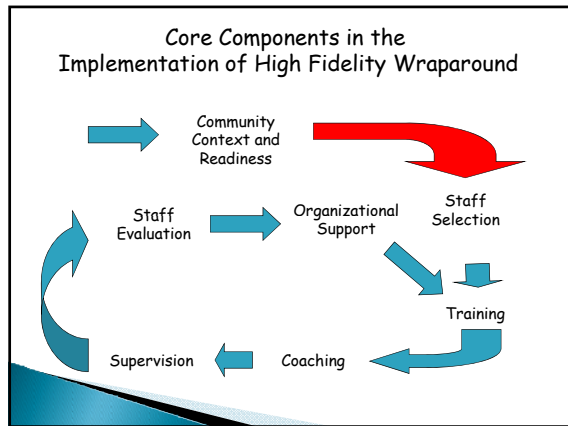
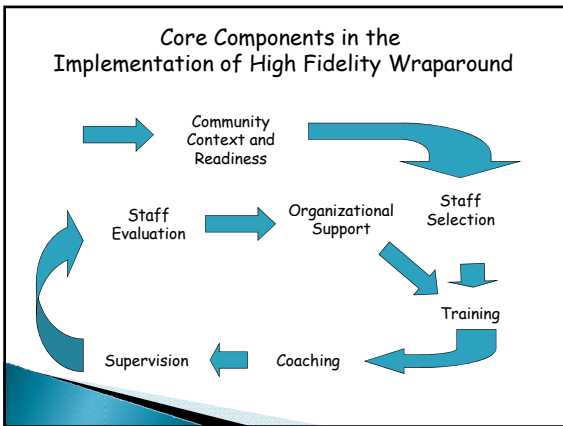


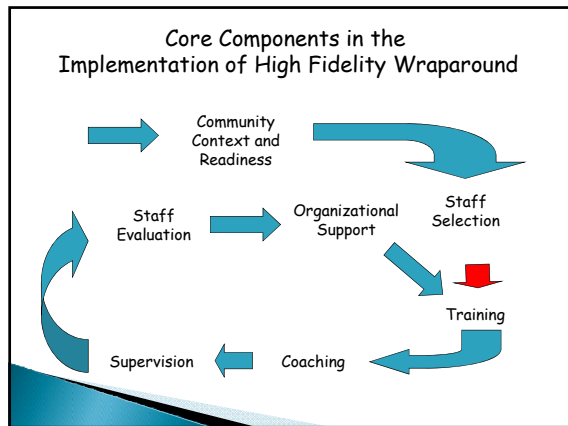
Implementation Research Supporting Moving Wraparound to Scale

Jim Rast
John VanDenBerg

- ### Challenge of Evidence Based Practices
- ▶ Outcomes are based on Fidelity
 - ▶ Fidelity is hard to get in real world settings
 - ▶ Fidelity is especially hard to get in large scale implementation
 - ▶ All youth and families deserve fidelity
 - ▶ Need local sustainable resources to achieve and sustain fidelity



- ### Community Readiness
- ▶ Commitment of leadership
 - ▶ Implementation plan and refinement
 - ▶ Well defined (manualized) process
 - ▶ Case load size
 - ▶ Job requirements
 - ▶ Time for supervision and coaching
 - ▶ Barrier busting
 - ▶ Flexible financial support



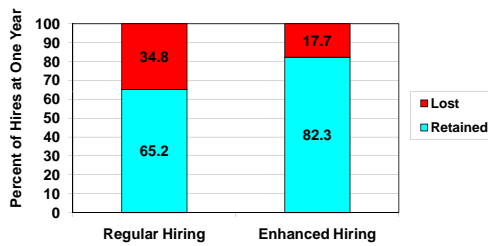
Staff Turnover

- ▶ Method
 - Formative exit interviews in four sites
 - Surveys of exit interviews in six sites
- ▶ Poor job match
 - Job was not what staff expected
 - Role was not what staff expected
 - Personality traits that do not match job
- ▶ Promotion

Staff Selection

- ▶ Required and preferred qualifications
 - Facilitators, family support partners
 - Supervisors, coaches, purveyors
- ▶ Process for selection for Facilitators
 - Information on position and benefits
 - Specific Requirements of Wraparound Job
 - Interview
 - Vignettes - role play
 - Feedback and expectation of change
 - References

Impact of Enhanced Hiring at 5 Sites



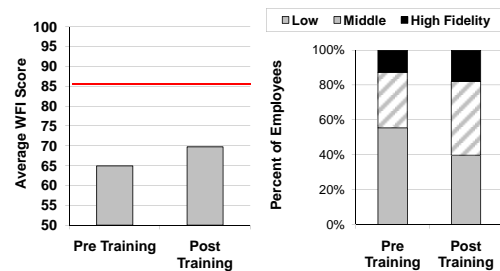
Core Components in the Implementation of High Fidelity Wraparound



