

Using the Participant Rating Form to Assess Team Functioning and Enhance Wraparound Fidelity

*James R. Cook, Ryan P. Kilmer,
Libby Cable, Kimm Campbell,
Alicia DeRusso, and Tanya Vishnevsky*
The University of North Carolina at Charlotte

Assessing Wraparound Fidelity

Common methods:

- Surveys re: service delivery/planning
 - e.g., Wraparound Fidelity Index (WFI) (Suter et al.)
- Observation of team meetings
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Wraparound Fidelity Index (WFI)

- Interview with Caregiver/Care Coordinator/Youth
- 11 dimensions
- 6-month time intervals
- Reports on 30 days of services/planning efforts

Wraparound Observation Form

- Trained observers attend team meetings
- Rate on multiple dimensions
- Training needed and time intensive
- “Real time” reporting
- Primarily based on what happens at team meeting

Participant Rating Form (PRF)

- All team members rate CFT functioning and practices
- Short and simple
- “Near time” rating
- Focuses on what happens at team meeting
- Multiple dimensions
- Different forms for different types of participants:
 - Caregiver/Parent
 - Youth
 - Facilitator
 - Informal Support
 - Service Provider

Using the PRF

Initial Plan:

- Collect PRF data at end of each CFT meeting
- After sufficient data collected:
 - Report ratings of system, agencies
- Use data to improve
 - Community training efforts
 - Agency supervision
 - Team functioning

Data Provided

- Graphs show
 - ♦ 19 'common' items, i.e., those rated by all team members
 - ♦ Changes over time
 - ♦ Comparisons across groups

Items include:

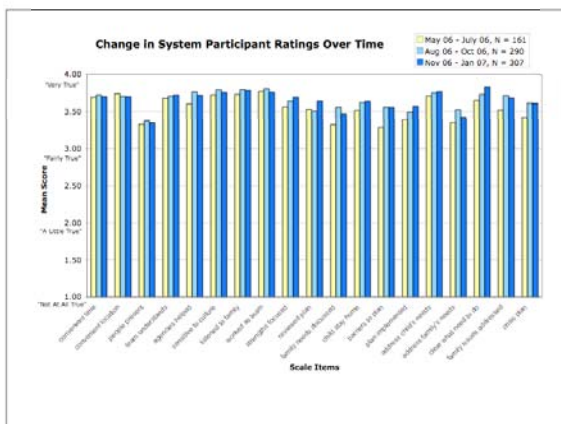
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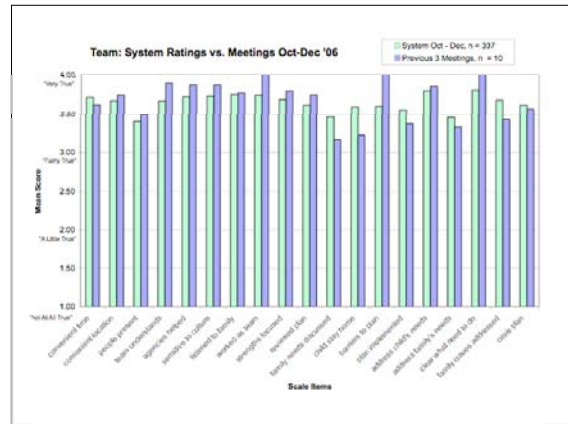
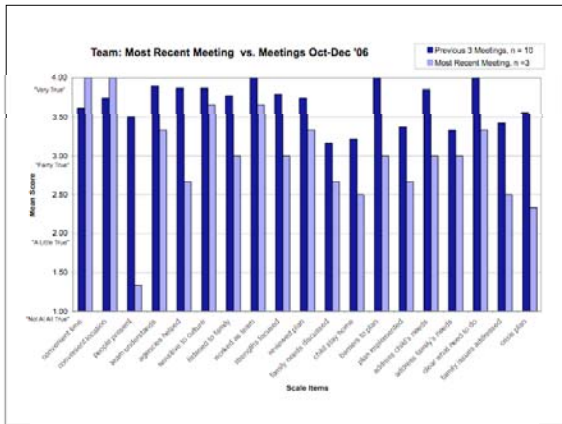
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Changes in Plan

- Provide individual team data
 - ♦ Balance between stability and timeliness
 - ♦ Compare last team meeting with prior 3
 - ♦ Compare past 3 with system-level averages
- Provide copies to Care Coordinator to bring back to team
 - ♦ To help team improve, gain greater ownership of team process



Challenges	Responses
<ul style="list-style-type: none"> Consistency of data collection Lack of timely submission of data Generating graphs Use by care coordinators Use by teams 	<ul style="list-style-type: none"> Provide more consistent feedback to supervisors Encouragement/ report of submissions Need greater automation Modeling, training, "instruction sheet" Train parents

