

No More Garbage In Garbage Out:

How to Get Good Survey Response Rates So You Can Make the Most of Your Wraparound Data

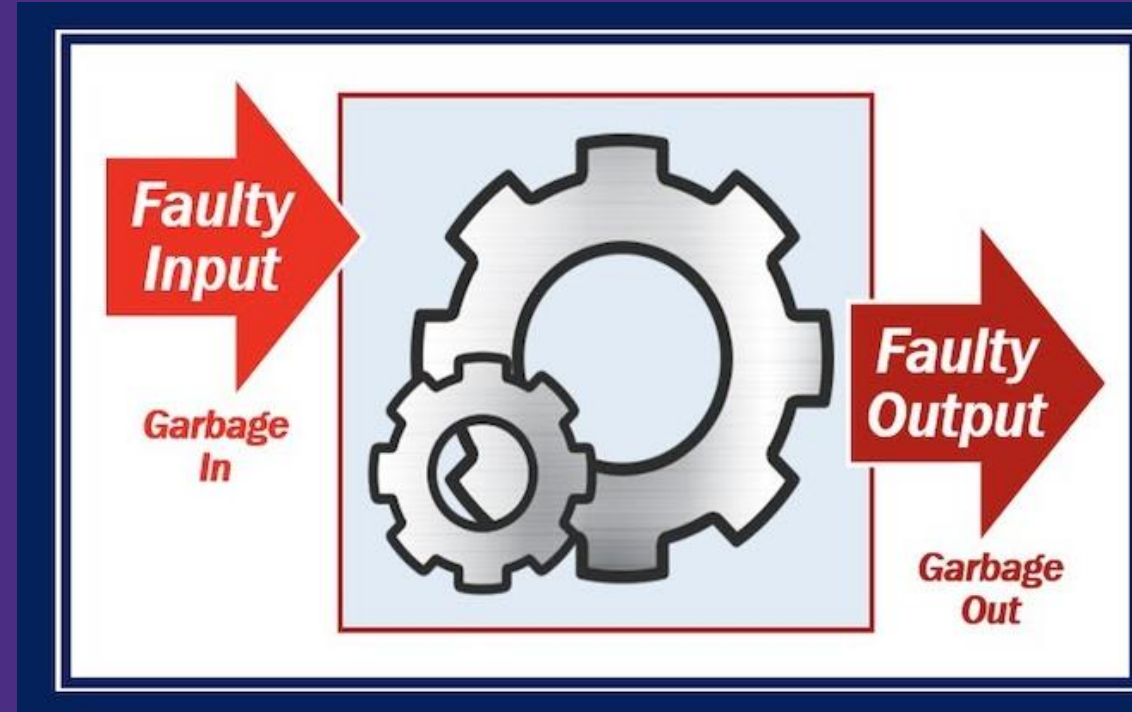
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September 20, 2022

Department of Psychiatry & Behavioral Sciences, University of Washington

Indiana Division of Mental Health & Addiction

National Wraparound Initiative (NWI) Webinar

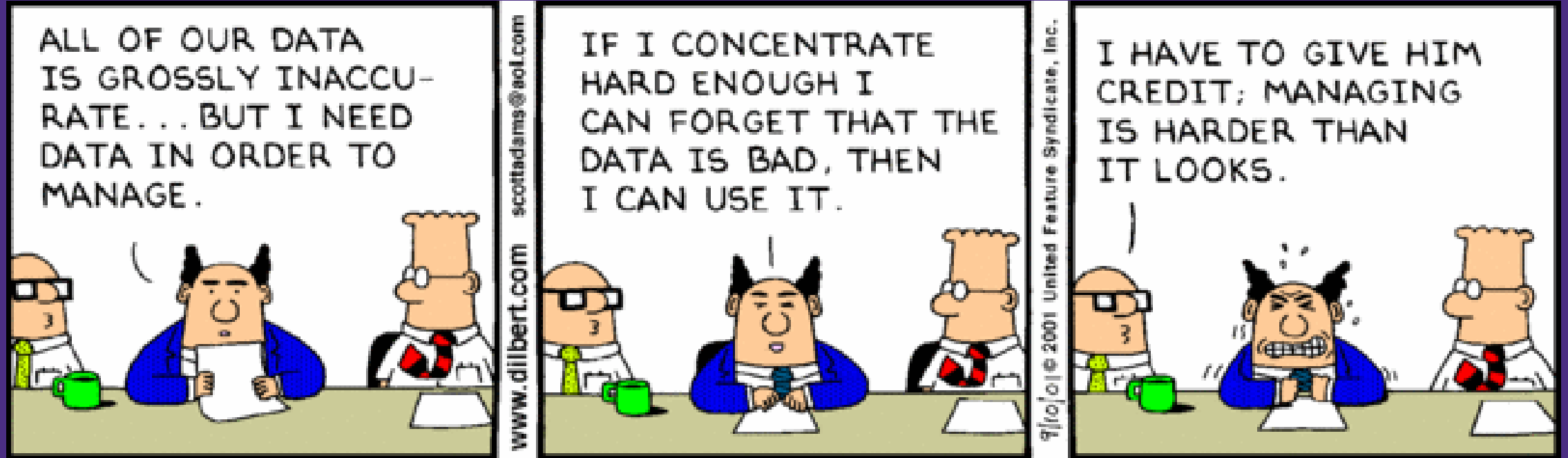


What we'll cover in this presentation

- **Why does fidelity matter in Wraparound and how do we measure it?**
- **What are some ways to achieve high data collection response rates?**
- **How are these data used by providers, states, and training centers?**
- **How does WrapStat support data collection for measures of the WFAS?**
- **Q&A**



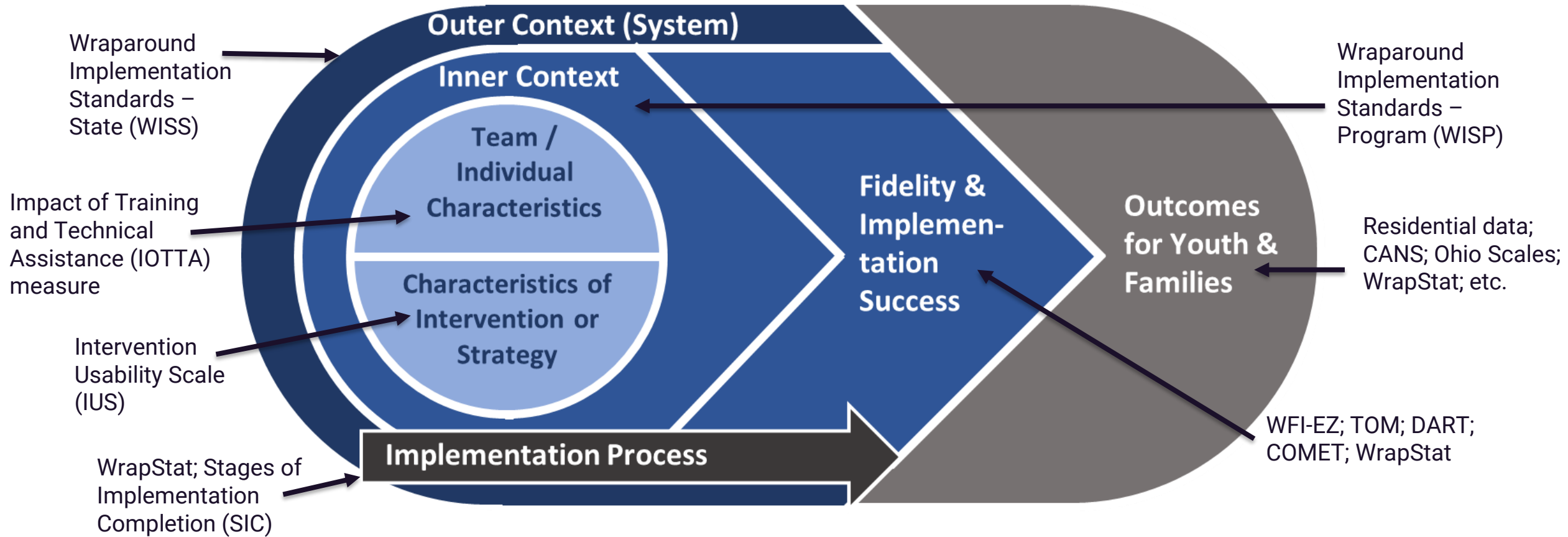
But first....



Defining and Measuring Fidelity



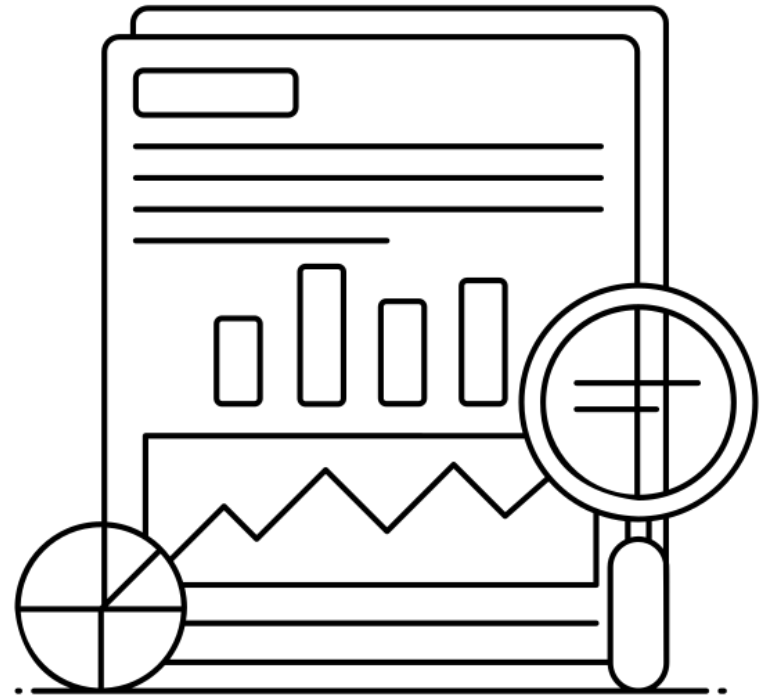
Wraparound evaluation is guided by implementation theory



