Oregon Health Authority/ Department of Human Services
Wraparound Fidelity Index-4
Summary of Fidelity Monitoring Results
May, 2012

Project

Oregon began utilizing a Wraparound approach to coordination of care across child serving agencies with the implementation of the Statewide Children's Wraparound Initiative (SCWI) in July, 2010. The children entering this demonstration project have met standard inclusion criteria: in the custody of DHS Child Welfare for at least one year, with four or more placements in their lifetime, or, rising to the level of need upon entry into the project that they required intensive levels of care. To date, over 400 children and their families have been served through this Initiative.

Workforce Development

The SCWI was expedited in efforts at delivering Wraparound planning processes to fidelity by training plans that were developed in partnership with demonstration site stakeholders and the Center for Improvement of Child & Family Services, at the School of Social Work at Portland State University (PSU).

To ensure initial training plans were relevant for each demonstration site, PSU conducted an environmental scan of existing resources and efforts using focus groups, interviews, surveys and assessments. The findings served as a guide for site specific workforce development and training activities grounded in core Wraparound principles and values. As the process evolved, PSU utilized a site specific workforce development committee structure comprised of system stakeholders to revise, adapt and augment the training plans to ensure that activities supported each community implementing Wraparound to fidelity. To foster capacity building and sustainability at the community level, PSU supported the growth and development of local content experts that could serve as trainers for system partners.

The three demonstration sites worked diligently to achieve fidelity to the Wraparound model, and as the report shows, have had good success.

Project Sites

The areas of Oregon comprising the SCWI demonstration sites are Washington County Wraparound, Mid-Valley Behavioral Care Network (MVBCN) WRAP (inclusive of Linn, Marion, Polk, Tillamook and Yamhill counties) and Rogue Valley Collaborative (inclusive of Jackson and Josephine counties).

Purpose
The purpose of this evaluation is to determine the extent to which the services and supports that are being received by children, youth, and families in the Statewide Children's Wraparound Initiative (SCWI) adhere to the principles and primary activities of the Wraparound process on an individual child, youth, or family basis.

The Wraparound Fidelity Index , version 4 (WFI-4) is a tool designed to measure the degree to which Wraparound activities and processes are being implemented according to a model defined by the National Wraparound Initiative. The tool is developed and disseminated by the University of Washington Evaluation and Research Team (WERT), a research arm of the National Wraparound Initiative. This evaluation was done using the WFI-4.

Wraparound as a model is an evidence-based practice. It remains critical that sites will monitor fidelity and maintain fidelity to the practice model to deliver high quality services and supports. The National Wraparound Initiative is working to develop a shorter and more concise version of the Wraparound Fidelity Index, which is currently in the testing phase.

Study Methodology

Study Sample
The families ("cases") for this study were randomly selected from children participating in the demonstration who had been engaged for a minimum of 30 days.
At least one member of each of four groups of respondents (caregiver, child welfare caseworker, youth, Wraparound facilitator (care coordinator) was interviewed for each case represented in this data set. No one person (including Wraparound facilitators and child welfare caseworkers) was interviewed more than 3 times.

Data Collection
Data for the WFI-4 were obtained by face to face or phone interview using an established protocol and set of interview questions.

To insure validity of the results obtained, all WFI-4 interviews were administered by individuals not known to the families or youth selected for the study. Interviewers were required to complete training and successfully meet scoring standards for administration of the interviews. Training was done using the

Wraparound Fidelity Index 4.0 Interview Training Toolkit developed by the Wraparound Evaluation and Research Team.

Between October 2011 and January 2012, the WFI-4 was administered in all 8 counties within the three demonstration sites. Interviews were conducted with 98 respondents: caregivers, child welfare caseworkers, youth, and Wraparound facilitators.

Human Subjects Protection

The research/interview protocol was reviewed and approved by the Human Subjects Research Review Committee (Institutional Review Board) at Portland State University. Consent forms were obtained prior to interviews. Records were shredded after interview data were submitted and all data were de-identified for data submission. Data from the interviews were coded only by respondent identification numbers and entered into a Wraparound Online Data Entry System (WONDERS) developed by the Wraparound Evaluation and Research Team.

Data Analysis

The data were compiled and analyzed in WONDERS and the information displayed in this report was obtained from that system. It is important to note that this information is descriptive and differences or similarities noted (e.g., between respondent types or principles) have not been evaluated for statistical significance.

Scoring

Percentages reported in the graphs reflect the number of items endorsed in relation to the total possible score. The scores are compared to a National Mean compiled from 12 program sites distributed across the country. The National Mean scores are derived from the following numbers of respondents:

Type of Respondent	N =
Wraparound Facilitator	597
Caregiver	600
Team Member	220
Youth	289

Findings

Findings are presented in five ways, starting with broad summaries and then moving to more detailed analyses:

1. Total Fidelity scores are presented for each of the three respondent types and combined fidelity scores incorporate data from the three respondents for individual families;
2. Combined phase scores are provided for respondents for each Wraparound phase;
3. Combined principle scores are presented for each of the 10 Principles;
4. Cross site, and comparison to National Mean score comparisons on each of the first 3 scores are also presented;
5. Relative areas of strengths and areas for improvement are reported for the group as a whole.

