

## Assessing System-wide Conditions for Wraparound Implementation: The Community Supports for Wraparound Inventory




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University of Washington

Janet Walker  
Becca Sanders  
Eric Bruns



National Wraparound Initiative

## The Community Supports for Wraparound Inventory (CSWI)

- The *Community Supports for Wraparound Inventory* (CSWI) is intended for use as both a research and quality improvement tool to measure how well a local system supports the implementation of high quality wraparound.
- The CSWI is based on the Necessary Conditions for Wraparound described by Walker & Koroloff (2007)\*
- Further refined through collaborative work undertaken by the National Wraparound Initiative
- Includes 40 community or system variables that support wraparound implementation.

\*Walker, J. S., & Koroloff, N. (2007). Grounded theory and backward mapping: Exploring the implementation context for wraparound. *Journal of Behavioral Health Services & Research*.

## The Community Supports for Wraparound Inventory

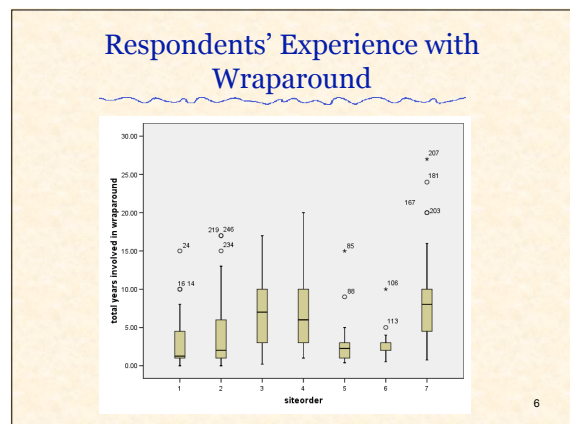
- The 40 items are grouped within 6 themes:
  - Community partnership
  - Collaborative action
  - Fiscal policies and sustainability
  - Service array
  - Human resource development, and
  - Accountability
- Respondents complete the 40 items by rating the development of supports in their community or program on a 5 point scale
  - 0 = "least developed" and 4 = "fully developed"

## Pilot Study

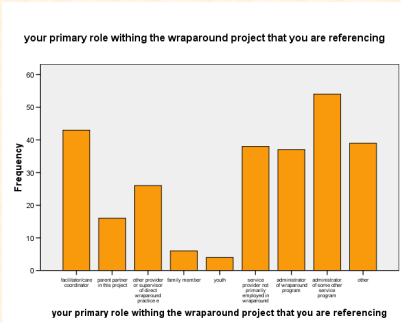
- 7 communities in different states, rural, urban and small city with environs
- Stakeholders are identified by a local coordinator and invited by email to complete the CSWI via a link to a web survey version
- Local coordinator builds support for participation
- Emails that bounce are removed from the sample
- Reminders sent until research team and local coordinators decide to close the survey
- Communities provide narrative histories of their wraparound projects

## Response

Site	n	% of total	Response Rate	Key Informant Response	Employee Response
1	28	10.0	46.8	84.0	100.0
2	41	14.7	69.7	66.7	77.4
3	22	7.9	71.7	78.6	73.3
4	29	10.4			
5	50	17.9	73.5	95.2	72.0
6	41	14.7	85.2	87.9	93.3
7	68	24.4	35.1	58.5	32.6
<b>Total</b>	<b>279</b>	<b>100</b>			

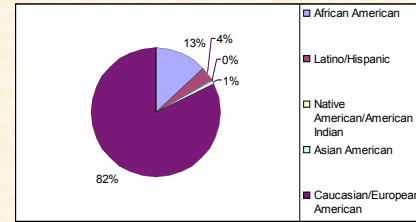


## Respondents: Current Role



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## Respondents' Backgrounds: What is your ethnic or racial background?