Graphic adapted from Smith, Ashok, Dy, Wines, & Teixeira-Poit, 2014

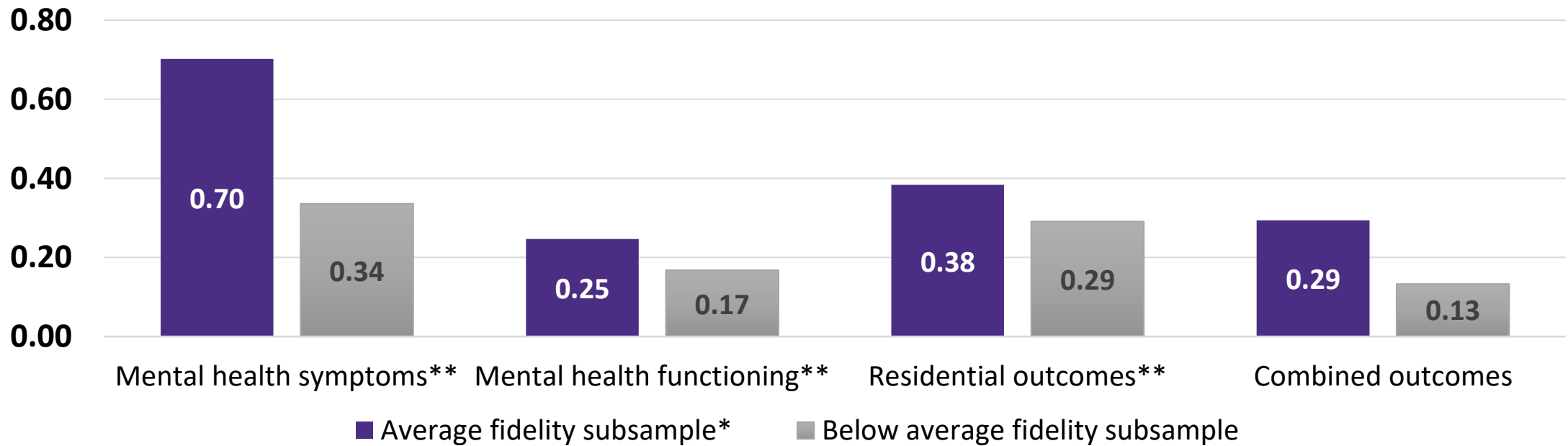
Recent research and evaluation shows how important it is to collect fidelity data with quality

- **Meta analysis of Wraparound outcomes**
- **Benchmarking what makes for “high fidelity”**
- **What matters at the program and system level**



Why collect fidelity data? Higher fidelity = better outcomes

Average effect sizes (Hedges' g) across select outcomes



* Average fidelity subsample demonstrated adequate adherence to Wraparound practice elements across most Wraparound Fidelity Index subscales.

**Note: Only a single study assessed each individual outcome in either the average or below average fidelity subsamples

Wraparound Fidelity Index (EZ)

- **Self-administered survey**
 - Caregiver, Care Coordinator, Youth & Team Member
- **Can be completed on paper or online**
- **Three sections**
 - Experience in Wraparound (25 items)
 - Satisfaction (4 items)
 - Outcomes (8 items)

WFI EZ

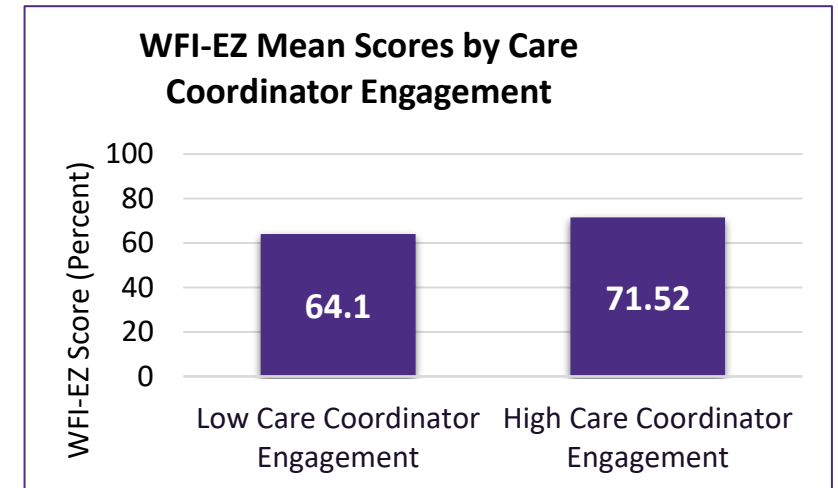
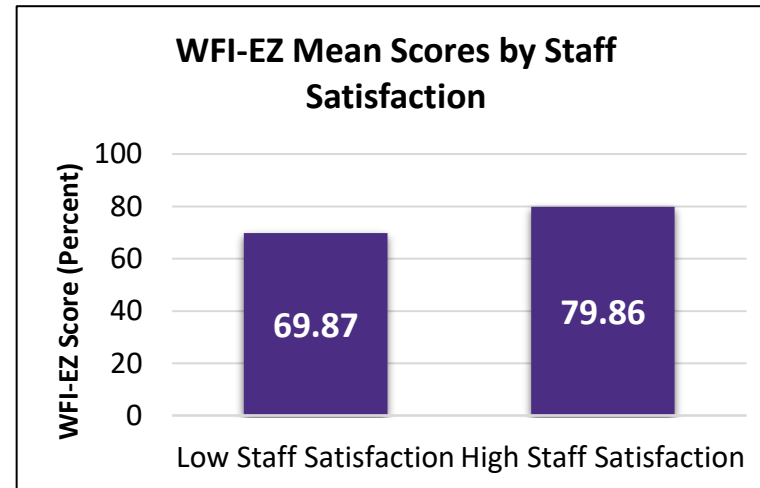
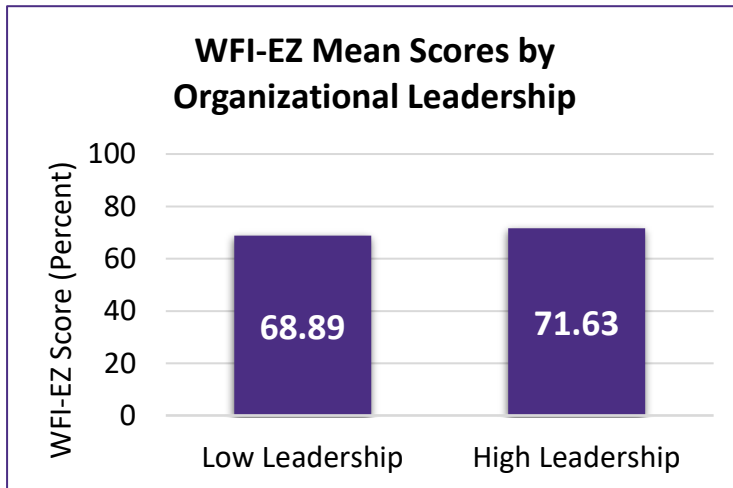
Recently updated benchmarks help us interpret WFI-EZ scores

Fidelity Benchmarks for Caregiver and Youth Forms

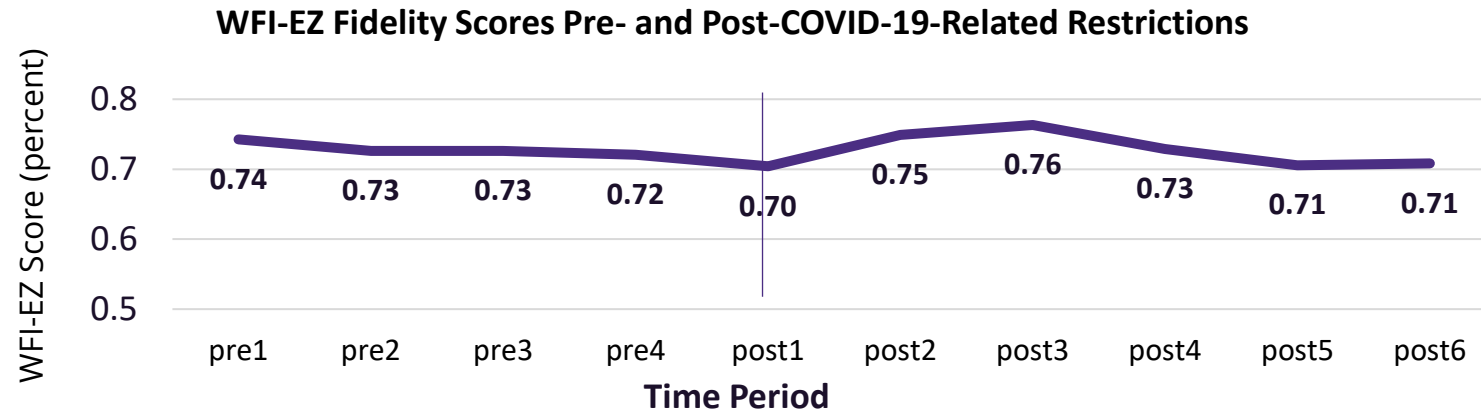
CATEGORY	TOTAL WFI-EZ	OUTCOMES-BASED	EFFECTIVE TEAMWORK	NATURAL SUPPORTS	NEEDS-BASED	STRENGTH & FAMILY DRIVEN
HIGH FIDELITY	80+	90+	75+	75+	85+	90+
ADEQUATE	75-79	80-89	70-74	65-74	75-84	80-89
BORDERLINE	70-74	75-79	65-69	60-64	70-74	70-79
INADEQUATE	< 70	< 75	< 65	< 60	< 70	< 70

Organization-level conditions are related to Wraparound fidelity

- **Organization-level conditions assessed by the Wraparound Implementation Standards – Program (WISP):**
 - Leadership = Executive leaders engaged in implementation process
 - Care coordinator engagement = Regular meetings with families
 - Staff satisfaction = Care coordinators satisfied

