



Behavioral Health is Essential To Health

Prevention Works

Treatment is Effective


People Recover

This webinar is hosted by the National Wraparound Initiative (NWI), a partner in the National TANetwork for Children's Behavioral Health, operated by and coordinated through the University of Maryland.

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Making the Most of Your Wraparound Fidelity Data: How to Interpret WFI-EZ Results and Put Them to Use

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Please stay in touch!

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(Scroll down...)

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SAMHSA

Today's Learning Objectives

- Understand the history, purpose, and structure of the Wraparound Fidelity Index, Short Form (WF-EZ)
- Be able to apply data collection best practices to your local situation, ensuring reliable data
- Become familiar with WF-EZ WrapTrack reports and how to appropriately interpret and report them
- Gain a greater awareness of ways WF-EZ data can be used to inform and monitor quality improvement

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There Are Many Things a Wrap Provider Could and Should Monitor

Population characteristics
What do youth and families look like when they come to us?

Organization and system characteristics
What skills do our staff bring to the table? What is the context in which we work?

Inputs: Families enter services
Inputs: Organizational and System Context

Activities: Wraparound services delivered

Outputs: Outcomes experienced by families


Outcomes data
What happens to youth and families as a result of working with us?

Fidelity (and related) data
What are youth/families' experiences with the services and supports received?


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SAMHSA

Fidelity data (and other service experience data) help **connect** the details of Wraparound **practice** to **outcomes** experienced by families.




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Studies Indicate That Wraparound Teams Often **Fail** to Do the Following:

- Incorporate full complement of key individuals on the Wraparound team
- Engage youth in community activities, things they do well or activities to help develop friendships
- Use family/community strengths to plan/implement services
- Engage natural supports, such as extended family members and community members
- Use flexible funds to help implement strategies.
- Consistently assess outcomes and satisfaction







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Checking Fidelity Is a Central Activity in Quality Improvement


PDCA: Plan-Do-Check-Adjust

It is a cyclical method for continuous improvement of processes.

			
PLAN	DO	CHECK	ADJUST
Create a process improvement plan.	Execute a process improvement plan.	Inspect feedback and adjust plan accordingly.	Integrate a process improvement plan into the system.



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WFI-EZ Is an Efficient and Effective Fidelity Measure

Self-administered survey that can be completed on paper or online via WrapTrack (web-based data entry and reporting software).



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There Are 5 Sections of the WFI-EZ

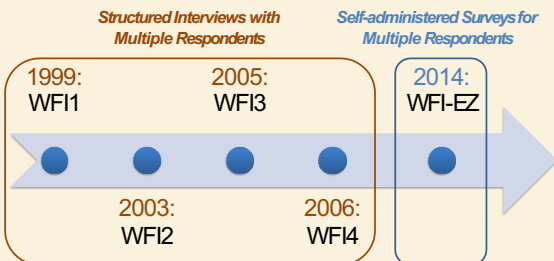
- Cover Sheet:* Demographics
- Section A:* Basics of Wraparound
- Section B:* Fidelity to the Wraparound Model
- Section C:* Satisfaction
- Section D:* Outcomes



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The WFI-EZ is the Product of 15 Years of Development



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Wraptrack Supports WFI-EZ Administration and Reporting



- Online data entry and reporting system for the WFI-EZ
- Collaborators enter data into the system and can generate fidelity reports
- Collaborators receive ongoing technical assistance from WERT



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Please Note:

All WFAS tools are copyrighted and licensed.

The cannot be altered in any way or used without an active license.

For more information, please visit

www.wrapinfo.org



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The Foundation

DATA COLLECTION



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The Most Important Step in Data Analysis Comes *Before* You Have a Dataset

For your analytic efforts to be most useful, your data will need to be **generalizable**.

- This means that you need to have confidence that the families about whom you collected data are similar to the families for whom you have no data



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To make sure your results reflect the experiences of your entire population, you need to carefully decide **who you approach to take the survey (sampling)** and **track who actually completes the survey (response rate)**.



