

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 TA Network for Children's Behavioral Health, operated by and coordinated through the University of Maryland.

This presentation was prepared by the National Technical Assistance Network for Children's Behavioral Health under contract with the U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Contract #HHSS280201500007C.

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

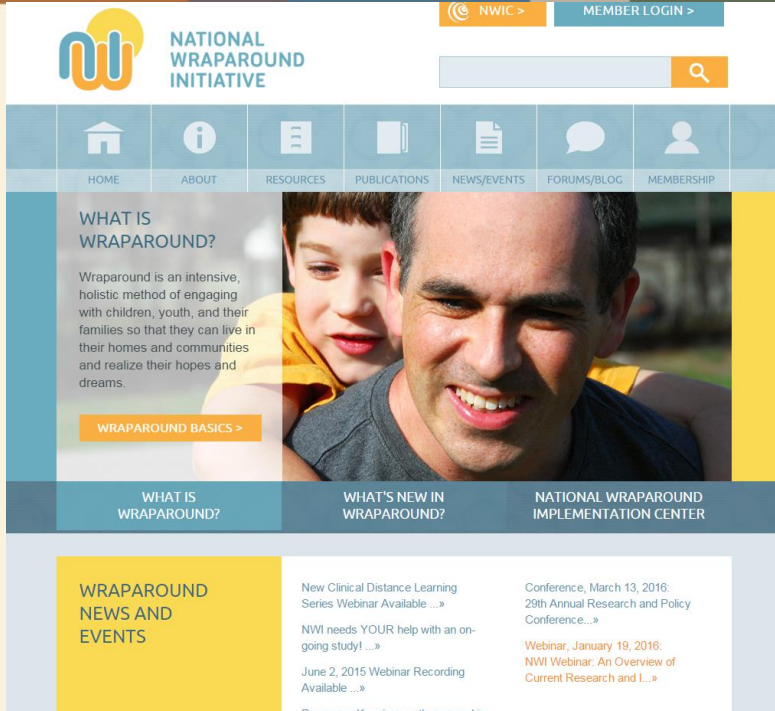
Eric J. Bruns, PhD & Spencer Hensley

University of Washington

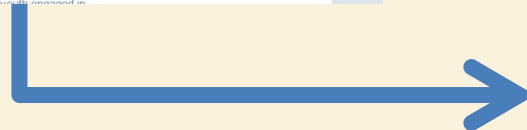
Wraparound Evaluation & Research Team (WERT)



Please stay in touch!



(Scroll down...)



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A newsletter sign-up form with the following text: 'Sign up for NWI's newsletter featuring the latest news and research on wraparound.' Below this is a link: 'Check out our [most recent newsletter](#) »'. There is an input field for an email address with the placeholder 'yourname@org.tld' and a 'SUBSCRIBE' button. To the right of the form is a dark blue box with the text 'SIGN UP FOR OUR NEWSLETTER'.

Today's Learning Objectives

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

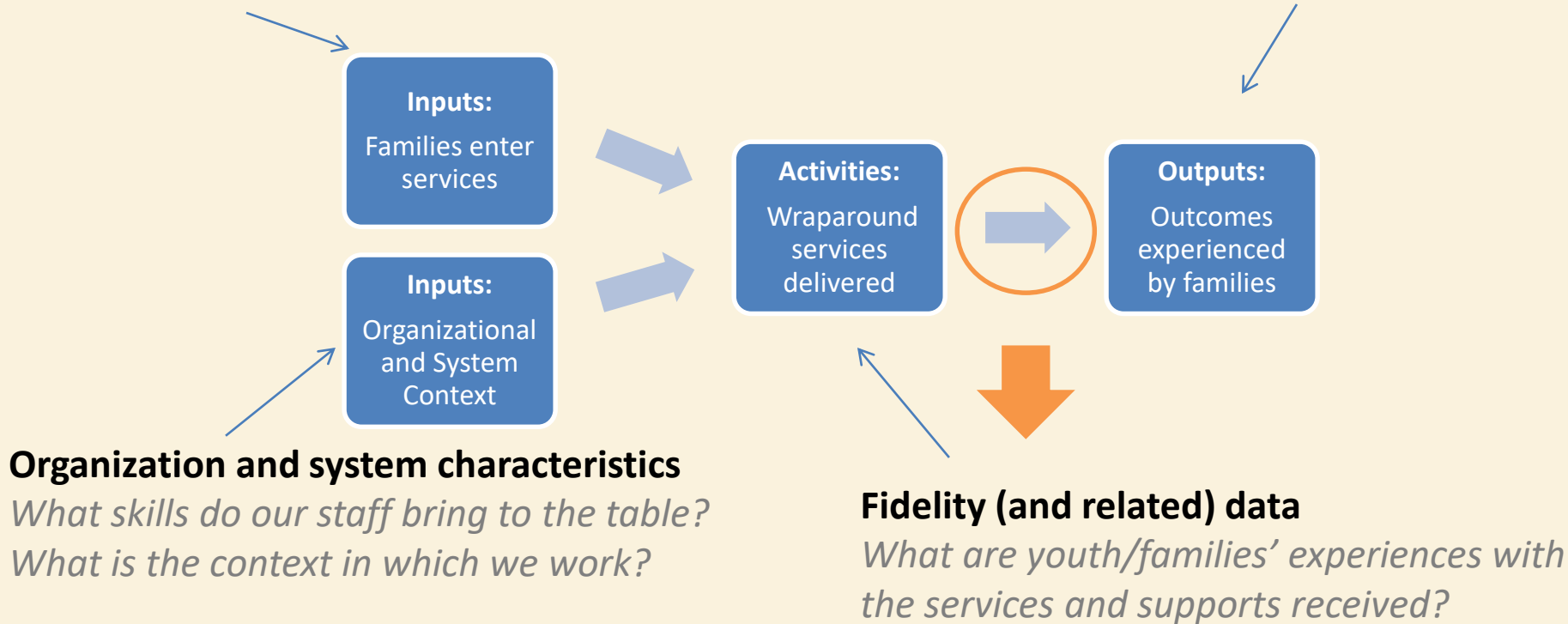
There Are Many Things a Wrap Provider Could and Should Monitor

Population characteristics

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

Outcomes data

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



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

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

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

Create a process improvement plan.