Training

- ▶ Train and Hope does not work
- ▶ About behavior and system change
- ▶ Not satisfaction with training
- ▶ Research on information provision and training
- ▶ Factors that influence
 - Initial motivation and engagement
 - System and organizational support
 - Organizational climate and control
 - Methods of training

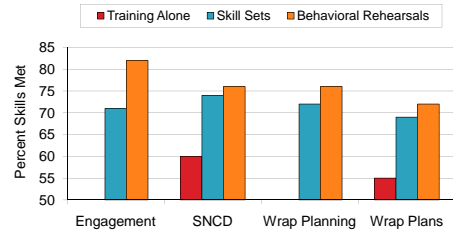
Impact of Training on Fidelity



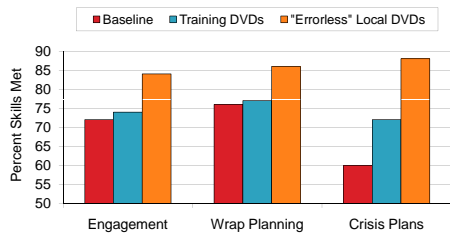
Behavioral Rehearsals

- ▶ An enhanced form of role play
- ▶ Focused on the skill sets over the roles
- ▶ Stop and start the rehearsal to enhance learning and clarify points and skills
- ▶ Revolves around a scenario, scripted scenarios are best.

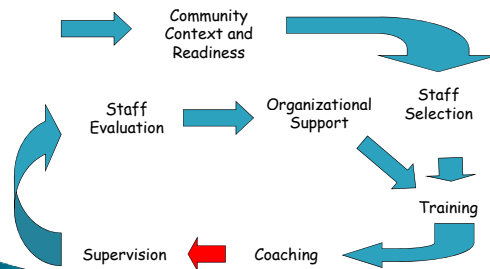
Training Skills and Behavioral Rehearsal



"Errorless" DVDs



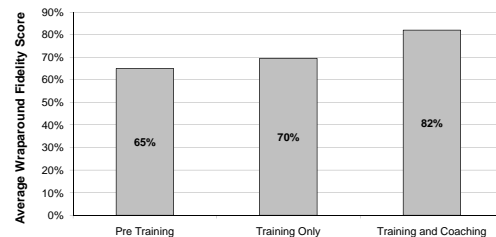
Core Components in the Implementation of High Fidelity Wraparound

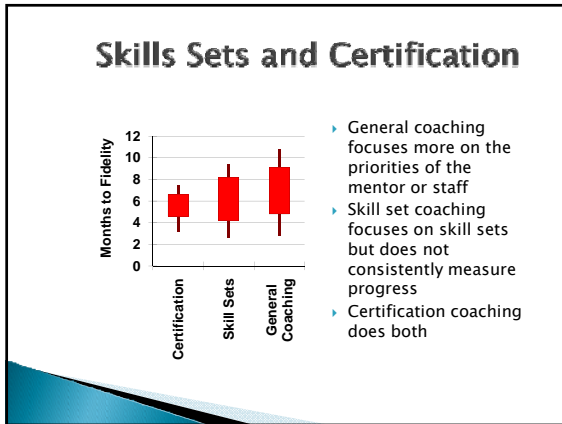


Need for Coaching

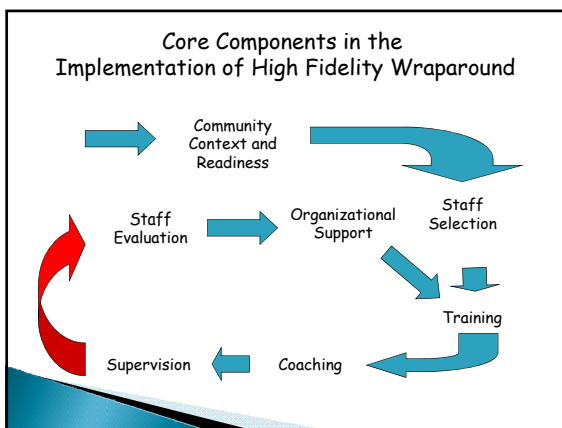
- ▶ Newly-learned behavior is crude compared to performance by a master practitioner.
- ▶ Newly-learned behavior is incomplete and will need to be shaped to be most functional in a service setting.
- ▶ Newly-learned behavior is fragile and needs to be supported in the face of reactions from consumers and others in the service setting.