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Your Sampling Approach Will Depend on Your Org Size and Resources

Does your organization serve more than 30-50 youth/families at any given time?

NO

Try to survey every family as part of ordinary practice at their 6-month mark

Allows for building of enough data to use for CQI

YES

Draw a random sample at regular intervals of families in services between 3-9 months

Most efficient way to get representative data



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Random Sample = Randomly Selecting Families to Receive a Survey

All families meeting certain criteria have an equal, known probability of receiving the survey.

will depend on your total population. The bigger your Wraparound population, the lower your sampling % has to be to be representative.

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A Random Sample Efficiently Assures Representativeness

Without a random sample, the people who receive the survey may not be very much like the total population of Wraparound-enrolled families.

Consider these common examples. How might these data collection strategies bias results?

- A supervisor asks her staff to each pick one of their families to complete a survey
- An organization leaves surveys at the front desk of their office next to a sign inviting families to complete it
- A survey is included in the graduation packet for all families when they successfully complete the Wraparound process

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“Stratifying” Your Sample Can Maintain Important Groups

Stratification forces a random sample to be proportional by certain key characteristics, such as facilitator, supervisor, organization or region.

For example:

- If 70% of your families live in Region A, you may want to force 70% of your sample to be from Region A as well
- Just don't make your sample size within a subgroup too small (e.g., <5 families)

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A Sample Is Only as Good as Its Response Rate

Missing surveys reduces the representativeness of your data and can turn your sample into a convenience sample.

Families who do not complete a survey may be:

- Less engaged
- Less satisfied
- Have higher needs



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Most data collection efforts fail to collect 100% of the data they set out to collect.

*WERT and NMIC recommend a response rate of **at least 75%**.*



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The Keys to Successful Data Collection Are Organization And Persistence

- Use a **tracking sheet** to monitor data collection efforts
 - Set intermediate goals
 - "I will call every family once by the end of this week."
 - "I will achieve a 50% response rate within two weeks."
- Ensure **families and staff are aware** of data collection efforts in advance
- If appropriate, ask care coordinators to check in with families to **confirm contact information**
- Make phone calls at **different times of the day**, including evenings
- Meet families **in person**



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So, What If Your Data Isn't Representative and Generalizable?

Your data is *not representative if...*

- It wasn't collected from a census or random (or reasonably representative) sample of families
- A significant number of families failed to complete the survey



If you can't check the above two boxes...

Do not share results without the limitations clearly explained.

- It is misleading to present non-generalizable results to stakeholders and funders



It *can* still be useful in planning future CQI activities!

- It's better than acting upon a "hunch"


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Interpreting Your WFL-EZ Results

SECTION A: BASIC INFORMATION


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Section A Asks About the Foundation of the Wraparound Process

		Yes	No
A1	My family and I are part of a team (e.g., "Wraparound team" or "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" 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 (e.g., 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"/>


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Nearly Everyone Should Answer "Yes" to All Four Section A Items

Section A National averages are around 95%; sites range from 83-100%.

NWIC and WERT suggest that a minimum of 90% of respondents should say "Yes" to each of these 4 items.

Any instance where a family indicates that they do not have a team or plan, or are not meeting regularly or did not have a voice in the creation of their team is worth investigating.



Section a Describes the Basic Elements of the Wraparound Process

If more than 10% of your families mark "No" on one or more of these items, especially the first two, you are probably not consistently implementing wraparound.

- The items in Section B assume that the respondent has a team and Plan of Care
- As such, Section B results may be difficult for respondents to answer and for you to interpret



What If 10%+ of Our Caregivers/Youth Say "No" to Section A Items?


If you are sincerely attempting to implement Wraparound, your initiative should ask:

- What basic quality improvement efforts are needed?
- Is a subpopulation or program not appropriate for administration of the WF-EZ?
- Is the WF-EZ the most appropriate tool to use?




