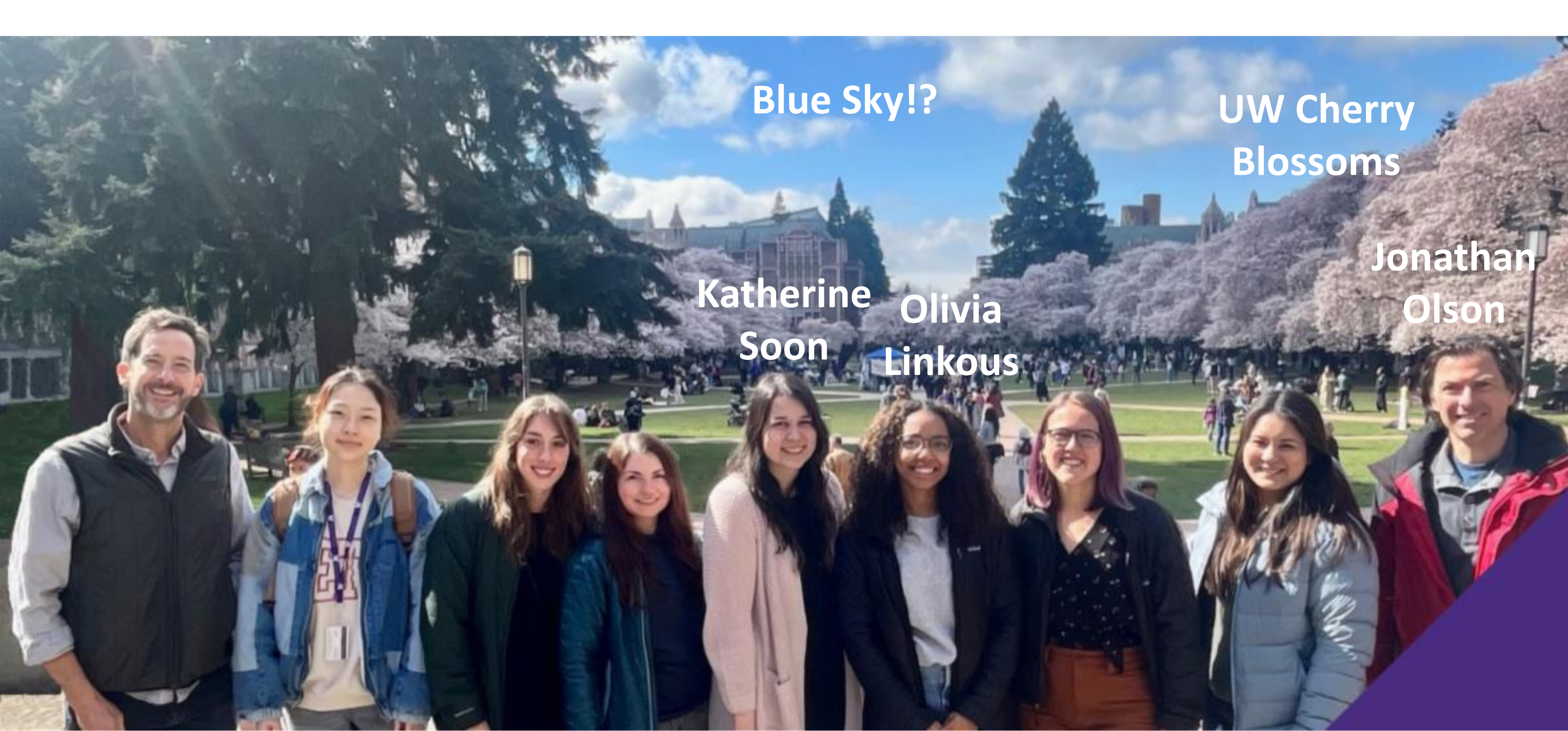


What factors are associated with Wraparound fidelity and satisfaction?

Data insights from WrapStat

Wraparound Evaluation and Research Team
Department of Psychiatry & Behavioral Sciences, University of Washington
February 12, 2024
National Wraparound Initiative (NWI) and UW WERT Webinar





Blue Sky!?

UW Cherry Blossoms

Jonathan Olson

Katherine Soon
Olivia Linkous

Our Wraparound Fidelity Assessment System (WFAS) tools help track Wraparound implementation quality and outcomes

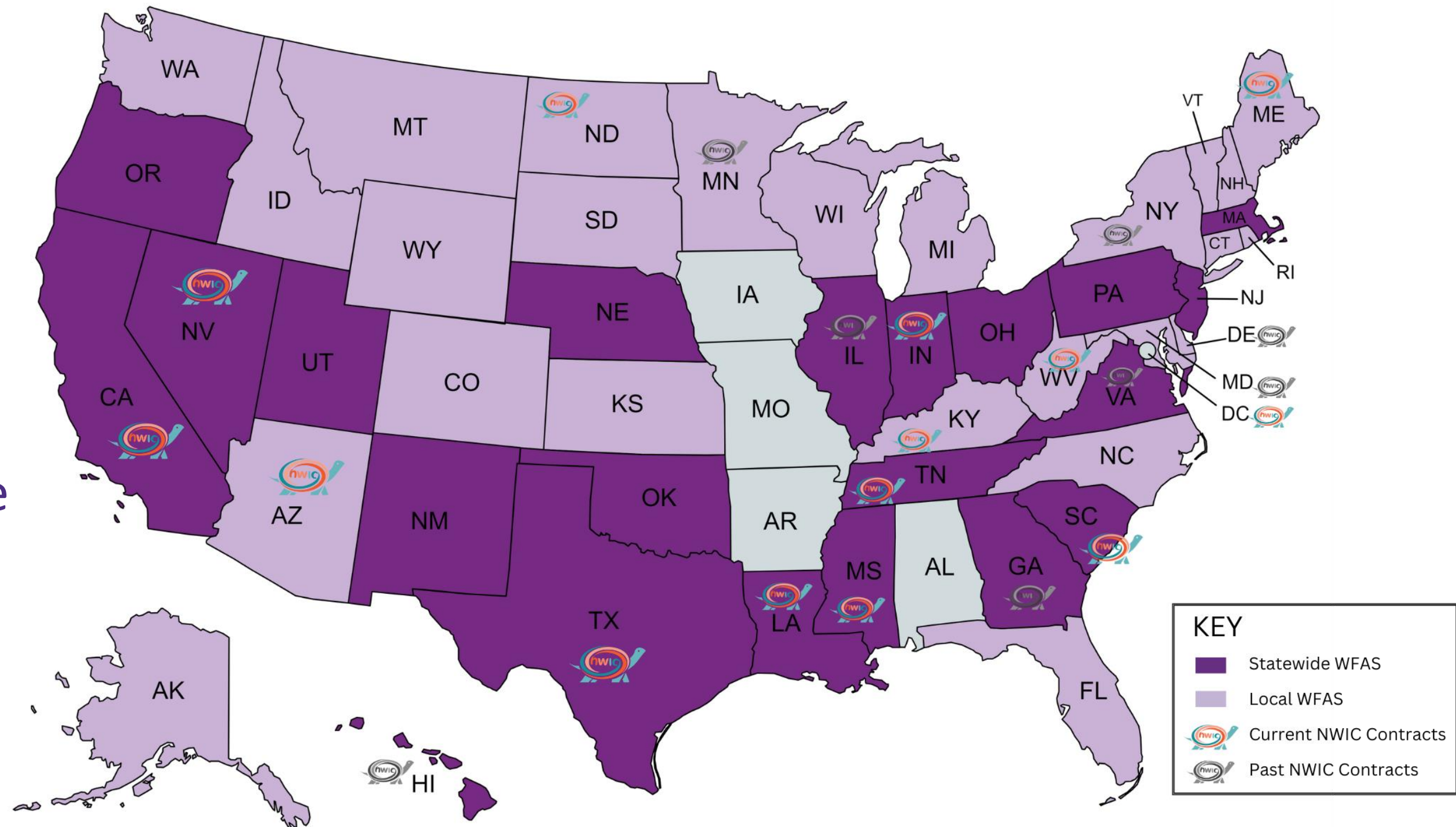
WFI_{EZ}

TOM_{2.0}


Wraparound DART

Wraparound Fidelity Assessment measures are used in almost every state in the U.S.

50 unique organizations, including states, counties, and agencies, from across the U.S. are currently licensed to use WrapStat



WrapStat brings the WFAS tools together along with other features that facilitate data collection, processing, and interpretation



WrapStat helps states, communities, and organizations get a full picture of Wraparound quality, fidelity, and outcomes by:

- **Promoting rigorous data collection**
 - Random sampling, high response rates
- **Evaluating outcomes for Wraparound-enrolled youth**
 - Length of enrollment, reason for discharge, residential/school/community outcomes
- **Managing data**
 - User-friendly interface, data reporting tools, data dashboards



In this presentation we will share lessons learned from WFI-EZ data available from WrapStat

1. What are current WFI-EZ survey completion rates? Why do these numbers matter?
2. How well do WFI-EZ data represent all Wraparound-enrolled youth?
3. What do WFI-EZ data say about Wraparound implementation quality and caregiver satisfaction?
4. How do WFI-EZ scores vary by gender, race/ethnicity, and community size?
5. How can we learn from open-ended feedback from caregivers and care coordinators?

WFI**EZ**

We Need Comments and Recommendations from You!

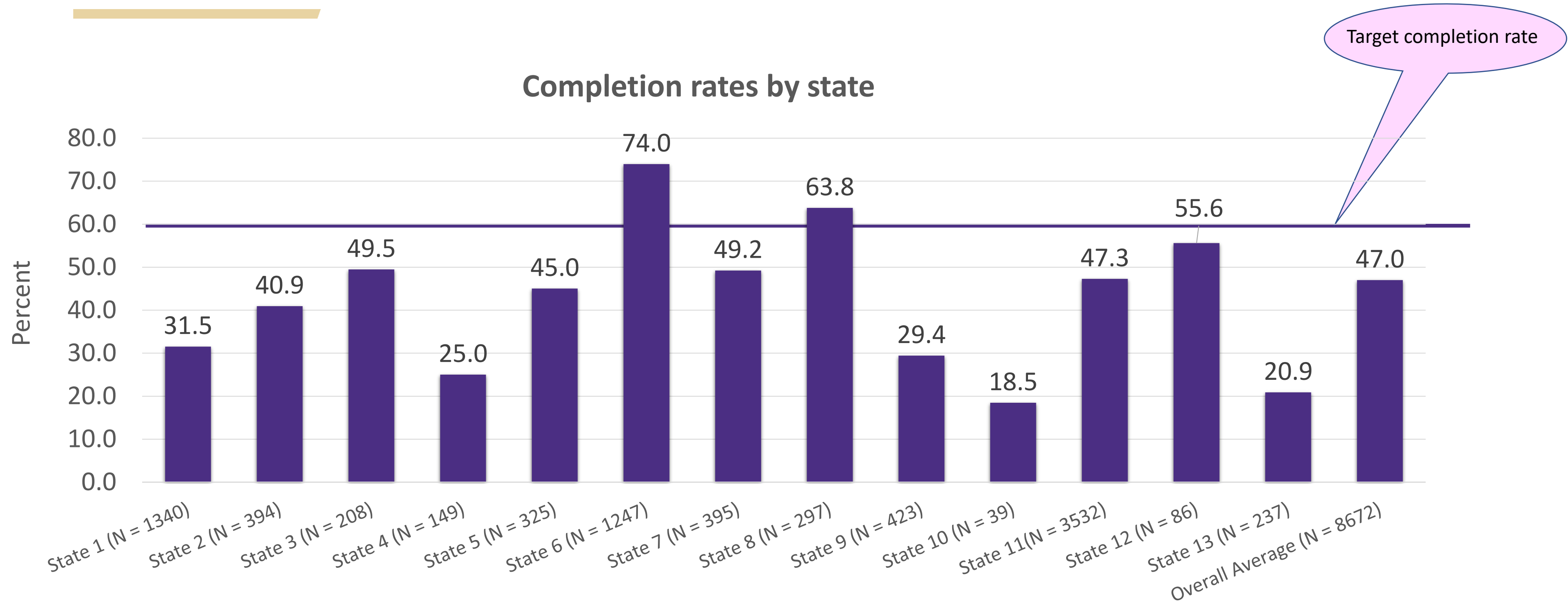
Use the Jamboard to Leave ANY comments or observations