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## Inter-rater reliability: Average measure intraclass correlation

Site	ICC	n*
1	.812	16
2	.781	21
3	.635	14
4	.713	17
5	.878	30
6	.893	27
7	.723	17

\*limited to respondents with no missing data

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## Measure structure and reliability

- Factor analysis: Principle Axis Factoring, oblique rotation (Promax) yielded 5-factor solution that essentially followed the themes
  - First factor accounted for 56% of variance, then 5%, 4%, 3% and 3%
  - Communalities mean .692, only item 1.4 (youth voice) < .500
  - Themes 1 and 2 on one factor
  - Themes 3 and 4 on one factor
  - Items 1.4 (youth voice) and 1.3 (family voice) did not hang with theme 1

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	Factor 1	2	3	4	5
1.1 Community team	.661	0.035	-0.024	0.107	0.043
1.2 Empowered community team	.720	0.065	-0.181	0.120	0.040
1.3 Family voice	.787	-0.107	0.231	0.030	0.066
1.4 Youth voice	-0.051	-0.156	0.227	-0.166	0.798
1.5 Agency support	.304	0.006	-0.077	0.137	0.059
1.6 Community stakeholders	.446	0.006	-0.162	0.127	0.364
1.7 Community representativeness	.681	-0.141	-0.176	0.032	0.490
2.1 Community principles and values	.788	-0.050	0.273	-0.130	-0.019
2.2 High-level leadership	.818	-0.084	0.130	0.014	-0.050
2.3 Proactive Planning	.734	0.056	0.080	0.016	-0.073
2.4 Joint action steps	.811	0.063	0.096	0.043	0.013
2.5 Partner agency staff preparation	.658	0.372	0.016	-0.211	0.144
2.6 Information sharing	.748	0.201	0.166	0.013	-0.081
2.7 Single plan	.489	0.248	0.075	0.071	-0.051
2.8 State interface	.640	0.214	0.109	0.102	0.027
3.1 Fiscal understanding	0.270	0.835	0.147	-0.264	0.094
3.2 Remaining fiscal year	0.425	0.894	0.089	-0.189	-0.022
3.3 Collective fiscal responsibility	0.219	0.817	-0.049	-0.062	-0.095
3.4 Fiscal monitoring	0.087	0.880	0.082	-0.070	-0.165
3.5 Fiscal flexibility	-0.113	0.912	-0.035	0.263	-0.178
3.6 Sustained funding	0.172	0.759	-0.027	0.085	-0.228
4.1 Program access	.788	0.007	-0.167	0.004	0.091
4.2 Barriers/support availability	0.020	0.856	-0.025	0.260	0.055
4.3 Building natural and community support	-0.001	0.414	-0.140	0.468	0.239
4.4 Choice	0.002	0.988	0.011	0.235	0.049
4.5 Barriers/support quality	0.189	0.976	0.022	0.224	0.172
4.6 Crisis response	0.184	0.333	0.007	0.339	0.051
5.1 Wraparound job expectations	0.128	-0.019	0.017	0.628	-0.111
5.2 Agency job expectations	0.203	0.083	0.119	0.603	-0.163
5.3 Caseload sizes	0.016	-0.001	0.134	0.947	-0.165
5.4 Professional development	-0.467	0.103	0.187	0.742	-0.118
5.5 Supervision	0.179	-0.155	0.074	0.771	0.002
5.6 Compensation for wraparound staff	-0.163	0.147	0.154	0.698	0.131
6.1 Outcomes monitoring	0.029	-0.042	0.859	0.117	-0.088
6.2 Range of outcomes	-0.127	0.031	0.753	0.136	0.161
6.3 Wraparound quality	0.001	-0.088	0.720	0.227	0.130
6.4 Plan fulfillment	0.113	0.186	0.731	-0.020	-0.019
6.5 Governance procedure	-0.073	0.201	0.480	0.154	0.204
6.6 Satisfaction monitoring	0.084	0.065	0.628	0.008	0.159
6.7 Addressing barriers	0.114	0.200	0.901	0.126	0.051

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## Themes are interrelated

- Factors intercorrelated

Factor Correlation Matrix

Factor	1	2	3	4	5
1	1.000				
2	.760	1.000			
3	.607	.671	1.000		
4	.681	.767	.686	1.000	
5	.567	.548	.501	.588	1.000

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One-factor solution with loadings:

	Factor	1
1.1 Community team		0.705
1.2 Empowered community team		0.738
1.3 Family voice		0.656
1.4 Youth voice		0.346
1.5 Agency support		0.785
1.6 Community stakeholders		0.682
1.7 Community representativeness		0.577
2.1 Community principles and values		0.727
2.2 High level leadership		0.752
2.3 Proactive Planning		0.795
2.4 Joint action steps		0.795
2.5 Partner agency staff preparation		0.743
2.6 Information sharing		0.762
2.7 Single plan		0.763
2.8 Sites interface		0.731
3.1 Fiscal understanding		0.720
3.2 Removing fiscal barriers		0.783
3.3 Collective fiscal responsibility		0.760
3.4 Fiscal monitoring		0.818
3.5 Fiscal feasibility		0.769
3.6 Sustained funding		0.752
4.1 Program access		0.680
4.2 Services/support availability		0.827
4.3 Building natural and community		0.779
4.4 Choice		0.846
4.5 Services/support quality		0.773
4.6 Crisis response		0.832
5.1 Wraparound job expectations		0.790
5.2 Agency job expectations		0.795
5.3 Caseload sizes		0.768
5.4 Professional development		0.749
5.5 Supervision		0.754
5.6 Compensation for wraparound t		0.724
6.1 Outcomes monitoring		0.798
6.2 Range of outcomes		0.751
6.3 Wraparound quality		0.744
6.4 Plan fulfillment		0.794
6.5 Grievance procedure		0.774
6.6 Satisfaction monitoring		0.773
6.7 Addressing barriers		0.805

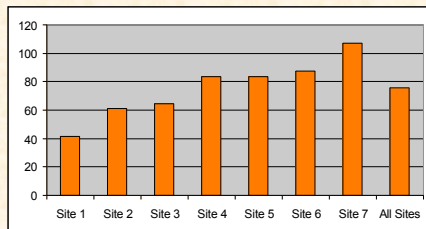
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## Internal Reliability: Themes and Overall

Cronbach's alpha	
Theme 1	0.872
Theme 2	0.927
Theme 3	0.94
Theme 4	0.922
Theme 5	0.937
Theme 6	0.953
Entire CSWI	0.95

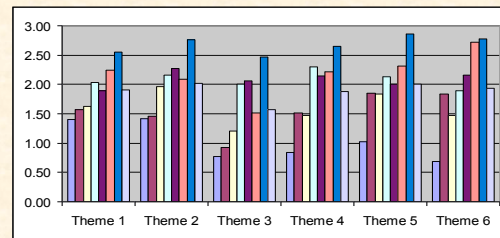
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## CSWI Total Scores (Maximum possible = 160)



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## Mean Item Score by Theme: Seven Sites and All Sites