Scoring for this section reflect the average of responses (Mean) to each item, which is rated from 0 to 2. To be included in the strengths or areas for improvement sections, the average of all respondents must fall .4 standard deviations (SD) above (strengths) or below (areas for improvement) the National Mean scores for the particular item.

A Note about Fidelity

Achieving fidelity to the Wraparound model is a complex process that is not absolute, that is, a community can get closer to fidelity, but absolute fidelity to the model is not always possible or even desirable. The following was written by one of the researchers of the WFI-4, Eric Bruns, about Wraparound fidelity:

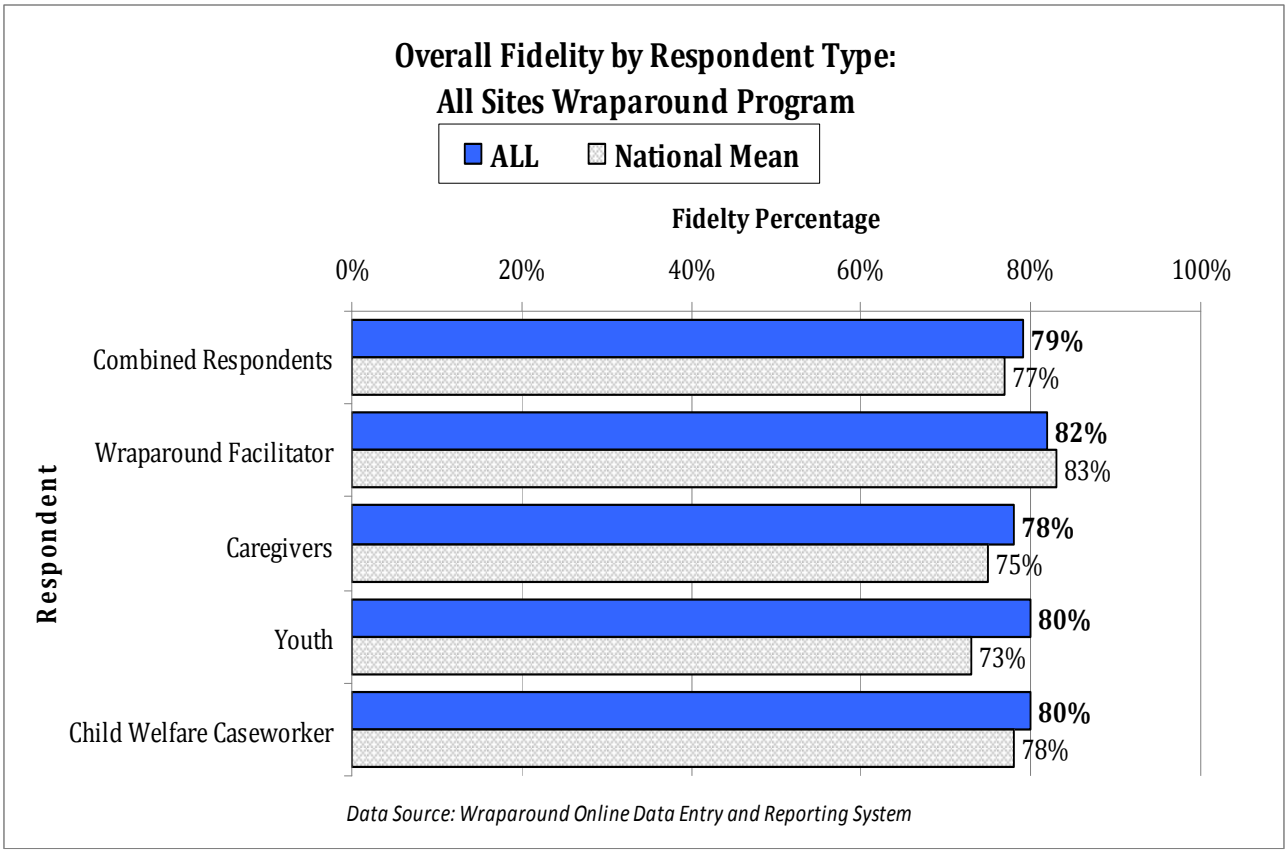
"Wraparound is a complex process, much less amenable to standardization than, for example, a 12-session parent training course, or a cognitive behavioral intervention for anxiety. In addition, it is individualized to each youth and family. As such, fidelity measurement is necessarily less precise because there is a greater range of activities in which each family may take part. Attempts to make measurement of wraparound implementation more precise (or to standardize the process to make it more amenable to consistent training and supervision) makes it vulnerable to losing something considered critical to wraparound – the idea that communities and teams may need to color way outside the lines to do "whatever it takes" to support a youth and his or her family."