Signs of Progress
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Next Steps
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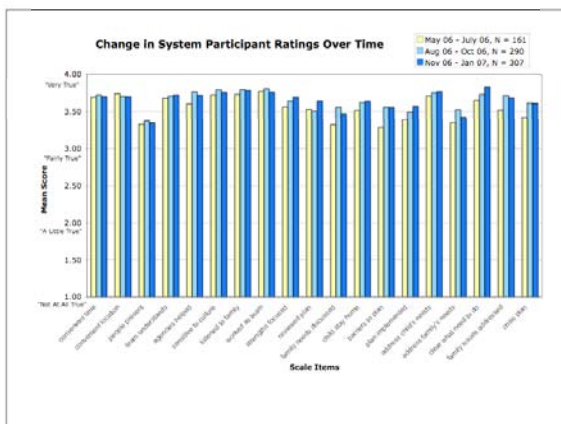
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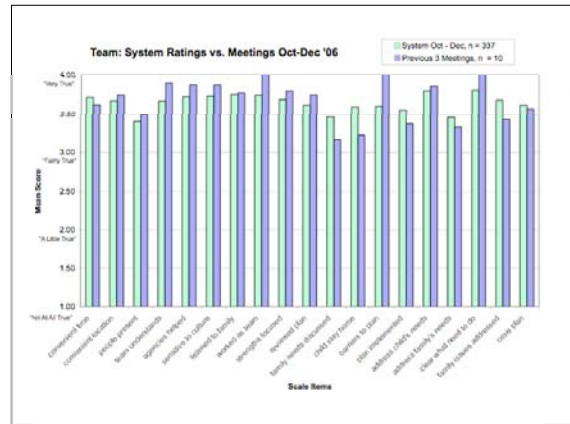
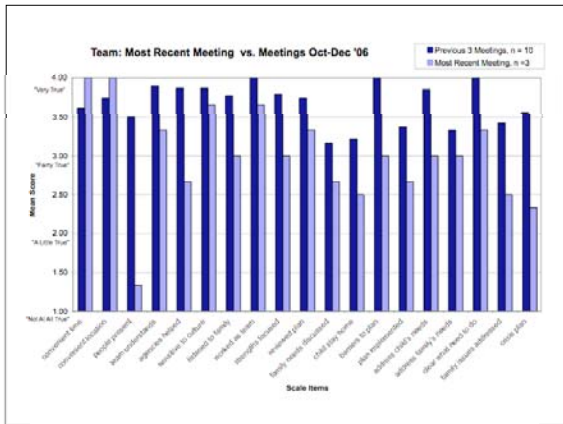
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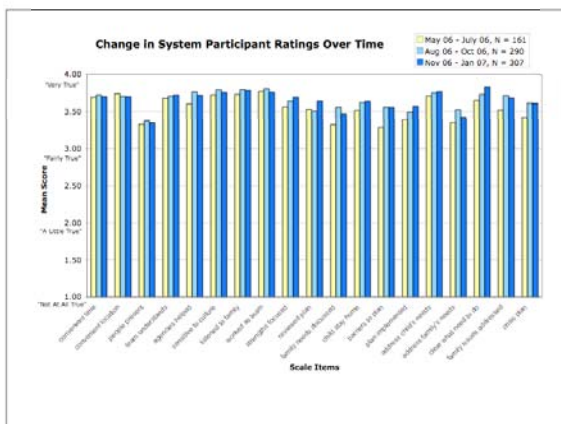
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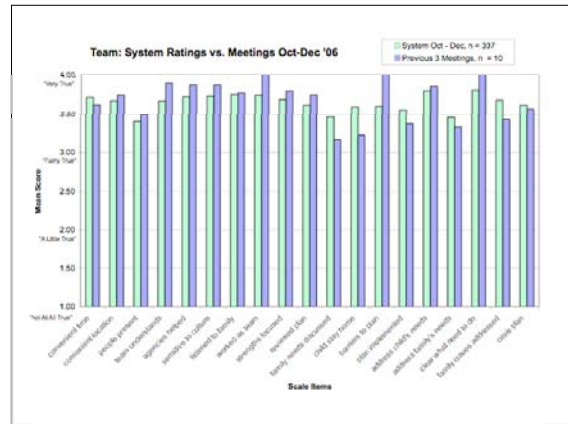
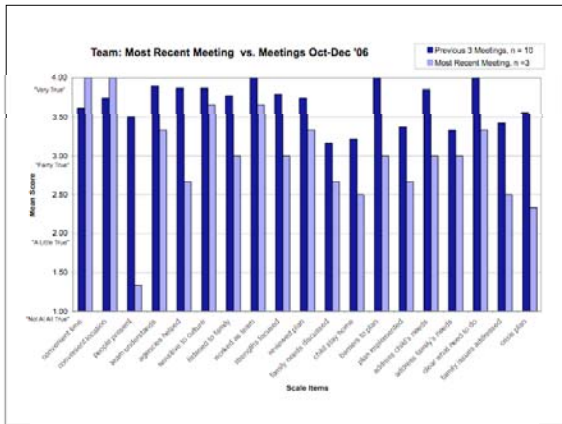
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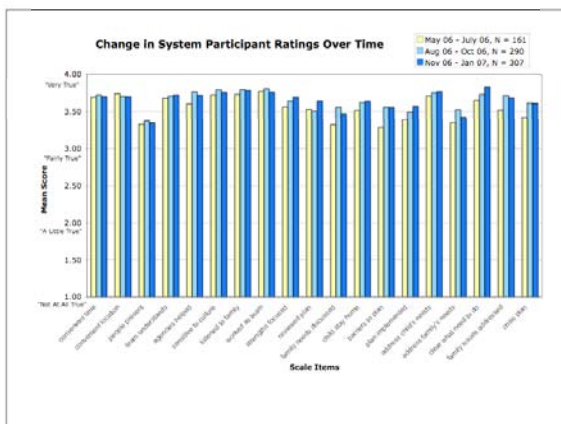
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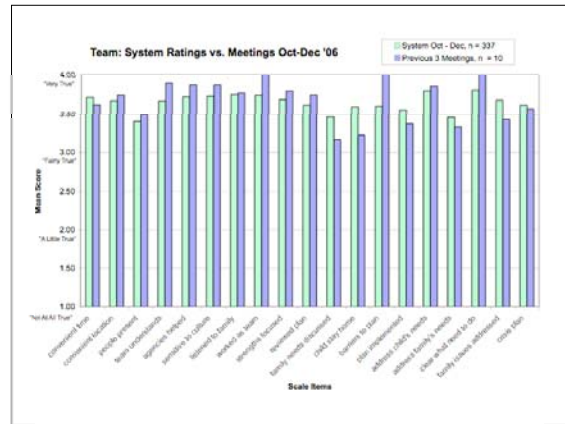
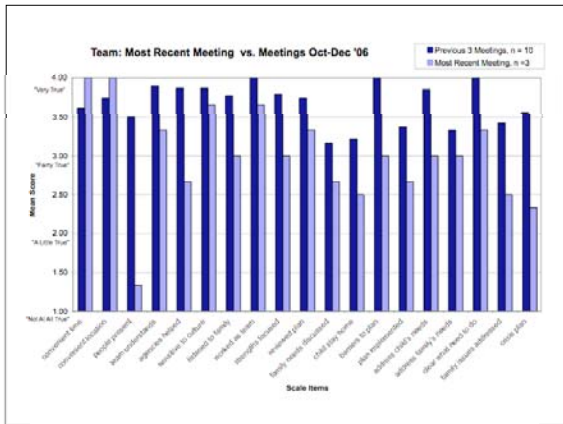
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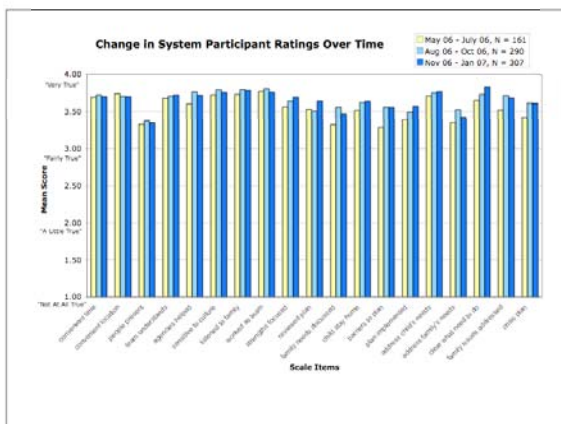