DO

Execute a process improvement plan.



CHECK

Inspect feedback and adjust plan accordingly.



ADJUST

Integrate a process improvement plan into the system.

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).

There Are 5 Sections of the WFI-EZ

Cover Sheet: Demographics

Section A: Basics of Wraparound

Section B: Fidelity to the Wraparound Model

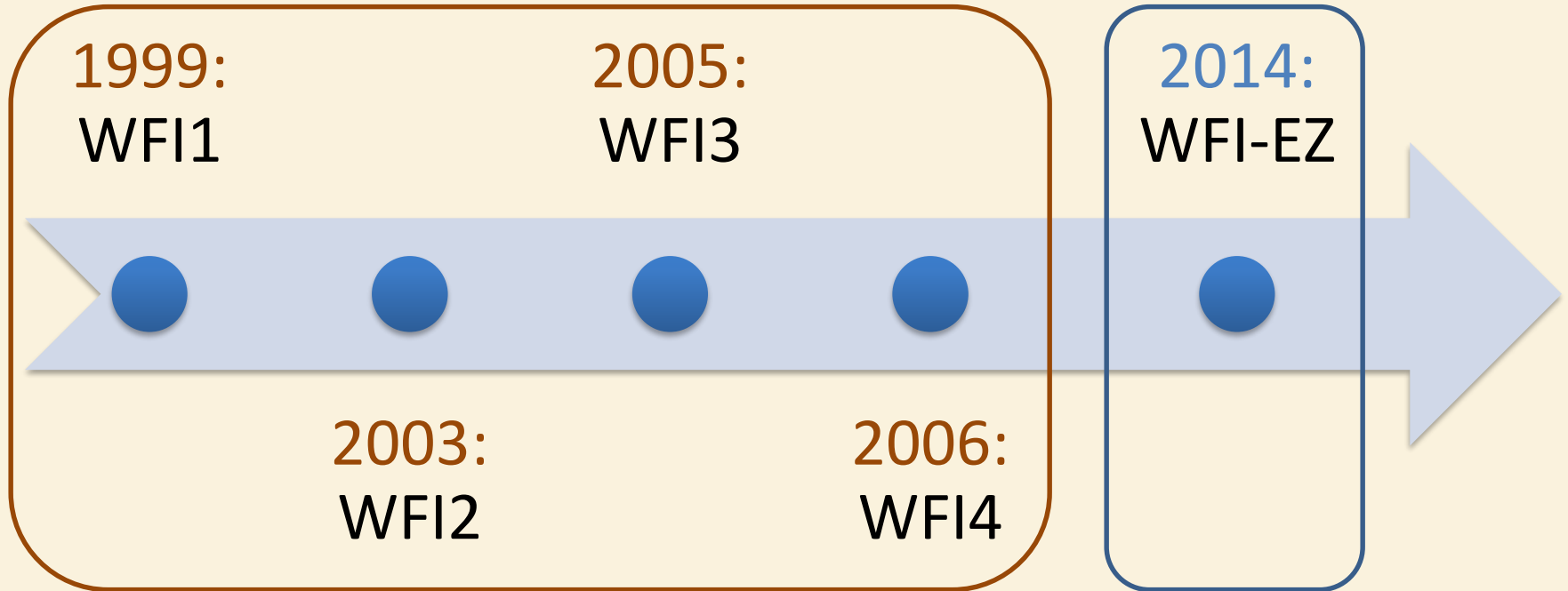
Section C: Satisfaction

Section D: Outcomes

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

Structured Interviews with Multiple Respondents

Self-administered Surveys for Multiple Respondents



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

Please Note:

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For more information, please visit

www.wrapinfo.org




The Foundation

DATA COLLECTION

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

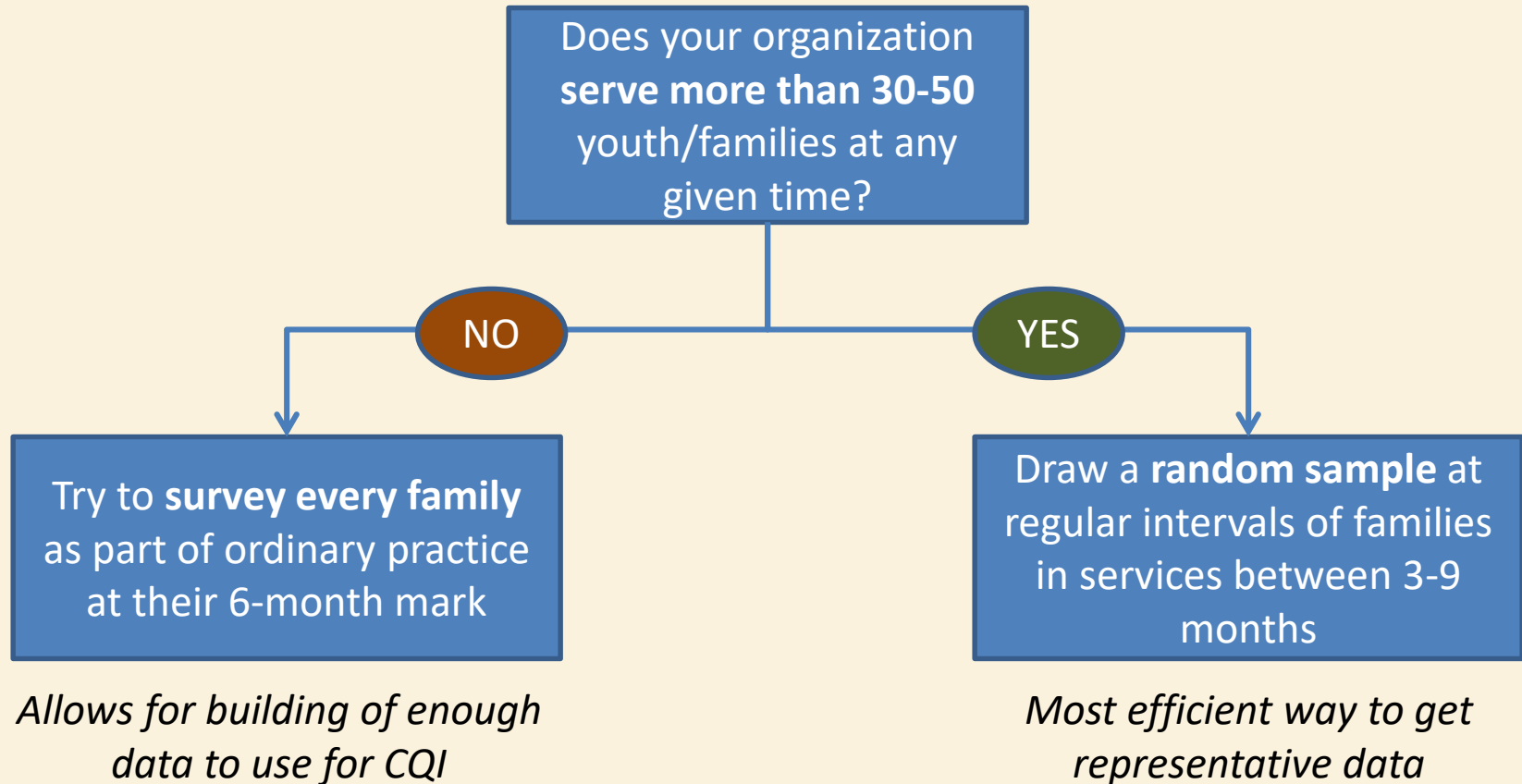
For your analytic efforts to be most useful, your data will need to be **generalizable**.