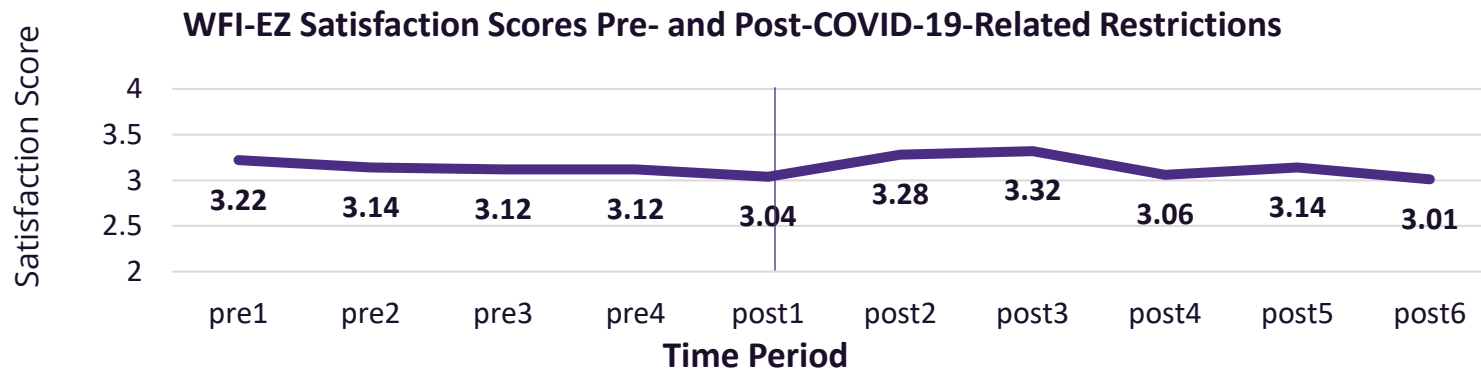


Fidelity data help identify trends nationally and locally, such as pre- and post-COVID restrictions



Sample sizes

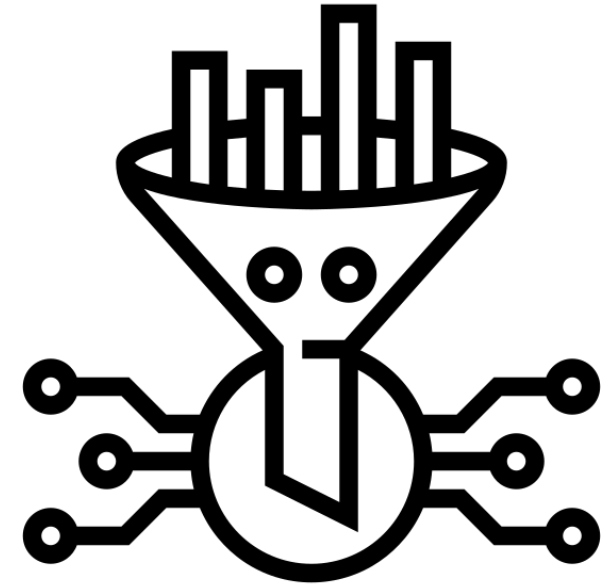
Pre 1: N = 348
Pre 2: N = 252
Pre 3: N = 209
Pre 4: N = 297



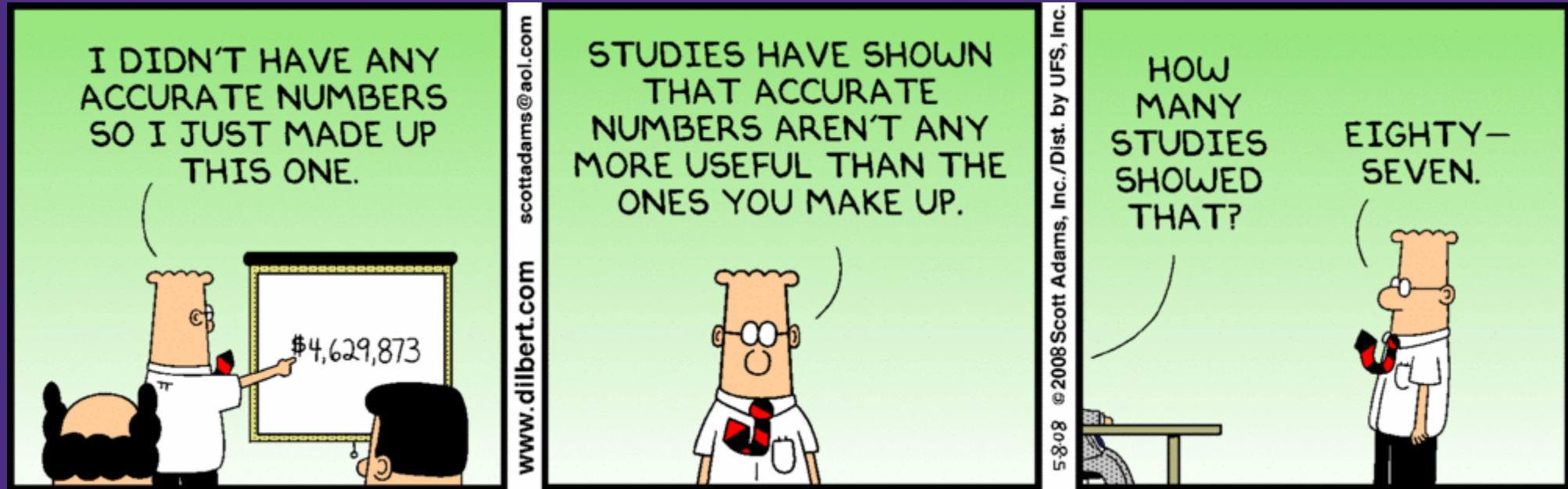
Post 1: N = 327
Post 2: N = 119
Post 3: N = 98
Post 4: N = 163
Post 5: N = 159
Post 6: N = 63

What do these examples of Wraparound research have in common?

- **All used Wraparound Fidelity Assessment System (WFAS) data**
- **All can be used to:**
 - Make the case for Wraparound
 - Help us learn what factors matter to youth/families
 - Track implementation quality
 - Promote accountability for state initiatives
- **All were drawn from a very limited subset of Wrap initiatives that had high quality fidelity and outcomes**



As opposed to....



Examples of “GIGO” in Systems of Care and Wraparound

- > **Collecting data from a few easily contacted families and thinking it actually says something about all your families**
 - (Convenience sampling)
- > **Only getting follow up data on 12% of your sample and calling it outcomes**
 - (Loss to follow up)
- > **Only using measures that tend to improve for everyone and attributing it to your program**
 - (“Regression to the mean”)

The UW WERT and NWI vision

- **All Wraparound initiatives will have high-quality data they can trust and use**
- **We will grow the number of programs and initiatives that can conduct rigorous and useful research on systems of care and Wraparound**



Successful WFI-EZ Data Collection: Best Practices



What makes for success?: Elements of Indiana statewide WFI-EZ data collection

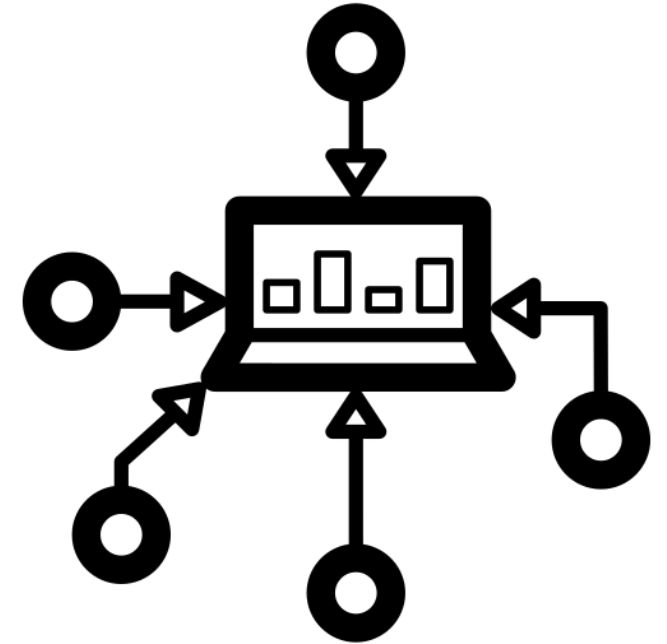
- **Consistency**
- **Varied outreach**
- **Flexibility**
- **Incentives**



Invest in a consistent approach

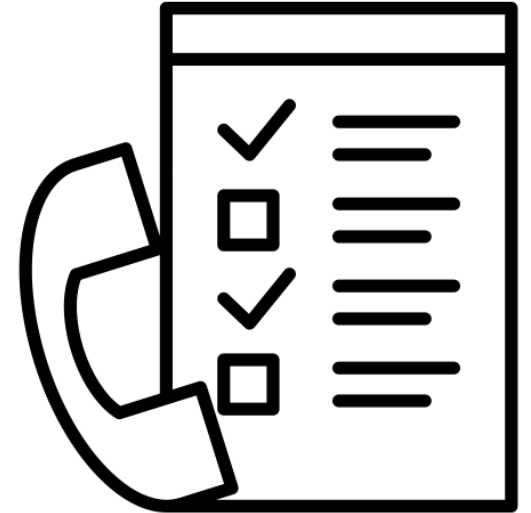
- **Reliable data collection protocol**
 - Random sample
 - Emails → phone calls → texts* → snail mail
 - *What is possible? What is most convenient? What is cost effective?*
 - *What makes the most sense with your organization and available resources?*
 - Outreach structure
 - *What times/days/scripts are proving most successful?*
Keep track!

*Texting is most convenient, but it is not always free. It is crucial to ask for consent before sending text messages!