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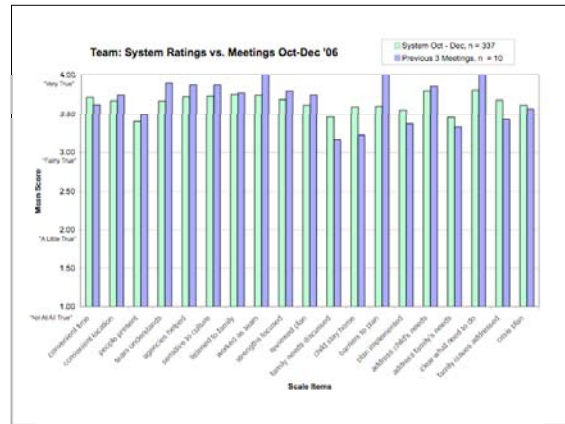
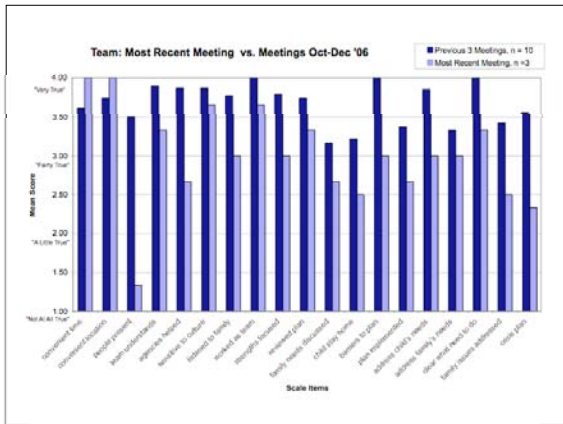
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 - ♦ 19 'common' items, i.e., those rated by all team members
 - ♦ Changes over time
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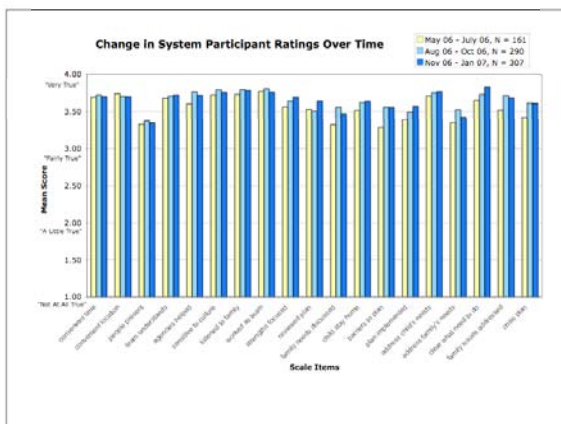
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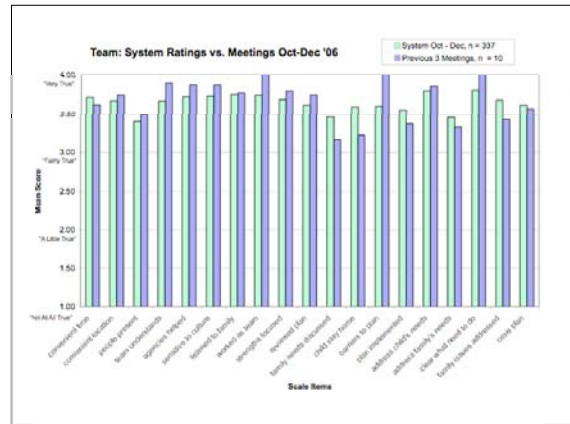
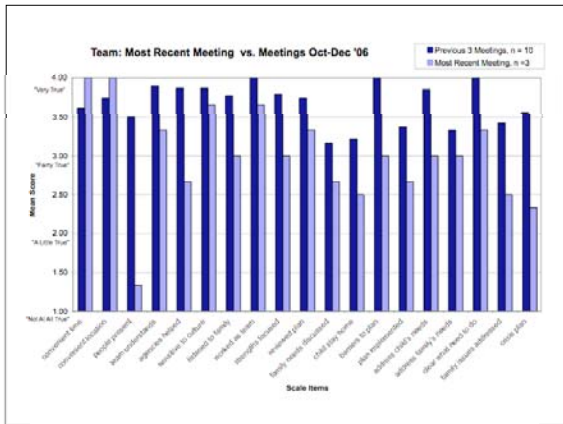
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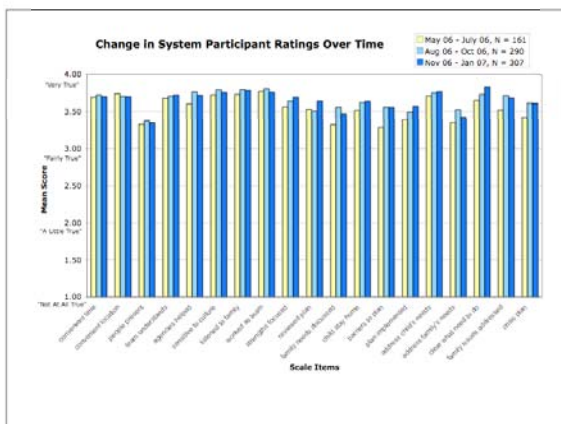
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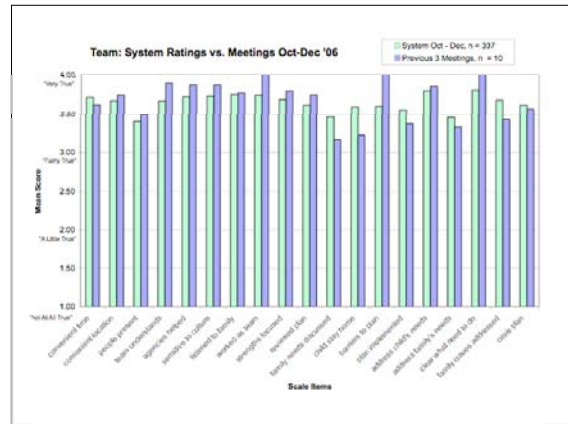
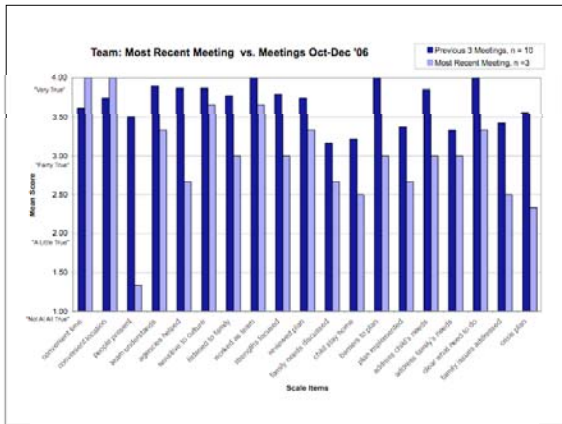
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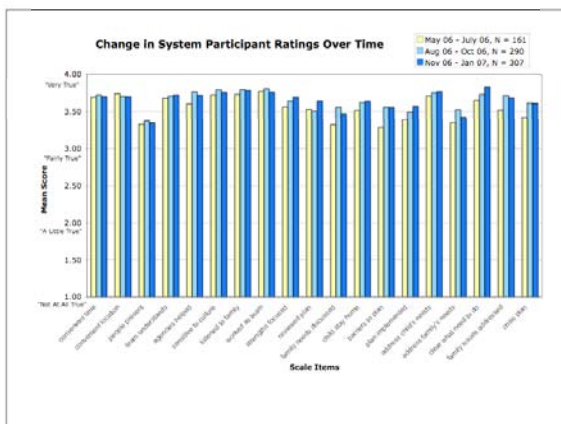
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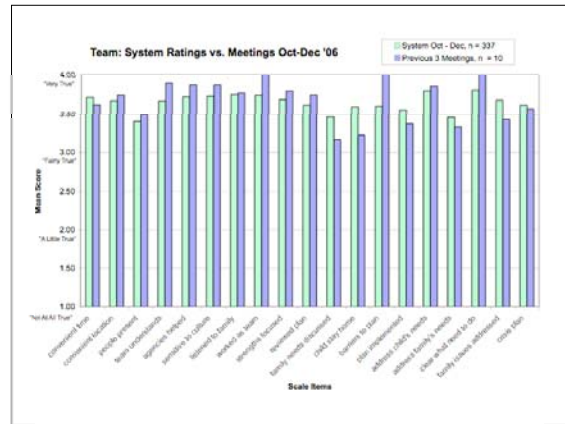