- 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



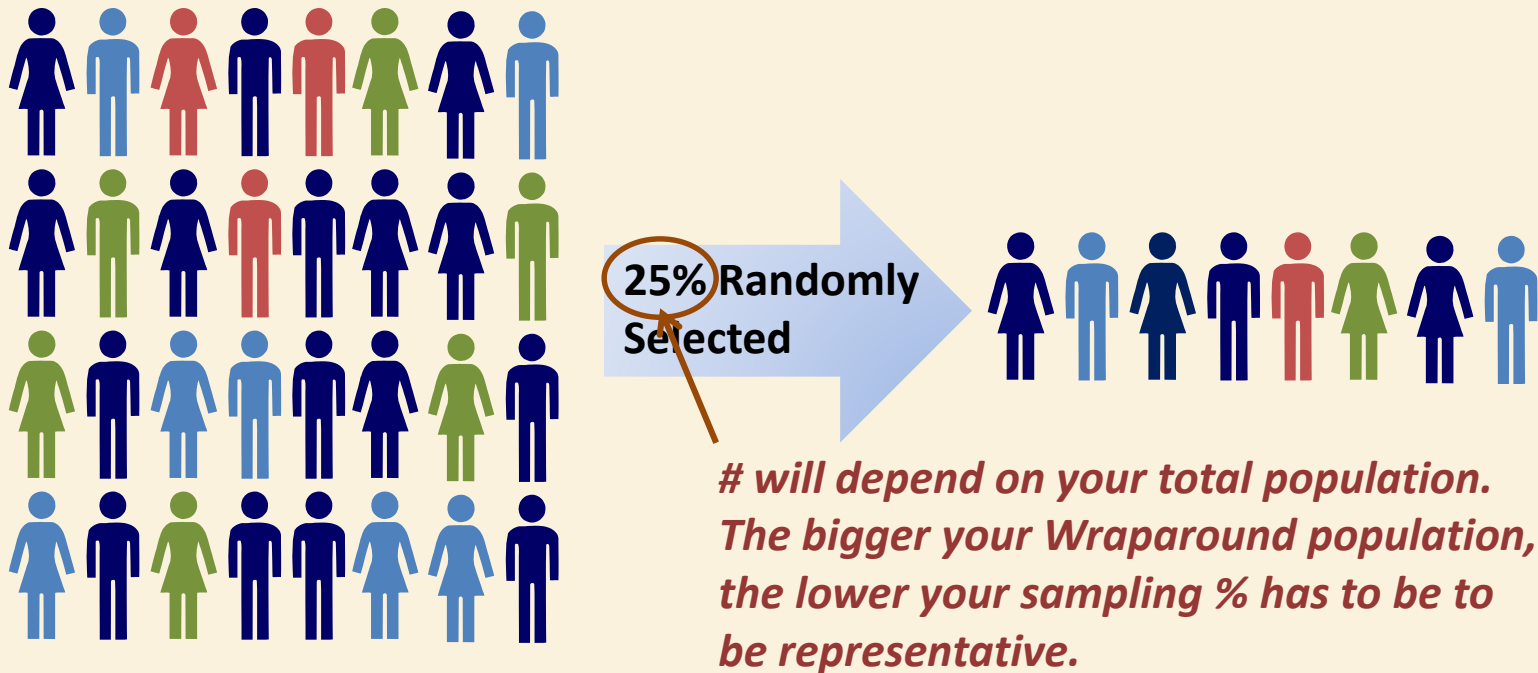
To make sure your results reflect the experiences of your entire population, you need to carefully decide **who you approach to take the survey (sampling)** and **track who actually completes the survey (response rate)**.

Your Sampling Approach Will Depend on Your Org Size and Resources



Random Sample = Randomly Selecting Families to Receive a Survey

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



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

“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)

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



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

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

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**

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"



Interpreting Your WFI-EZ Results

SECTION A: BASIC INFORMATION

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"/>

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 WFI-EZ?
- Is the WFI-EZ the most appropriate tool to use?



Interpreting Your WFI-EZ Results

SECTION B:

FIDELITY

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

<i>Outcome-based</i>		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"/>

<i>Natural and Community Supports</i>		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"/>

<i>Based on Needs</i>		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"/>

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.

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

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

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

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 B equally important to you?