Use various methods as needed

- **1st attempt: Emails**
 - Qualtrics
 - Most time and energy efficient
- **2nd attempt(s): Phone calls to caregivers**
 - Note successful vs. unsuccessful times; adjust as needed
 - Name drop facilitators
 - Be you!
- **3rd/last attempts: Physical mail**
 - Include all component parts
 - *Cover letter, pre-addressed & stamped envelope, incentive, and survey with youth code*
 - Make “fool proof”

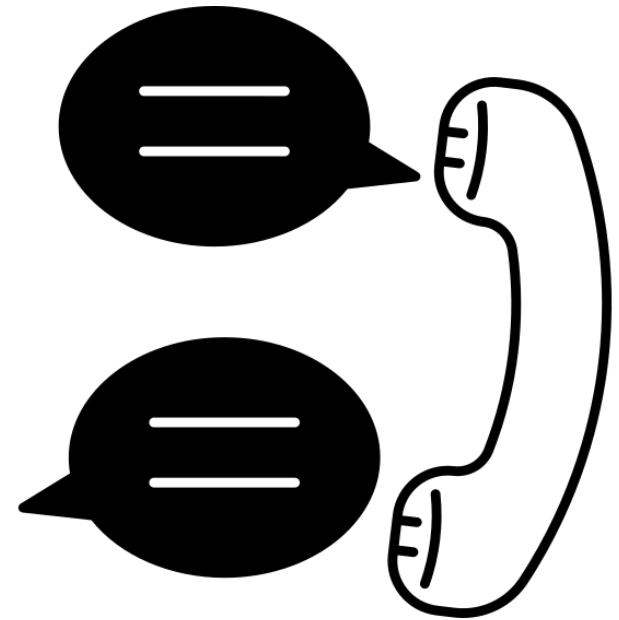


WFI-EZ data collection: Sample spreadsheet

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Wrap ID	Agency	Youth	Age	Caregiver	Relationship	Phone	Email	Attempt 1	Result	Notes	Attempt 2	Result	Notes	Attempt 3	Result	Notes
2	A2RI	A	Johnny Bravo	17	Richard Bravo	Father	800-123	bravo	8/26/2022 3pm	answered via Qualtrics; incentive sent							
3	A3KR	B	Kim Kardashian	15	Kris Jenner	Mother	999-999	kuwtk	8/26/2022 3:45pm	did not answer; left	9/2/2022 did not answer; left	9/8/2022 did not answer; left	vm				
4	A4WI	C	Andy Warhol	13	Mrs. Warhol	Adoptive mc	888-888	999	8/26/2022 3:45pm	answered; declined							
5																	
6																	
7	Wrap ID = [Month initial, # on THIS Tracking Sheet, First 2 letters of Caregivers first name]																
8	WFI-EZ successfully completed																
9	Survey rejected, do not attempt to recall; DON'T INCLUDE IN SAMPLE																
10	failed 3rd attempt - include in mailing effort																
11																	

Be flexible – “whatever it takes” to engage families

- **Not every organization will be the same**
- **Be open to editing your process**
 - Call times
 - Outreach type
 - Data recording style/format
 - Call “script”



Provide incentives to your respondents!

- **Extremely helpful**
 - Response rate average pre-incentives: **35-40%**
 - After including incentives: **55-60%**
- **If financial incentives are not an option for your organization, brainstorm others**
 - Donations from community?
 - Fun additions to team meetings?

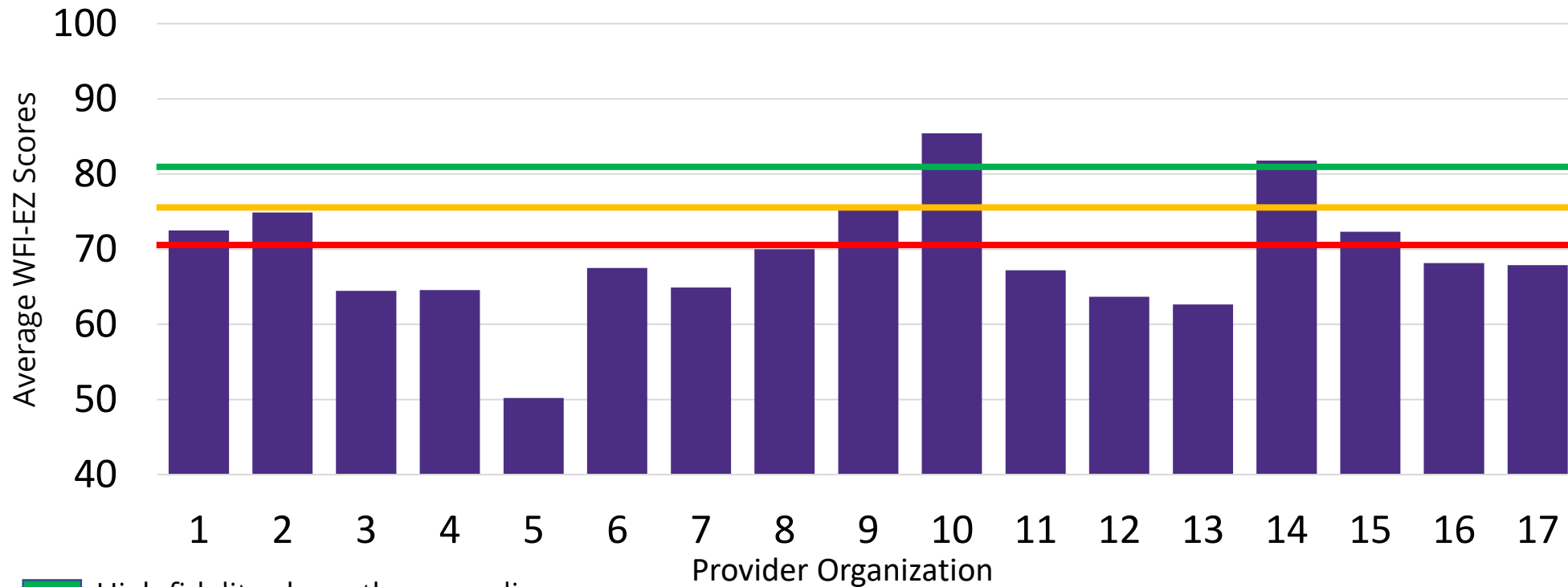


The Fruits of Your Labor: High Quality Data



Rewarding your hard work: Pinpointing site performance

WFI-EZ scores by provider organization within a single state

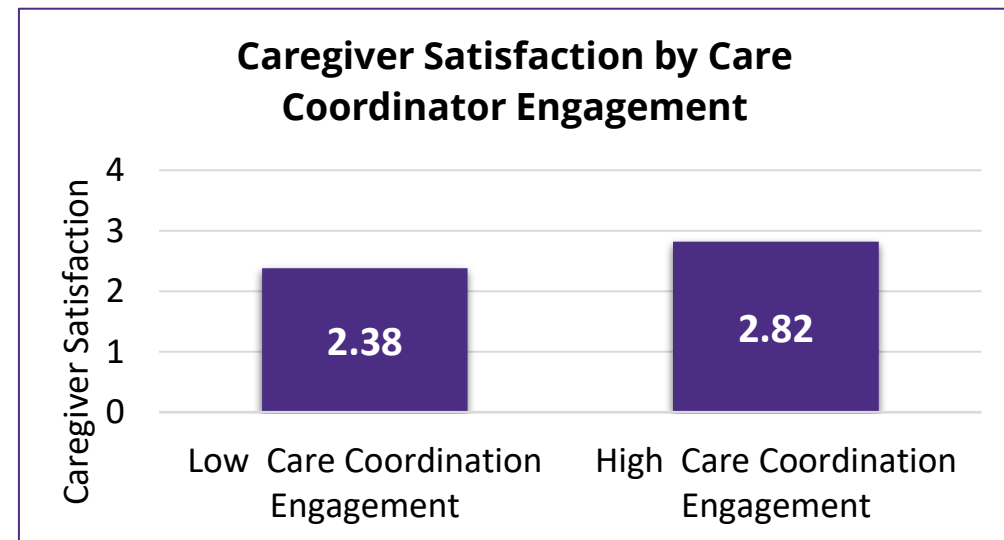
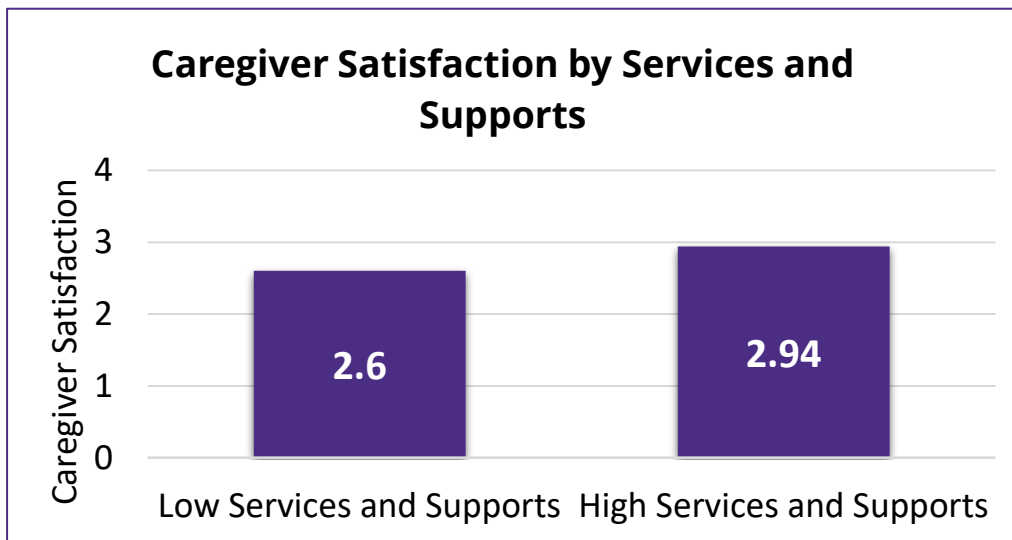


- High fidelity above the green line
- Adequate fidelity above the orange line
- Borderline fidelity above the red line

