

Script and Talking Points to Explain WFI-EZ to Youth, Caregivers, and Team Members

When to explain the WFI-EZ:

1. Before Wraparound Review Committee (WRC)
2. When they are accepted through WRC
3. Phase 1 (This is a good time to collect a consent form that includes WFI-EZ and TOM 2.0. This doesn't need to be a separate form; it can be embedded in your current wraparound consent form.)
4. Phase 2, remind them what it is so that if they are randomly selected, they know what to expect.
5. Phase 3, remind them what it is so that if they are randomly selected, they know what to expect.
6. Phase 4, remind them what it is so that if they are randomly selected, they know what to expect.

How to explain the WFI-EZ:

“Our program would like to know how well we are serving the youth and families participating in Wraparound. In order to learn your opinions about your experience in Wraparound, we are asking you to complete a brief survey which will take about ten minutes to complete. The survey is called the WFI-EZ and has about 30 items for youth and 40 items for caregivers. (About 30 items for team members). For example, one of the questions is if you had a role in choosing who is on your wraparound team.

The WFI-EZ survey is an opportunity for you as the youth and caregiver (or team member) to share your experiences with Wraparound. Your responses will be anonymous and we will not reveal your individual answers to anyone, including your Care Coordinator. We only look at reports that show how all

youth and caregivers (or team members) answered as a group. Your participation with the WFI-EZ is completely voluntary.

Your feedback will be used to identify successes to celebrate as well as opportunities for program improvements and Care Coordinator coaching. Providing your input can positively impact the experience of other youth and families who participate in Wraparound.

There are different options for how you can complete the WFI-EZ survey. We can send you a text or an email with a link to complete the survey online, mail you a paper copy to complete and send back, give you a paper copy at the end of a team meeting to complete and leave with us, or call you and ask you the questions over the phone.

If you're filling out the WFI-EZ in person at the end of a team meeting, your Care Coordinator will not be in the room with you and someone else can be there to answer your questions. If you need help from someone on the team, your Youth Partner or Family Partner can support you and answer any questions you have. If you're completing the survey online and need support, please reach out to your Youth Partner or Family Partner. If you don't have one of those on your team, please reach out to your Care Coordinator and they can connect you with someone who can answer your questions."