"Ultimately, this is the balancing act facing those of us who have been engaged in the process of defining wraparound and developing implementation measures. We must recognize that both poor quality and over-specification are dangers to the wraparound philosophy. To interact with this tension, the National Wraparound Initiative has attempted to create a skeleton of a practice model that can be "fleshed out" through local adaptation and innovation (Walker & Bruns, 2006)". [1]

[1] Bruns, Eric. "Measuring Wraparound Fidelity" in Resource Guide to Wraparound, National Wraparound Initiative. Available at: http://www.nwi.pdx.edu/NWI-book/Chapters/COMPLETE-RG-BOOK.pdf

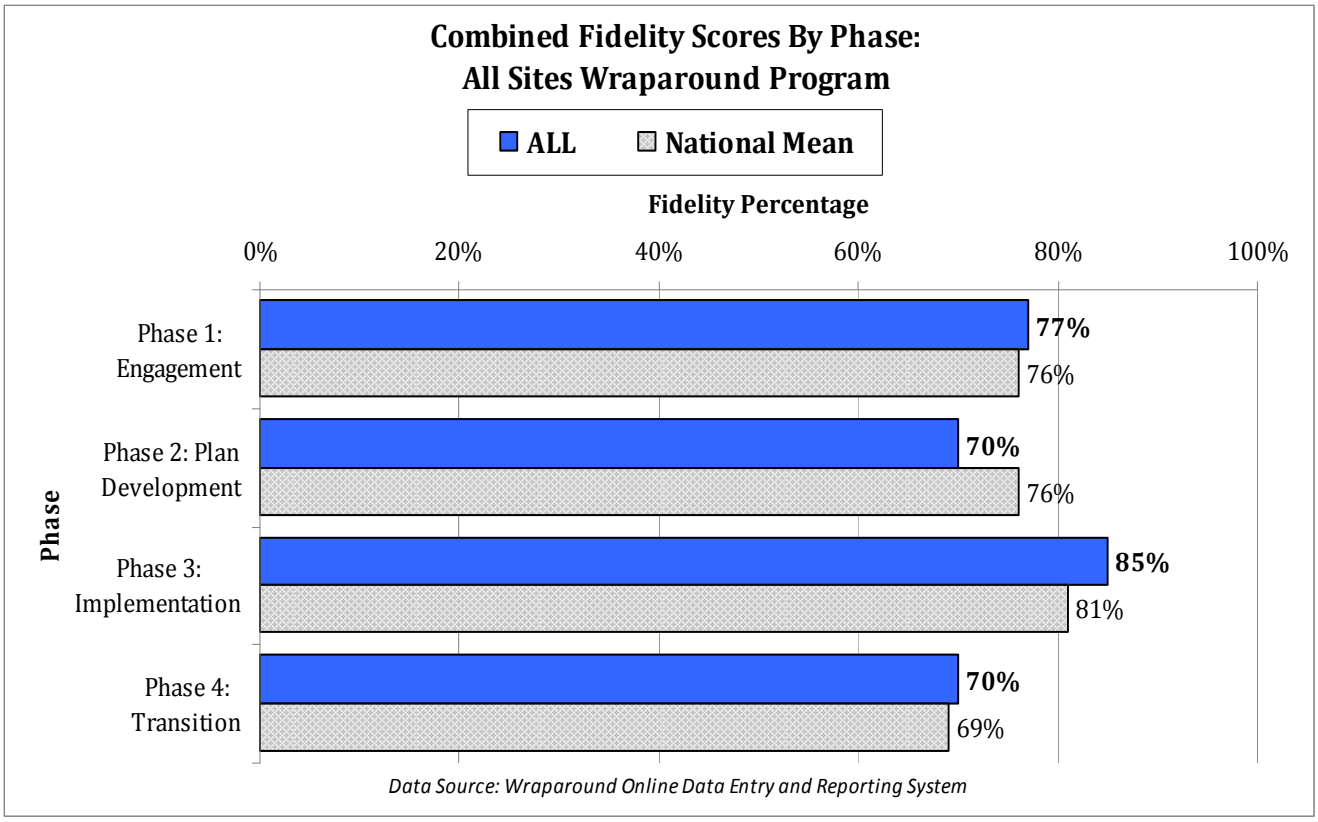
RESULTS

Overall Fidelity (by Respondent Type)



This graph depicts overall results combining all three sites' responses in comparison to the National Mean, which is collected by the National Wraparound Initiative Wraparound Evaluation and Research Team. Overall, the demonstration sites are conducting Wraparound to 79 % fidelity, with slightly lower scores (than the National Mean) being given by Wraparound Facilitators, and slightly greater scores being given by Caregivers, Youth, and Child Welfare Caseworkers.

Fidelity by Phase of the Wraparound Process



Phase 1: Engagement

During the engagement phase of Wraparound, the groundwork for trust and shared vision among the family and wraparound team members is established, enabling people to prepare to come to meetings and collaborate. It is in this phase that the tone is set for teamwork and team interactions, especially through the initial conversations about strengths, needs and culture. It is in this phase that family and youth preferences are prioritized and family and youth voice and choice is established. This phase completes relatively quickly, usually within a few weeks. The sites are close to the National Mean for fidelity during the engagement phase.