Total Fidelity Is Only The First Stop 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.**

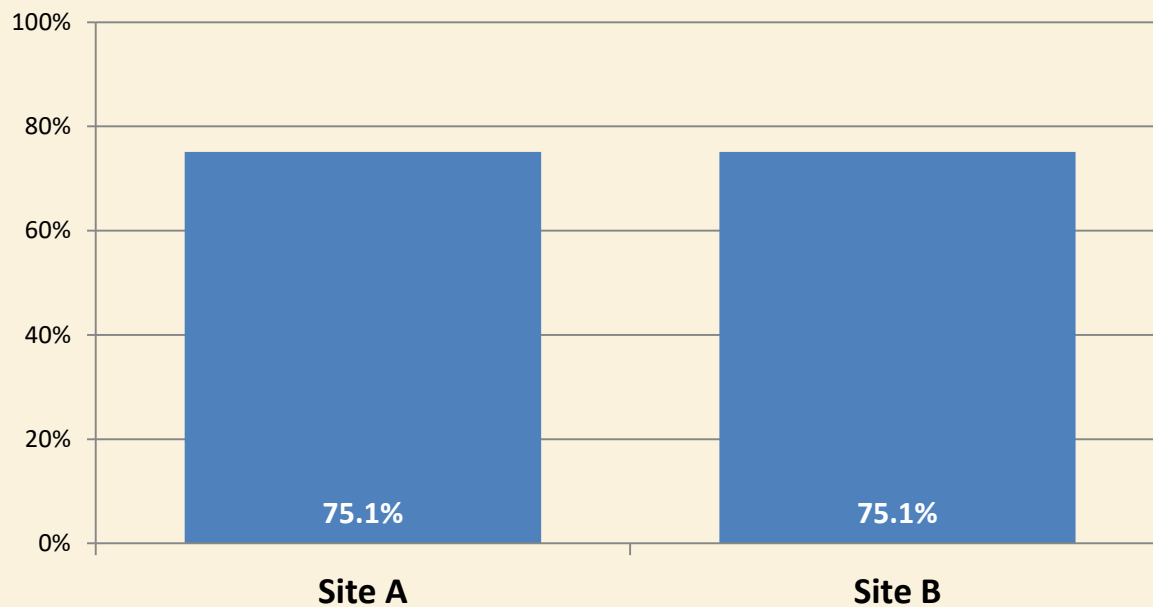
*It can be appealing to monitor and report only or primarily your Total Score, but we do **not** recommend this.*

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

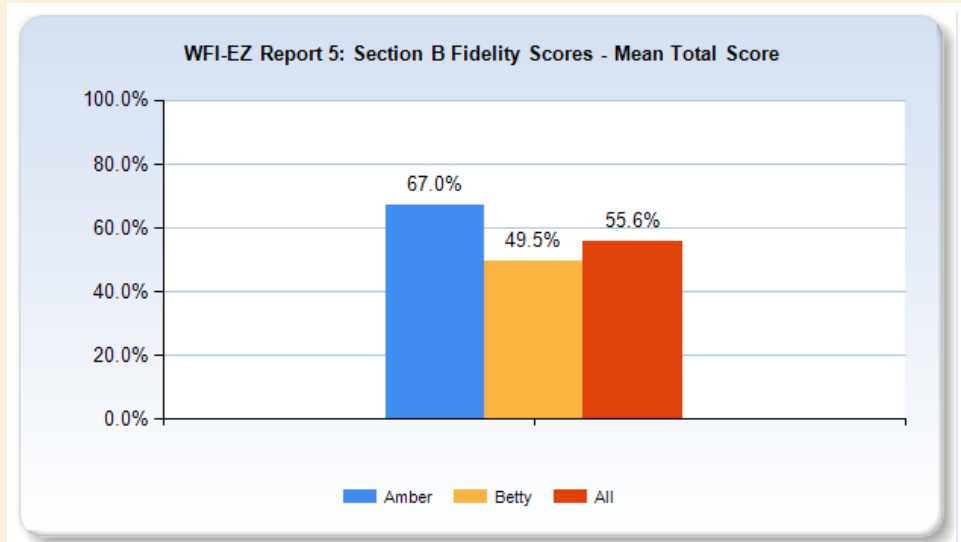
Total Fidelity Score



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	49.5%
All	55.6%
National Mean	72.0%

The National Mean Is Not a Benchmark

WFI-EZ 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

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 WFI-EZ scores.**

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

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.”

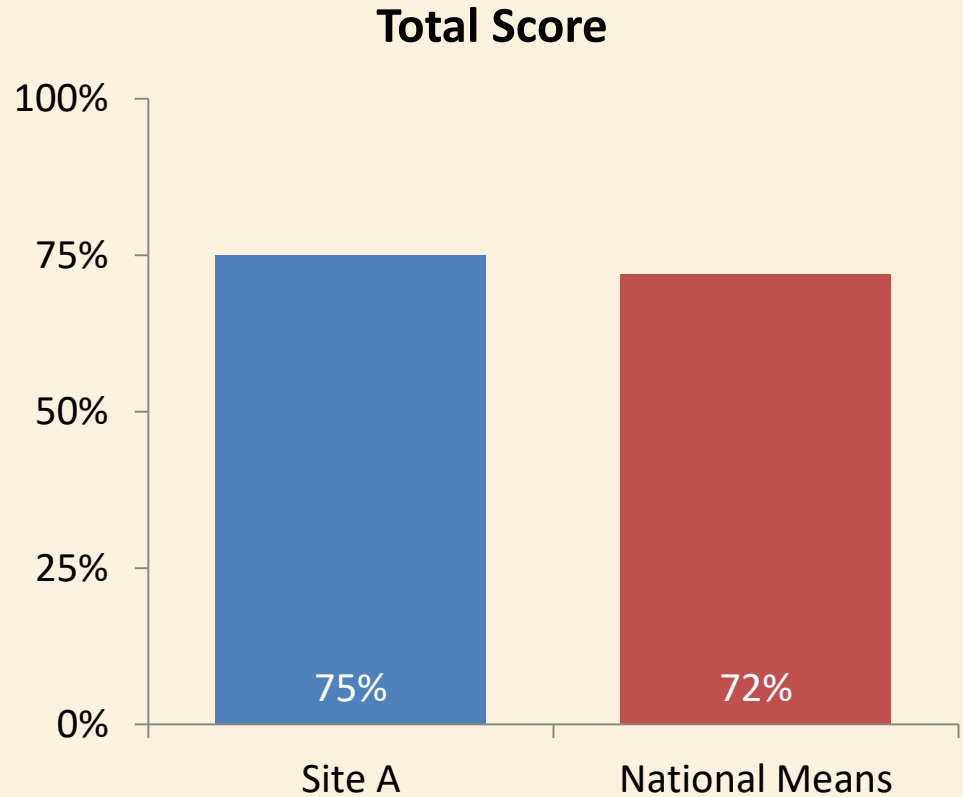
Total Scores hide important details about practice

- Similar scores do not necessarily indicate similar practices

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?