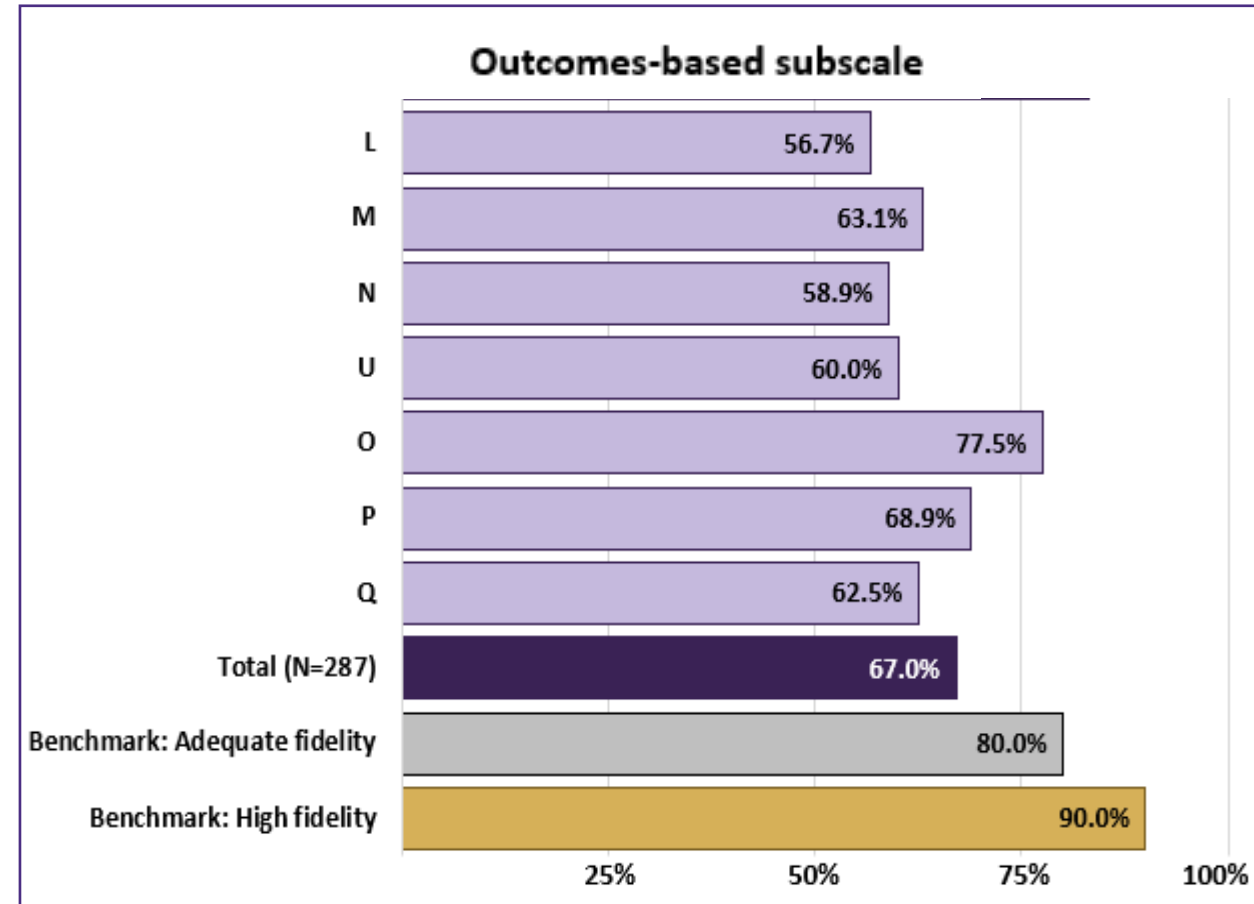
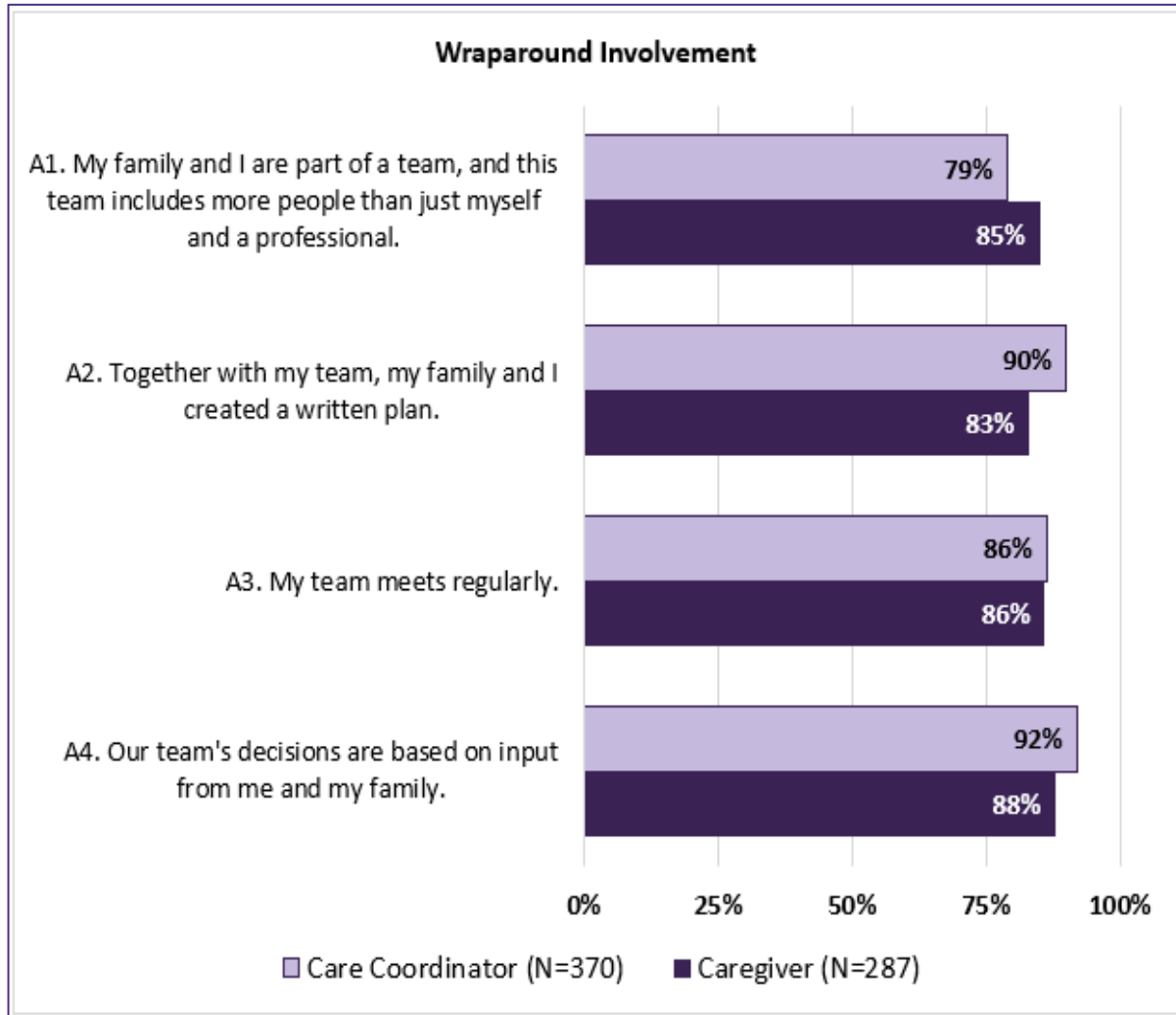
...Knowing what is driving your outcomes

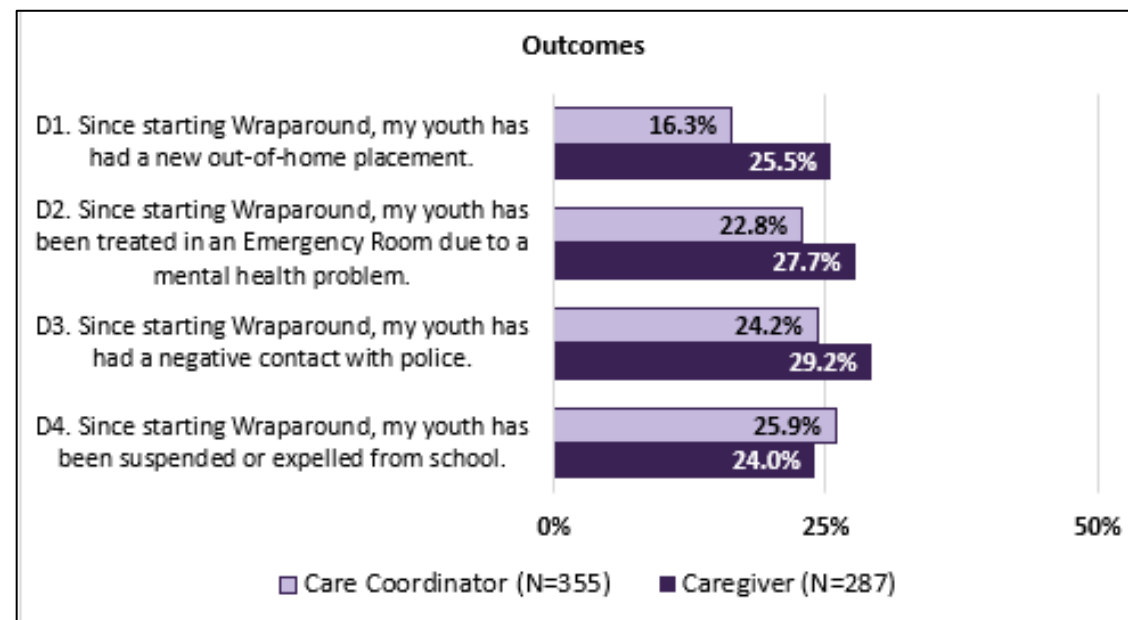
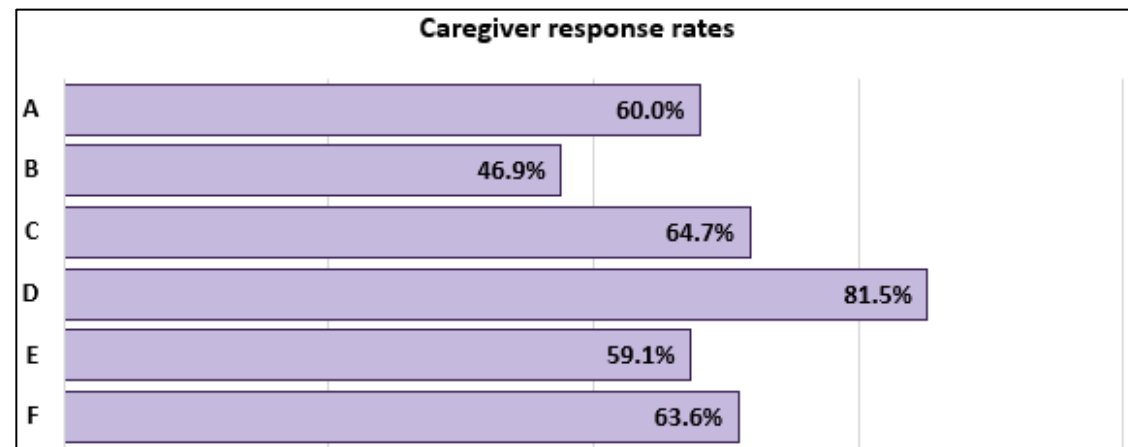
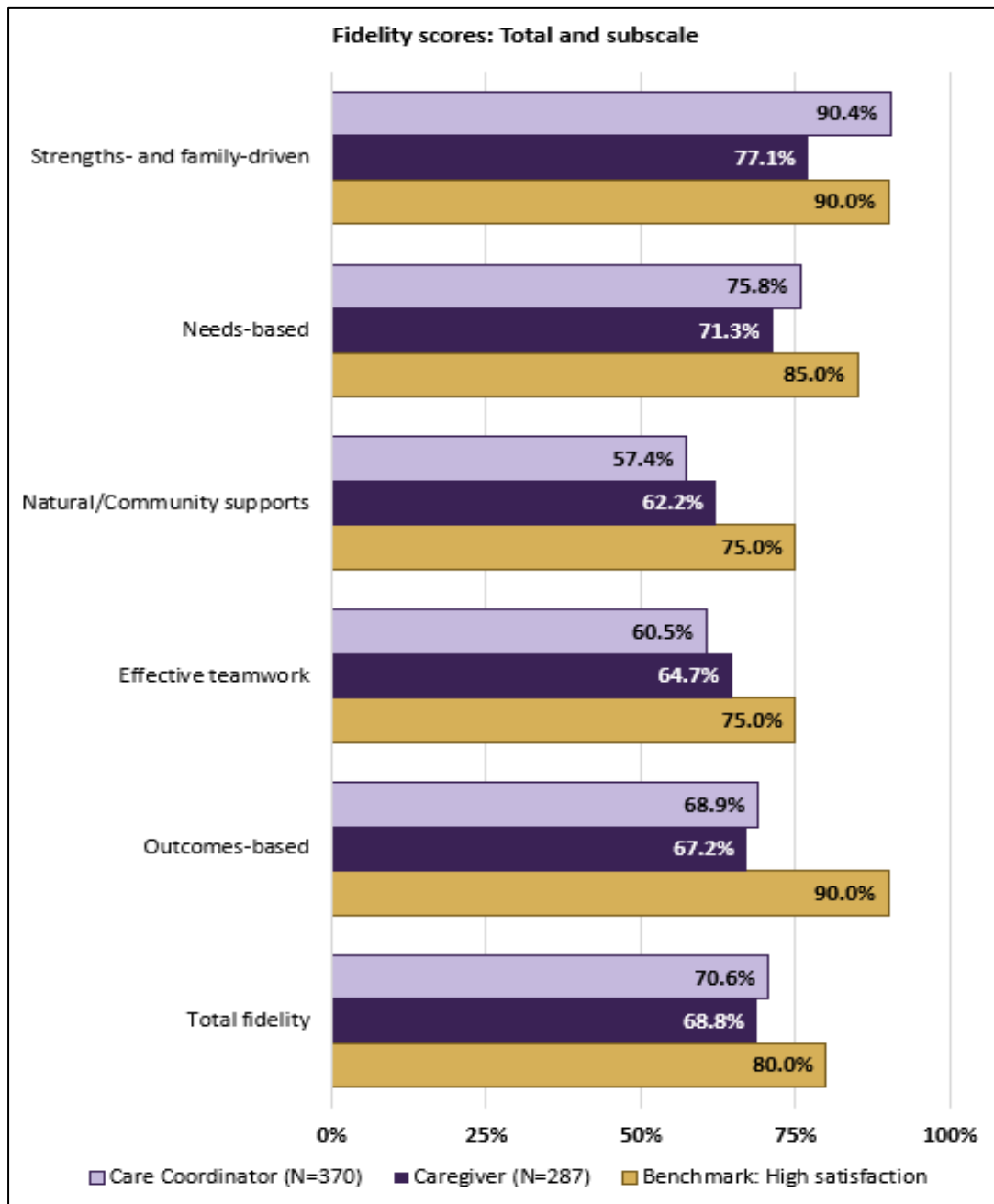
- **Organization-level conditions assessed by the Wraparound Implementation Standards – Program (WISP):**