Phase 2: Initial Plan Development

During Phase 2, team trust and mutual respect are built. The team creates an initial plan of care using a high-quality planning process reflecting Wraparound principles. Youth and family should feel that they are heard, that the needs chosen are the ones they want to work on, and that the options chosen have a reasonable

likelihood of helping them meet those needs. Crisis and safety planning are done during this phase, if not already done during engagement. This phase also completes relatively quickly as the team settles on its mission and goals. Oregon falls somewhat lower in fidelity during this phase when compared to the National Mean.

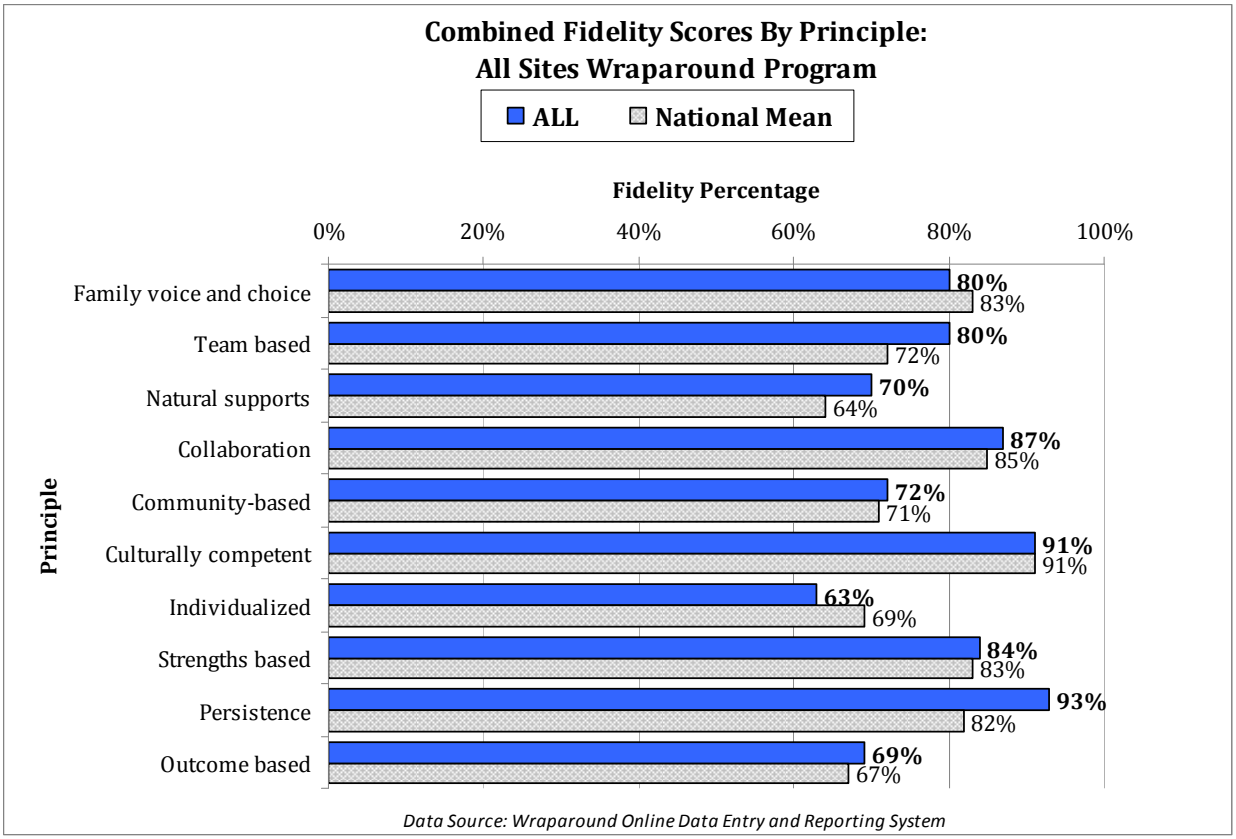
Phase 3: Implementation

During Phase 3 the initial Wraparound plan is implemented. Progress and successes are continually reviewed, and changes are made to the plan and implemented while building or maintaining team cohesiveness and mutual respect. This phase is repeated until the team's mission is achieved and formal Wraparound is no longer needed, thus this phase can last for several months to a year or more. Fidelity during the Implementation phase is high across the three demonstration sites. Oregon's mean is higher than the National Mean for this phase.

Phase 4: Transition

The final phase of Wraparound promotes a purposeful transition out of formal services and supports to a mix of formal and natural supports in the community. The focus on transition is continual during the Wraparound process, and preparation for transition is apparent even from initial engagement activities. The sites are close to the National Mean for fidelity during the Transition phase of Wraparound.

Fidelity by Wraparound Principle



This graph shows that Oregon is at or above the National Mean for fidelity in eight out of ten of the Wraparound principles. Oregon appears to have areas of strength in team based, natural supports, strengths based, persistence and outcome based principles.