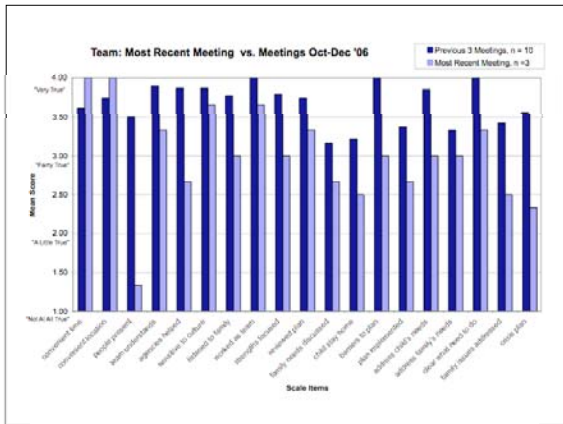
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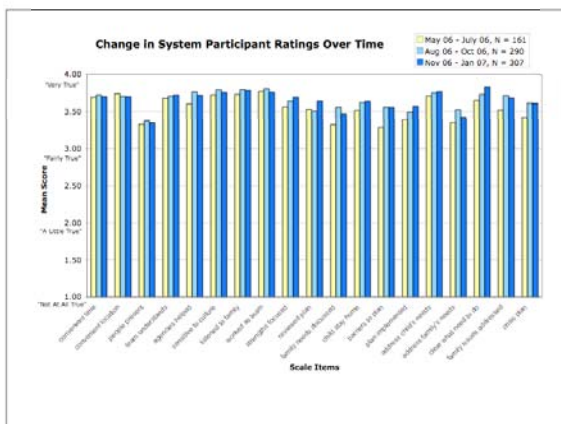
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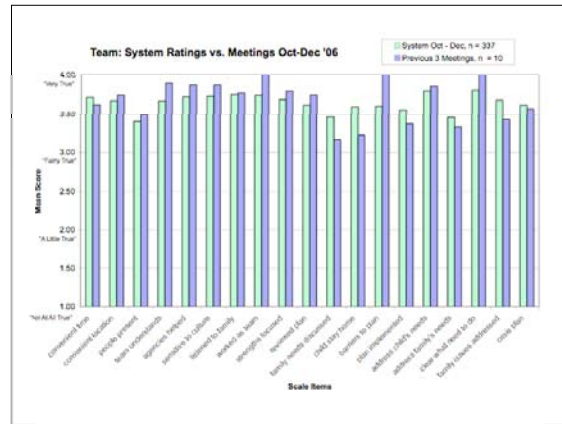
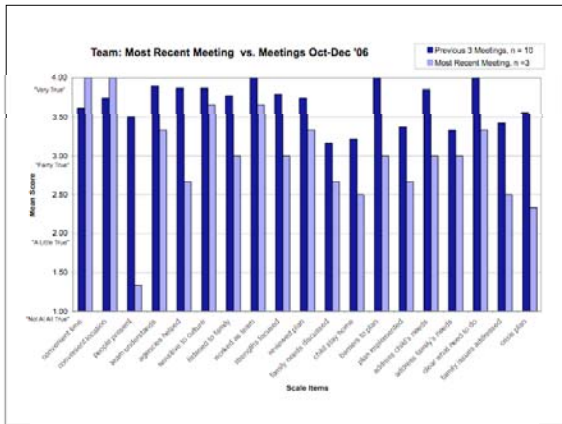
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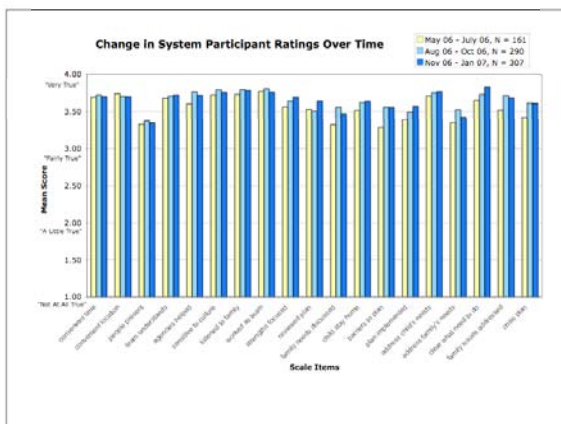
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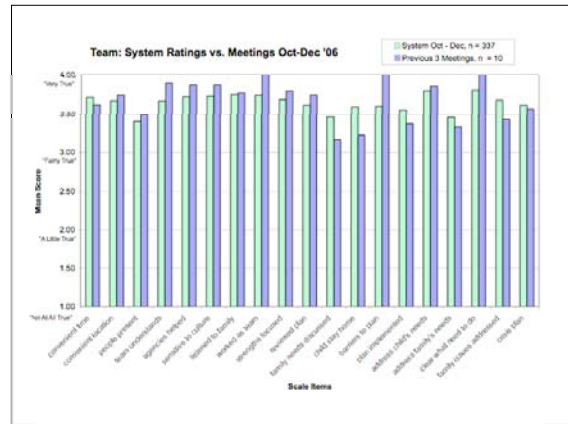
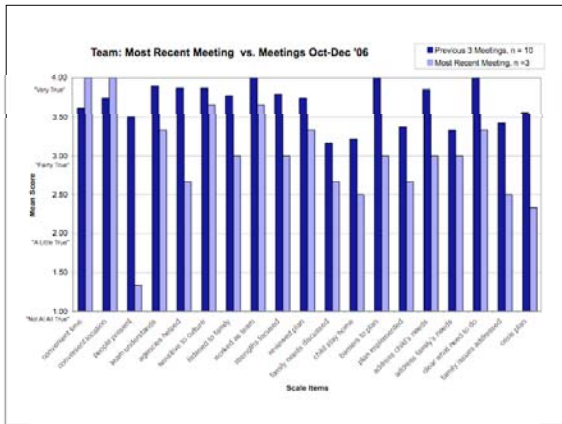
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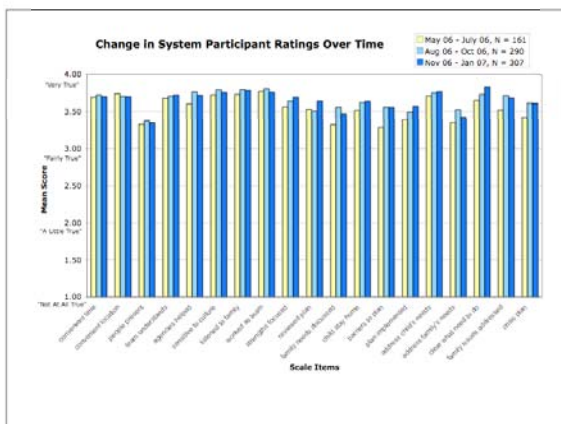
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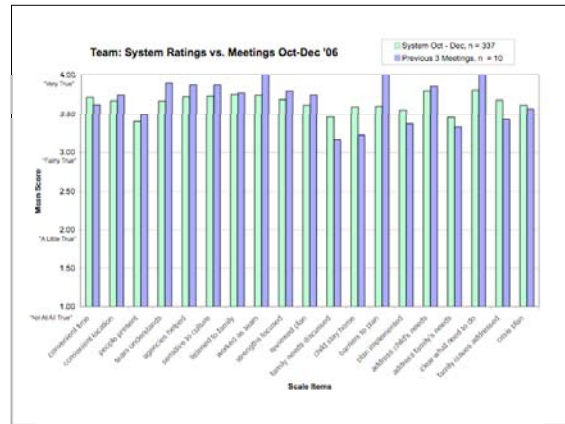
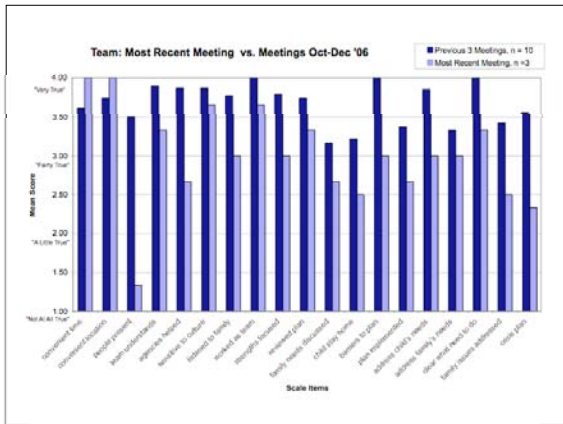
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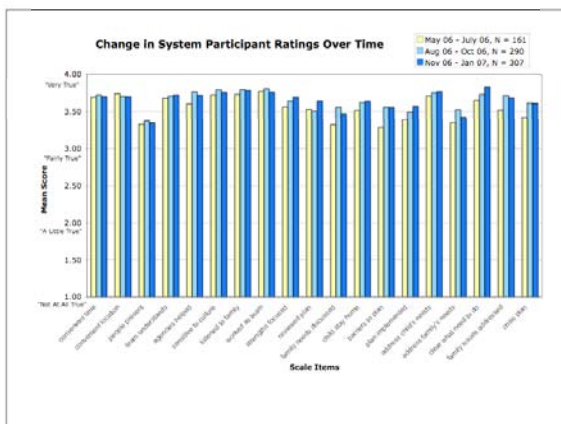
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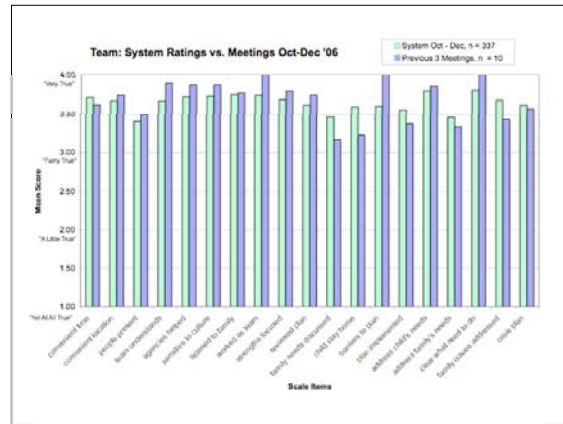
