WFI-EZ FAQ

General

Q: What is the literacy level of the WFI-EZ forms?

A: The Wraparound Research and Evaluation Team (WERT) indicates there is a fifth-grade literacy or reading level for the WFI-EZ forms.

Timeline

Q: What is the OHA required timeline for WFI-EZ completion?

A: OHA indicates that the WFI-EZ be completed one time, after a youth/family has been in Wraparound for a *minimum of six months*.

The WFI-EZ does not need to be completed more than once per youth/family.

Q: Is it okay for CCOs to administer the WFI-EZ every six months?

A: Yes.

Q: Is it okay for CCOs to administer the WFI-EZ at transition?

A: Yes.

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Response Rates

Q: What is the OHA response rate expectation for the WFI-EZ Youth and Caregiver forms?

A:
The response rate goal for completed WFI-EZs from each Evaluation Cycle sample is at least 75%.

Q: What are some best practices for explaining the WFI-EZ to youth and families?

A:
1. The WFI-EZ survey should be presented as an opportunity for families to share their voice and facilitate positive change in their community.
2. It is important to emphasize the confidential nature of the surveys as well as the extensiveness of the evaluation. For example, you can emphasize that the WFI-EZ is being administered to all (or a large number) of the families at the site and not just their family.
3. Take the time to outline what your site's goals are for the evaluation (e.g., to improve services) and then respond to any questions or concerns they may have.
4. Review this [Script and Talking Points to Explain WFI-EZ to Youth, Caregivers, and Team Members](#) document for more ideas.

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Q: What are some strategies to increase our response rates?

A:

1. Use the Data Management Tab in WrapStat to monitor data collection efforts. Knowing your response rate can be as important as the WFI-EZ data itself.
   a. Create incremental targets for collection goals
      i. "We will send a WrapStat message or call every family once by the end of this week."
      ii. "We will achieve a 50% response rate during this Evaluation Cycle."
2. Start family engagement ASAP! Ensure families and staff are aware of data collection efforts in advance.
3. If they are selected for an Evaluation Cycle
   a. Let them know "You'll be receiving an email with a survey link on this day" or "This person will be calling you at this time," etc.
4. Create excitement and buy-in, let them know you care what they think!
5. Go above and beyond, incentivize whenever possible
   a. Pizza parties, family nights, group meetings, gift cards

WFI-EZ Form Types

Q: Which WFI-EZ forms are required by OHA?

A: CCOs are required to complete WFI-EZ Caregiver and Youth forms. Only Caregiver and Youth forms will be used in OHA data.

Q: Are youth and families required to complete WFI-EZs?

A: No, youth and families are not required to complete surveys. All WFI-EZs should be completed voluntarily.

WFI-EZ FAQ

Q: Is it okay if CCOs or programs want to administer and collect WFI-EZ Team Member and Care Coordinator forms?

A: Yes.

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Q: What's the best way to measure Wraparound fidelity?

A: The most accurate picture of adherence to Wraparound comes from gathering complete data from multiple respondents. Therefore, to get the best picture, it is recommended that programs collect WFI-EZ data from Wraparound Care Coordinators, caregivers, youth (11 and older), and team members.

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Scores and Benchmarks

Q: Does OHA have goals or benchmarks for the CCOs on Key Element or Total Fidelity %s?

A: No, OHA "expects CCOs to monitor their fidelity parameters and make practice changes as needed to maintain/improve fidelity."

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Q: Will the Wraparound Evaluation and Research Team (WERT) at the University of Washington ever have state means rather than a national mean?

A: WERT's response: It's important to remember that the national mean is really not a benchmark at all, but a comparison that includes several types of sites across the country. We agree that it's not ideal, but it's what we can currently provide as a threshold of sorts and a comparison for what it's worth

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Q: Does WERT have benchmarks for the Key Element scores?

A: Yes, WERT has created Benchmark Scores for the WFI-EZ. These benchmarks can be used to assess the degree to which local implementation of Wraparound meets basic standards. The benchmarks, which are included in the WrapStat WFI-EZ reports, are split up into four categories: 1) High; 2) Adequate; 3) Borderline; and 4) Inadequate. These benchmarks are available for the overall fidelity and key element scores, and the satisfaction scores for both the caregiver and youth WFI-EZ respondents. Please see the tables below for the benchmark scores on different WFI-EZ subscales and respondent types. If you're interested in learning more about how WERT developed these benchmarks, please read the article linked here.

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

Table 2. Fidelity Benchmarks for Care Coordinator and Other Team Member Forms

CATEGORY	TOTAL WFI-EZ	OUTCOMES BASED	EFFECTIVE TEAMWORK	NATURAL SUPPORTS	NEEDS BASED	STRENGTH & FAMILY DRIVEN
HIGH FIDELITY	75+	75+	70+	70+	80+	85+
ADEQUATE	70-74	70-74	65-69	65-69	75-79	80-84
BORDERLINE	65-69	65-69	60-64	60-64	70-74	70-79
INADEQUATE	< 65	< 65	< 60	< 60	< 70	< 70

Table 3. 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

Even though there are benchmarks from WERT, what sites should really do is compare themselves to themselves over time. For example, if two of four youth or caregivers report that there are no natural supports on the team, it shouldn't necessarily matter what the benchmark is. Rather, sites should look internally and say we need to see 3.75 of 4 youth reporting natural supports, how can we work on this.

WFI-EZ Reporting in WrapStat

Q: What are some reasons that WFI-EZ data might be excluded from reports in WrapStat?

A:
1. If more than five items are answered "I don't know" on Section B the form will be excluded from reports.
2. If all of the items are answered with the same response on Section B, regardless of the answer, the form will be excluded from reports.
3. WFI-EZ forms with completed dates prior to youth being enrolled for 60 days will be excluded from reports. The date used for this is the date attached to the youth's Enrolled enrollment status.