- Services and supports = Youth and families have access to full array of services and supports
- Care coordinator engagement = Regular meetings with families



...Being able to provide detailed feedback to your Organizations





The reward: Rich and helpful qualitative data

- **Real excerpts from surveys with caregivers:**

- Critique

- *“Took us four months to even start. They didn't have skills coaches even though they said they would. Our facilitator is very disorganized. NO support to us. Told us we were on our own in certain areas. Looking for a new facilitator but there currently are none. We were told we can't go to the county over for help. We have been badgered to transition even though we are nowhere near ready.”*

- Compliment

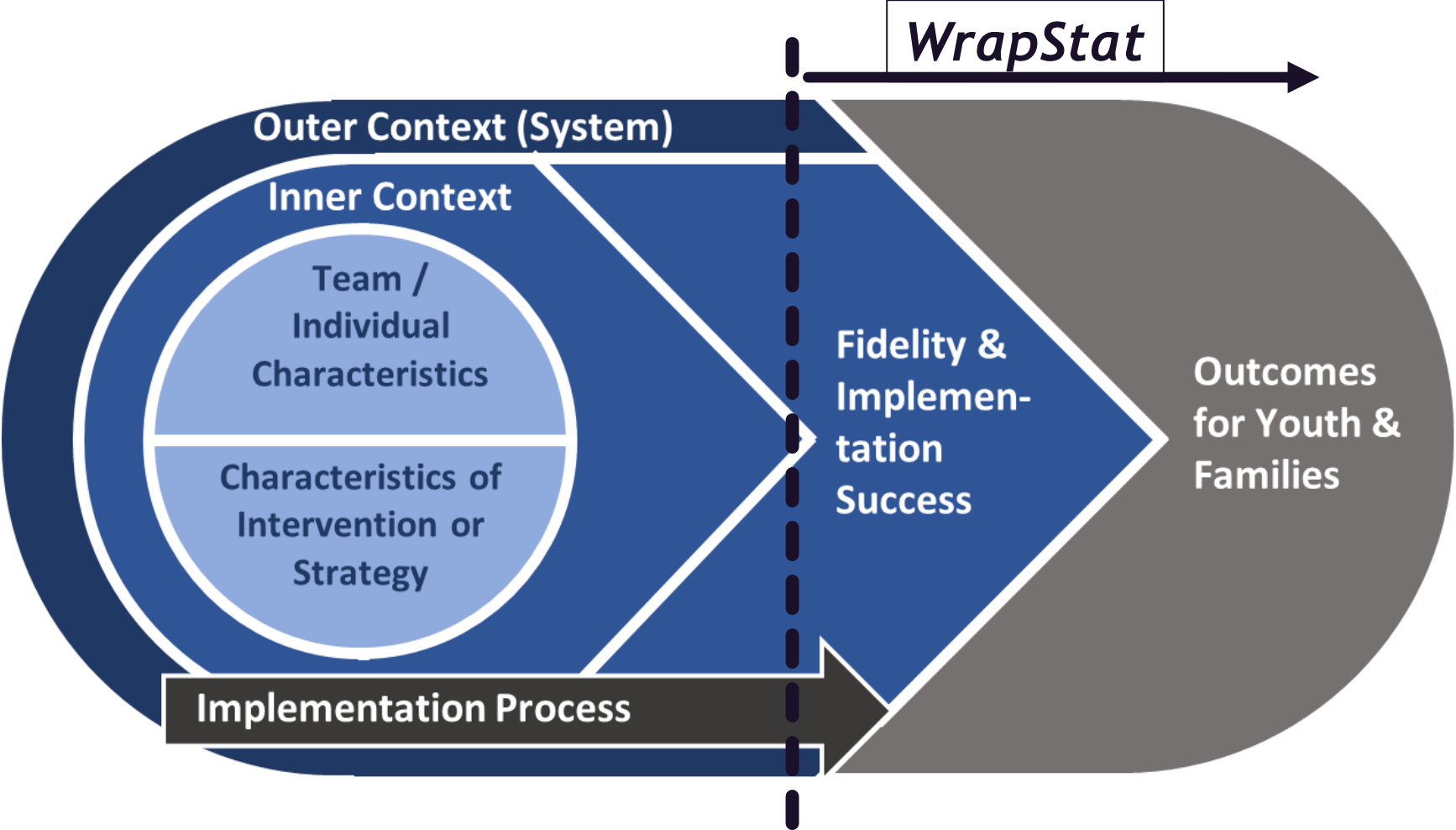
- *“This is changing our lives. We are getting services to help with attachment, which brought out a need, and the wraparound team was already in place to help us deal with that trauma. We will heal with their help! My husband and I now are on a same team and not against each other with our daughter in the middle. Still working on things but prayerfully it will get better still.”*

How these data are used to inform the field in real time: Indiana state WFI-EZ

- **Track fidelity and satisfaction by provider organization**
 - Caregiver and care coordinator input
- **Review statewide trends and invest in “system fixes”**
- **Disseminate reports to providers and review data together in a learning community**
- **NWIC and Indiana coaches use data to provide consultation and coaching**



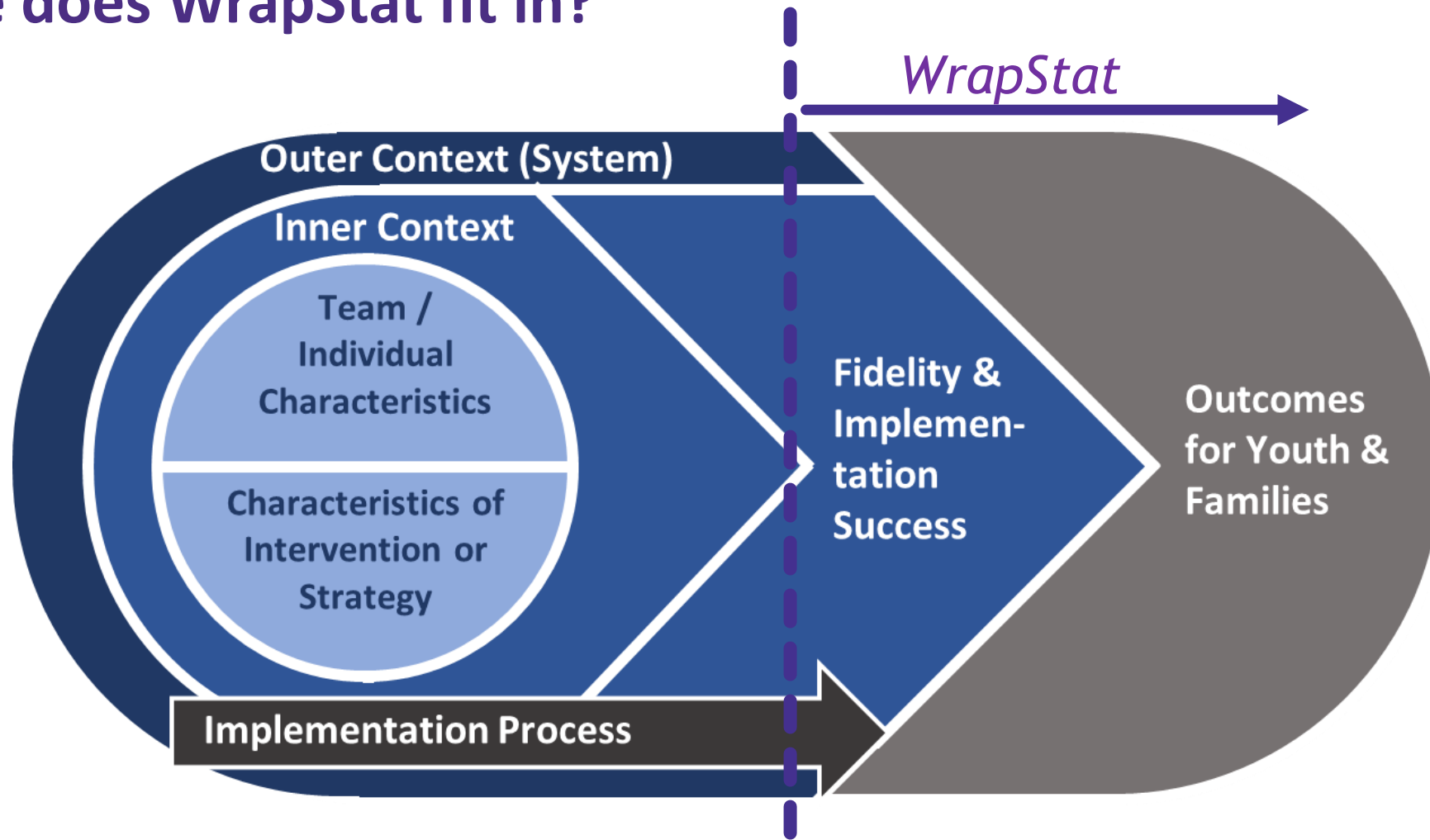
Wraparound evaluation framework: Where does WrapStat fit in?