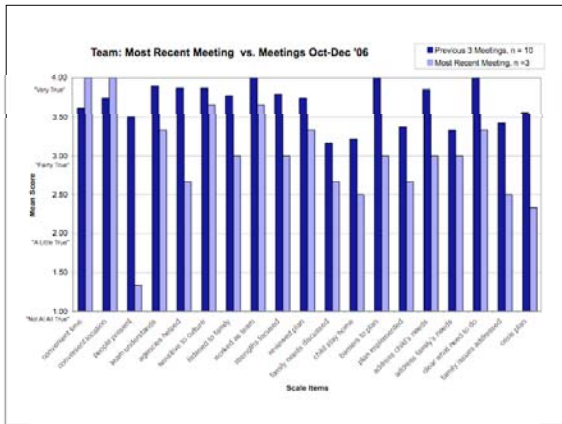
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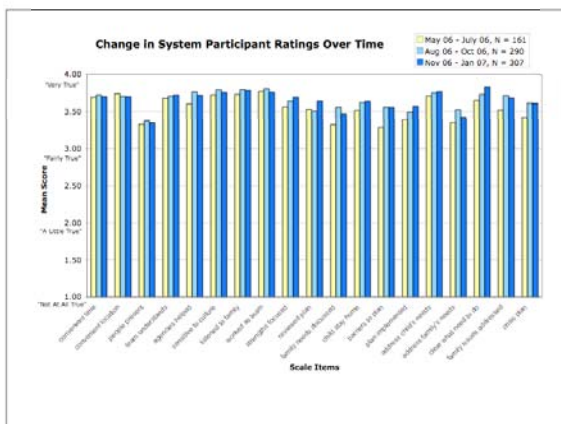
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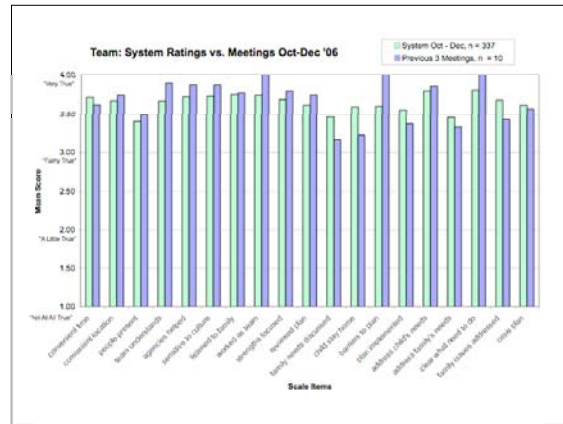
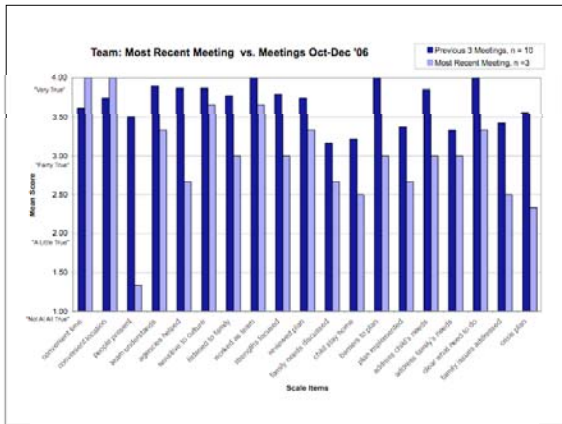
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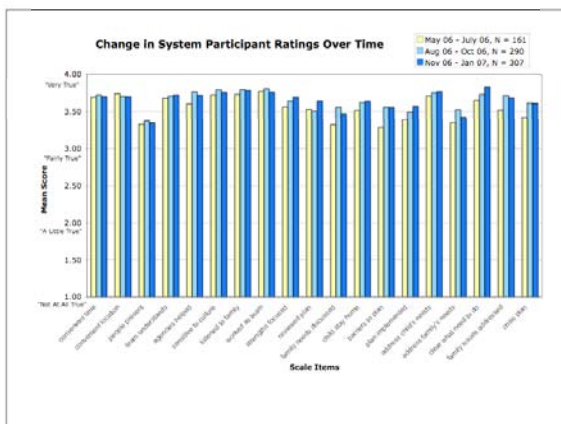
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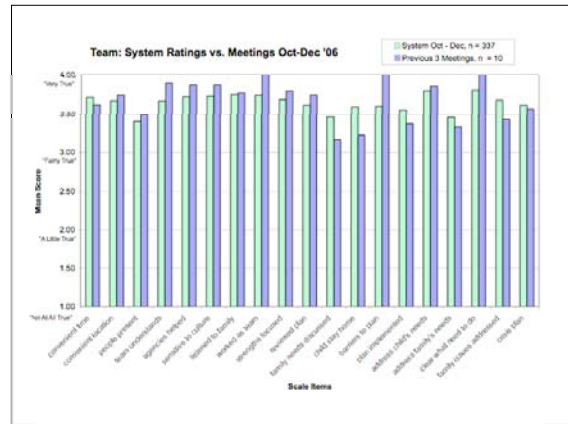
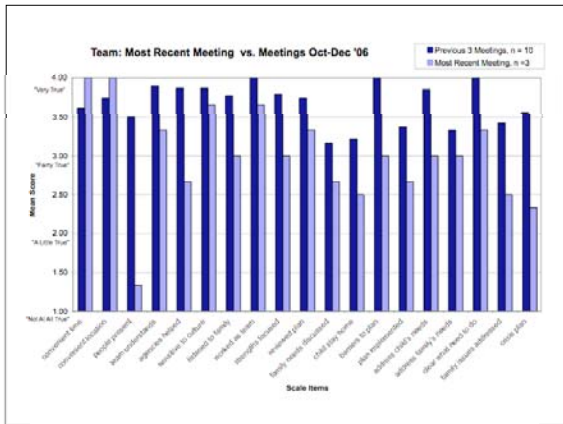
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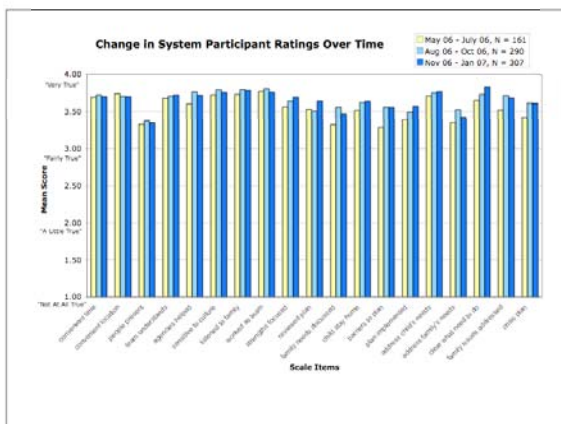
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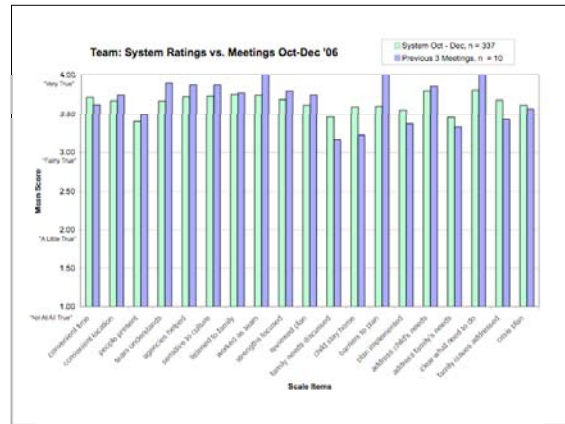
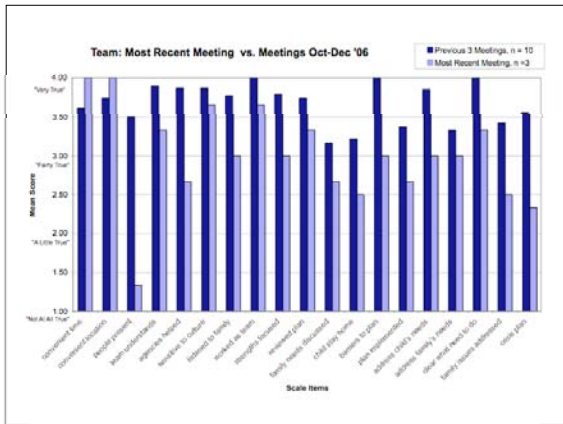
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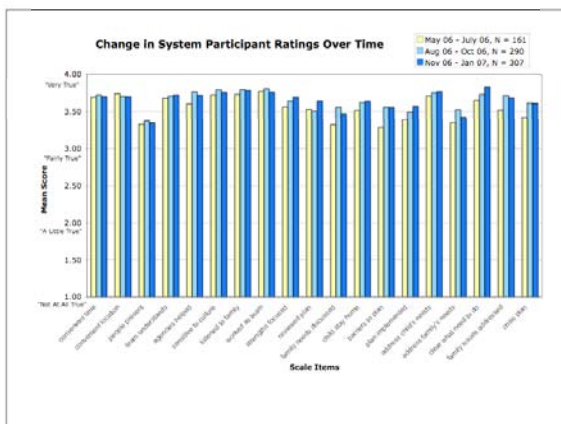
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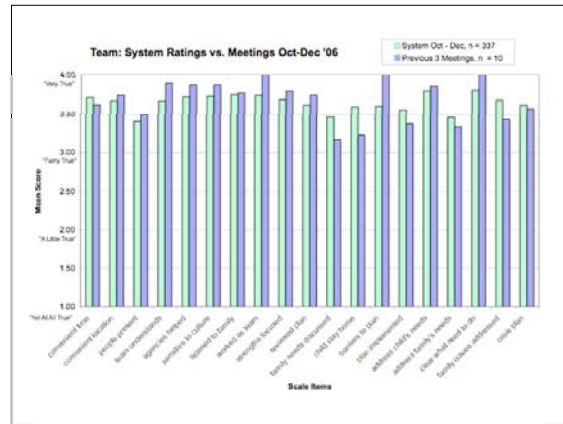