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 NWIC. 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.***

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

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

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

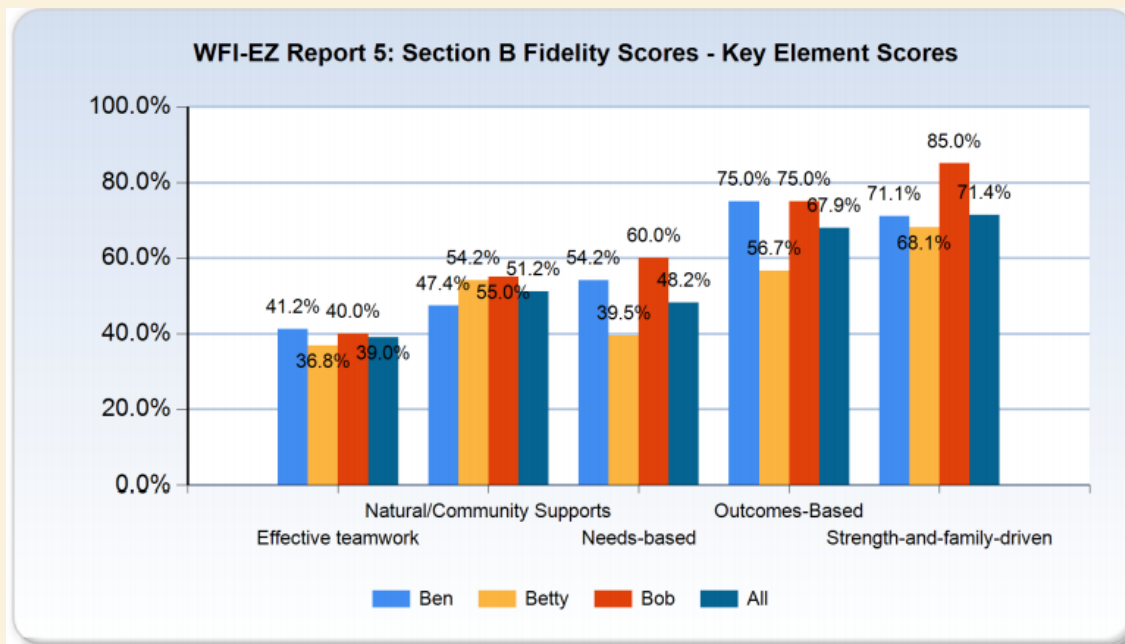
Key Element scores is an average of all the relevant item-level averages.

Have the same strengths and weaknesses as the Total Score:

- Treat each item equally
- Mask item-level differences

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.

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?

