

## San Diego County's Experience Measuring Wraparound Fidelity

20<sup>th</sup> Annual Research Conference  
A System of Care for Children's Mental Health:  
Expanding the Research Base

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## Presenters

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Families Forward Wraparound Program
- Jennifer Rolls Reutz, MPH
  - Child & Adolescent Services Research Center  
(CASRC)

## Presentation Objectives

- Gain an understanding of the Wraparound Fidelity Index (WFI)
- Review San Diego's outcomes to learn what the Index can offer
- Identify what works, what challenges exist, and what lessons can be learned from implementing the WFI

## Why examine fidelity?

- Determine how closely your program is implementing the Wrap process
- Identify strengths and needs in delivery of wrap services
- Utilize information to determine training needs
- Examine outcomes related to fidelity – down the road...

## I. Overview of WFI 3

- Developed by the Wraparound Evaluation and Research Team (WERT)
  - Eric Bruns and John Burchard
- Developed in 1999
- Our study used Version 3
  - Version 4 was recently released

## I. Overview of WFI 3

Designed to assess adherence to 11 essential elements of Wraparound:

- ☞ Child and Family Team
- ☞ Community-based Services and Supports
- ☞ Parent and Youth Voice and Choice
- ☞ Cultural Competence
- ☞ Individualized Services
- ☞ Strength-based Services
- ☞ Natural Supports
- ☞ Continuation of Care
- ☞ Collaboration
- ☞ Flexible Funding
- ☞ Outcome-based Services

## I. Overview of WFI 3

- Interviews conducted with three types of respondents:
  - Caregivers
  - Youth (11 years of age or older)
  - Resource facilitators
- Example questions

## I. Overview of WFI 3

- WFI Scoring
  - Total fidelity scores
  - Element scores
    - combined data across the respondent types
    - each of the respondent types individually
  - Individual item scores

## I. Overview of WFI 3

- The WFI 3 was not originally intended for use as a part of staff performance reviews/supervision or to provide information about individual families.
- For more information, visit WFI website:  
<http://depts.washington.edu/wrapeval/WFI.html>

## Description of SD County Children's MH Population

- In FY05-06:
  - 17,049 youth served
  - 61.2% male
  - 60.8% ages 12 and older
  - 48.4% Hispanic, 29.3% Caucasian, 15.7% African American

## Description of SD County Wraparound Population

- 736 youth served as of April 2006 (end of study period)
- In FY05-06:
  - 68% male
  - 67% ages 12 and older
  - 36% Hispanic, 45% Caucasian, 18% African American
  - 19% of caregivers are primarily Spanish-speaking

## II. The WFI Process

- The WFI measures the characteristics of the wraparound process on an individual child, youth, or family basis.
- It assesses the extent to which the 11 elements are present in service delivery

## II. The WFI Process

- Brief, confidential interviews with youth (age 11+), caregiver, and resource facilitator
  - Face-to-face or telephone interview
- Each interviewee gives their own unique perspective of the wraparound process

## Why San Diego chose the WFI

- Self-report from multiple perspectives
- Cost effective
- Easy to use
- Time-limited interviews – 10-15 minutes each
- Standardized measure

## How San Diego facilitated the WFI

- Collaboration between Public, private, and research organization
- Funded by San Diego County Children's System of Care Wraparound Training Academy
- Supported by Mental Health Systems Inc, Families Forward Wraparound Program
- Interviews and analyses conducted by Child & Adolescent Services Research Center (CASRC)

## III. WFI Implementation

- Research team attended wrap programs' staff meetings to introduce WFI
  - See Introductory handout
- Letters delivered to families by facilitators and mailed to families simultaneously by research team
  - See sample letter

## III. WFI Implementation

- Client must be active to wraparound for at least 30 days as of January 1, 2006
- Interviews with:
  - Caregiver/Parent
  - Youth (ages 11+)
  - Resource Facilitator ("Family Service Coordinator" or FSC)
  - Family Support Partner (FSP - if applicable)

## III. WFI Implementation

- Needed to translate Caregiver interview into Spanish
- FSCs and FSPs could not complete surveys during work hours – not billable under Medi-Cal
  - Needed to pay them per interview
- Most interviews done "after hours" – evenings and weekends