Interpreting Your WFI-EZ Results

SECTION B: FIDELITY




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Section B Asks About the Details of the Wraparound Process and Fidelity to the Model

Outcome-based	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
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"/>
Natural and Community Supports	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
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"/>
Based on Needs	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
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"/>




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Section B Measures Fidelity, and Is the Centerpiece of the WFI-EZ

- Includes 25 items
- Can be sorted into:
 - A global Total Fidelity Score
 - 5 Key Element Scores
 - 25 item-level scores

We recommend looking at your fidelity through all of these lenses.



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The Process of Understanding Fidelity Is a Process of Moving From General to Specific

Total Fidelity Score

Key Element Scores

Item-Level Scores

- Start with Total Fidelity for an overall impression of your practice
- Next, look to Key Element Scores to refine your understanding. Are any of these dramatically lower or higher than the others?
- Most importantly, look at items for practice-level strengths and weaknesses

Use fidelity data to inform decisions

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The Process of Understanding Fidelity Is a Process of Moving From General to Specific (cont.)

Total Fidelity Score

Key Element Scores

Item-Level Scores

- Start with Total Fidelity for an overall impression of your practice
- Next, look to Key Element Scores to refine your understanding. Are any of these dramatically lower or higher than the others?
- Most importantly, look at items for practice-level strengths and weaknesses

Use fidelity data to inform decisions

NATIONAL
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INITIATIVE

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How the Total Fidelity Score Is Calculated

Total Fidelity Score is the average item level score as a percent of the total possible score.

- If every respondent responded “Neutral” to every question, your total score would be 50%

The Total Score treats **every** item equally.

- Is every item in Section Bequally important to you?

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Total Fidelity Is Only The First Step in Your Analytic Plan

Your Total Fidelity Score is a **good initial check** on the overall health of your program, but it **obscures important details about practice**.

*It can be appealing to monitor and report only or primarily your Total Score, but we do **not** recommend this.*

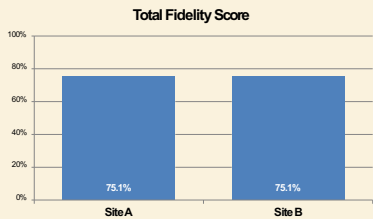


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The Total Score Hides Important Details

	B1	B2	B3	B4	B5	B6	B7	B8	B9	B10	B11	B12	B13	B14	B15	B16	B17	B18	B19	B20	B21	B22	B23	B24	B25
Site A	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.75	1.35	-1.35	-1.35	-1.35	-1.35
Site B	1.10	0.90	1.10	0.90	1.10	0.90	1.10	0.90	1.10	0.90	1.10	0.90	1.10	0.90	1.10	0.90	1.10	0.90	1.10	0.90	1.10	0.90	1.10	0.90	1.10



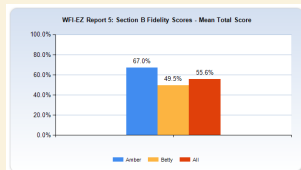
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Wraptrack Compares Scores To the "National Mean"

WrapTrack will report your scores alongside a national mean.

National Means are available for each respondent type and for Total and Key Element Scores.



	Mean Total Score
Amber	67.0%
Betty	49.0%
All	55.6%
National Mean	72.0%



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The National Mean Is Not a Benchmark

WFIEZ National Means are a comparison, not a benchmark.

- Site-level averages for a convenience sample of sites who have provided data to us through WrapTrack
- There is currently no cut-off score that indicates "high fidelity" or that is associated with more positive outcomes



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Stay Tuned!

We are working to create **national means for different types of Wraparound initiatives** to give you a better comparison.

- Based on size and context
- Based on data collection procedures

We are working to create **benchmarks for WFIEZ scores.**

- Higher program-level WFI-4 scores *have* been associated with better youth outcomes



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The Lesson: Don't Focus Too Much on Either Total Scores or National Means

Comparing your scores to the National Means will **not tell you if your Wraparound process is being delivered to "high fidelity."**

- Lets you know if you are roughly similar to our comparison sites...
 - "Program A's fidelity is comparable to a national sample of other Wraparound programs."

Total Scores hide important details about practice

- Similar scores do not necessarily indicate similar practices



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Let's Practice!