Work areas for improvement are the principles of Family Voice and Choice, and Individualized Strategies, Supports and Services.

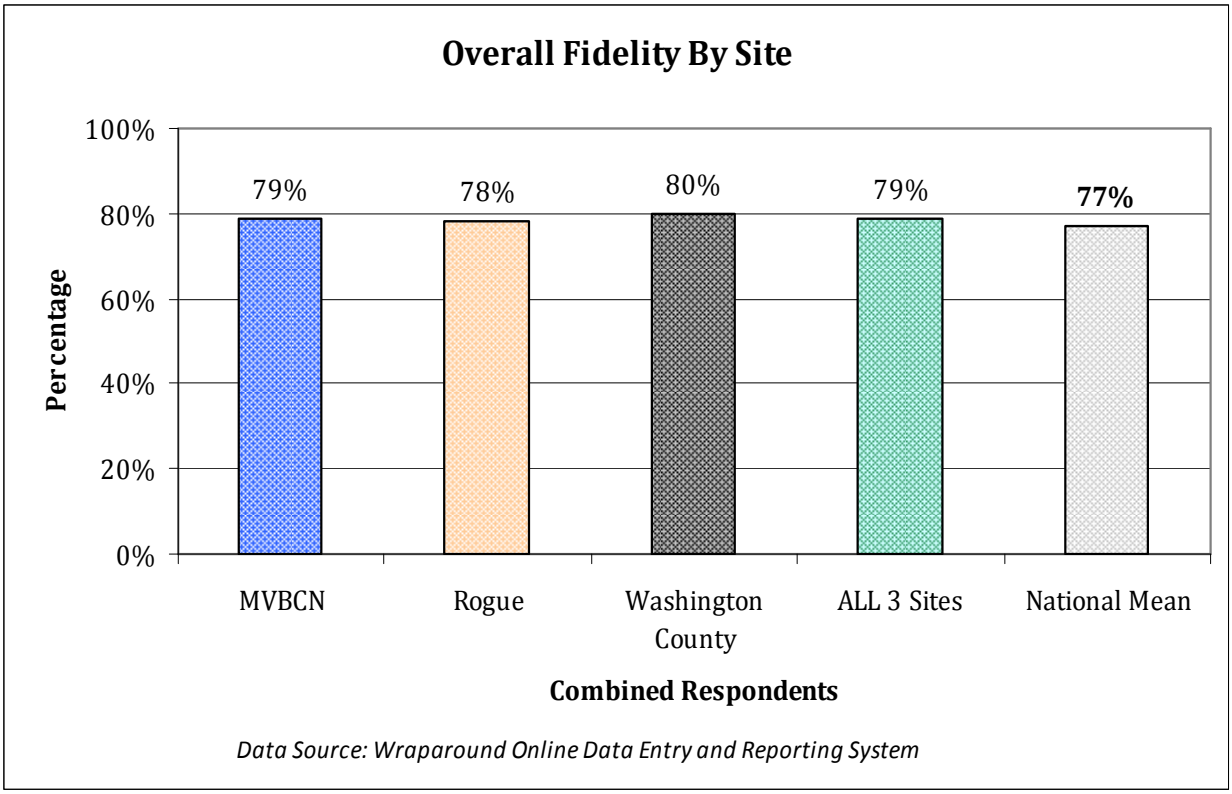
- Family voice and choice, as a principle, expects that family and child/youth perspectives are intentionally elicited and prioritized during all phases of the Wraparound process. Planning is grounded in family members' perspectives, and the team strives to provide options and choices such that the plan reflects family values and preferences.
- Individualized strategies, supports and services, customized to the child and family, are developed and implemented to achieve the goals laid out in the Wraparound plan.

Recommendations for improvement in the areas of *family voice and choice* include adopting a tailored training focus for newly hired family and youth partners at the demonstration sites. Sites have also had good successes with a combined supervision model that integrates family and youth partners with Wraparound facilitators.

Improvements in the principle of *Individualized strategies, supports and services*, customized to the child and family, can be addressed through site specific technical assistance. Strategies can also be developed to promote creation of individualized supports and services through clinical consultation.