### III. WFI Implementation

- Computerized the interview to reduce data entry
- Used trained telephone interviewers
  - Bilingual in Spanish

### III. WFI Implementation

- Youth and Family contact information changed often
  - Contacted FSC to assist in locating families
- Caregivers changed during the survey process as well

### III. WFI Implementation

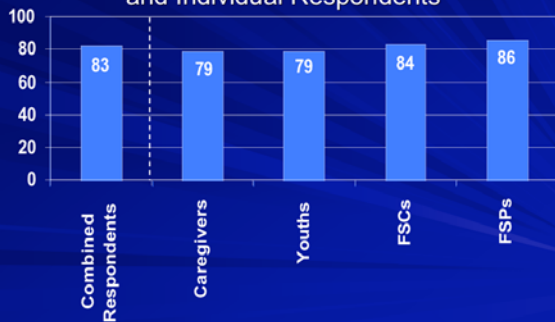
- More refusals among youth and caregivers than among FSCs and FSPs
  - Parents/Caregivers stated that they "Feel like they are always being surveyed or asked to complete paperwork."
  - Interviewers experienced a lot of hang-ups when calling families

### IV. Results

- Numbers
  - Parent/caregiver: 117
  - Youth: 74
  - Family Service Coordinator: 135
  - Family Support Partner: 83
- We had 3+ interviews on 154 clients

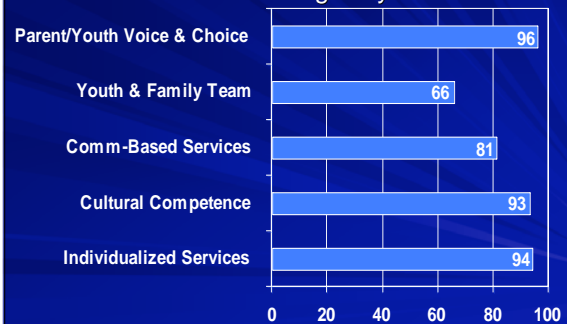
### IV. Results

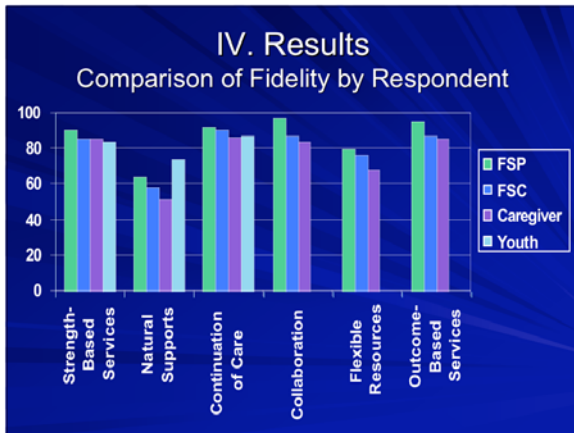
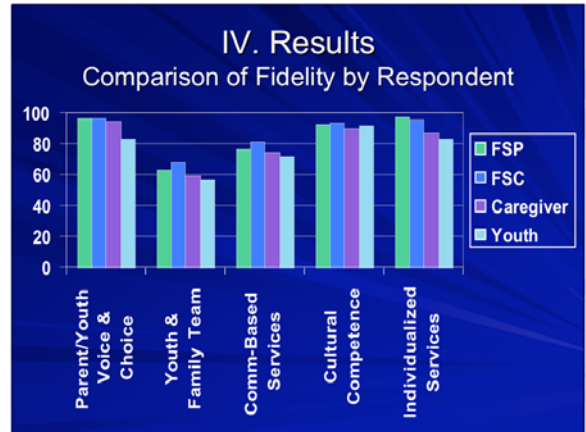
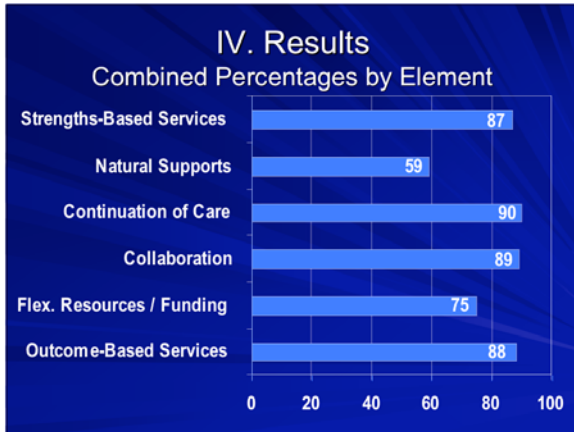
Percent Wraparound Fidelity for Combined and Individual Respondents