Your Total Score is higher than our National Mean.

Congratulations! You're providing **High Fidelity Wraparound!** You have confidence that your families are getting better! ...Right?

Category	Score
Site A	75%
National Means	72%

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Sample Language for Reporting Total Fidelity Scores

Our total fidelity score was 75%. This score describes the degree, ranging from 0-100%, to which caregivers agreed that their experiences with Wraparound matched the model described by WERT and NWC. This overall score is similar to the national comparison mean provided by UW WERT (72%), indicating that our overall fidelity to the Wraparound model is at a similar level to many other large Wraparound-providing agencies.

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The Process of Understanding Fidelity Is a Process of Moving From General to Specific

- ▼ **Total Fidelity Score**
 - Start with Total Fidelity for an overall impression of your practice
- ▼ **Key Element Scores**
 - Next, look to Key Element Scores to refine your understanding. Are any of these dramatically lower or higher than the others?
- ▼ **Item-Level Scores**
 - Most importantly, look at items for practice-level strengths and weaknesses

Use fidelity data to inform decisions

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Key Element Scores Further Refine the Total Score Into 5 Domains

1. Driven by Strengths and Families
2. Based on Underlying Needs
3. Use of Natural and Community Supports
4. Effective Teamwork
5. Outcomes-based



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Key Element Scores Are Calculated the Same Way as the Total Score

Key Element scores is an average of all the relevant item-level averages.

Have the same strengths and weaknesses as the Total Score:

- Treat each item equally
- Mask item-level differences

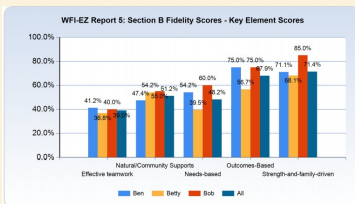


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Wraptrack Will Generate a Key Element Report for You

The report can compare scores across facilitators or organizations.



National Means are presented in a data table for comparison.



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The Process of Understanding Fidelity Is a Process of Moving From General to Specific

Total Fidelity Score

- Start with Total Fidelity for an overall impression of your practice



Key Element Scores

- Next, look to Key Element Scores to refine your understanding. Are any of these dramatically lower or higher than the others?

Item-Level Scores



- Most importantly, look at items for practice-level strengths and weaknesses

Use fidelity data to inform decisions

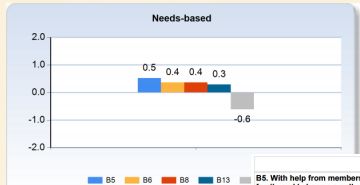

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Item-level Scores Are Simply the Average Level of Agreement Across Your Forms

“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.”


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Wraptrack WFI-EZ Report 4 Presents Item Means Grouped by Key Element



You can compare results by program or care coordinator.

You can filter by program, care coordinator, respondent type, and/or time frame.

Item	Item Means	SD
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.	0.5	1.0
B6. Our wraparound plan includes strategies that address the needs of other family members, in addition to my child.	0.4	1.1
B8. At every team meeting, my wraparound team reviews progress that has been made toward meeting our needs.	0.4	1.0
B13. My family was linked to community resources I found valuable.	0.3	1.4
B21. I worry that the wraparound process will end before our needs have been met.	-0.6	1.0


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Wraptrack WFI-EZ Report 8 Highlights Relative Areas for Improvement

Pulls out items for which your site's average score is more/less than 40% of a standard deviation from the National Mean.