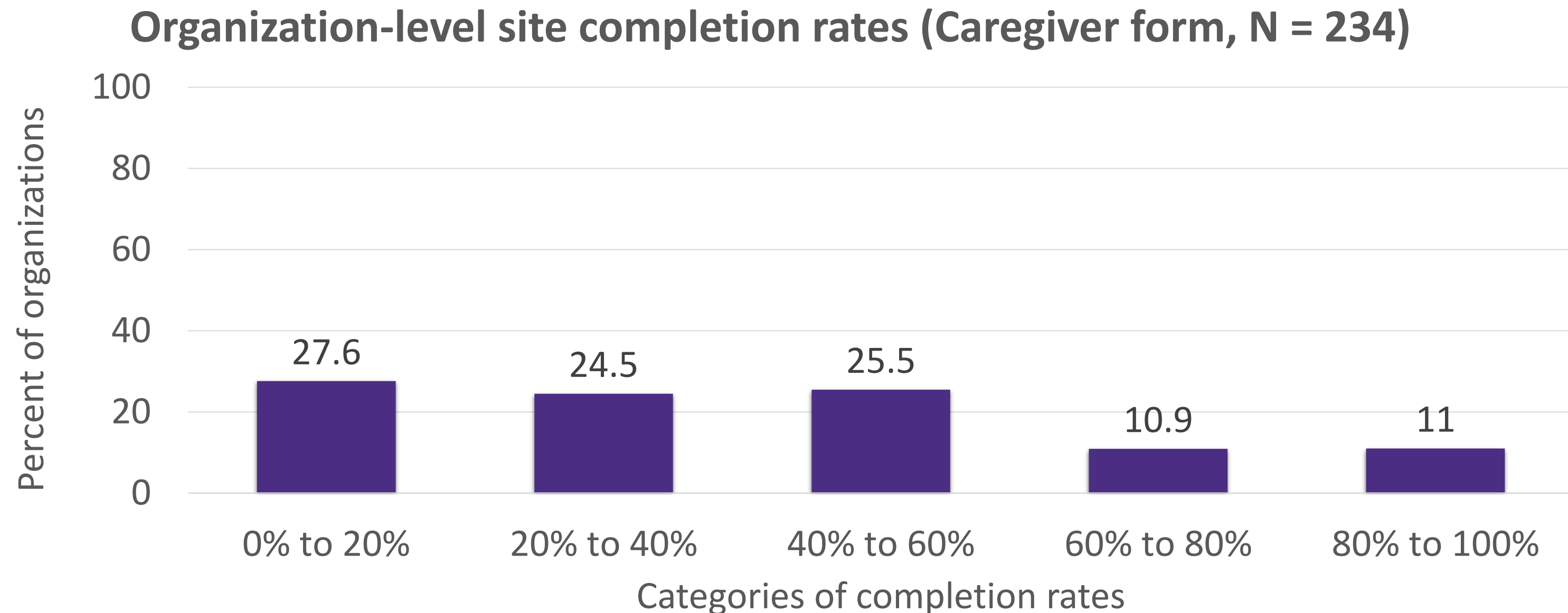
https://jamboard.google.com/d/1pRQ4-msCOYgOWJkdb0fpXAsgZo_deumnudaGAWMu7NY/viewer?f=0

What are survey completion rates for our collaborating WFI-EZ users?

States rarely achieve WFI-EZ completion rates above 60%

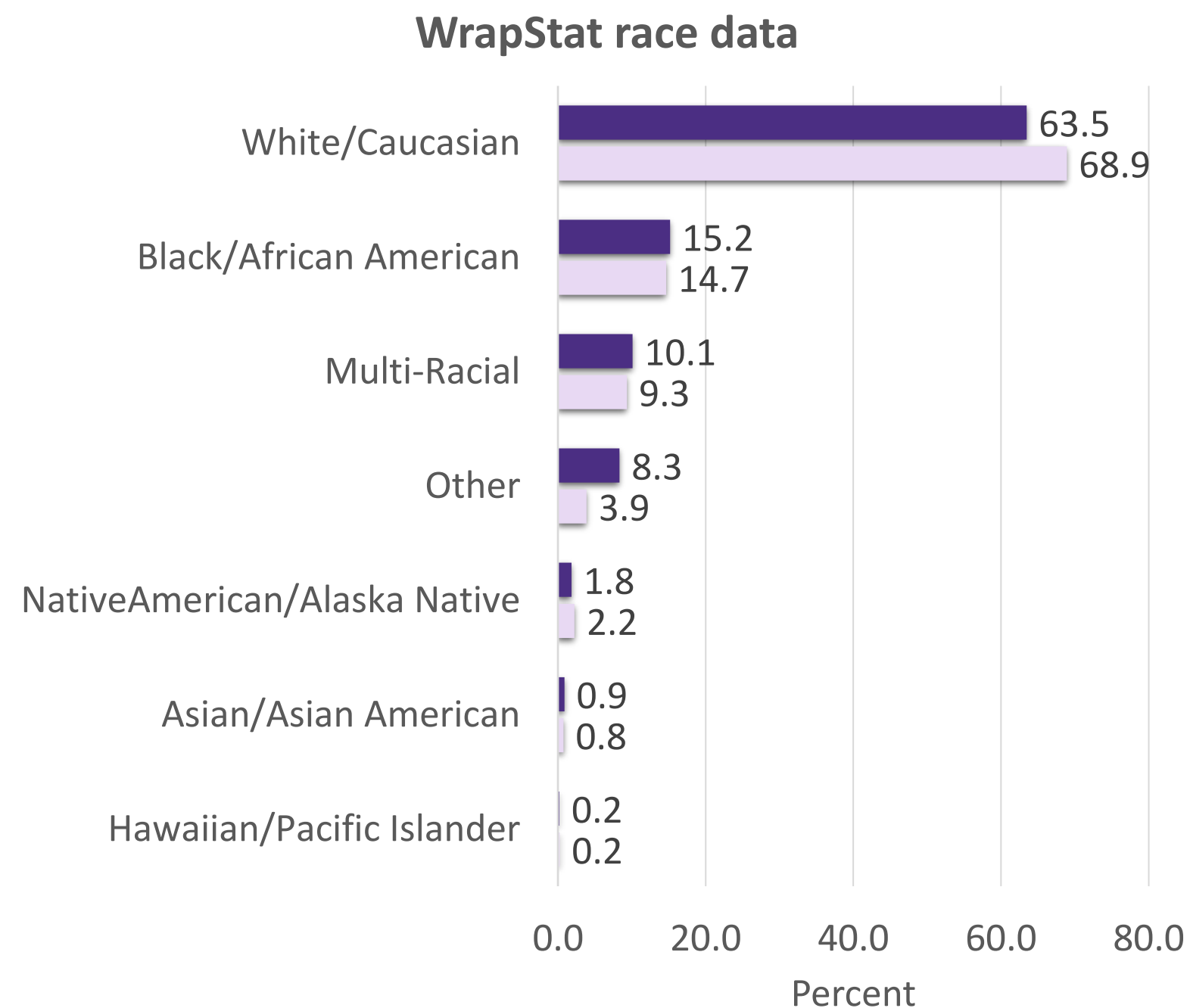


Only 22% of organizations achieve completion rates above 60%

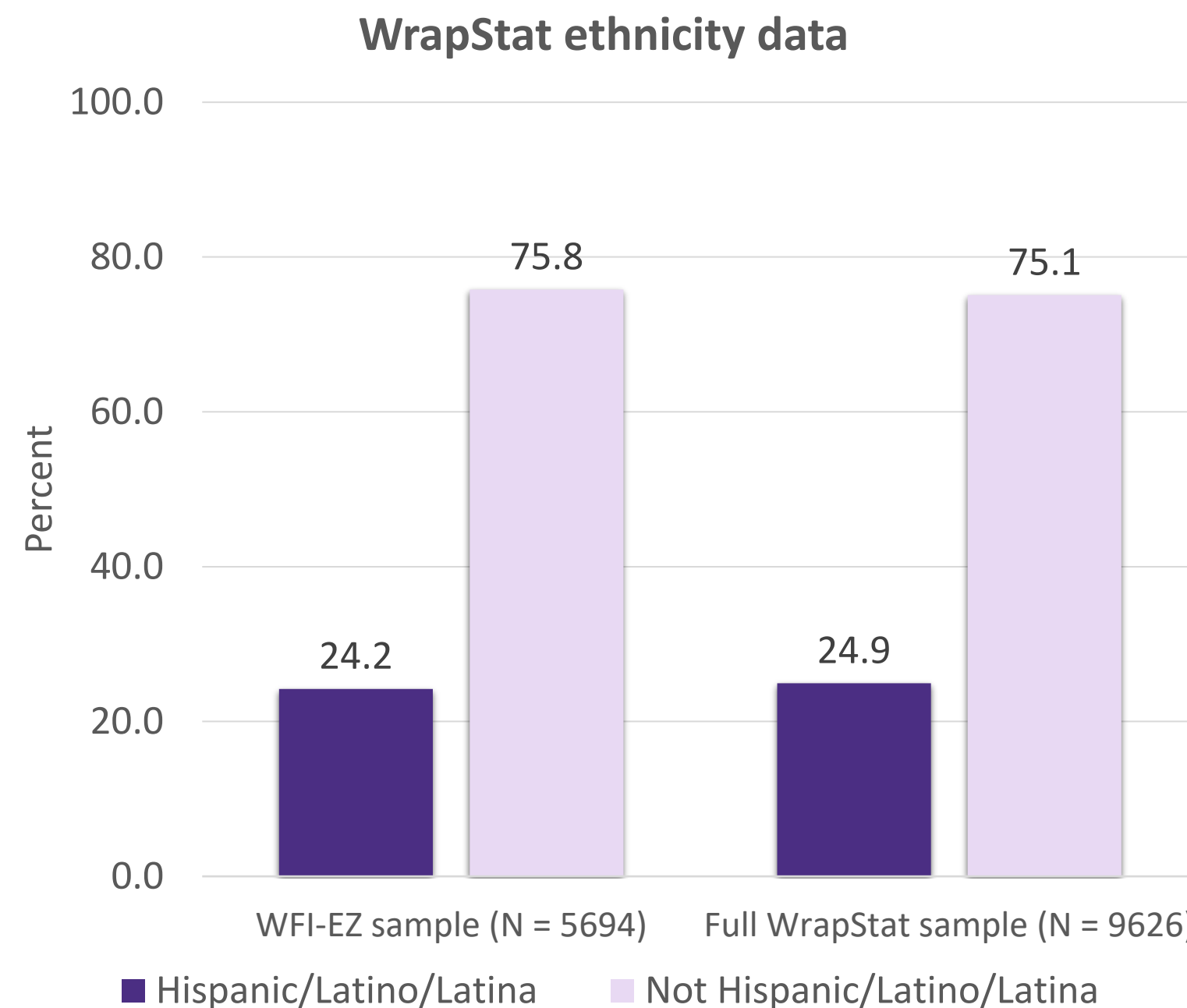


Adequate completion rates help us ensure that WFI-EZ samples adequately represent all enrolled youth