SITE COMPARISONS

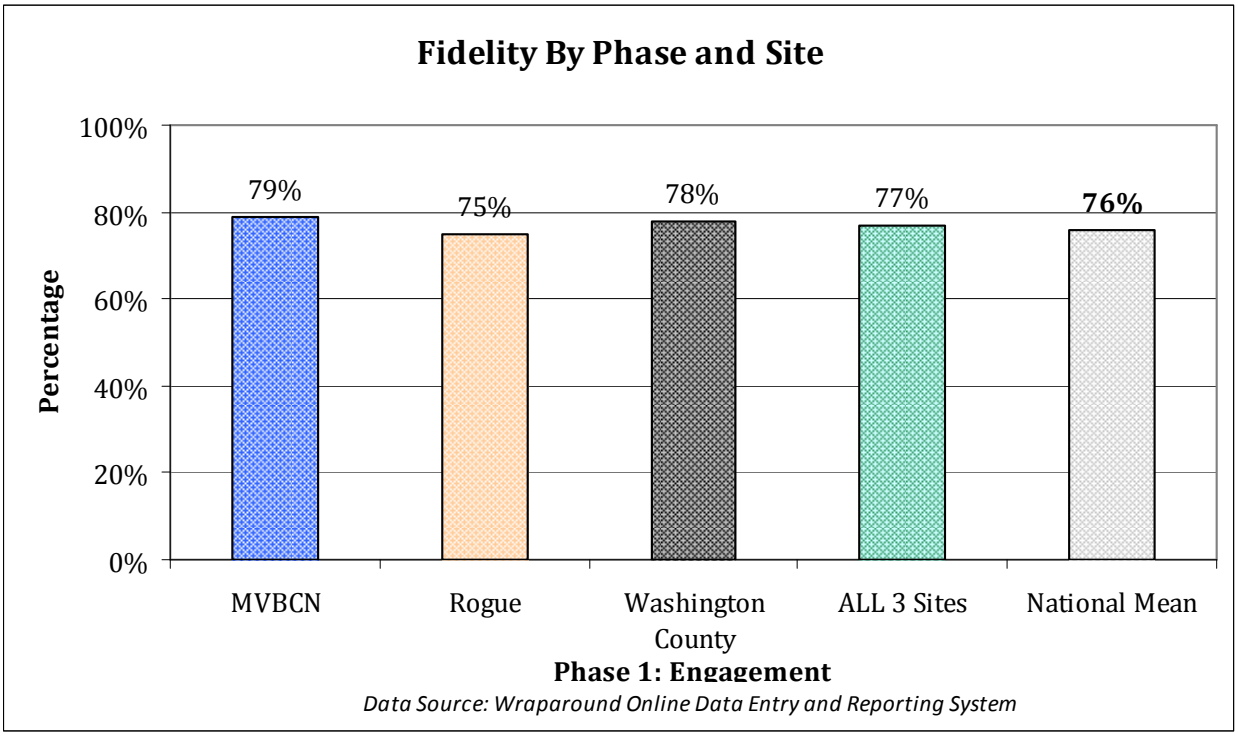
Overall Fidelity



This shows that all three demonstration sites are slightly above the National Mean for overall fidelity.

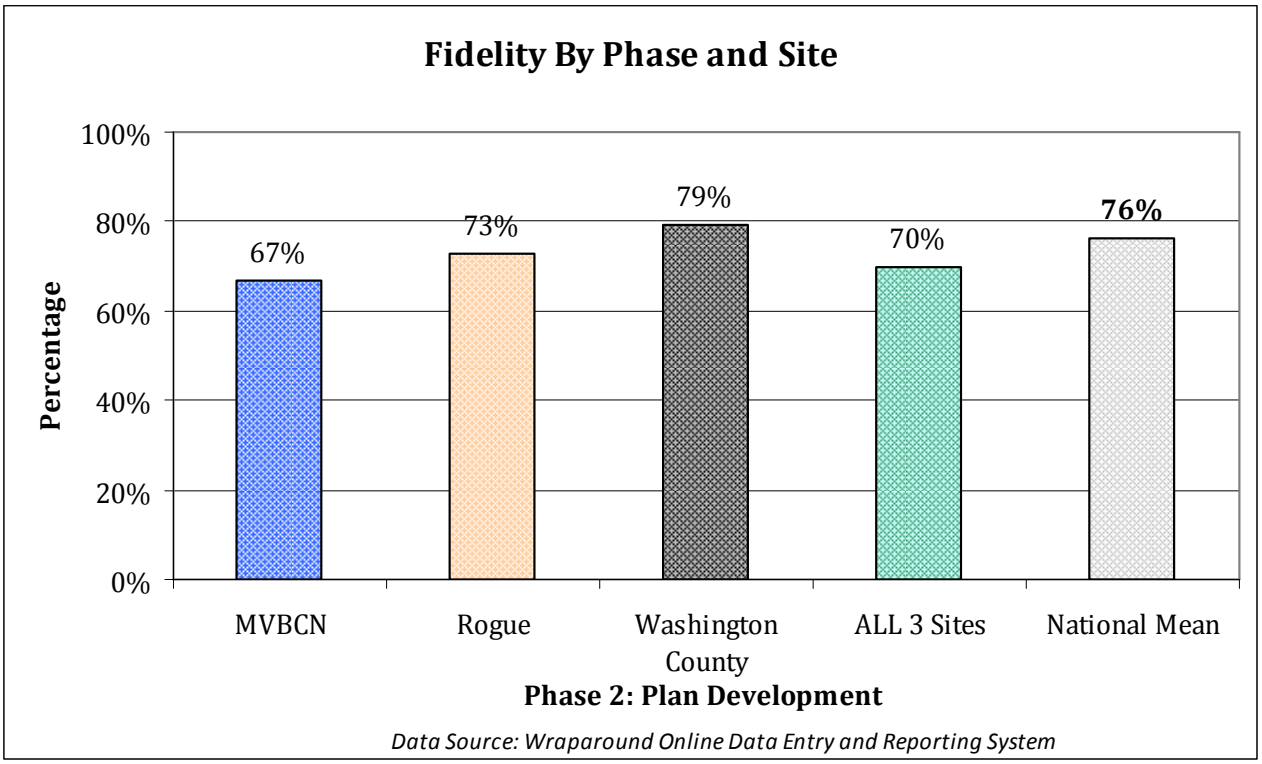
Fidelity by Phase of the Wraparound Process