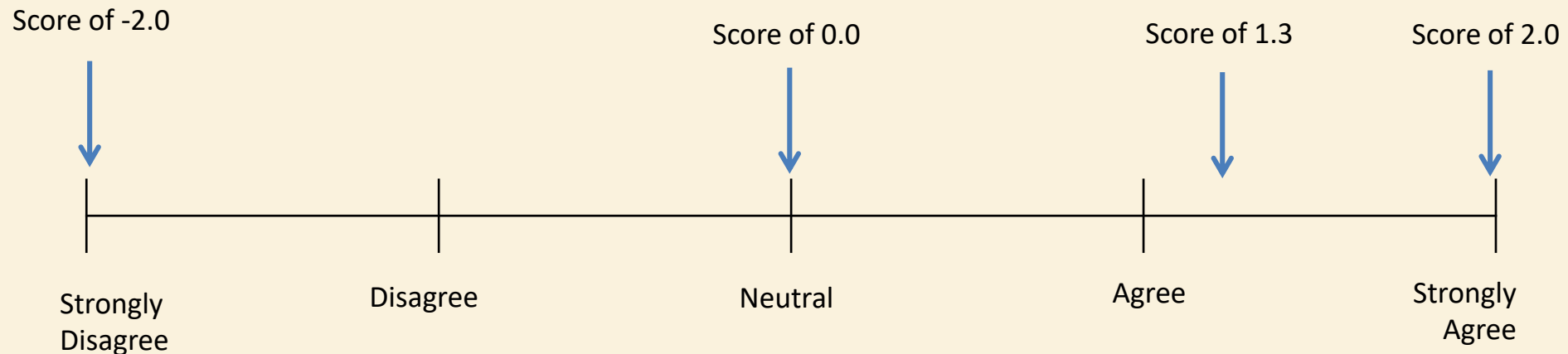
Item-Level Scores

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

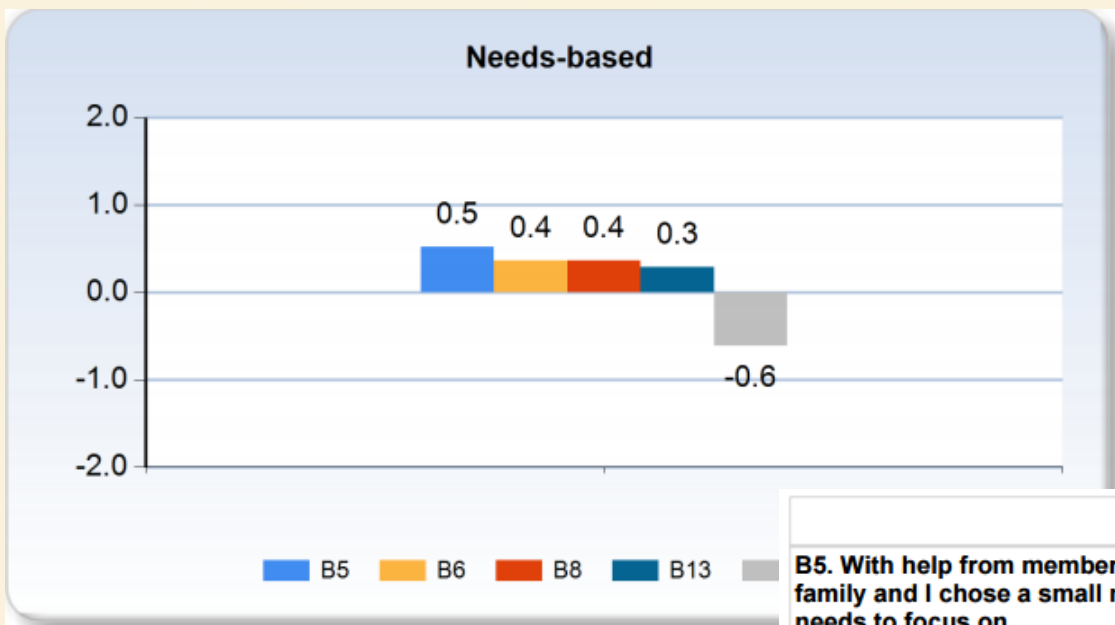
Use fidelity data to inform decisions

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.”



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 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
B23. I worry that the wraparound process will end before our needs have been met.	-0.6	1.0

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.	1.52	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

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.**

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

For the Most Flexibility, Learn How to Export Your WFI-EZ Data

1 → Menu

2 → WrapTrack Reports and Data Export

3 → Data Export

Youth Records

Name	Organization Name	Status
_FromJim, _ATest		Pending
100001000100, 1000..	Org 3 Test	Enrolled
123-kj, 123-kj	Org 2	Enrolled
1234543312, 123456..	88-8	Enrolled

	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM
123456, 1																
1234567, 2																
1234567, 3																
1234567, 4																
1236547, 5																
6	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	0	Strongly Agree	4	Strongly Agree	4	Strongly Agree
7	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	0	Strongly Agree	4	Strongly Agree	4	Strongly Agree
8	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	4	Strongly Disagree	4	Strongly Agree	3	Agree
9	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	0	Strongly Agree	4	Strongly Agree	4	Strongly Disagree
10	1	Yes	0	No	1	Yes	0	No	4	Strongly Agree	2	Neutral	3	Agree	0	Strongly Disagree
11	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	1	Agree	3	Agree	3	Agree
12	1	Yes	1	Yes	1	Yes	1	Yes	3	Agree	1	Agree	3	Agree	3	Agree
13	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	0	Strongly Agree	3	Agree	3	Agree
14	1	Yes	1	Yes	1	Yes	0	No	4	Strongly Agree	1	Agree	3	Agree	2	Neutral
15	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	1	Agree	2	Neutral	1	Disagree
16	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	0	Strongly Agree	3	Agree	3	Agree
17	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	0	Strongly Agree	4	Strongly Agree	4	Strongly Agree
18	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	0	Strongly Agree	4	Strongly Agree	4	Strongly Agree
19	1	Yes	1	Yes	1	Yes	1	Yes	3	Agree	1	Agree	3	Agree	3	Agree
20	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	0	Strongly Agree	4	Strongly Agree	4	Strongly Agree
21	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	1	Agree	3	Agree	2	Neutral
22	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	1	Agree	3	Agree	2	Neutral
23	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	0	Strongly Agree	3	Agree	3	Agree
24	1	Yes	1	Yes	1	Yes	0	No	1	Disagree	1	Agree	4	Strongly Agree	4	Strongly Agree
25	1	Yes	1	Yes	1	Yes	0	No	4	Strongly Agree	0	Strongly Agree	4	Strongly Agree	4	Strongly Agree
26	1	Yes	1	Yes	1	Yes	1	Yes	4	Strongly Agree	0	Strongly Agree	4	Strongly Agree	4	Strongly Agree

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WrapTrack produces several useful reports, but knowing how to export your WFI-EZ data will provide more **leverage and flexibility** with your data.

Rank Your Items From Highest to Lowest for Absolute Strengths and Weaknesses

Items with the Highest Average Score

Item	Skill	Average Score
B11	At each team meeting, our Wraparound team celebrates at least one success or positive event.	1.5
B6	Our Wraparound plan includes strategies that address the needs of other family members, in addition to my child.	1.4
B13	My family was linked to community resources I found valuable.	1.4
B14	My Wraparound team came up with ideas and strategies that were tied to things that my family likes to do.	1.2
B5	With help from members of our Wraparound team, my family and I chose a small number of the highest priority needs to focus on.	1.0

Items Least Often Demonstrated

Item	Skill	Average Score
B8	At every team meeting, my Wraparound team reviews progress that has been made toward meeting our needs.	-0.6
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.	-1.0
B2	There are people providing services to my child and family who are not involved in my Wraparound team. (Reverse Scored)	-1.6
B10	The Wraparound process has helped my child and family build strong relationships with people we can count on.	-1.7
B15	Members of our Wraparound team sometimes do not do the tasks they are assigned.	-1.8

There Are Two General Questions to Ask of Your Item-level Data

1. What items are scored high/low for **all** of your analytic groups?
2. What items are scored high/low for only **some** of your analytic groups?

The groups that you will sort your analysis into depends on where you sit within the Wraparound implementation. They may include care coordinators, supervisors, regions, organizations, etc.

When Data is More Granular, Interpret With Caution!

