



## Wraparound FSS and the TOM 2.0 Tip Sheet

### What is TOM 2.0?

The *Team Observation Measure 2.0* is a rating tool used by an observer to measure fidelity components of the Wraparound process. Fidelity refers to the extent to which a treatment or intervention is delivered as it was originally created. Wraparound has many points of fidelity, and the TOM 2.0 is one of the tools used to measure a team's level of fidelity facilitation. It supports Oregon's sites in providing Wraparound to youth and families as it was designed. The goal is to stay consistent with the 10 principles of Wraparound and implement all of the phases and activities.

### Who is doing the observing?

The individual completing observations of the youth and family team meeting in Oregon will be Wraparound Care Coordinator Coaches. They will be trained and fully understand the protocols around rating a team's fidelity components. This person may have an observational partner if new to completing the TOM 2.0 to support them in completing the task fully. In addition, personally knowing the family or team members can compromise both the confidential nature of the information and their willingness to allow the observation to occur. Anonymous observers who are not connected with the families' Wraparound teams are the best practice.

### How is Wraparound Fidelity rated on the TOM 2.0?

The assessment is broken up into seven subscales.

1. Full Meeting Attendance
2. Effective Teamwork
3. Driven by Strengths and Families
4. Based on Priority Needs
5. Use of Natural and Community Supports
6. Outcomes-Based Process
7. Skilled Facilitation

Between the seven subscales, there are 36 indicators that will be rated. The ratings consist of a straight forward yes, no, or not applicable (N/A). If the observer sees the indicator in that subscale, they give a simple answer on the assessment page and add a note if necessary. These notes are not used to identify persons on the team or interpret feelings. It is simply to reflect what was observed in the meeting. Once the indicators have been assessed, the observer will use the rating guide to calculate the percentage rate of Wraparound fidelity for that team.

### What is my role as Family Support Specialist in the assessment?

The TOM 2.0 is not an assessment of your skills or abilities as a FSS. It is, however an assessment looking at how the Wraparound principals are put into practice. Many of the indicators being rated are things that the FSS would be a part of as their role, but are not exclusively their responsibility. Each fidelity indicator can be practiced and identified with or without the FSS. This being said, if you are a part of a team being assessed, you will likely be a part of that indicator being seen or not seen to the observer. The FSS should be aware of and active implement fidelity components into the regular work you are doing with teams. The Wraparound team should strive together to identify their ability to effect each of the fidelity indicators. Collaboration is key in supporting a team to see these positive outcomes.

### How can I support families in understanding this assessment?

If a team is chosen at random for observation, the family support specialist, along with the other Wraparound staff, should help the family understand what the process is and what it will look like when the observation does happen. It should be made clear to a youth and family that the assessment is looking for fidelity indicators and not a family's success or abilities. It should be made clear that this is about assessing the Wraparound staff and the process itself. The data that is collected from this evaluation is used to support the Wraparound program in identifying areas of need and further training as well as used in various reporting documents that could result in positive change for the Wraparound site and ultimately a better experience for all youth and families.

It is important to make sure a youth and family know that this observation is optional and will only happen if the youth and family are comfortable with the process. The evaluation will not take place if the youth and family have not given verbal or written confirmation of their consent. As the FSS, you are able to support the family in having informed consent to the assessment. The youth and family should also be informed that the TOM 2.0 is not exclusive to this one particular team but is being implemented across a larger number of families in the program and across the state. As FSS, it is our role to support the family in bridging the processes and the family experience. If a family has concerns or questions, the FSS should work to empower families to seek out answers and understanding of the process.