development, with reports being released over the next two quarters
  - ▶ The first two types of reports being released are the General Reports and the WFI-EZ Reports

# Questions?