Highlights
relative
strengths and
weaknesses

Item	Description	National Mean	Your Score
B2	There are people providing services to this child and family who are not involved in their wraparound team.	0.03	-1.67
B3	At the beginning of the wraparound process, the family described their vision of a better future, and this statement was shared with the team.	1.62	1.22
B4	The family's wraparound team came up with creative ideas for its plan that were different from anything that had been tried before.	1.21	0.83
B5	With help from its wraparound team, the family chose a small number of the highest priority needs to focus on.	1.41	0.83
B6	The wraparound plan includes strategies that address the needs of other family members, in addition to the identified child or youth.	1.18	0.67



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We Suggest Also Looking at Absolute Item Performance, Not Relative to the NM

- Some items may not be **relative** weaknesses, but nevertheless worth attention
 - For example, most Wraparound implementations struggle with engaging and utilizing natural supports
- Some items may not be **relative** strengths, but nevertheless represent high-quality practice
 - For example, the national mean for B20 ("Because of Wraparound, when a crisis happens, my family and I know what to do") is high

Simply ranking your item-level scores from highest to lowest can provide a [quick overview of your practice](#).



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Steps to Creating Own Item-level Rankings

1. Export data for a particular time range
2. Calculate item-level means for Section B
3. Put them into a sortable list
4. Rank your items from highest to lowest for absolute strengths and weaknesses



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When Data is More Granular, Interpret With Caution!

Supervisors should pay particular attention to the **number** of surveys that make up any individual care coordinator's scores.

- Ns are likely to be small at this scale, and the 1 or 2 families who complete a WFEZ may not be representative of that care coordinator's practice

In general, we recommend looking at trends across staff and/or over time, rather than using WFEZ scores like a report card.

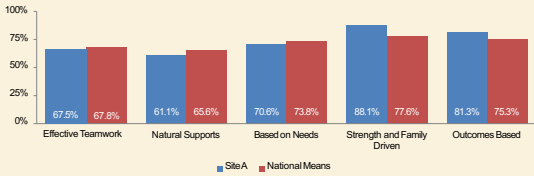


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Let's Practice!

There are differences across your Key Element Scores, not only relative to one another, but also relative to the National Mean.



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Let's Practice! (cont.)

Natural Supports was the lowest-scored Key Element, but there may be item-level differences within the Key Element...

	Site A	National Mean
B9. Being involved in Wraparound has increased the support my child and family get from friends and family.	1.59	0.91
B10. The Wraparound process has helped my child and family build strong relationships with people we can count on.	1.81	1.08
B12. Our Wraparound team does not include any friends, neighbors, or extended family members.	0.16	0.12
B16. Our Wraparound team includes people who are not paid to be there (e.g., friends, family, faith).	0.13	0.47
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).	-1.48	0.55



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Let's Practice! (cont.)

Strengths-Driven Key Element score was high, but are there still areas for improvement?

	Site A	National Mean
B1. My family and I had a major role in choosing the people on our Wraparound team.	0.05	1.11
B3. At the beginning of the Wraparound process, my family described our vision of a better future to our team.	1.90	1.39
B11. At each team meeting, our Wraparound team celebrates at least one success or positive event.	1.98	1.17
B14. My Wraparound team came up with ideas and strategies that were tied to things that my family likes to do.	1.79	1.10
B17. I sometimes feel like members of my Wraparound team do not understand me and my family.	1.89	0.76

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Sample Language for Reporting Key Element and Item-level Scores

Key Element scores ranged from 61% (The Use of Natural and Community Supports) to 88% (Driven by Strengths and Families). Item-level scores indicate that Site A's team meetings are positive and celebratory (B11), that teams almost always articulate overall visions for the family (B3), and that caregivers feel well understood by the people with whom they work (B17). However, Site A will continue to work on integrating natural and community supports selected by family members into teams (B1, B12, and B16), and generating strategies for families that are informal in nature and which can continue after transition (B18).

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Interpreting Your WFHEZ Results



SECTION C: SATISFACTION

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Section C Captures Caregiver and Youth Satisfaction

		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 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 youth at home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


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We Do Not Recommend Calculating a "Total Satisfaction" Score

Not all four of the items in the Satisfaction Section are equally related to satisfaction

C1 I am satisfied with the Wraparound process in which my family and I have participated.



C2 I am satisfied with my youth's progress since starting the Wraparound process.

C3 Since starting Wraparound, our family has made progress toward meeting our needs.

C4 Since starting Wraparound, I feel more confident about my ability to care for my youth at home.