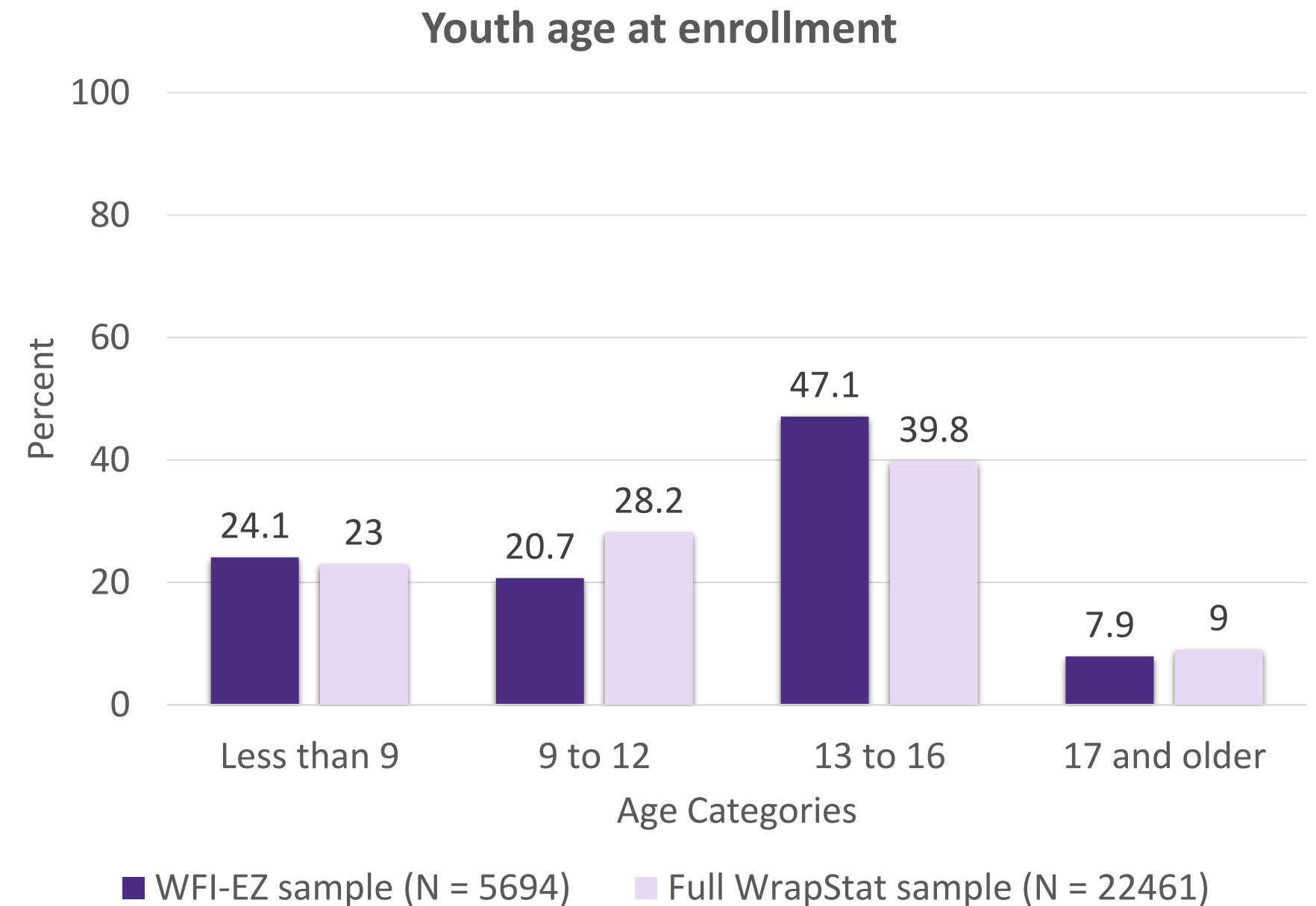
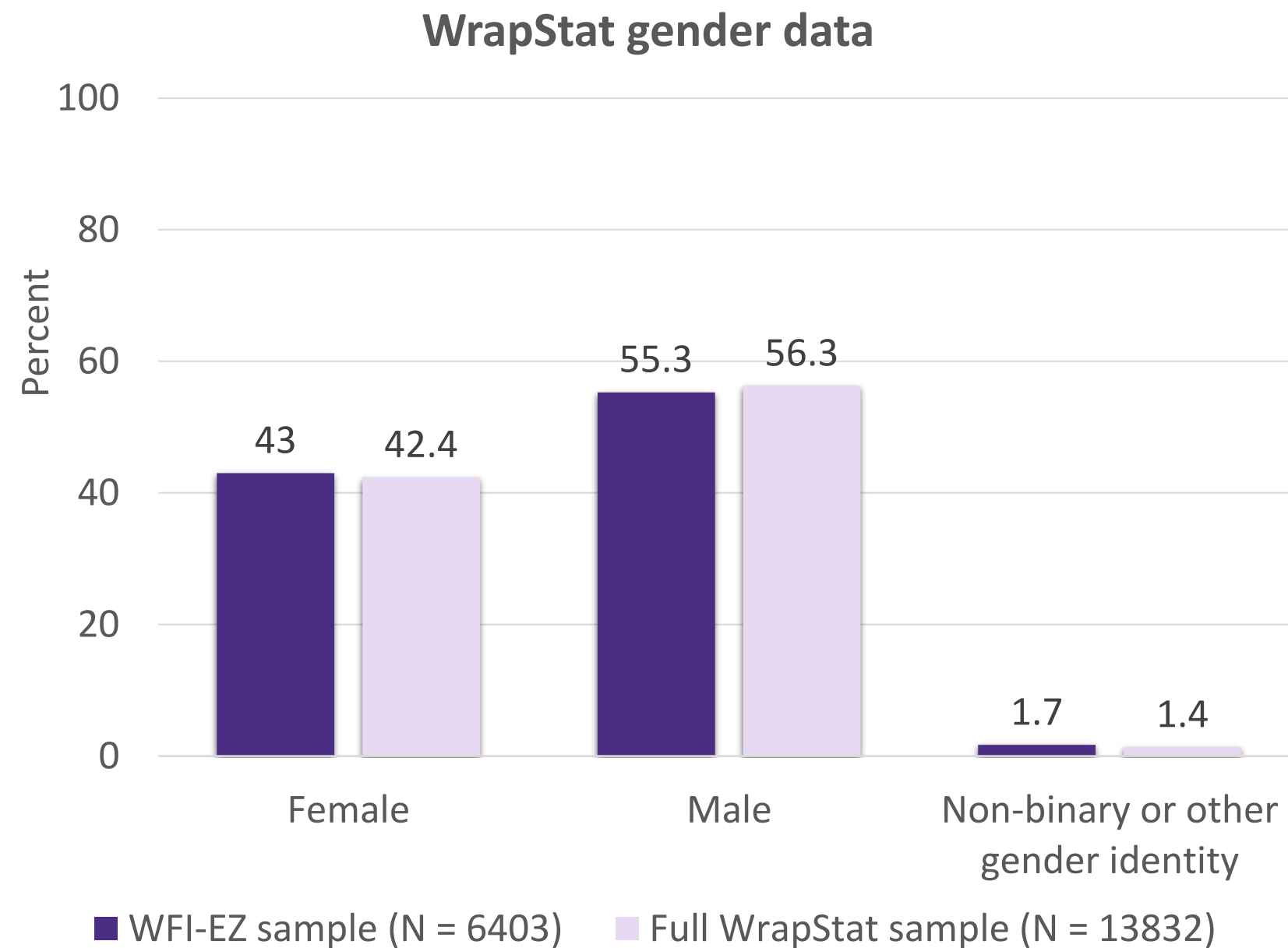
WFI-EZ caregiver respondents are not completely representative of race/ethnicity of all youth in WrapStat



■ WFI-EZ sample (N = 4262) ■ Full WrapStat sample (N = 9153)



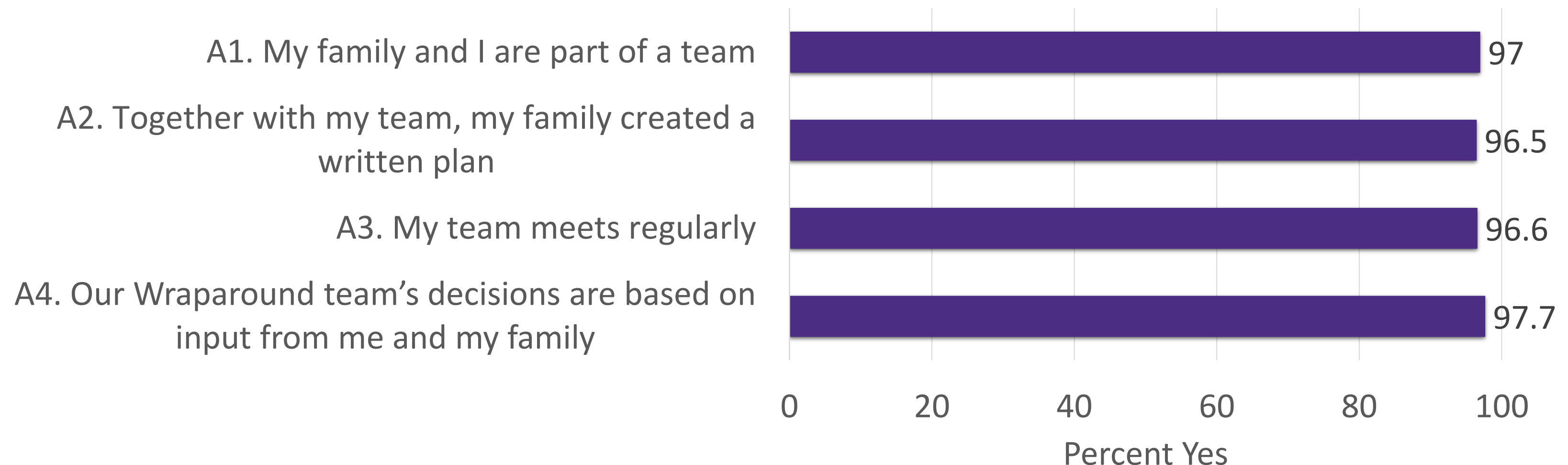
WFI-EZ respondents are far more likely to be caregivers of older (age 13–16) youth



WFI-EZ fidelity and satisfaction scores

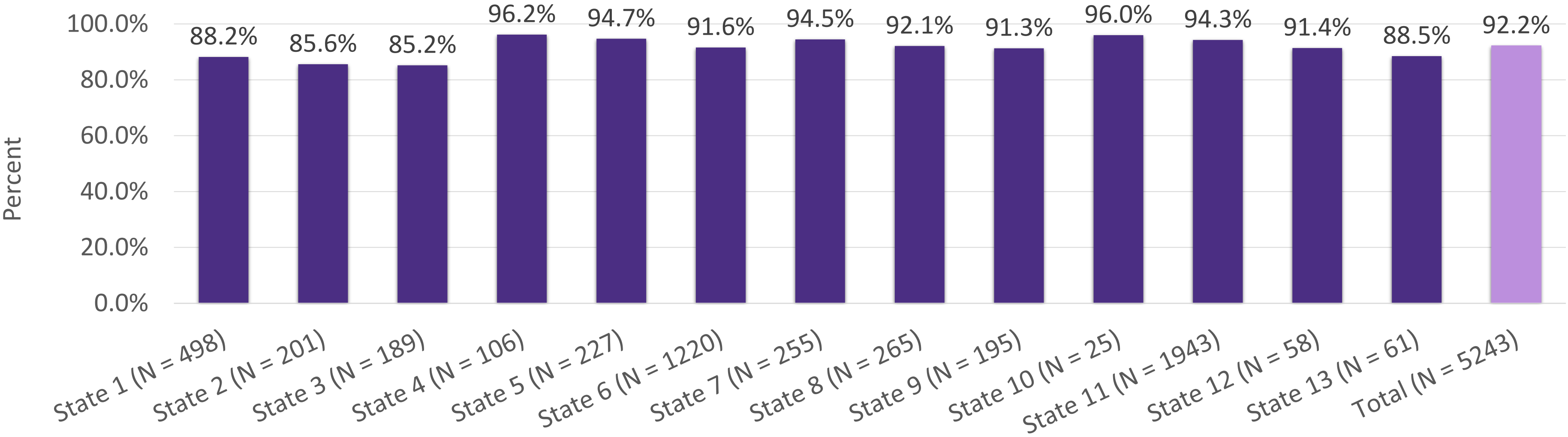
In the vast majority of sites, CGs say the core components of Wraparound have been implemented

WFI-EZ caregiver responses: Section A (N = 3407)



