San Diego County’s Experience
Measuring Wraparound Fidelity

20th 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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  - Mental Health Systems, Inc.,
    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

WFI Scoring

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

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

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

For more information, visit WFI website: http://depts.washington.edu/wrapeval/WFI.html
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

- 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

- 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

Percent Wraparound Fidelity for Combined and Individual Respondents

<table>
<thead>
<tr>
<th>Element</th>
<th>Combined Respondents</th>
<th>Caregivers</th>
<th>Youths</th>
<th>FSCs</th>
<th>FSPs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent/Youth Voice &amp; Choice</td>
<td>83</td>
<td>79</td>
<td>79</td>
<td>84</td>
<td>86</td>
</tr>
</tbody>
</table>

Combined Percentages by Element

- Parent/Youth Voice & Choice: 90%
- Youth & Family Team: 85%
- Comm-Based Services: 91%
- Cultural Competence: 91%
- Individualized Services: 95%
IV. Results
Combined Percentages by Element

<table>
<thead>
<tr>
<th>Element</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strengths-Based Services</td>
<td>87</td>
</tr>
<tr>
<td>Natural Supports</td>
<td>59</td>
</tr>
<tr>
<td>Continuation of Care</td>
<td>90</td>
</tr>
<tr>
<td>Collaboration</td>
<td>89</td>
</tr>
<tr>
<td>Flex. Resources / Funding</td>
<td>75</td>
</tr>
<tr>
<td>Outcome-Based Services</td>
<td>88</td>
</tr>
</tbody>
</table>

IV. Results
Comparison of Fidelity by Respondent

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 WFI Data
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

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
Any Questions?