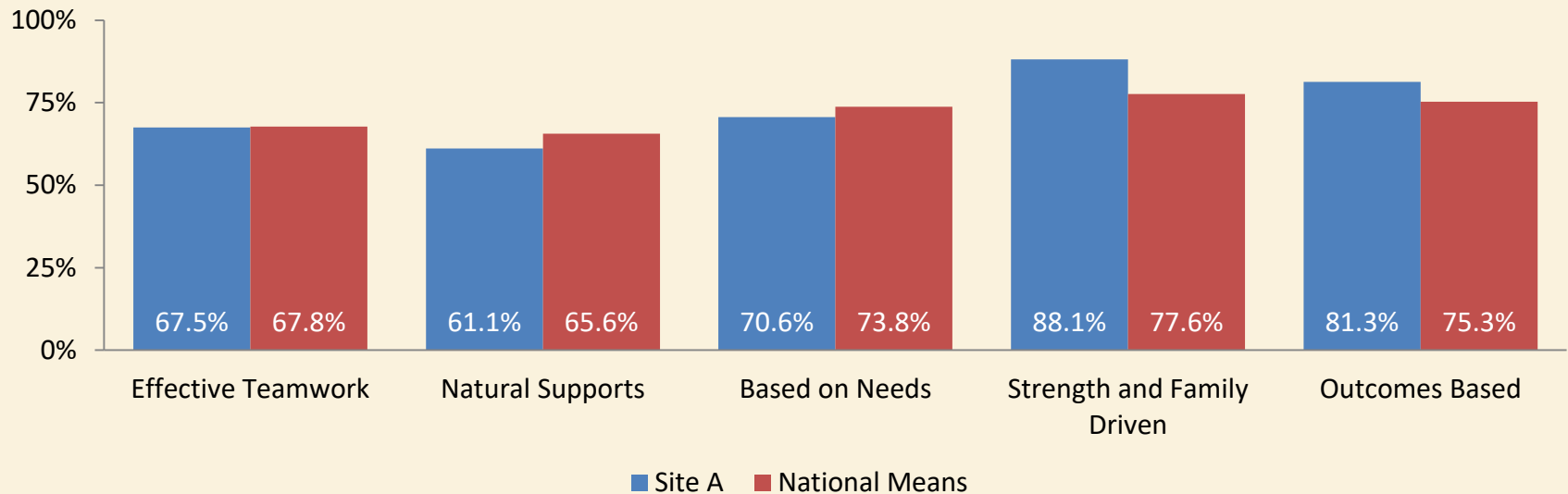
Supervisors should pay particular attention to the **number** of surveys that make up any individual care coordinator's scores.

- Ns are likely to be small at this scale, and the 1 or 2 families who complete a WFI-EZ 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 WFI-EZ scores like a report card.

Let's Practice!

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



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

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

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).



Interpreting Your WFI-EZ Results




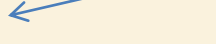
SECTION C: SATISFACTION

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"/>

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

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.



Interpreting Your WFI-EZ Results

SECTION D: OUTCOMES

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.

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%.