Phase 1: Engagement



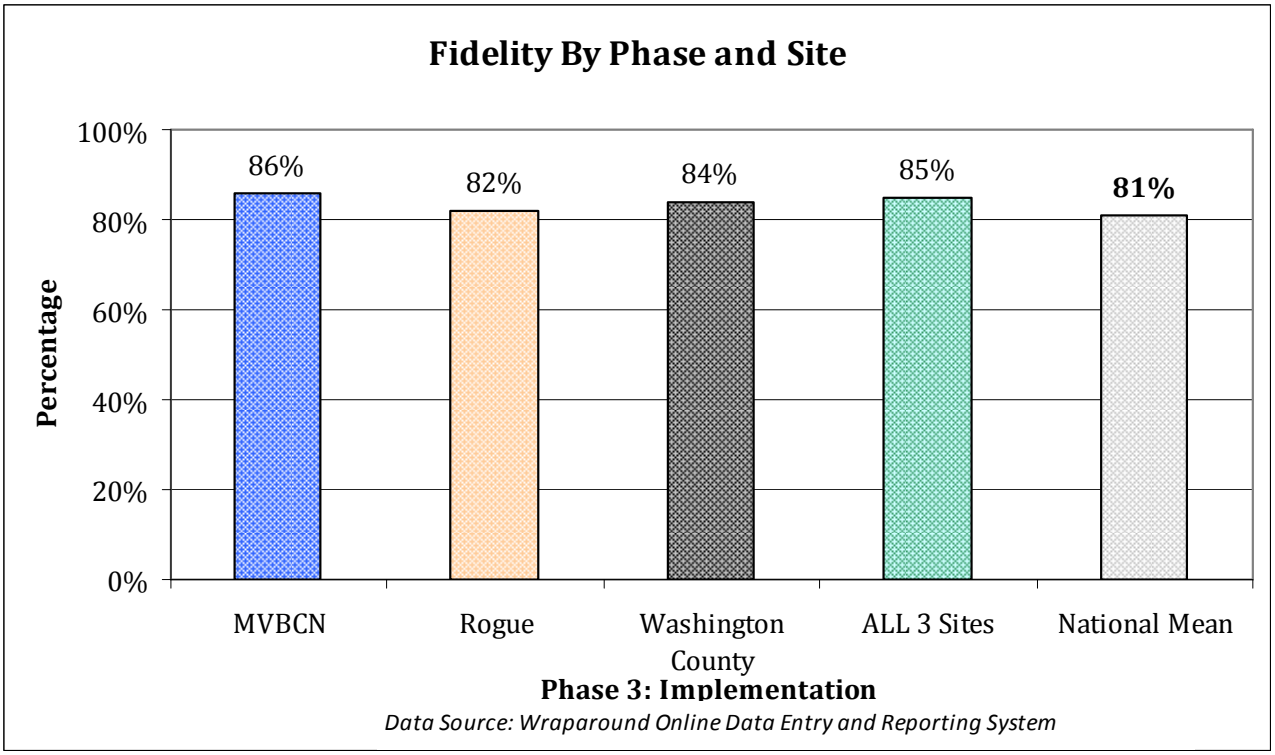
During the Engagement phase, each of the three demonstration sites' average score is comparable to the National Mean.