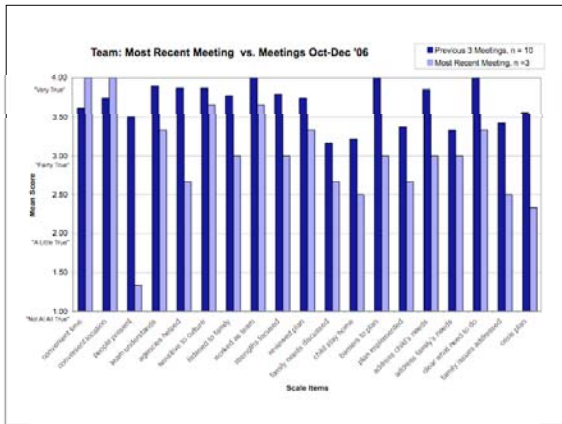
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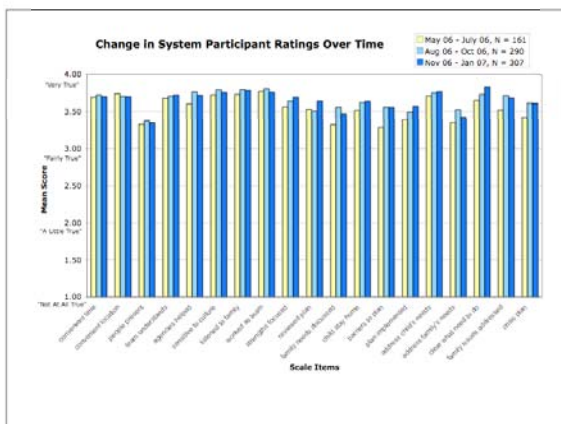
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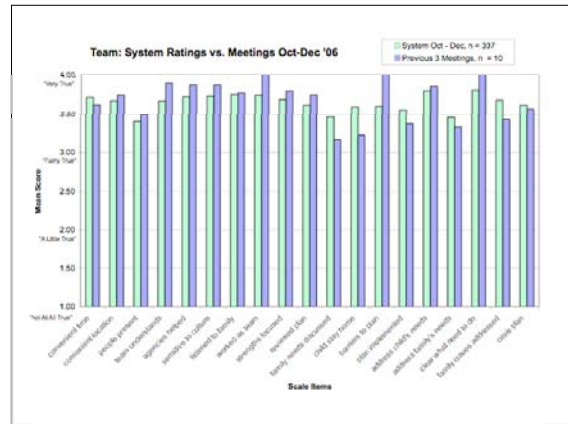
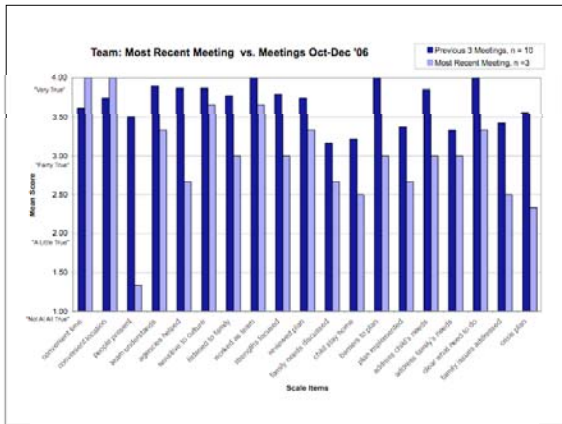
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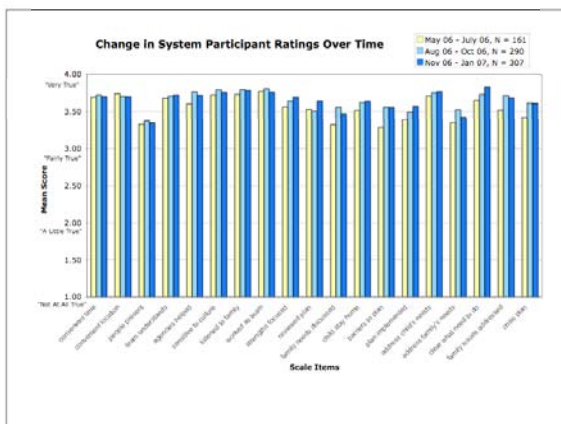
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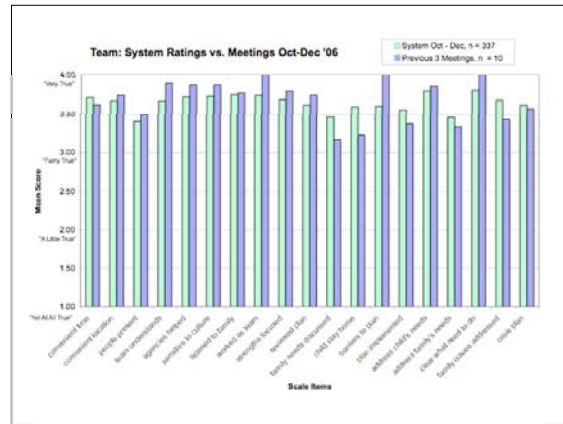
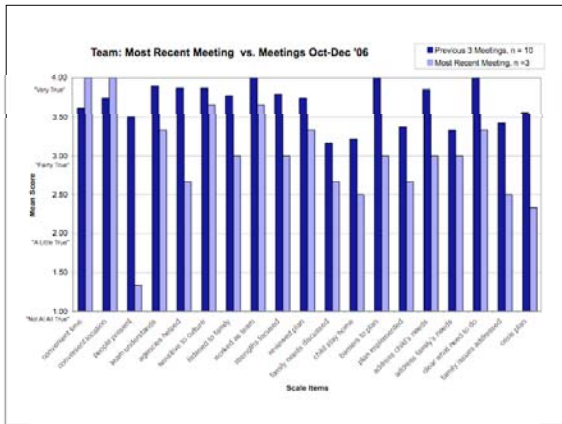
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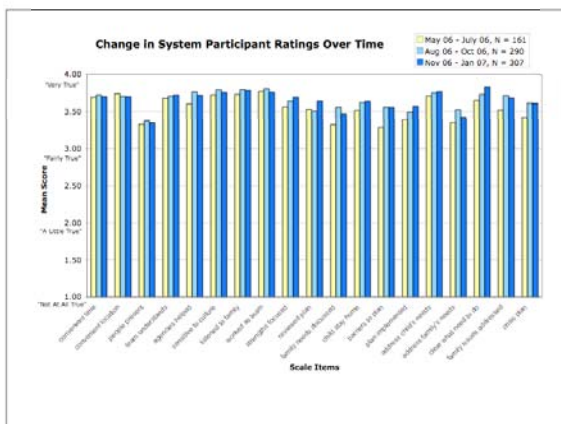
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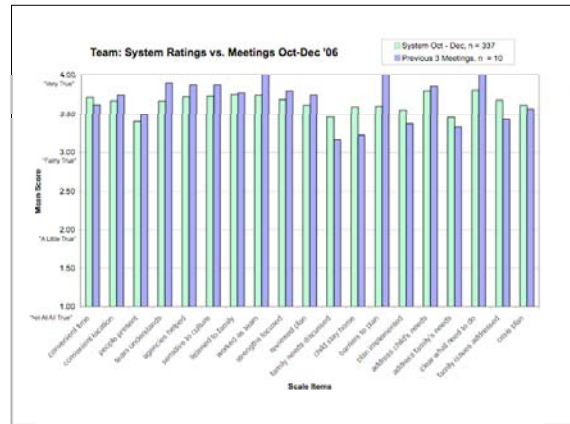
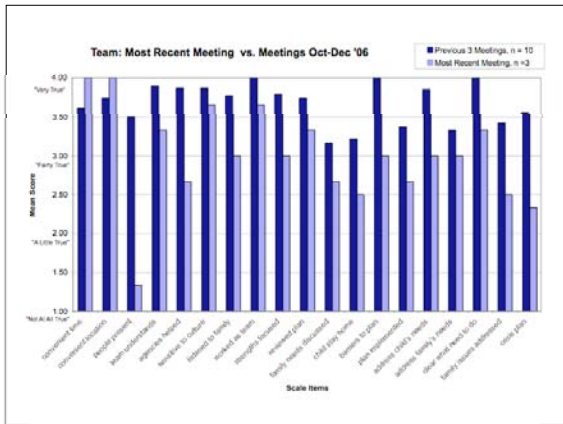
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Using the Participant Rating Form to Assess Team Functioning and Enhance Wraparound Fidelity

