Research to Develop a Certification System for Wraparound Staff

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Phases and Activities of Wraparound

Engagement & Team Prep
- Orient family to Wrap
- Stabilize crises
- Develop strengths, needs, and culture discovery
- Engage team members
- Make meeting arrangements

Initial Plan Development
- Develop a plan of care
- Develop a detailed crisis and safety plan

Implementation
- Implement the plan
- Revisit and update the plan
- Maintain team cohesiveness and trust
- Complete documentation and handle logistics

Transition
- Plan for cessation of wrap
- Conduct commencement ceremonies
- Follow-up with the family after graduation

Skill Sets

Vroon VanDenBerg staff have taken the Phases and Activities of the National Wraparound Initiative and created specific skills for each activity of the wraparound process. These skill sets become the basis for training, coaching, and credentialing of wraparound staff.

Functions of Skill Sets

- To supplement phases and activities developed by NWI to
  - Communicate detailed expectations
  - Guide training and coaching process
  - As the basis for staff credentialing

Coaches and Family/Youth Support Partners

The skill sets for the facilitator define the steps to be taken to implement high fidelity wraparound. The skill sets for coaches and family and youth support partners reflect their roles to support the process.

1.1. Orient the family. GOAL: To orient the family to the wraparound process.	1.1 a. Orient the family and youth to wrap	1. Introduce yourself to the family and youth and explain your role. 2. Listen to the family and youth's needs to determine if wraparound is a good option. 3. Describe wraparound in a way the family understands. 4. Answer family and youth questions about wraparound. 5. Assist the family and youth to make an informed decision about participation in wraparound.
	1.1 b. Address legal and ethical issues.	6. Explain confidentiality and information sharing with the family and youth and obtain needed releases. 7. Explain your responsibilities as a mandatory reporter.

Steps in Development of Certification Tools

- Development of Initial Skill Sets
- Content Review of skill sets
- Initial field testing of skill sets
- Development of WCCS Prototype 1
- Initial field testing of tools
- Feedback from initial users on tools
- Revision of tools and supporting materials
- Field testing revised tools
- Feedback on field testing

Development of Initial Skill Sets

- VVDB staff developed an initial task analysis of each NWI activity based on the combined lists of topics from the advisors and a step by step task analysis of what needed to occur in WSM for each activity. These steps were called skill sets.

Content Review of Skill Sets

- 29 VVDB staff and local SMEs reviewed the content validity and wording of each skill set.
- After the first round of reviews the skill sets were expanded from 72 to 93 items to separate items with multiple determinants and to capture missing elements.
- The new set of items was reviewed by a larger sample (41) SMEs which supported 92 of the items as essential and recommended 3 new items.

Initial Field Testing of Skill Sets

- The skill sets were integrated into the basic wraparound training by VVDB.
- The revised curriculum was taught to six classes of students
- Who provided feedback on the revised focus of the training, the skill sets, and impact of the training on WSM implementation (training transfer).

Development of WCCS Prototype 1

- The skills sets were revised based on field testing feedback and organizes into nine tools which could be used to rate observations or document reviews for WSM activities.
- The 9 tools were used to communicate expectations for each activity as part of training, to monitor and performance of wraparound following training, and to serve as the basis for certification of staff in five sites.
- The staff and coaches using the prototype tools provided feedback on the tools and their use of the tools through focus groups, telephone interviews and surveys.

Observation Tools

Tool	Focus	Description
Obs One	First Meeting with Child/ Family	11 items that should occur during the initial engagement and any needed crisis stabilization meeting with the youth and family as they are introduced to the wraparound process
Obs Two	Initial Wrap CFT Meeting	15 items that define the activities that should occur the first time the child and family team (CFT) meets to initiate the planning phase of the wraparound process
Obs Three	Implementation Wrap Meeting	12 items that define the activities for ongoing CFT meetings that are done to review and update the wraparound plans
Obs Four	Crisis Plan Meeting	12 items that define the activities that should occur during a CFT meeting to develop a proactive crisis plan focused on prevention and early intervention of crisis and behavior challenges

Document Review Tools

| Tool	Focus	Description
Doc One	Strengths, Needs Culture Discovery	11 items that define the elements of the strengths, needs, and culture discovery
Doc Two	Wrap Plan	15 items that define the elements of the plan developed by the child and family team
Doc Three	Functional Assessment	10 items that define the elements of the functional assessment for crisis planning
Doc Four	Crisis Plan	10 items that define the plan developed to prevent, deescalate and respond to crisis
Doc Five	Progress Notes	10 items that define implementation that should be documented through ongoing progress notes
Doc Six	Transition Planning	10 items that define the documents created to support transition out of formal wraparound

Revision of tools and supporting materials

- Based on feedback from pilot testing users the tools were revised to make them easier to read and use, a fourth observational tool was added, and the manual for using and scoring the tools was expanded to include specific criteria for scoring each item for each tool.
- This was followed by a second expanded round of training and use with the revised tools
- The third round to tools and supporting manual has been incorporated into all training, coaching and certification activities

Development of Reliability

Phase	WCCS Documents	WCCS Observations	Total Administrations
Phase One Initial Review of Skill Sets	DNA	DNA	28 Skill Set Reviews
Phase Two Initial Training with Skill Sets	DNA	DNA	108 Skill Set Reviews
Phase Three Initial Use of Certification Tools	10 Providers 79 Documents	10 Providers 31 Observations	113 Inter-rater Agreements
Phase Four Use of Refined Certification Tools (1.2) and Manual	107 Providers 378 Documents	47 Providers 120 Observations	498 Inter-rater Agreements

Inter Rater Agreement by Development Phase

	Obs 1&2	Obs 3-5	DR 1&2	DR 3-5
Phase Three	76.2%	89.4%	69.2%	81.3%
Phase Four	81.3%	90.5%	88.6%	90.8%
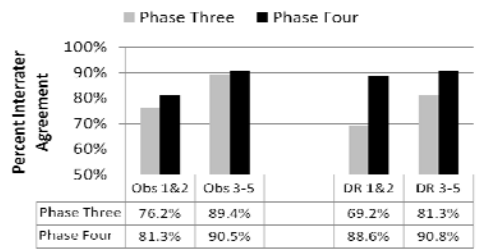
Conclusions

- Experiences with use of tools
- Satisfaction of use of tools
- Challenges with use of tools
- Use of the tools in research
- Use of the tools for sustainability and quality control