Putting it all together....



Wraparound Evaluation Framework: Where does WrapStat fit in?



Key data elements supported 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 supported by WrapStat: Youth/Family Outcomes

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

Why Did We Invest in WrapStat?

To Get A Full Picture of Quality, Fidelity and Outcomes

Promoting rigorous data collection

- Random 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 via email and/or text
 - 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

- Length of enrollment
- Reason for discharge
- Residential, school, and community outcomes
- Level of needs met

Helping NWIC, states, and programs manage with data

- Improved user interface
- More reporting options
- Readily available dashboards

WrapStat functions were built to encourage data collection success!

- Set your rules for sampling and pulling a representative sample
- Emailing respondents
- Tracking incentives
- Keeping you on track with updates on data collection success

Sampling parameters for the WFI-EZ

Cycle Name ⓘ
WFI-EZ: SEP 2022-JAN 2023 Sample

Unique Identifier - Optional ⓘ
Sample

Start Date * ⓘ **End Date** * ⓘ
09/14/2022 12:00 AM 01/01/2023 12:00 AM

Cycle Type * ⓘ
Fixed

NO **Track incentives** ⓘ

NO **Track consent** ⓘ

Select which WFI-EZ forms to administer

YES WFI-EZ Care Coordinator

YES WFI-EZ Caregiver

YES WFI-EZ Youth

YES WFI-EZ Team Member

Selected Sites (2) ⓘ This sample will include actively enrolled AND recently discharged youth. WFI-EZ Youth excludes youth under age 11. Your sample for WFI-EZ Youth may be smaller than shown here.

	Site	Eligible Population	Excluded Population	Recommended Sample Size	Sample Size
×	STARS Family Health	21	44	21	21
×	IDD	235	5	71	71

[Customize Sample Size](#)

Length of enrollment (months) ⓘ **Min** **Max**
3 0

YES **Include recently discharged youth?** ⓘ

Max Months Discharged
6

NO **Distribute equally across care coordinators** ⓘ

NO **Auto send invite message** ⓘ

WFI-EZ Text message feature – send customizable emails/texts to participants

Send Messages Now ×

Template (by Label): *

Invite

Message Type:

Email Message

▼ Edit Message

Subject: *

WFI-EZ Caregiver Survey Invite

Body (upper):

Dear %pawn.data:caregiverName%,
As the caregiver of %pawn.data:firstName% %pawn.data:lastName%,
your opinions and feedback about your experience in Wraparound is

Button Text:

Take Survey

Button URL:

%URL%

Body (lower):

Thank you so much for your time!

Note: To place the data collection wave link in the message, type %URL% and the link will automatically be filled in when the message is sent. You can also insert %firstName%, %lastName%, or %fullName%.





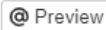



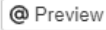



Attempt to send to all 2 respondents meeting condition "Not Started".

Preview

Send Message (Right Now)

 Messages

+ Create Message

Label	Message Type	Recipients	Condition	Last Modified	Actions
Invite	Email 	Respondent(s)	All Respondents	11 Aug 2020, 3:47 PM (PDT)	  
Reminder	Email 	Respondent(s)	Not Started	5 Aug 2020, 10:04 AM (PDT)	  
Thank you!	Email 	Respondent(s)	Completed	12 Aug 2020, 1:51 PM (PDT)	  

Sampling parameters for the WFI-EZ

Cycle Name ⓘ
WFI-EZ: SEP 2022-JAN 2023 Sample

Unique Identifier - Optional ⓘ
Sample

Start Date * ⓘ **End Date** * ⓘ
09/14/2022 12:00 AM 01/01/2023 12:00 AM

Cycle Type * ⓘ
Fixed

NO **Track incentives** ⓘ

NO **Track consent** ⓘ

Select which WFI-EZ forms to administer

YES WFI-EZ Care Coordinator

YES WFI-EZ Caregiver

YES WFI-EZ Youth

YES WFI-EZ Team Member

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×	STARS Family Health	21	44	21	21
×	IDD	235	5	71	71

[Customize Sample Size](#)

Length of enrollment (months) ⓘ **Min** **Max**
3 0

YES **Include recently discharged youth?** ⓘ

Max Months Discharged
6

NO **Distribute equally across care coordinators** ⓘ

NO **Auto send invite message** ⓘ

Track data collection and incentive disbursement from the data management page, as well as track cycle progress and response rate

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

Select Cycle

Sample Size

5

Date Range

09/13/2022 05:00 PM - 12/01/2022 12:00 AM

Upcoming

Cycle Progress i

0 of 5

Response Rate

0 of 5

Send Messages Now
Message Center

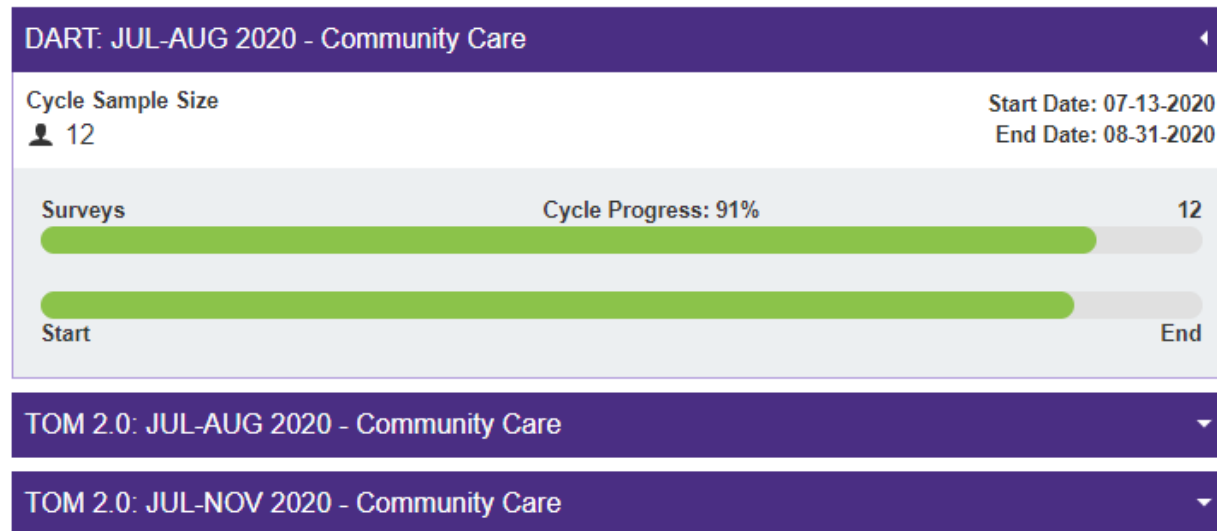
Showing 5 of 5

	WrapID	Youth	Status	Caregiver Contact	Actions	Messages	Consent Collected	Incentive Disbursed	Date Started	Date Completed
	<input type="text" value="search..."/>	<input type="text" value="search..."/>	<input type="text" value=""/>	<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="checkbox"/>	1	Youth TEST.				0	YES <input checked="" type="checkbox"/>	YES <input checked="" type="checkbox"/>		

Track data completion and progress for eval cycles via the dashboard

Current Evaluation Cycles

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



See tables on sample and response summaries in reports (e.g., response rate, opt out reasons)

Showing 7 of 7 rows

#	Site ▲	Evaluation Cycle ▼	Number in Sample	Number of completed WFI-EZs	Response Rate ?
	<input type="text" value="search..."/>	<input type="text" value="search..."/>			
5	Community Care	WFI-EZ Caregiver: MAY 2021 View Data Demo	7	7	100%
1	Family Partners Inc.	WFI-EZ Care Coordinator: JAN-MAR 2021 Testing 1.6	39	36	92.31%
2	Family Partners Inc.	WFI-EZ Caregiver: JAN-MAR 2021 Testing 1.6	38	35	92.11%

Data Collection Information by Site for WFI-EZ Caregiver Form

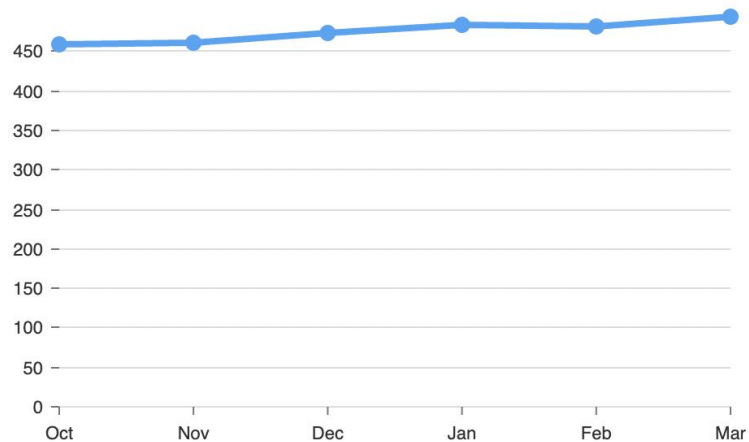
Showing 5 of 5 rows

Site ▲	Number of Forms Not Started	Number of Forms Incomplete	Number of Forms Completed	Number of Forms Opt-out
<input type="text" value="search..."/>				
Community Care	0	0	7	0
Family Partners Inc.	5	2	43	4
Foundations for Independence	5	1	2	3
STARS Family Health	1	0	3	1
Sitka Family Services	0	0	6	0
Total:	11	3	61	8