*James R. Cook, Ryan P. Kilmer,
Libby Cable, Kimm Campbell,
Alicia DeRusso, and Tanya Vishnevsky*
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Common methods:

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- 11 dimensions
- 6-month time intervals
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- Trained observers attend team meetings
- Rate on multiple dimensions
- Training needed and time intensive
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- Primarily based on what happens at team meeting

Participant Rating Form (PRF)

- All team members rate CFT functioning and practices
- Short and simple
- “Near time” rating
- Focuses on what happens at team meeting
- Multiple dimensions
- Different forms for different types of participants:
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Using the PRF

Initial Plan:

- Collect PRF data at end of each CFT meeting
- After sufficient data collected:
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- Use data to improve
 - Community training efforts
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Data Provided

- Graphs show
 - ◆ 19 'common' items, i.e., those rated by all team members
 - ◆ Changes over time
 - ◆ Comparisons across groups

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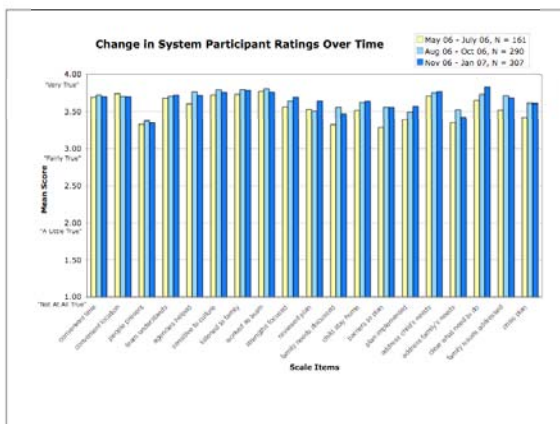
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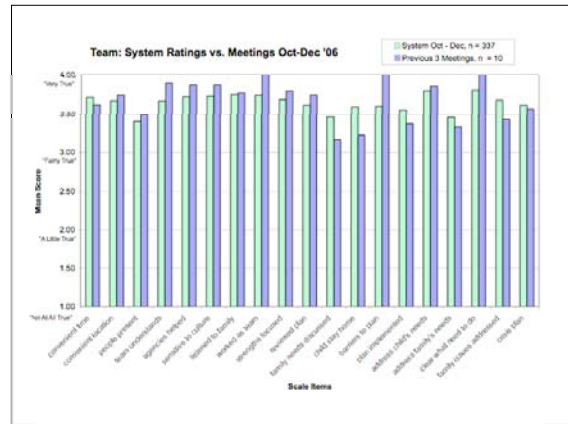
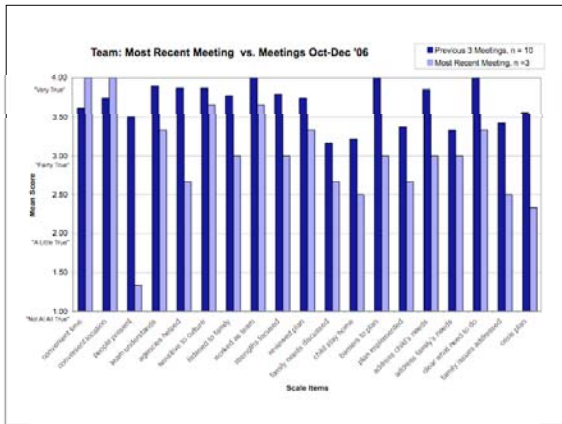
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Changes in Plan

- Provide individual team data
 - ◆ Balance between stability and timeliness
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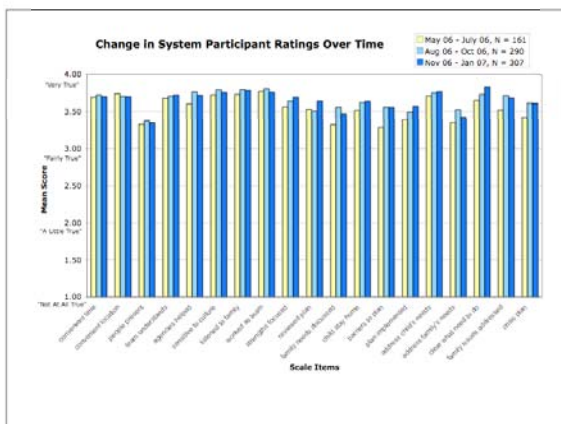
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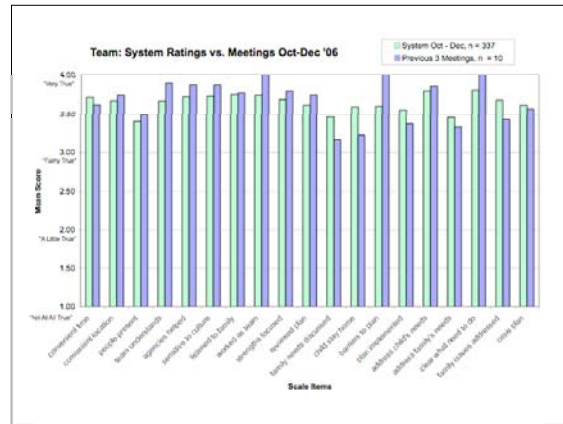
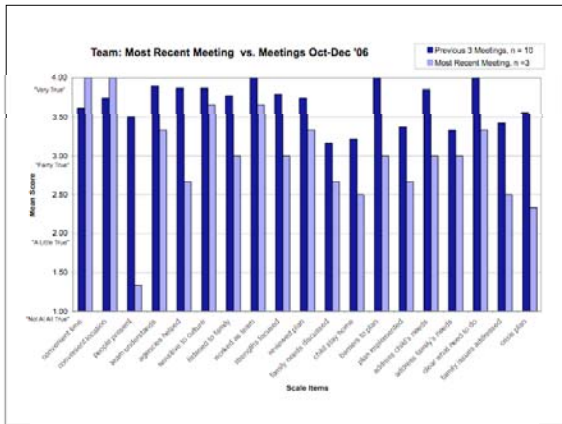
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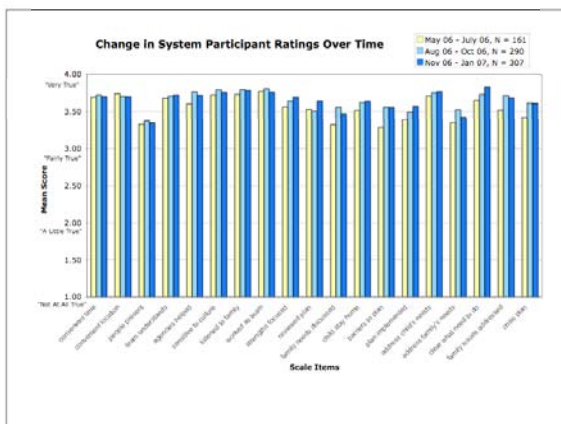
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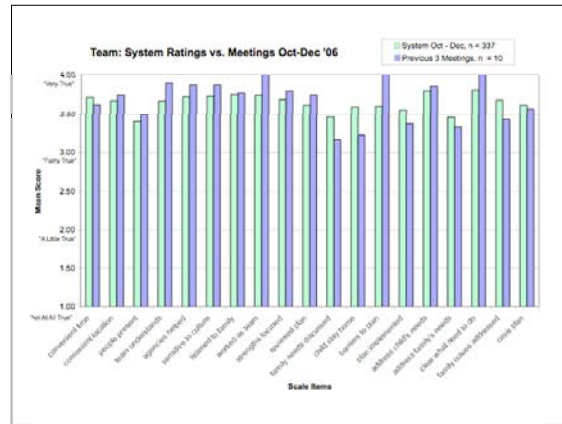
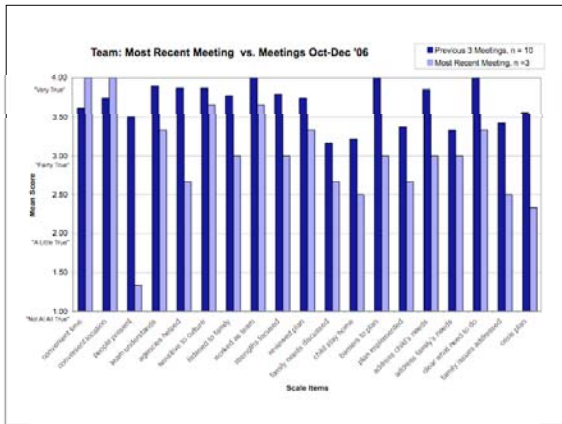
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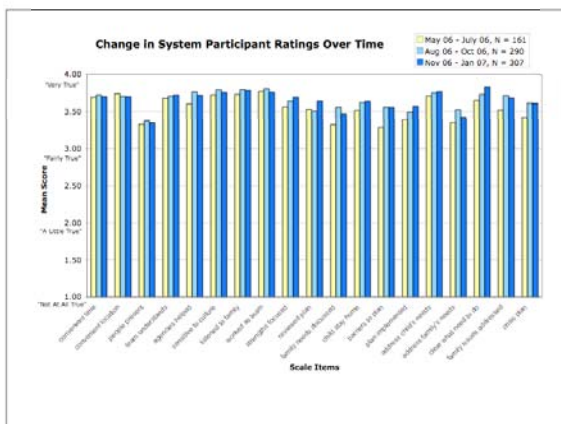
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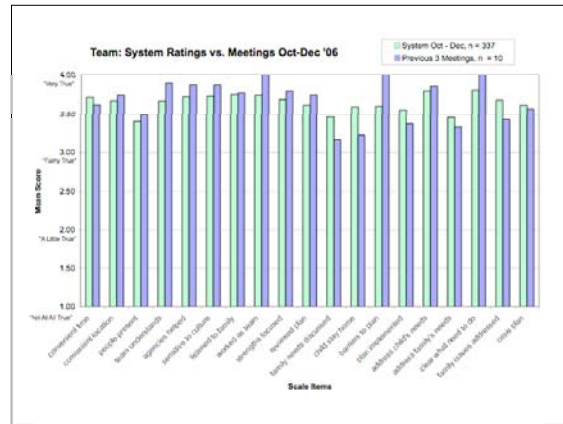
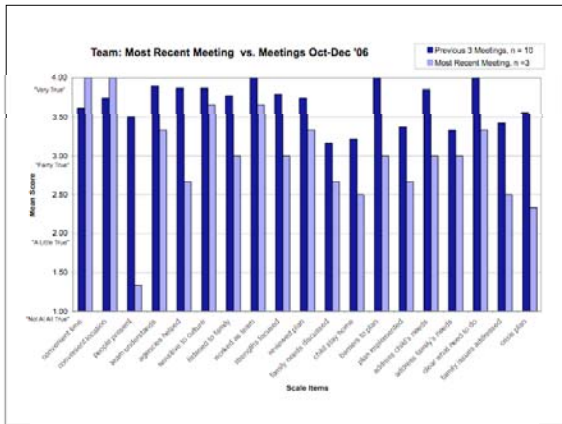
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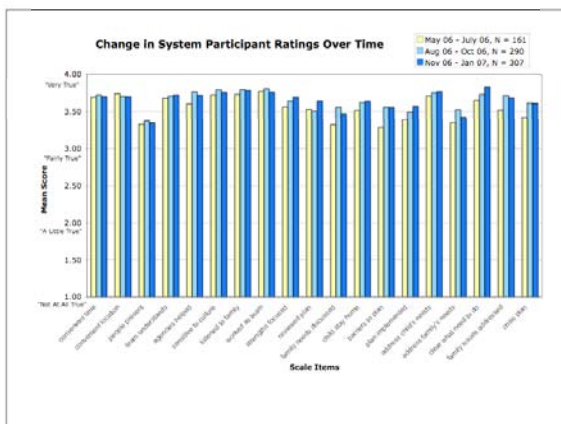
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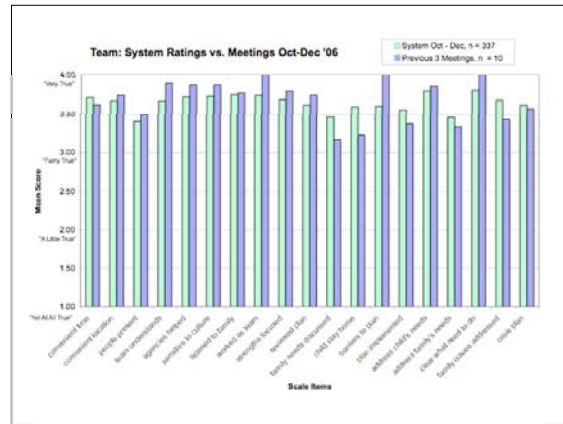
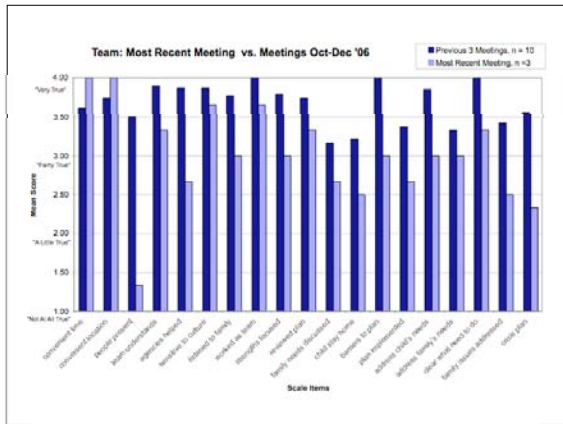
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Changes in Plan