More about satisfaction

More about outcomes




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Expect High Satisfaction Scores

People generally say that they are satisfied with the services they receive.


- People are nice and like to be appreciative

If your average scores, especially on question C1, are less than about **1.25**, follow up with families and staff.



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Interpreting Your WFHEZ Results

SECTION D: OUTCOMES



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Section D Captures Youth Outcomes in Two Sections

First, caregivers are asked objective, Yes/No questions


Since starting Wraparound, my youth has...

D1	Had a placement in an institution (e.g., detention, psychiatric hospital, treatment center, group home).
D2	Been treated in an Emergency Room due to a mental health problem.
D3	Had a negative contact with police.
D4	Been suspended or expelled from school.


Second, caregivers are asked about more subjective experiences

In the past month, my youth has experienced...

D5	Problems that cause stress or strain to me or a family member.
D6	Problems that disrupt home life.
D7	Problems that interfere with success at school.
D8	Problems that make it difficult to develop or maintain friendships.
D9	Problems that make it difficult to participate in community activities.



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Outcomes (Items D1-D4) Will Vary From One Community to Another


School and community **outcomes vary widely** between organizations.

- Likely sensitive to the local context as much as the Wraparound practice
- Baseline functioning may also vary widely

For example, the percent of youth who have been expelled from school in our national mean sites ranges from 6% to 37%.



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“Good” Outcomes Goals Will Vary by Wraparound Initiative

Ask your stakeholders what they expect.

- Is a 30% arrest rate acceptable, given the community and system's investments in this Wraparound program?

Focus on reductions over time.

- Perhaps the population served previously had a 60% arrest rate... 30% is a great improvement

Use outcomes to highlight opportunities for systems-level advocacy.

- We have reduced our rate of justice involvement from 60% to 30% -- we need additional EBPs available to wrap youth to improve it further



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PUTTING YOUR RESULTS TO USE



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If You Take the Time to Collect Data, Make Sure You Put It to Use

- Start with Total Fidelity for an overall impression of your practice
- Next, look to Key Element Scores to refine your understanding. Are any of these dramatically lower or higher than the others?
- Most importantly, look at items for practice-level strengths and weaknesses

Use fidelity data to inform decisions



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Data Will Work Best as Part of a Dynamic CQI Process

Quality improvement is a continuous and iterative process.

Use data to inform decisions and instigate change.

- Make hypotheses, initiate changes, and then check progress



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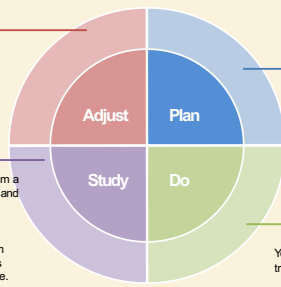


WFIEZ Results Can Be Used in CQI

You adjust your supervision to emphasize that natural supports should not only participate in meetings, but also be tied to strategies.

You collect WFIEZ surveys from a random sample of caregivers and achieve a high response rate.

You learn that while natural supports are now joining team meetings more often, services are still mostly formal in nature.



Based on your WFIEZ results and on conversations with staff, you know that use of natural supports may be low.

You decide to conduct a training and focus on engaging natural supports and developing informal strategies in Supervision.

You implement your targeted training and supervision plan.



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Q & A/ Thankyou!

Today's slides and resources will be available from:

<http://nwi.pdx.edu/previous-nwi-webinars/>

WEBINAR TITLE	DATE	RECORDING	STATUS
An Overview of Data-Driven Quality Improvement for Residential Services	04/23/19	Available	Open
Staff Performance and Evaluation in Supervision - An Overview	04/23/19	Available	Open
Supporting Informal Supports	04/23/19	Available	Open
Implementing Evidence-Based Practices for the Effective Management and Support of Caregivers - 02/28/19	02/28/19	Available	NA
Supporting Informal Supports - 02/28/19	02/28/19	Available	NA
Enhancing Supportive Relationships - 02/28/19	02/28/19	Available	NA
New Strategies for Management Accountability and Quality Improvement - 04/23/19	04/23/19	Available	Open



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