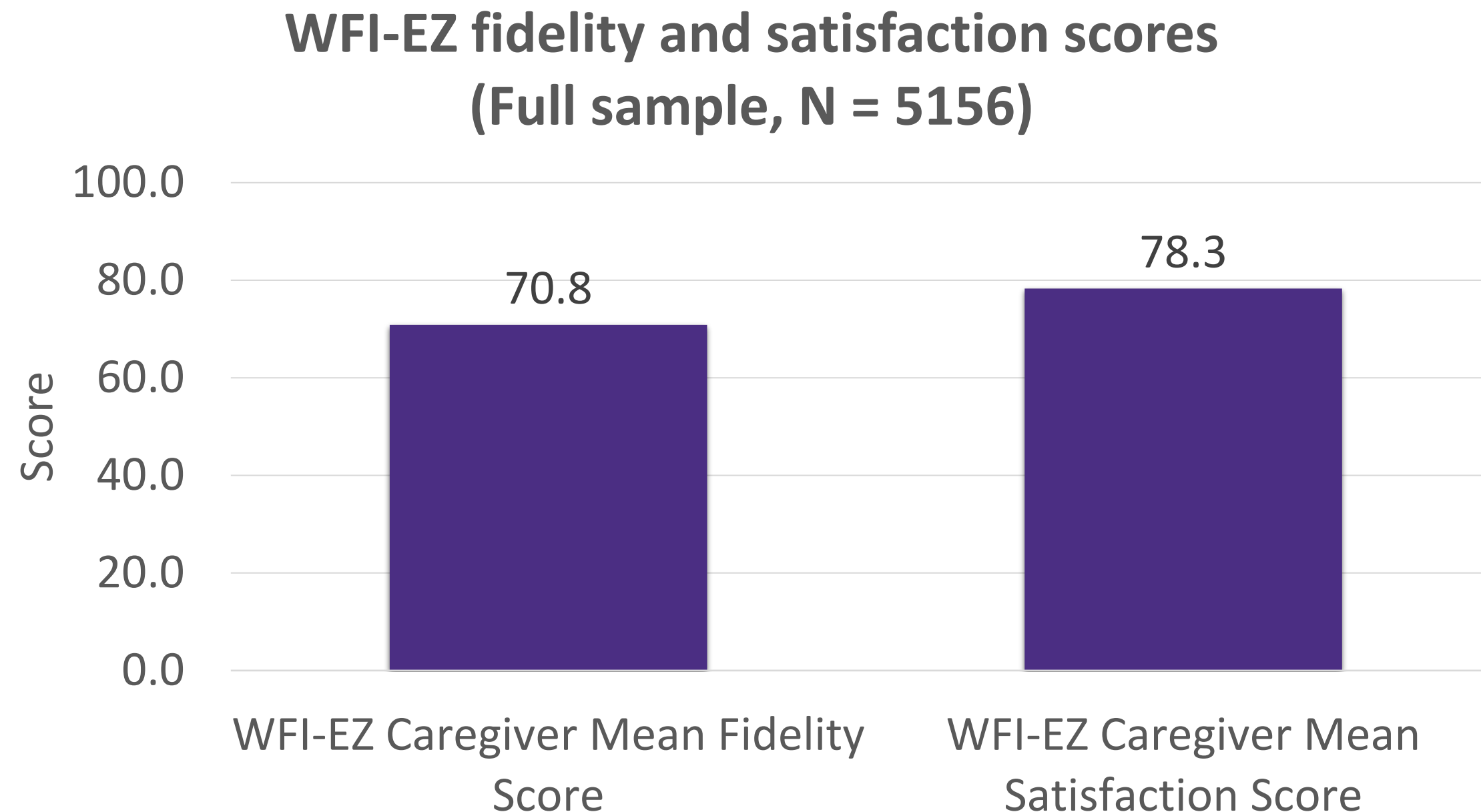
Implementation of core components varies by state

Core Wraparound components by state: Composite of Section A scores



Overall WFI-EZ caregiver scores have room for improvement

Example Fidelity item
(25 items, 0-4 scale):
“My family was linked to community resources I found valuable”



Example Satisfaction item
(4 items, 0-4 scale):
“I am satisfied with my youth’s progress since starting the Wraparound process”

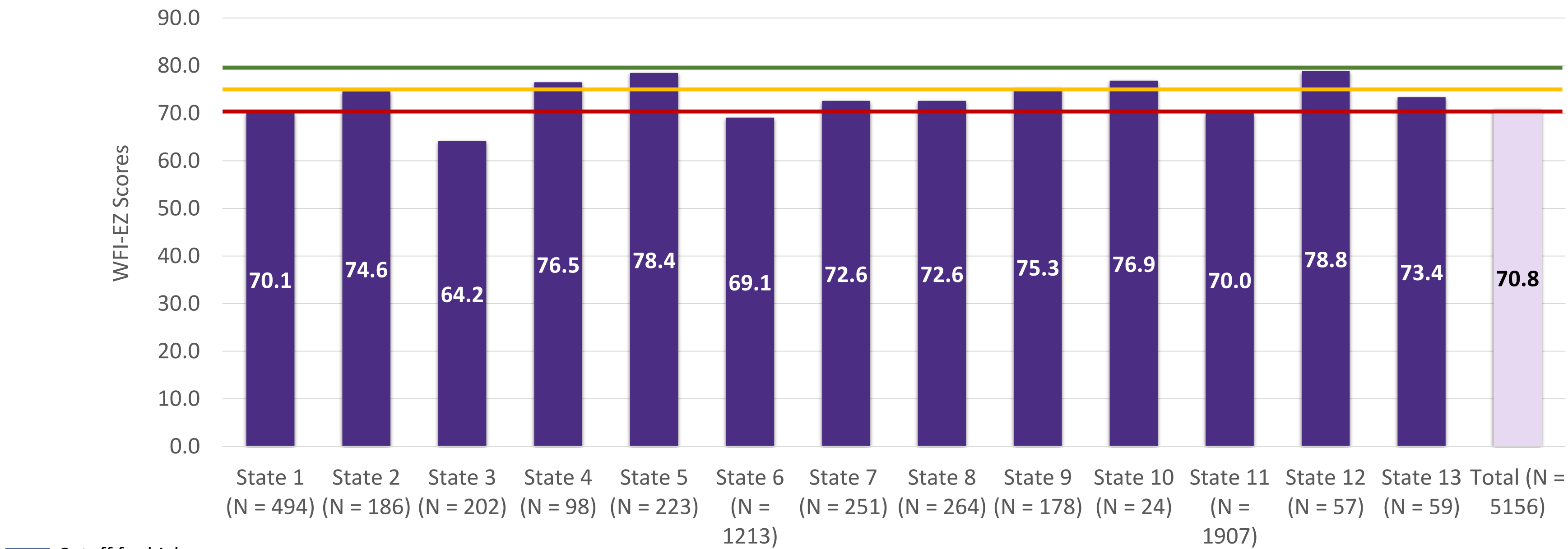
Our current fidelity benchmarks help us interpret WFI-EZ scores

Table 1. 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

Most state fidelity scores fall within the “borderline” range

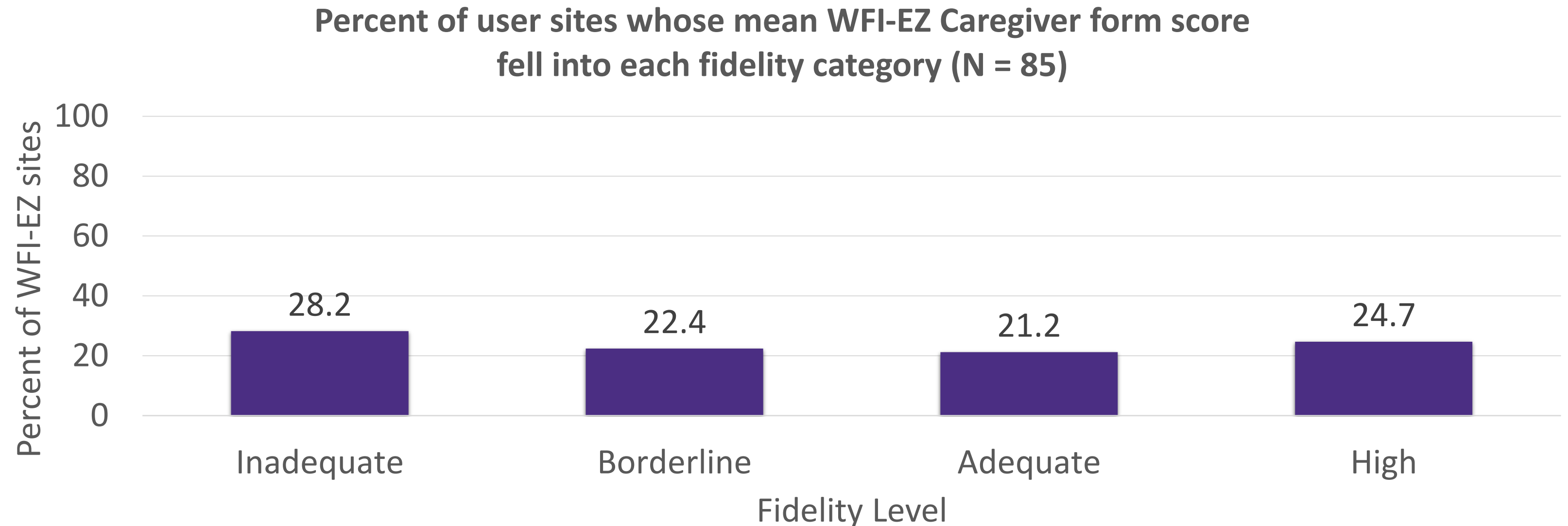
WFI-EZ mean fidelity scores by state (Caregiver form)



■ Cutoff for high
■ Cutoff for adequate
■ Cutoff for borderline



Only 46% of WFI-EZ user sites achieved “Adequate” or “High” overall fidelity



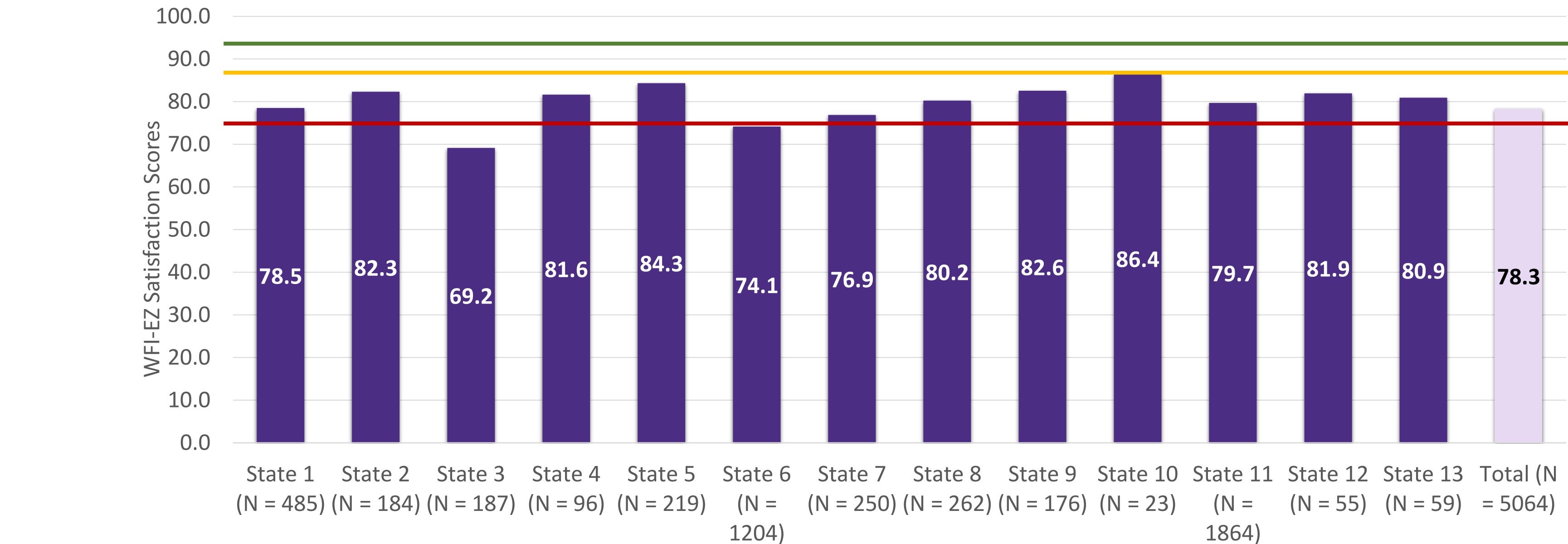
Benchmarks help us interpret caregiver satisfaction scores:

Table 2. Satisfaction Benchmarks for Caregiver and Youth Forms

CATEGORY	SATISFACTION
HIGH SATISFACTION	93.75+
ADEQUATE SATISFACTION	87.5-93.74
BORDERLINE SATISFACTION	75-87.49
INADEQUATE SATISFACTION	< 75