- Provide individual team data
 - ♦ Balance between stability and timeliness
 - ♦ Compare last team meeting with prior 3
 - ♦ Compare past 3 with system-level averages
- Provide copies to Care Coordinator to bring back to team
 - ♦ To help team improve, gain greater ownership of team process



Challenges	Responses
<ul style="list-style-type: none"> • Consistency of data collection • Lack of timely submission of data • Generating graphs • Use by care coordinators • Use by teams 	<ul style="list-style-type: none"> • Provide more consistent feedback to supervisors • Encouragement/ report of submissions • Need greater automation • Modeling, training, "instruction sheet" • Train parents

- ### Signs of Progress
- Team members asking for graphs
 - Supervisors discussing usefulness
 - Variation of measure used by agencies for non-SOC youth

- ### Next Steps
- Compare ratings with observations
 - Examine degree to which team ratings predict child and family outcomes
 - Examine ratings as a function of team participants/team stability
 - Examine impact of team use of data

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Using the Participant Rating Form to Assess Team Functioning and Enhance Wraparound Fidelity

*James R. Cook, Ryan P. Kilmer,
Libby Cable, Kimm Campbell,
Alicia DeRusso, and Tanya Vishnevsky*
The University of North Carolina at Charlotte

Assessing Wraparound Fidelity

Common methods:

- Surveys re: service delivery/planning
 - e.g., Wraparound Fidelity Index (WFI) (Suter et al.)
- Observation of team meetings
 - e.g., Wraparound Observation Form (Nordress & Epstein)
- Surveys of team participants
 - e.g., Participant Rating Form (Cook et al.)

Wraparound Fidelity Index (WFI)

- Interview with Caregiver/Care Coordinator/Youth
- 11 dimensions
- 6-month time intervals
- Reports on 30 days of services/planning efforts

Wraparound Observation Form

- Trained observers attend team meetings
- Rate on multiple dimensions
- Training needed and time intensive
- “Real time” reporting
- Primarily based on what happens at team meeting

Participant Rating Form (PRF)

- All team members rate CFT functioning and practices
- Short and simple
- “Near time” rating
- Focuses on what happens at team meeting
- Multiple dimensions
- Different forms for different types of participants:
 - Caregiver/Parent
 - Youth
 - Facilitator
 - Informal Support
 - Service Provider

Using the PRF

Initial Plan:

- Collect PRF data at end of each CFT meeting
- After sufficient data collected:
 - Report ratings of system, agencies
- Use data to improve
 - Community training efforts
 - Agency supervision
 - Team functioning

Data Provided

- Graphs show
 - ♦ 19 'common' items, i.e., those rated by all team members
 - ♦ Changes over time
 - ♦ Comparisons across groups

Items include:

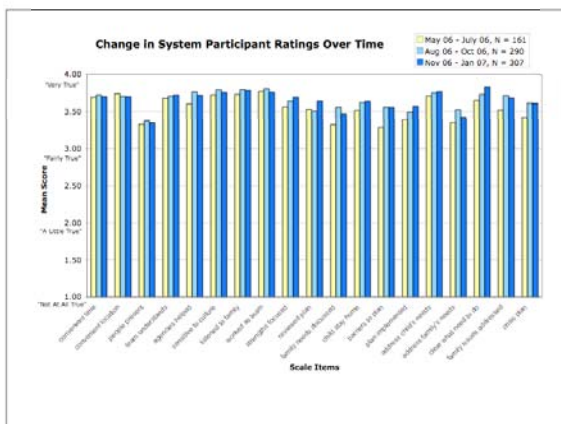
- **Convenient time:** "The meeting was at a convenient time for me."
- **Convenient location:** "The meeting was at a convenient location for me."
- **People present:** "Everyone who needed to be at the meeting was present."
- **Team understands:** "Everyone at the meeting seemed to understand the child and family."
- **Agencies helped:** "People from agencies were able to make decisions and help."
- **Sensitive to culture:** "Participants were sensitive to the family's faith, culture and background."

Items include:

- **Listened to family:** "Everyone at the meeting listened to the family's concerns and ideas."
- **Worked as team:** "Participants worked together as a team."
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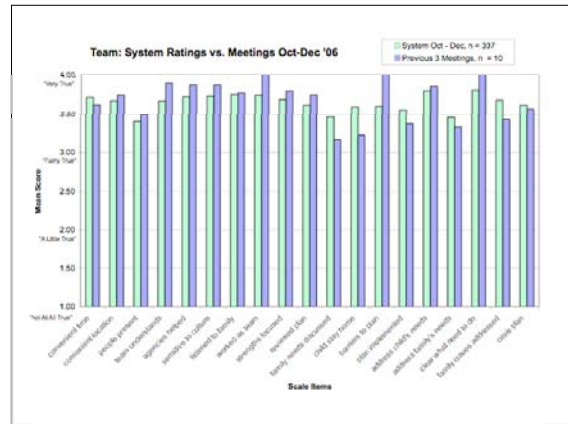
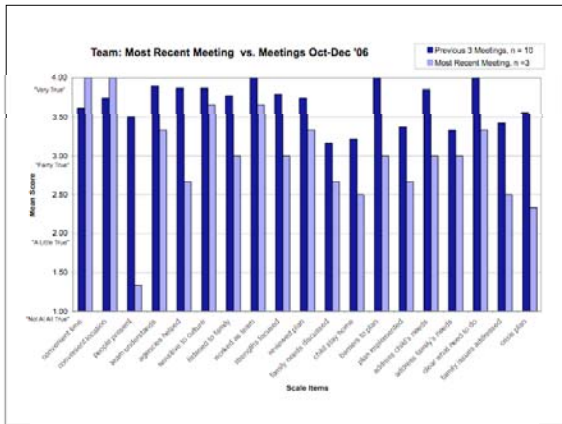
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