Phase 2: Initial Plan Development



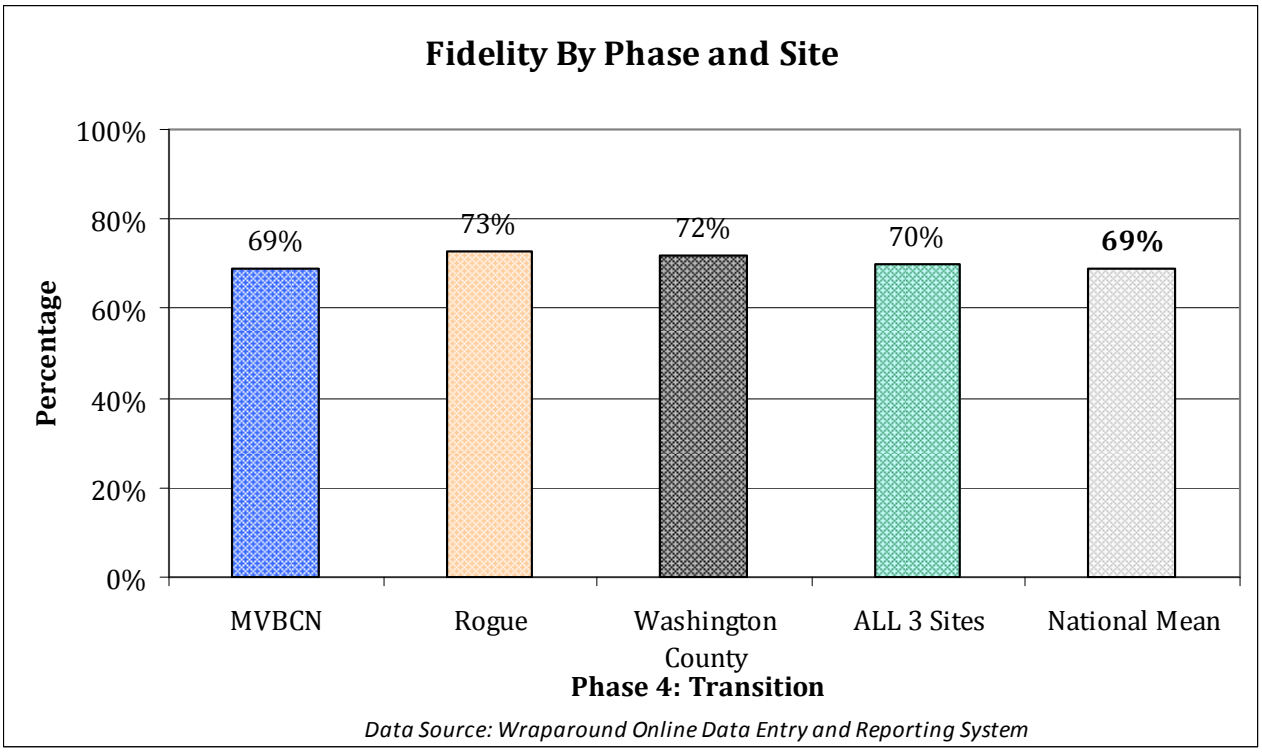
During initial plan development, one site, Washington County, has achieved fidelity above the National Mean.

Phase 3: Implementation



In the Implementation phase, all demonstration sites are achieving fidelity percentages above the National Mean.

Phase 4: Transition



In the Transition phase, all demonstration sites are achieving fidelity percentages at or above the National Mean.

Summary of Strengths and Areas in Need of Improvement Across All Sites

Scoring for this section reflect the average of responses (Mean) to each item, which is rated from 0 to 2. To be included in the strengths or areas for improvement sections, the average of all respondents must fall .4 standard deviations (SD) above (strengths) or below (areas for improvement) the National Mean score for the particular item.

Note: There were relative strengths given by *facilitator respondents* at all 3 sites, however the specific items representing a strength varied by site, and they are not comparable for this reason. They are available on request.

STRENGTHS[2]

Respondent	Actual Wording of Item from WFI-4	Sites' Mean Score	National Mean Score
Caregiver	Do you feel like you and your family will be able to succeed without the formal wraparound process?	1.83	1.22
CW Case worker	Do you think the wraparound process could be discontinued before the family is ready for it to end?	1.79	1.22
	Do you feel like the youth and family will be able to succeed without the formal wraparound process?	1.43	1.00
Youth	Did you select the people who would be on your wraparound team?	1.27	.66
	Would you have different people on your wraparound team if you could?	1.89	1.20
	Are important decisions made about you or your family when you are not there?	1.74	1.19
	Does everyone on your team talk and give their ideas during your wraparound team meeting?	2.00	1.9
	Do you think you could get "kicked out" of wraparound before you or your family is ready for it to end?	1.91	1.49
	Has the wraparound process helped you and your family to develop relationships with people who will support you when wraparound is finished?	1.8	1.46

[2] Relative Strengths are those items for which the item mean is .4 SD above the National WFI-4 Mean.

AREAS IN NEED OF IMPROVEMENT[3]

Respondent	Actual Wording of Item from WFI-4	Sites' Mean Score	National Mean Score
Caregiver	Is it difficult to get team members to attend team meetings when they are needed?	1.27	1.57
	Has the wraparound process helped your youth develop friendships with other youth who will have a positive influence on her or him?	.81	1.20
CW Case worker	Is there a crisis or safety plan that specifies what everyone must do to respond to a crisis? Does this plan also specify how to prevent crises from occurring?	1.12	1.61
	When the wraparound team has a good idea for a support or service for the youth, can it find the resources or figure out some way to make it happen?	1.63	1.84

[3] Relative Weaknesses (Areas in Need of Improvement) are those items for which the item mean is .4 SD below the National Mean.

Facilitator	Before the first wraparound team meeting, did you go through a process of identifying what leads to crises or dangerous situations for the youth and family?	1.40	1.77
	Is there a crisis or safety plan that specifies what everyone must do to respond to a crisis? Does this plan also specify how to prevent crises from occurring?	1.48	1.82
	Are important decisions ever made about the youth or family when they are not there?	1.48	1.73
Youth	Does your wraparound include mostly professional services?	.26	.74