Most state-level satisfaction scores fall within the “borderline” range

WFI-EZ mean satisfaction scores by state

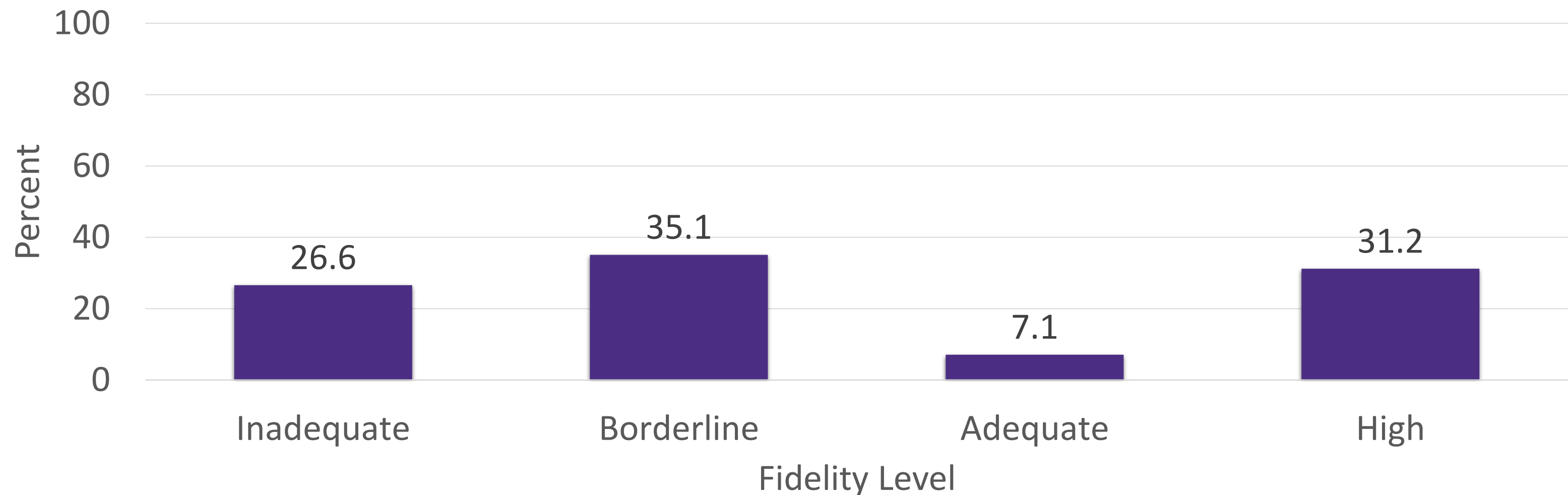


■ Cutoff for high
■ Cutoff for adequate
■ Cutoff for borderline



More than half of all caregivers report levels of satisfaction that fall in the borderline or inadequate levels

Satisfaction benchmarks as measured by WFI-EZ Caregiver form
(N = 5064)

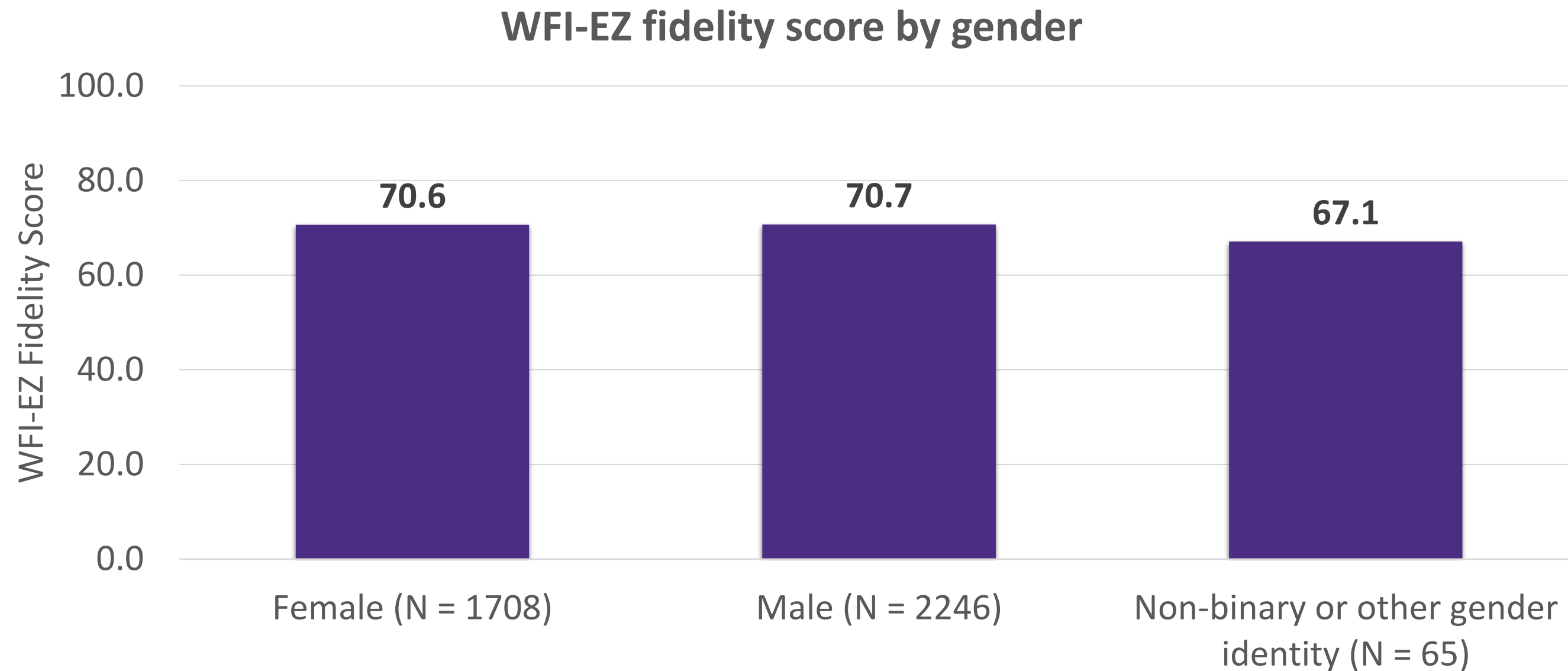


If the mean satisfaction score is 79% of total possible, why are most “borderline” or “inadequate”?

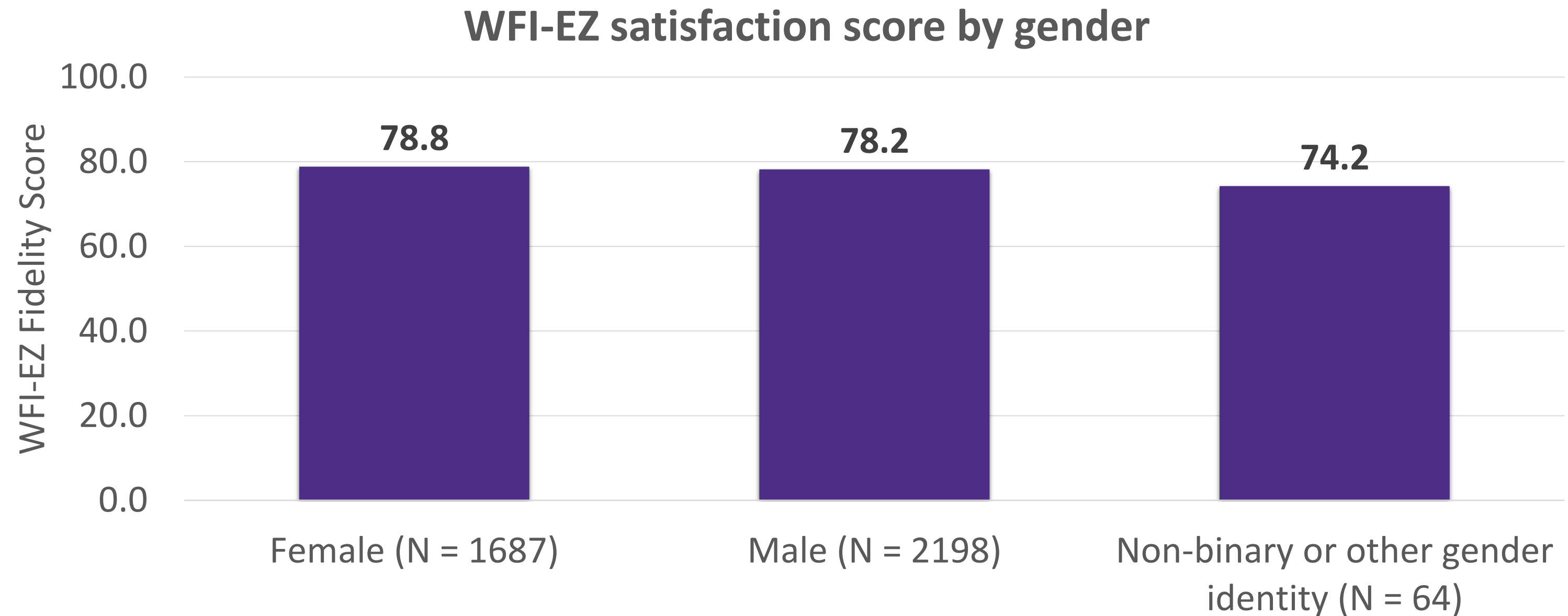
- Previous research has suggested a positive response bias in parent’s reports of their satisfaction with behavioral health interventions for their youth (see Seibel et al., 2021)
- Our benchmarks help us interpret satisfaction scores that may be inflated by linking them to Wraparound outcomes
 - Only the very highest satisfaction scores were associated with the most positive youth outcomes

How Do WFI-EZ scores vary by characteristics of youth and families?

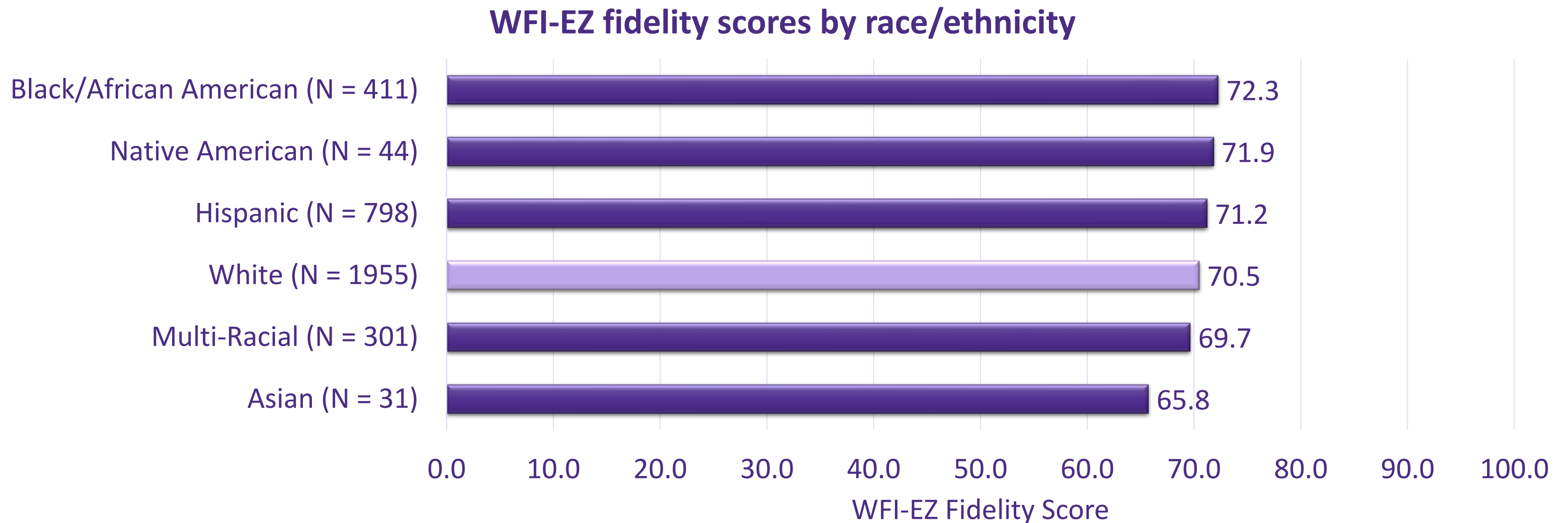
Gender: Fidelity scores are slightly lower for caregivers of youth who identify as non-binary, although the non-binary sample is very small