Impact of Training and Coaching



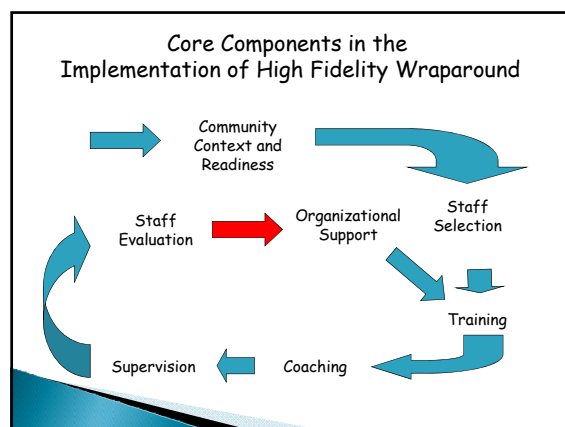
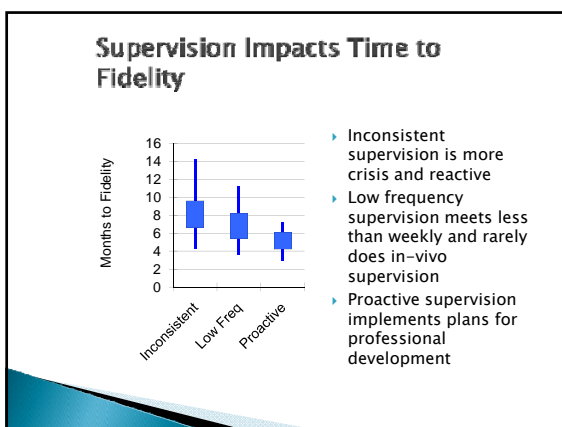


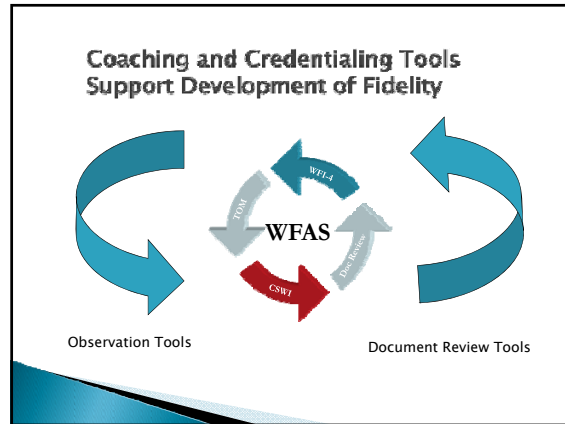
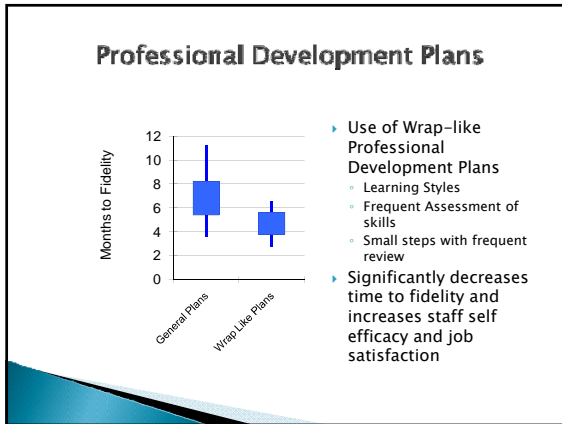
- ### Coaching Functions
- Supporting Staff Recruitment and Selection
 - Orienting Wraparound Staff
 - Providing Shadowing Experiences
 - Supporting Training
 - Behavioral Rehearsals
 - Direct Individual Coaching
 - Group Coaching
 - Peer to Peer Coaching



Time for Coaching & Supervision

Initial Support for Certification			
Orientation	Coach/Supervisor	2	hours
Shadowing	Coach	36	hours
Observation	Coach	24	hours
Document Review	Coach	12	hrs
Ongoing Support			
Individual Super	Supervisor	1.5	hrs per wk
Group Supervision	Supervisor/Coach	1.5	hrs per wk
Consult and Review	Coach	2 to 4	hrs mo
Collaterals	Supervisor	3	hrs per mo





- ### Creating a Learning Culture
- ▶ Focus and provide feedback on performance of wraparound process
 - ▶ Build on the strengths and diversity of the staff
 - ▶ Create regular opportunities for growth and support
 - ▶ Focus on process as much as family situations
 - ▶ Regularly celebrate success and improvement

- ### Conclusions
- ▶ Create a purveyors learning culture for taking evidence based practices to scale
 - ▶ Develop data bases to support learning
 - ▶ Identify the important questions for taking EPB to scale
 - ▶ Create a research environment that supports applied research
 - ▶ Create researcher learning communities that support and monitor the work being done