### IV. Results

Combined Percentages by Element

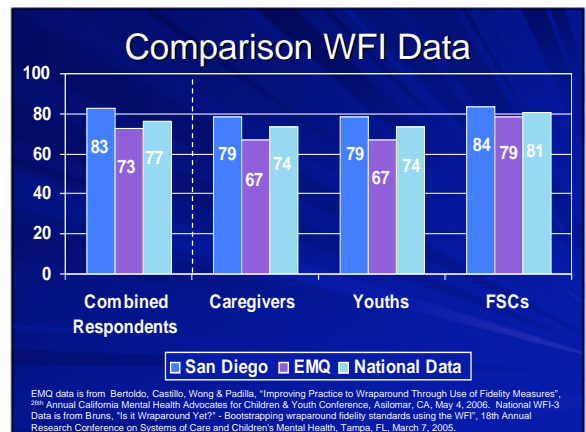


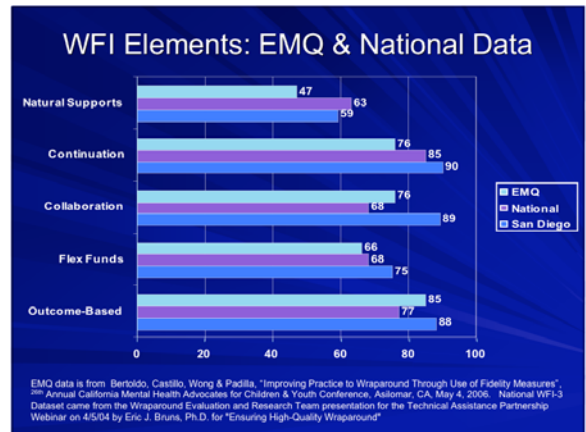
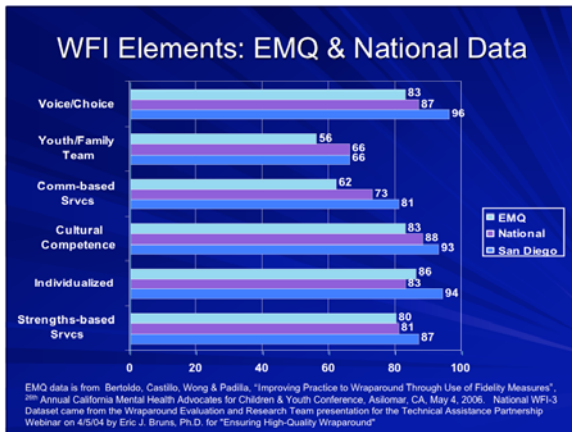


### Summary

- San Diego's areas of strength
  - Parent & Youth Voice and Choice
  - Individualized Services
  - Cultural Competence
- San Diego's areas to focus on
  - Natural Supports
  - Youth and Family Team
  - Flexible Resources

How do San Diego's results compare to other Wraparound Programs?





### Comparison Summary

- In general, San Diego's WFI results are higher than those reported in the EMQ and national data presentations.
- Areas of weakness in San Diego are also areas of weakness in the other studies.

### V. Lessons Learned

- Consider compensation for youth and caregivers
  - Recognize that their time is valuable
  - Money, gift certificate, voucher
- Consider method of reaching families
  - Phone contact has limitations
  - Going to team meeting may put too much pressure on family to participate and interfere with team process

### V. Lessons Learned

- Consider trying different survey format
  - Web-based survey
  - Self-administered written survey
    - Can be completed anytime, done at own pace
    - Requires access to internet
    - Requires certain literacy level
    - No opportunity to clarify questions during survey

### Next steps with WFI data

- Presented results to local leadership groups
- Using results to determine training needs and plan accordingly
  - CIMH Community Development Team Project
- Phase Two – Fidelity to Outcomes