“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



PUTTING YOUR RESULTS TO USE

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

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

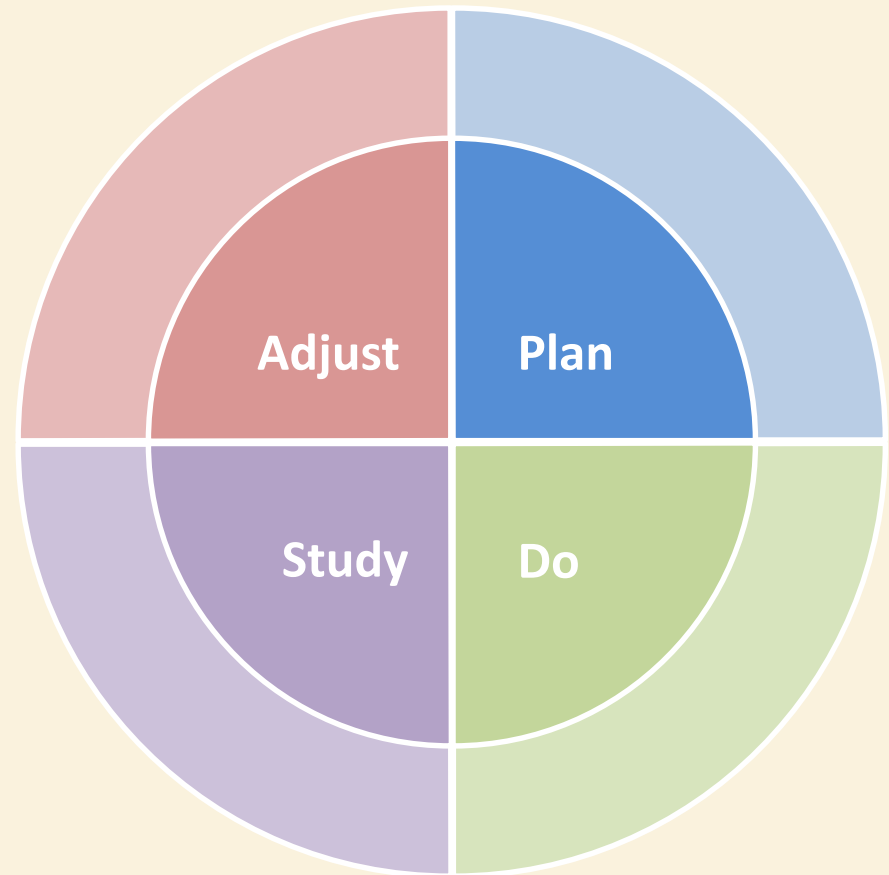
Use fidelity data to inform decisions

Data Will Work Best as Part of a Dynamic CQI Process

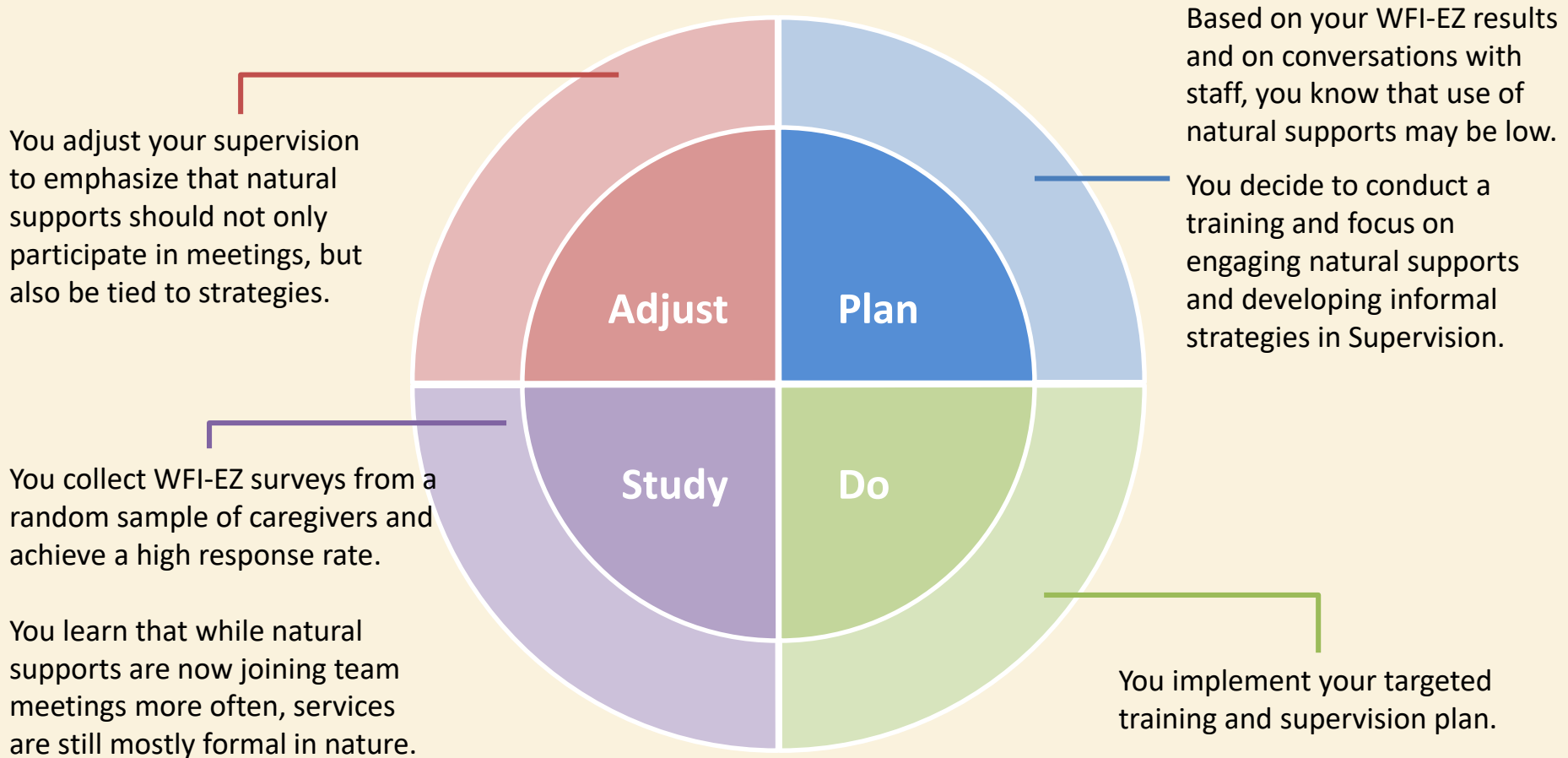
Quality improvement is a continuous and iterative process.

Use data to inform decisions and instigate change.

- Make hypotheses, initiate changes, and then check progress

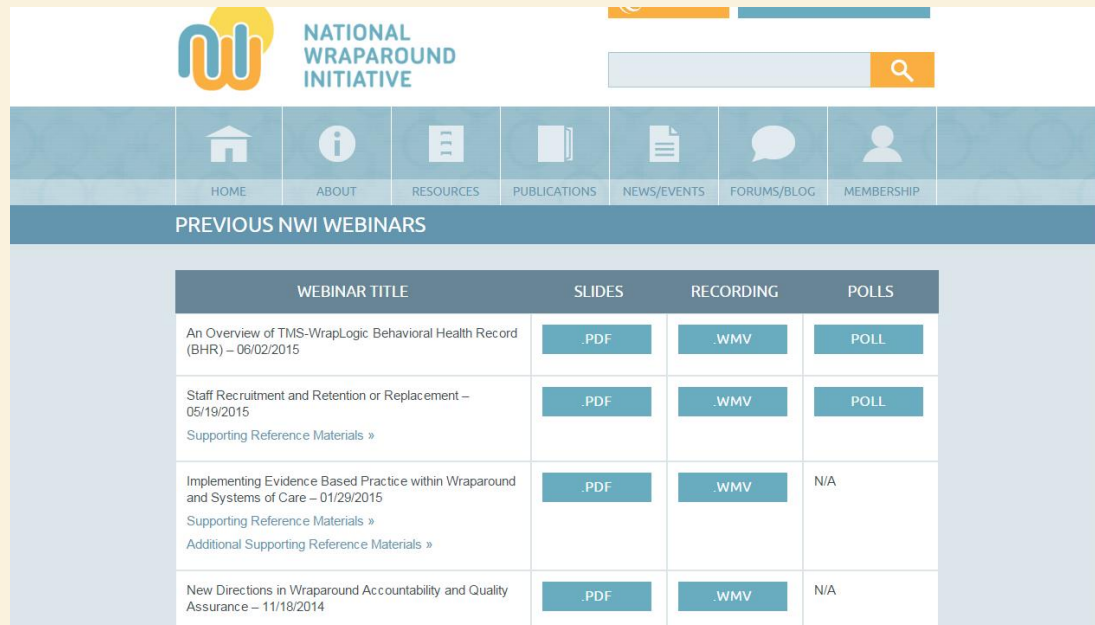


WFI-EZ Results Can Be Used in CQI



Q & A / Thank you!

Today's slides and resources will be available from:
<http://nwi.pdx.edu/previous-nwi-webinars/>



The screenshot shows the National Wraparound Initiative website. At the top is the logo and a search bar. Below is a navigation menu with icons for Home, About, Resources, Publications, News/Events, Forums/Blog, and Membership. The main content area is titled "PREVIOUS NWI WEBINARS" and contains a table with the following data:

WEBINAR TITLE	SLIDES	RECORDING	POLLS
An Overview of TMS-WrapLogic: Behavioral Health Record (BHR) – 06/02/2015	.PDF	.WMV	POLL
Staff Recruitment and Retention or Replacement – 05/19/2015 Supporting Reference Materials »	.PDF	.WMV	POLL
Implementing Evidence Based Practice within Wraparound and Systems of Care – 01/29/2015 Supporting Reference Materials » Additional Supporting Reference Materials »	.PDF	.WMV	N/A
New Directions in Wraparound Accountability and Quality Assurance – 11/18/2014	.PDF	.WMV	N/A