Satisfaction scores follow a similar pattern

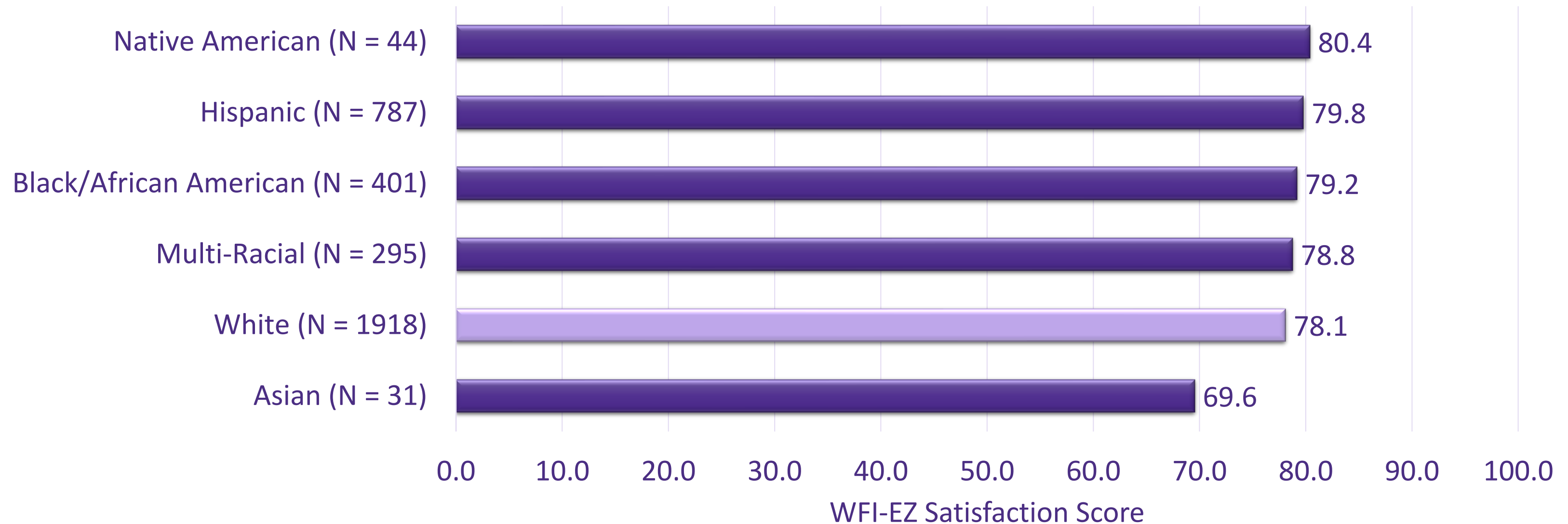


Fidelity scores are slightly higher for several categories of youth who identify as BIPOC compared to those who identify as white



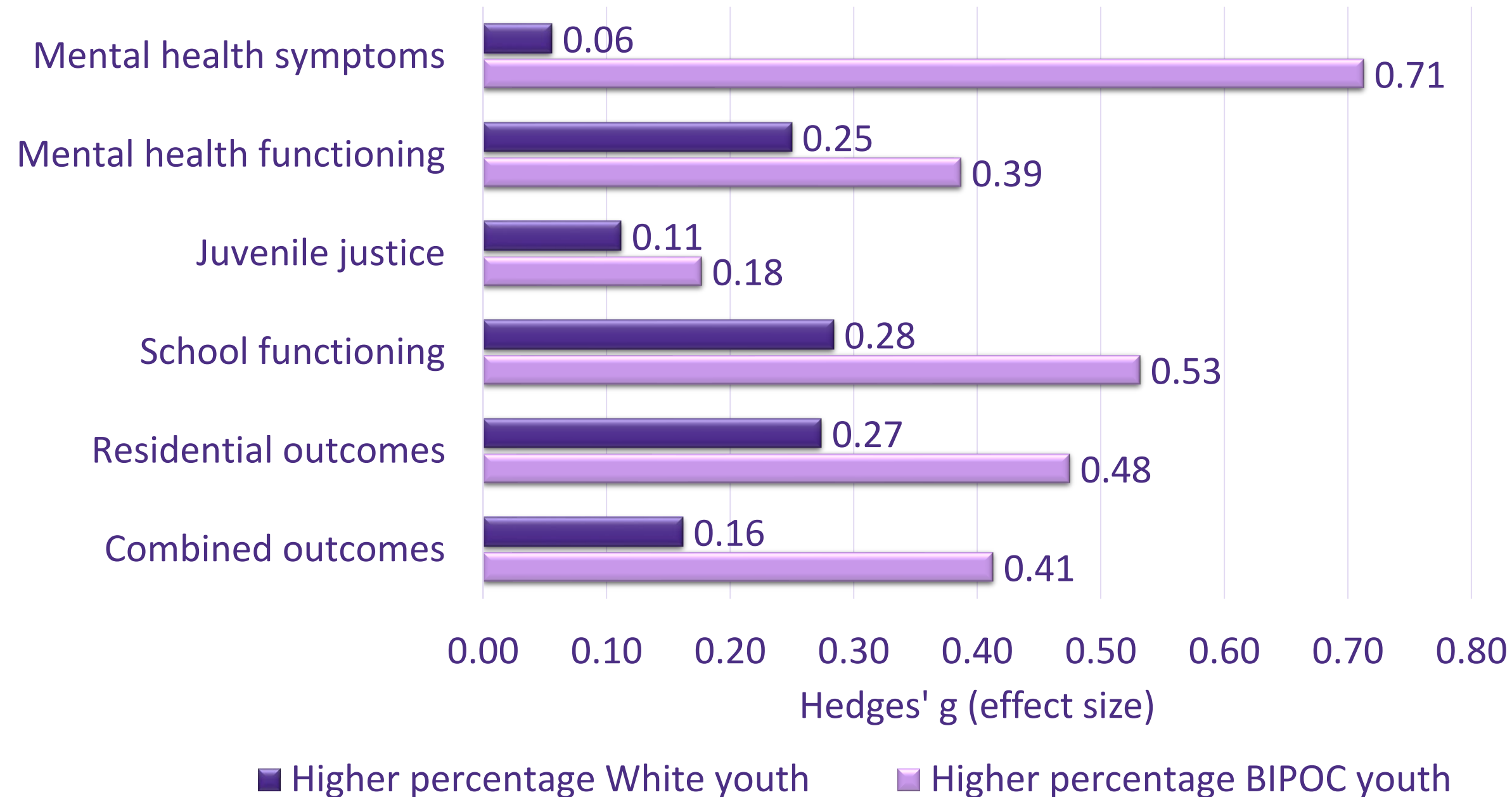
Caregiver satisfaction is also significantly higher for all racial/ethnic groups than for White caregivers, except CGs of Asian youth

WFI-EZ satisfaction scores by race/ethnicity



Meta-Analysis of controlled studies also found differences by race/ethnicity – BIPOC youth showed more positive outcomes

Effect sizes by race/ethnicity from outcomes meta-analysis



Olson, J. R., Benjamin, P. H., Azman, A. A., Kellogg, M. A., Pullmann, M. D., Suter, J. C., & Bruns, E. J. (2021). Systematic review and meta-analysis: Effectiveness of wraparound care coordination for children and adolescents. *Journal of the American Academy of Child & Adolescent Psychiatry*, 60(11), 1353-1366.

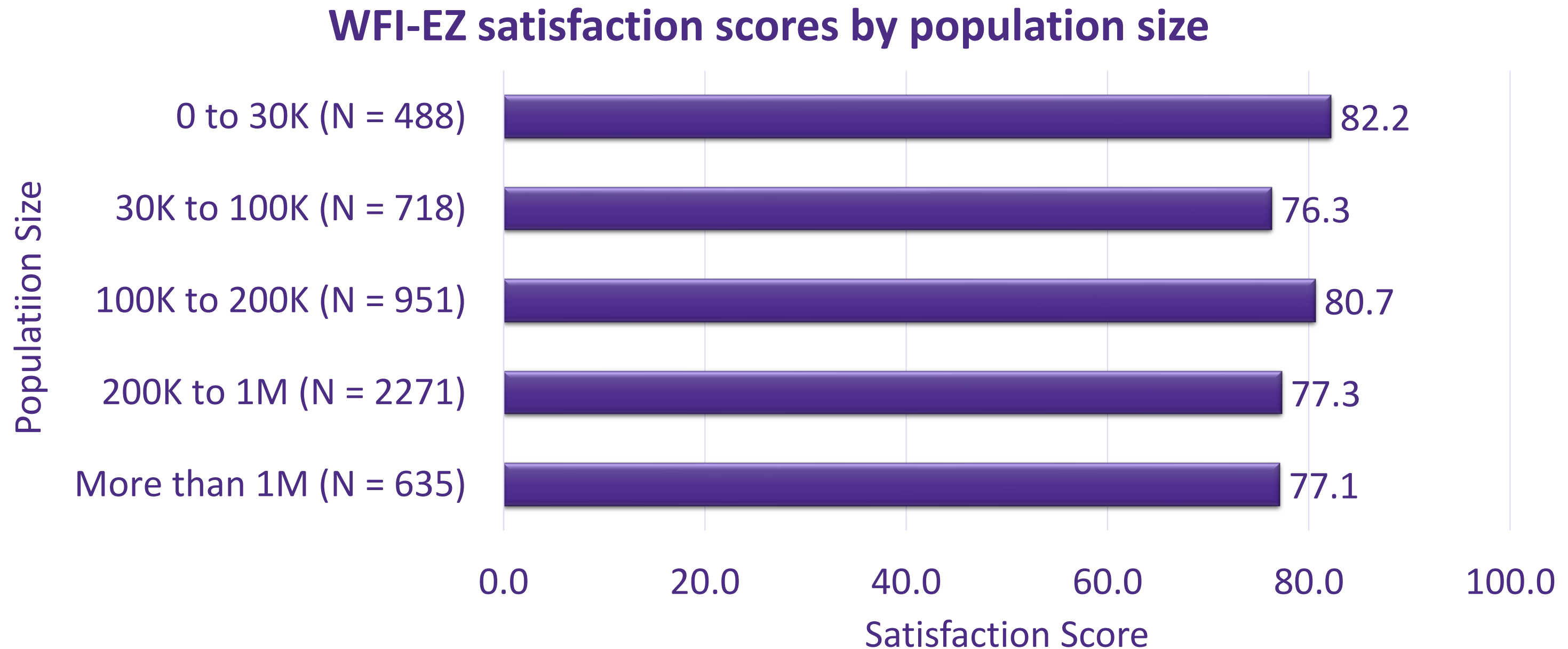


Fidelity scores are slightly lower for Wraparound programs in larger cities

WFI-EZ fidelity scores by population size



Satisfaction also lower for youth in large metro areas, highest for small communities



WFI-EZ qualitative response themes

A minority of Wraparound organizations use open-ended WFI-EZ questions to collect qualitative feedback

- Qualitative feedback provides a more detailed picture of caregiver and care coordinator experiences
- Such data complement quantitative responses by providing context
- The following slides provide an overview of a sample of qualitative responses drawn from a sample of 70 caregivers and 151 care coordinators

More than half of caregivers reported positive experiences with Wraparound, but nearly a third indicated negative experiences

Q1. Any additional comments about your family's experiences in wraparound, or about your wraparound experiences in general? (n = 70)

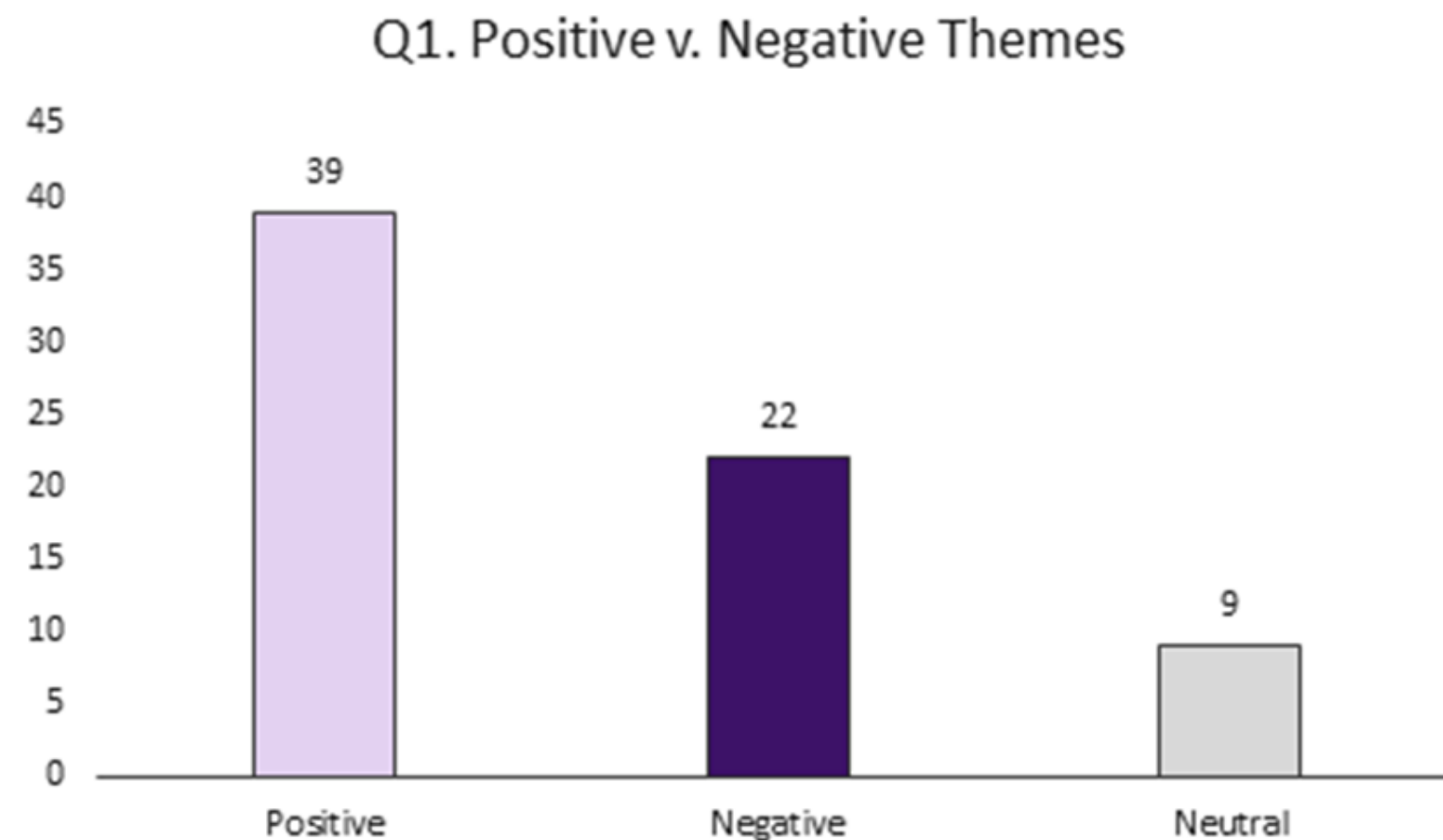


Figure I. Positive vs. Negative Caregiver Experiences in Wraparound Qualitative Feedback Themes