WrapStat Dashboard

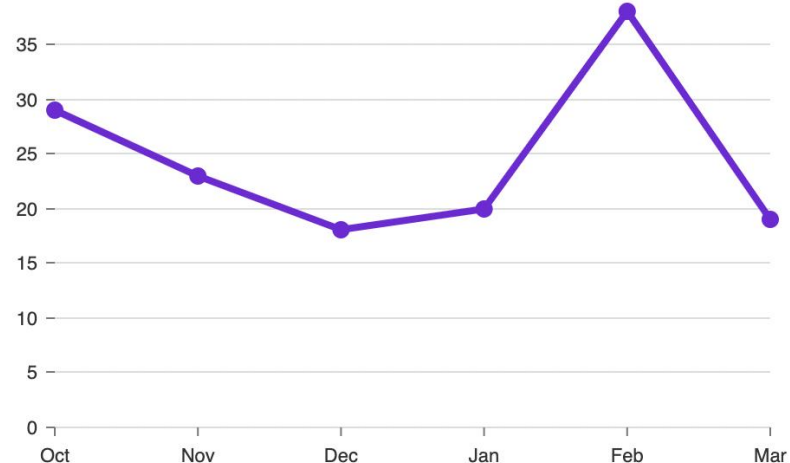
Total Wraparound Enrollment by Month i

495 actively enrolled youth



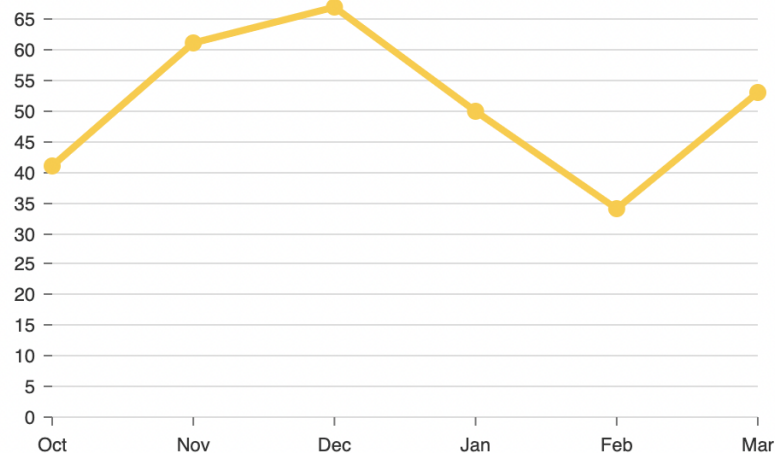
Number of Youth Discharged by Month i

147 youth discharged in last 6 months



Percent of Youth Successfully Discharged i

51.71% discharges were successful in last 6 months

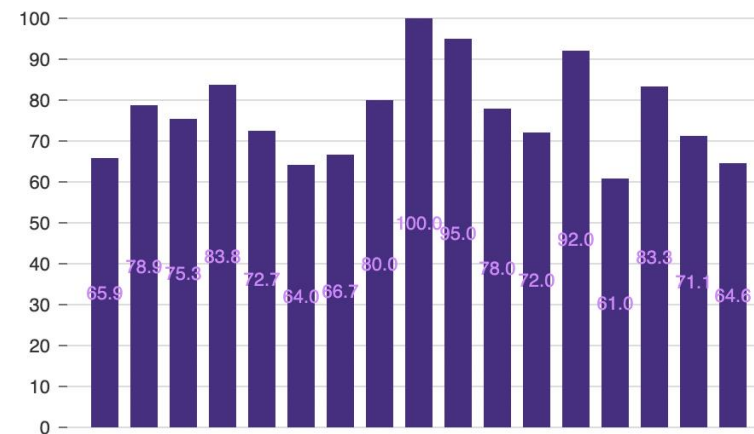


Mean Fidelity i

76.7% overall fidelity within the last 6 months

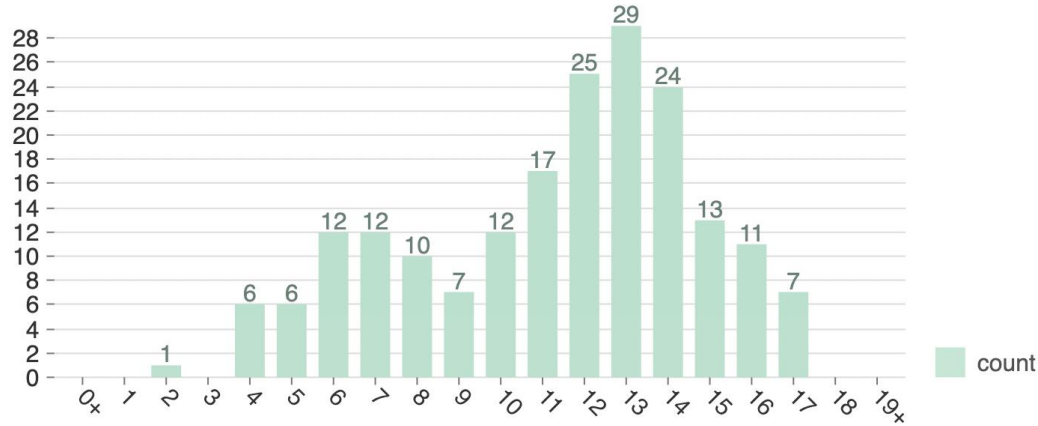
WFI-EZ TOM 2.0

Youth

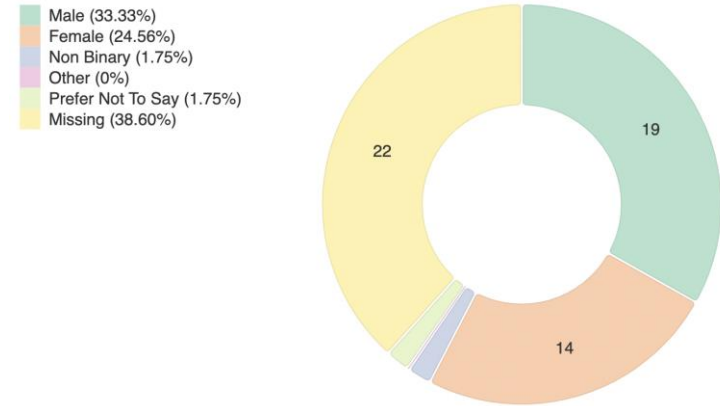


WFI-EZ Report

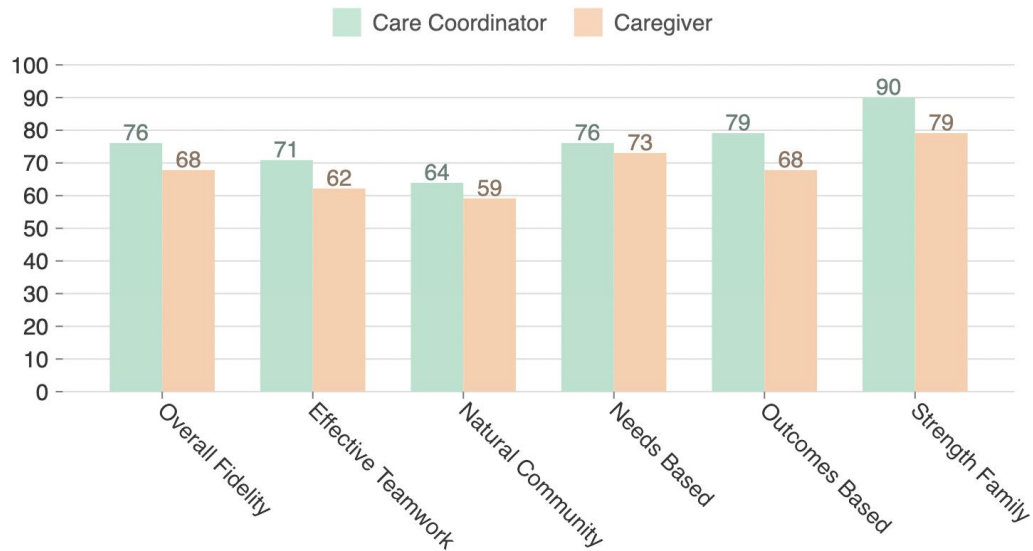
Age at Enrollment



Gender Identity

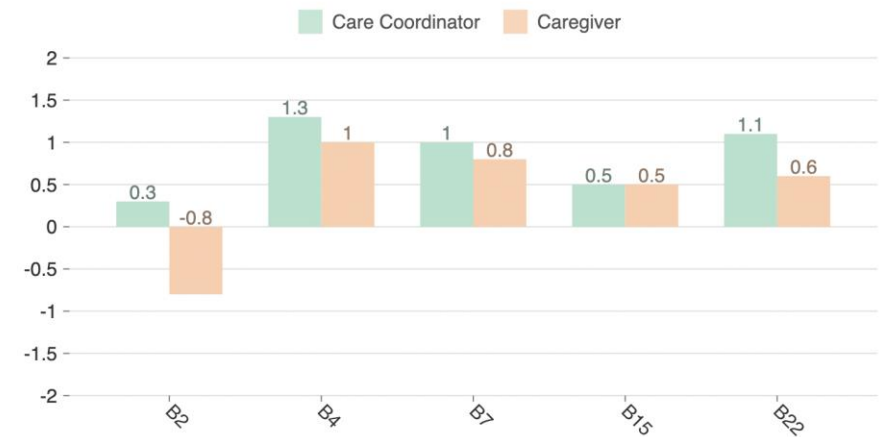


Key Elements and Overall Fidelity



Effective Teamwork

The Effective Teamwork subscale consists of items B2*, B4, B7*, B15*, and B22. Items are rated on a 5 point Likert scale (-2 to 2, Strongly Disagree to Strongly Agree). An asterisk indicates that the item is reverse-scored. Users also have the option to respond "don't know" to any item, which renders the item "blank".



Questions?