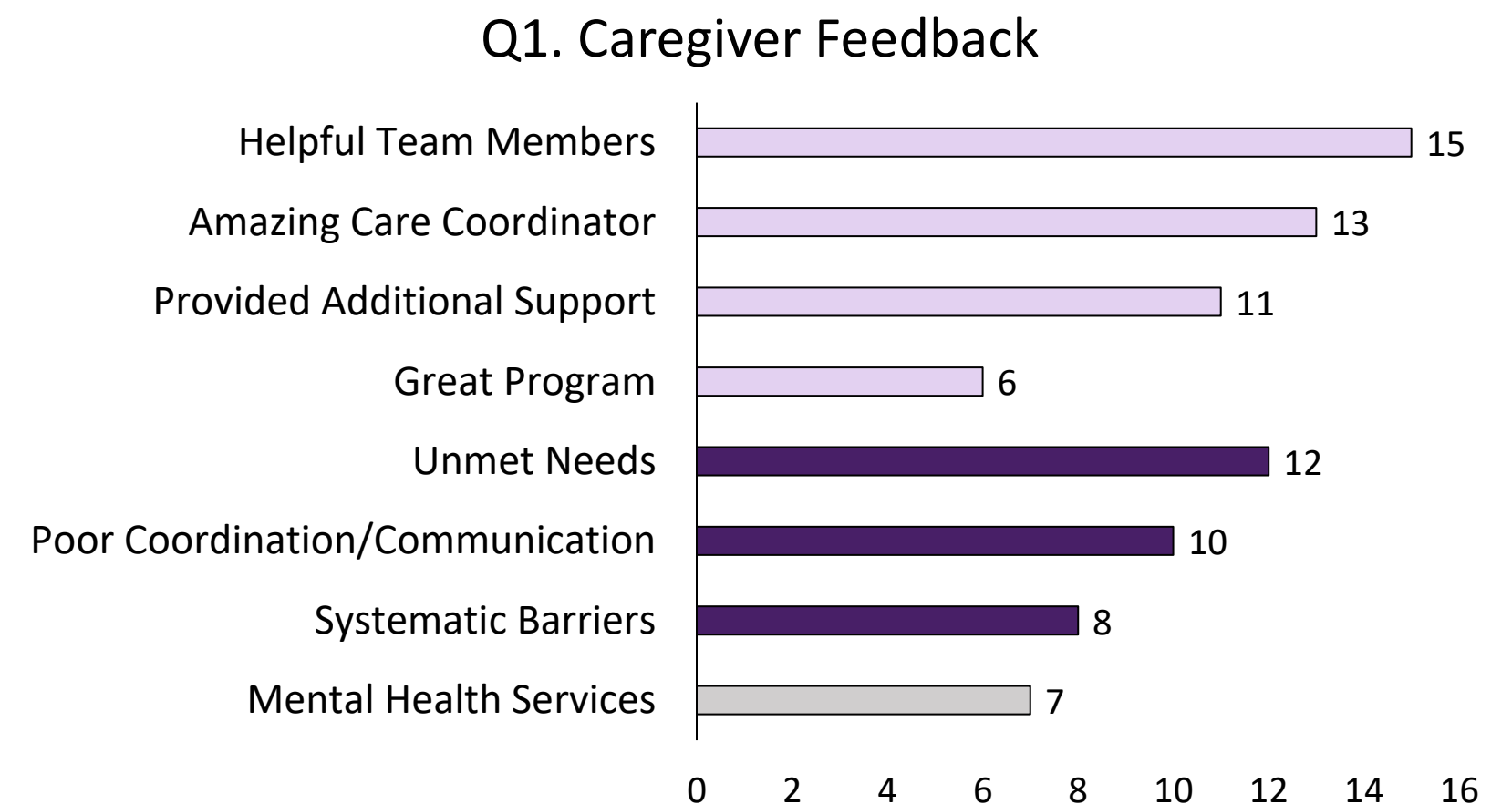


Figure II. Caregiver Experiences in Wraparound Qualitative Feedback Themes

Direct quotes were coded into categories of caregiver experiences

Helpful Team Members (15)

“(Agency) was wonderful; Caregiver could not get help anywhere until connecting with wraparound provider organization and they provided services including medication; it was the light at the end of the tunnel; caregiver had to hospitalize youth for treatment prior to wraparound involvement”

Amazing Care Coordinator (13)

“[Care Coordinator] is our Wraparound representative. He is amazing! He has been a godsend 2 our family. We still struggle, but [Care Coordinator] texts me at least once a week & I (as the parent) know we can count on him for excellent advice...our process.”

Unmet Needs (12)

“the process was slow and ridiculous. It did not meet the needs of my family and failed my daughter. Too little, too late!”

Poor Coordination/Communication (10)

“Our Care Coordinator has been very inconsistent - has no-showed and doesn't call us back.”

Caregivers provided more negative feedback to a question focused on satisfaction with Wraparound

Q2 Any additional comments about your satisfaction with wraparound, or what has happened with you child/youth since the start of wraparound? (n = 67)

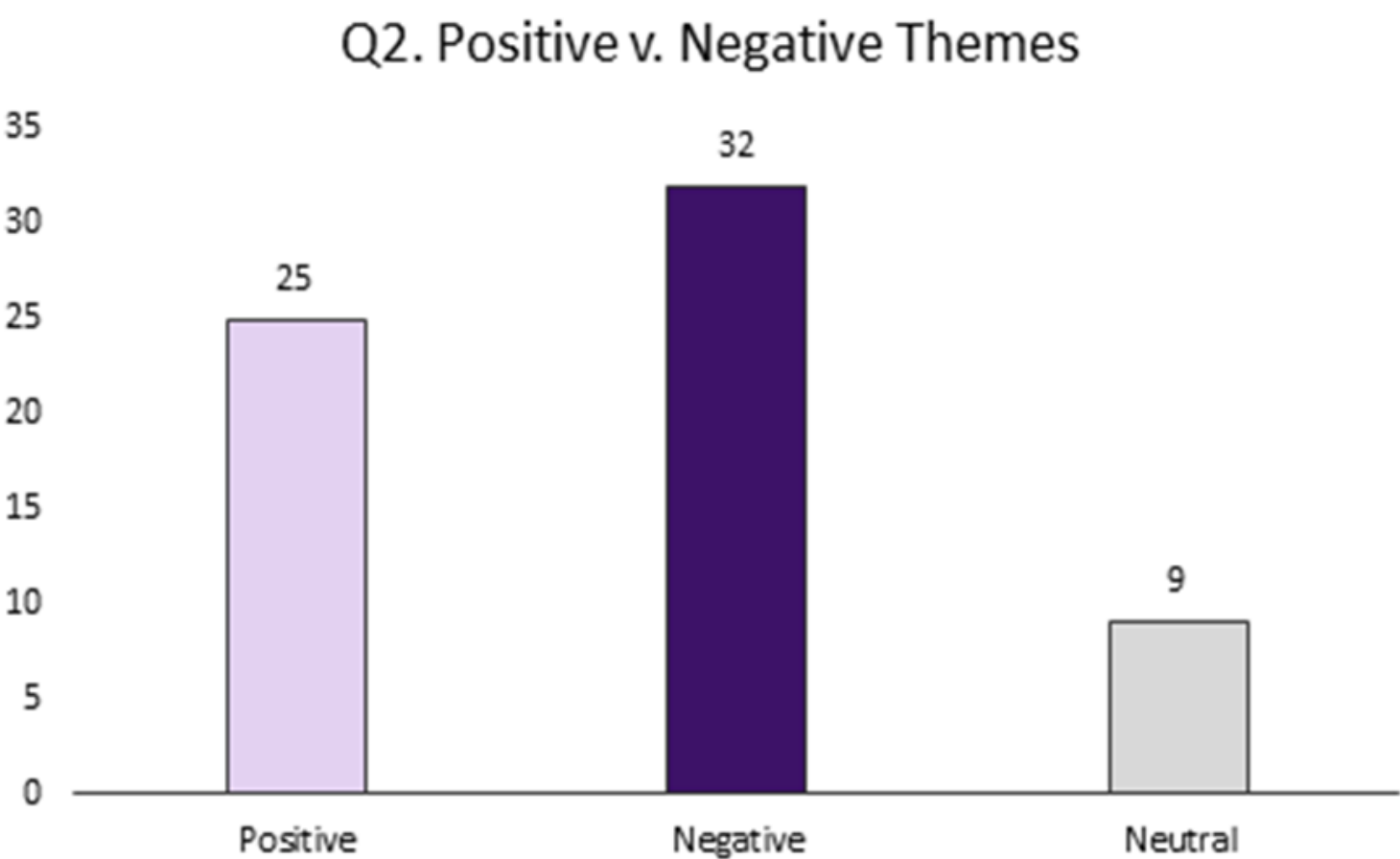


Figure III. Positive vs. Negative Caregiver Satisfaction in Wraparound Qualitative Feedback Themes

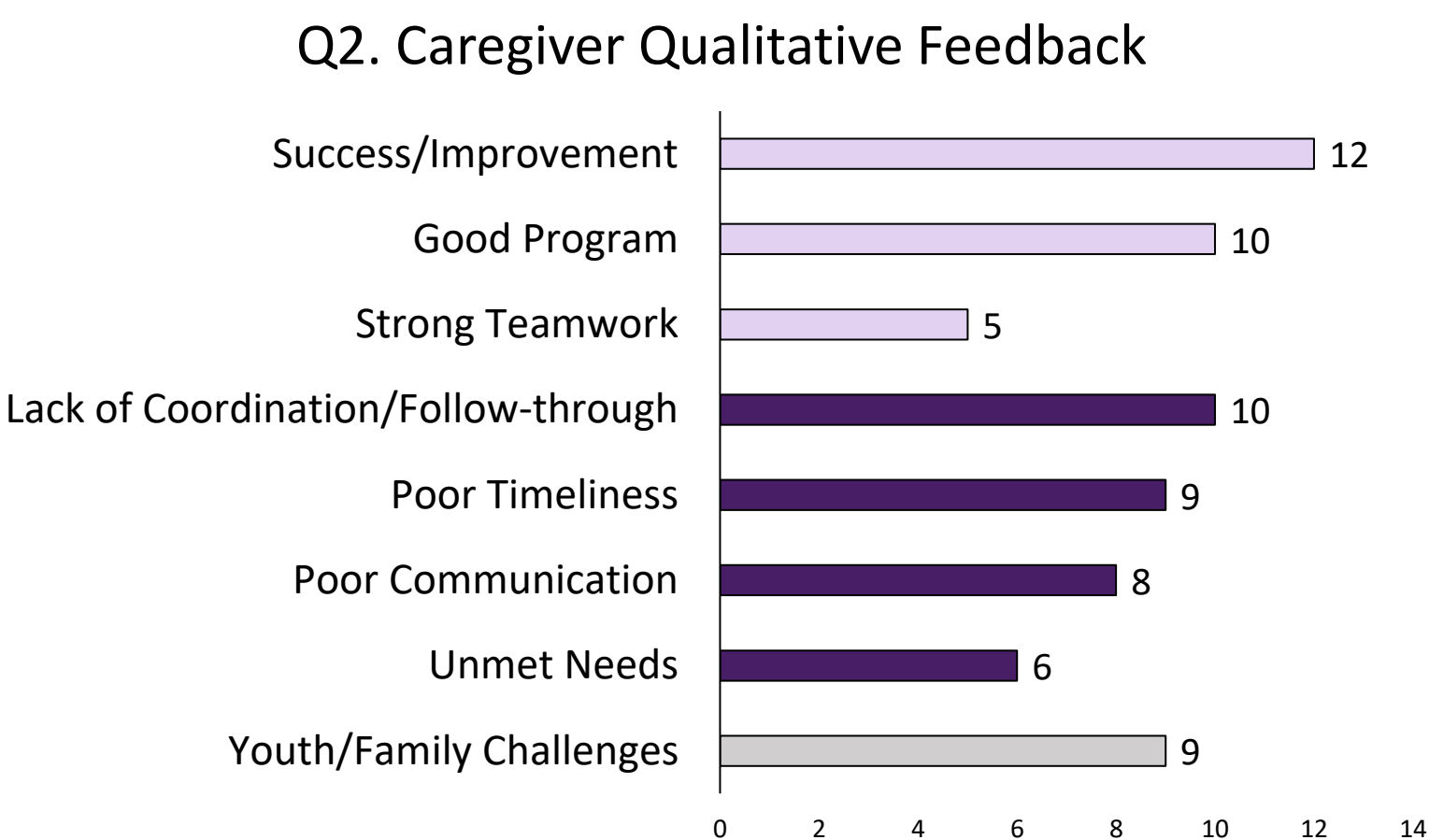


Figure III. Positive vs. Negative Caregiver Satisfaction in Wraparound Qualitative Feedback Themes

Direct quotes related to caregiver satisfaction

Success/Improvement (12)

“[Youth] has improved from several incidents a week, sometimes per day, to 2-3 incidents per month. I am happy he has not been hospitalized since wrap-a-round began.”

Good Program (10)

“I was very satisfied with wraparound. Don't know what I would have done without this program. Everyone is very professional and really gets to know the child well and helps the family through a crisis.”

Lack of Coordination/Follow-through (10)

“In general, I would give Wraparound a 3 out of 10 for my youth's case. We told them NUMEROUS times that he was not getting what he needed, and nothing ever really changed much. They talked about doing something tangible for 2-3 months and it never happened. Nothing ever happened. He came to us a year ago and left with the same issues. It got to the point where we dreaded the meetings.”

Care Coordinators were asked to comment on their families' experiences in Wraparound:

Q1. Any additional comments about your family's experiences in wraparound, or about your wraparound experiences in general? (n = 151)

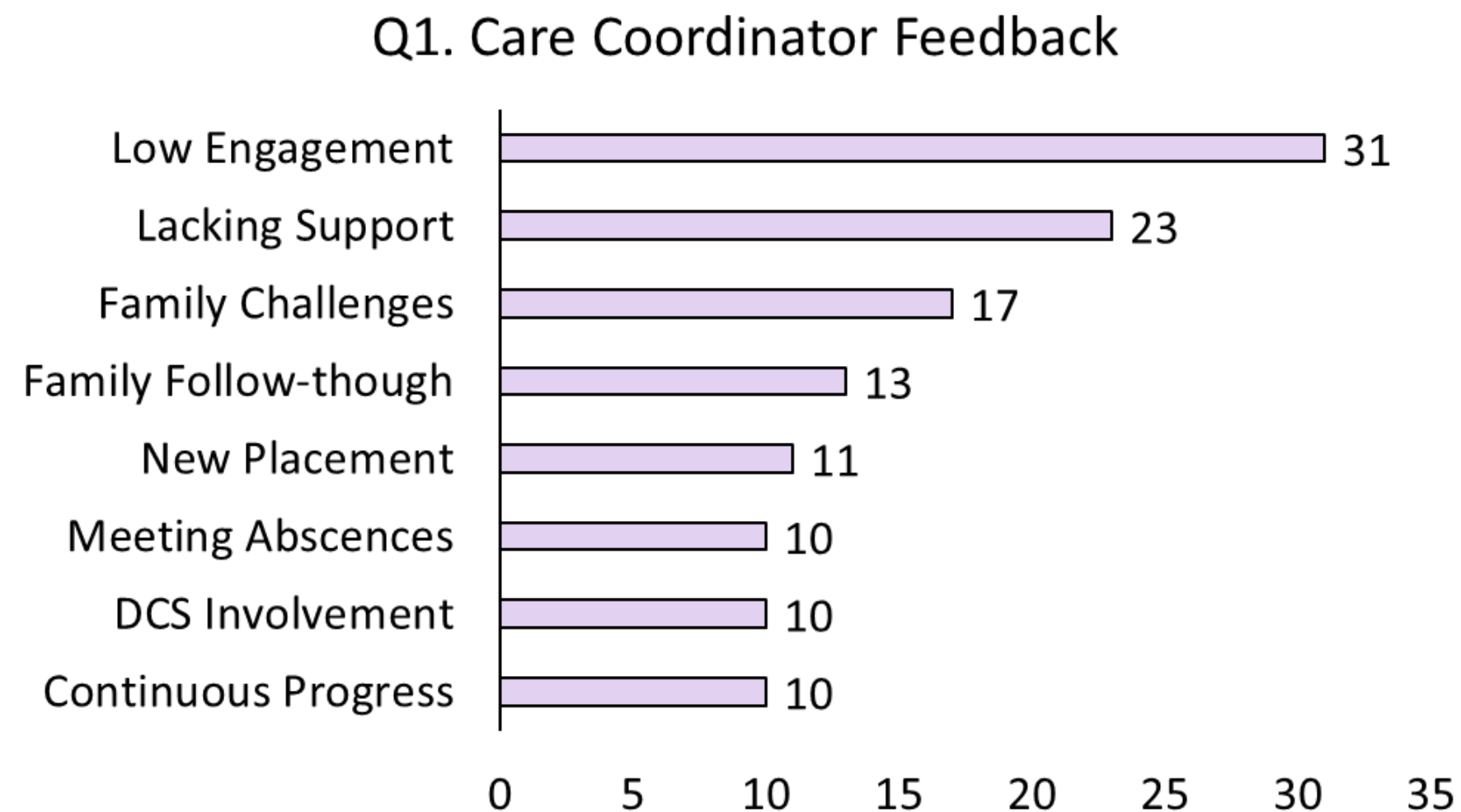


Figure V. Care Coordinator Experiences in Wraparound Qualitative Feedback Themes

Direct quotes were coded into categories of care coordinator perceptions of family experiences

Low Engagement (31)

“For this family, they have not done anything advised, grandmother guardian has stopped communicating and the youth does not want to move forward to build skills in independent living and education which are his two greatest concerns.”

Lacking Supports (23)

“This family has very unstable supports and youth is always at risk of removal. Mother understands the process in Wraparound but due to her low IQ, only manages to use strategies when pointed out.”

Family Challenges (17)

“This family has been open for a few months now, but due to delays with the family issues, etc. it has been slow to get fully going. Therefore, it has made it somewhat difficult to answer some of the questions asked.”

Care Coordinators also commented on youth outcomes

Q2. Any additional comments about this family's experiences with Wraparound, or what has happened to the youth since the start of Wraparound ? (n = 128)

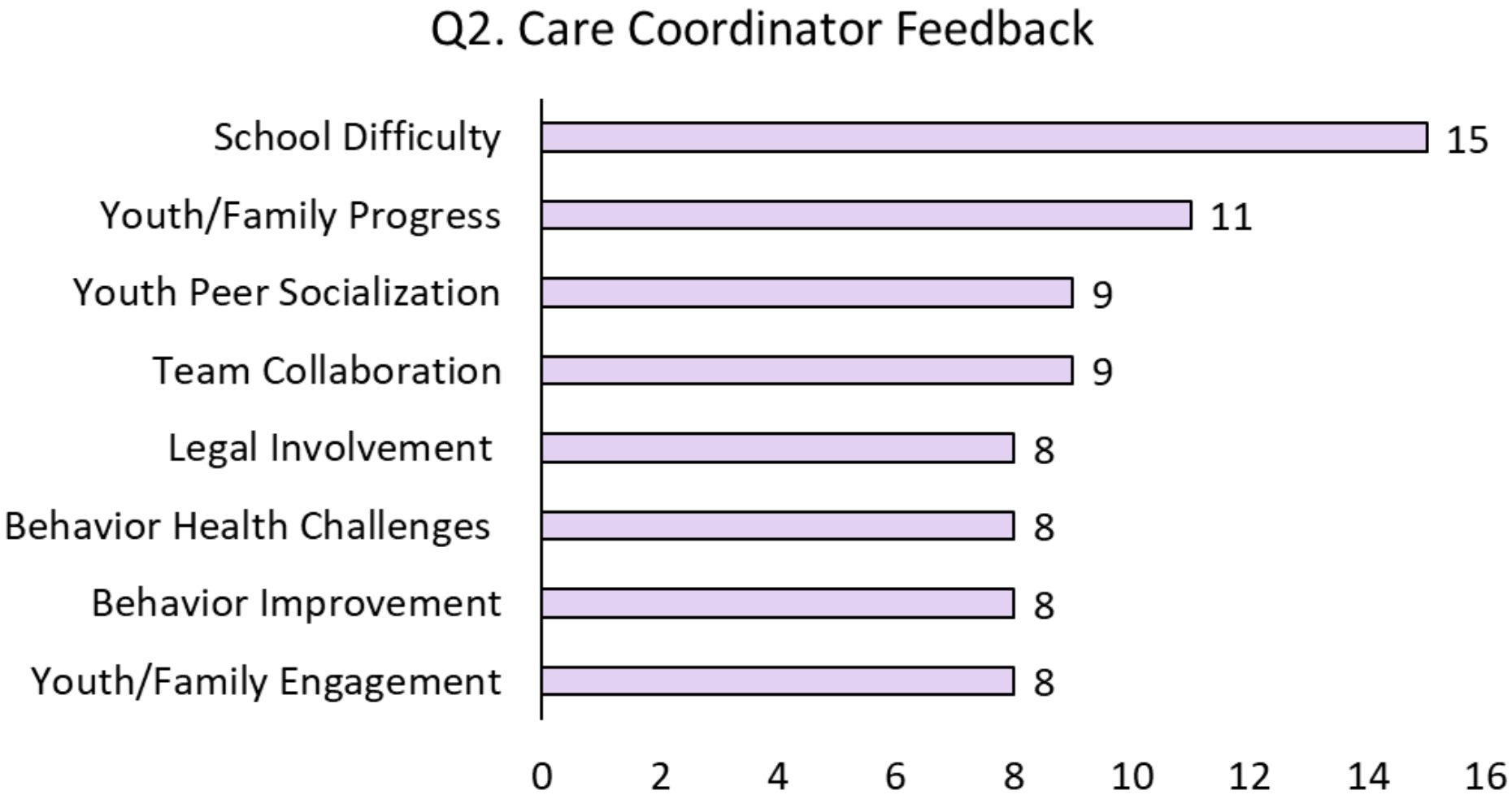


Figure V. Care Coordinator Experiences in Wraparound Qualitative Feedback Themes

The most common themes related to youth outcomes focused on school, overall progress, and team processes as evidenced by the following quotes:

School Difficulty (15)

“Many school suspensions, [Youth] was asked to move to a new school due to inappropriate touch.”

Youth/Family Progress (11)

“The youth had a light bulb moment of her behavior towards mom and realized that how she is acting is not normal or warranted. She reached out and hugged mom for the rest of the CFTM stating, "I am sorry, and I get it now".

Team Collaboration (9)

“Team is navigating the process of wraparound and who will be supportive of the process. Youth has undergone IEP testing in school and measures in place that will have more success in that setting.”

Key Takeaways

Wraparound Provider Organizations (WPO) can code open-ended responses to identify specific needs and barriers families are experiencing.

Qualitative feedback can help provide insight into what is giving rise to low-scoring domains and items on the quantitative WFI-EZ scales.

Coding for themes from Care Coordinator feedback can be useful to point out where CCs may need additional training and coaching

CC comments may also help Coaches and Supervisors identify and point out areas of needed skills, such as solution-focused, strengths-based, and family-driven

Next steps!

- > UW WERT will continue to present on results and lessons learned from the WFAS tools
 - Individual item level results and ways to address needs for improvement
 - Results from TOM, DART, and our community outcomes
- > Join us for our next webinar:
 - **APRIL 16, 2024:**
 - *Keeping Wrap on Track: A Panel of Large-Scale Wraparound Evaluation Efforts*

**If you have further comments,
recommendations, or ideas:
*wrapeval@uw.edu***