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	Site 1	Site 2	Site 3	Site 4	Site 5	Site 6	Site 7	All Sites
1.1 community team	0.87	0.84	1.27	0.86	0.83	0.42	1.42	0.88
1.2 empowered community	1.16	0.60	0.27	1.26	0.90	0.01	1.36	1.33
1.3 family voice	0.62	0.71	0.31	-0.38	-0.12	1.60	-0.33	0.38
1.4 youth voice	1.45	-0.11	-2.00	-1.80	1.61	0.91	-3.46	-0.94
1.5 agency support	1.25	0.38	0.69	0.64	-0.98	-0.35	0.70	0.55
1.6 community stakeholders	-0.01	-0.20	-1.02	-1.21	-2.71	1.46	-1.41	-1.66
1.7 community representativeness	1.28	-0.75	-0.17	-1.62	1.33	-0.14	-0.92	-0.65
2.1 community principles	1.01	-0.25	2.16	1.08	1.92	0.67	0.33	1.48
2.2 high level leadership	0.38	-0.20	0.14	0.36	1.33	-0.41	0.66	0.60
2.3 proactive planning	1.41	0.21	1.19	0.83	0.94	-0.03	0.40	1.15
2.4 joint action steps	1.07	-1.30	-0.06	0.24	0.34	-0.52	-0.16	-0.07
2.5 partner agency staff	0.23	-0.01	1.19	0.12	0.30	-0.47	0.25	0.77
2.6 information sharing	1.98	-0.34	0.34	-0.63	0.94	-0.69	0.07	0.34
2.7 single plan	0.69	0.10	0.14	0.69	0.02	0.01	0.79	0.64
2.8 sites interface	1.20	0.07	1.19	-0.07	1.08	-0.54	-0.36	-0.61
3.1 fiscal understanding	0.28	-1.96	-1.28	-0.72	-0.59	-0.92	-1.38	-1.43
3.2 removing fiscal barriers	-0.62	-1.46	-1.44	-0.03	-0.00	-1.63	-1.22	-1.85
3.3 collective fiscal re	-0.96	-2.37	-1.95	-1.34	-1.26	-2.02	-2.24	-2.72
3.4 fiscal monitoring	1.32	-1.71	-1.87	0.00	0.48	-1.81	-0.23	-1.47
3.5 fiscal feasibility	-0.11	-0.15	-0.38	1.42	1.66	-0.11	0.52	0.55
3.6 sustained funding	1.27	2.34	0.55	-0.38	-0.23	2.60	0.01	-1.85
4.1 program access	-0.20	0.40	0.28	-0.94	0.16	0.02	-1.31	-0.14
4.2 services/support avai	-0.47	-0.20	-0.30	1.02	1.61	0.46	1.32	0.60
4.3 building natural and	-0.40	-0.09	-0.09	0.95	-0.98	0.44	-0.13	-0.14
4.4 choice	-0.60	-0.12	-0.30	0.90	-0.16	0.01	0.77	-0.14
4.5 services/support qual	0.99	0.60	-0.22	-0.38	-0.41	-0.47	-0.43	-0.26
4.6 crisis response	1.27	-0.81	-1.64	0.66	0.73	-0.20	-0.03	-0.35
5.1 wraparound job espec	0.02	1.15	0.39	0.43	0.05	0.29	0.92	0.68
5.2 agency job expectati	0.70	0.43	0.39	-0.25	-0.34	-0.56	-0.03	0.12
5.3 caseload sizes	-0.40	0.98	0.14	0.18	0.34	0.51	0.50	0.68
5.4 professional develop	0.54	1.06	1.32	1.42	0.30	0.29	1.05	1.15
5.5 supervision	0.47	0.87	1.32	1.42	0.19	0.22	1.26	0.84
5.6 compensation for wa	-0.32	0.24	-0.54	-0.25	-1.83	0.69	-0.20	-0.35
6.1 outcomes monitoring	-0.86	1.04	0.05	-0.97	0.76	1.13	0.86	0.52
6.2 range of outcomes	-0.40	0.88	0.10	-0.70	0.37	1.18	0.69	0.61
6.3 wraparound quality	-1.13	0.79	-0.06	-1.46	0.48	1.03	0.50	0.25
6.4 plan fulfillment	-0.57	0.24	-0.22	-0.25	0.80	1.07	0.40	0.34
6.5 grievance procedure	1.46	1.88	-0.89	1.06	0.02	2.68	0.25	0.68
6.6 satisfaction monitor	-1.05	0.46	-0.67	-0.41	0.12	0.10	-0.43	-0.39
6.7 addressing barriers	-0.92	0.10	-1.10	-1.43	-1.01	-0.24	0.03	-0.87

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## Validity

- Face validity
- Content validity
  - Initial research to tap the domain
  - NWI member input and consensus
- Matching site narratives to level of development
- Matching findings from the CSWI with respondents' answers to open-ended questions
- Future study in combination with fidelity measures and other data

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## Piloting the CSWI: A Local Evaluator Perspective

Becca Sanders, Ph.D.  
Program Evaluator  
Columbia River Wraparound  
Hood River, OR



## Objectives

- Project background
- Site's role in CSWI

### *Field/ Local Evaluator Perspective on:*

- How CSWI data informed System of Care planning and implementation.
- An approach to dissemination.

## Project Background

- SAMHSA System of Care (**SOC**) site:  
"...a coordinated network of community-based services and supports that are organized to meet the challenges of children and youth with serious mental health needs and their families."  
<http://systemsofcare.samhsa.gov/>
- Evaluation/Services: October 2004-present.
- Columbia River Wraparound: Oregon, 4 counties- rural and frontier, 5500 square miles.

## Site Role in CSWI

Wanting to strengthen Wraparound component as part of our strategic plan.

- Pilot participation in CSWI study
- 50 personal invites to participate
- Potential respondents were mostly "heavy hitters"
  - Influential, knowledgeable, held key roles in SOC implementation

## How CSWI Informed SOC Planning and Implementation

### **Process of completing CSWI survey**

- Educational
- Framework for Self-Assessment
- Catalyst for system change

Many of the useful conversations occurred long before data was released...

## How CSWI Informed SOC Planning and Implementation

### **Data also informative**

- Project sustainability- what to do about it?
- Catalyst to launch community wide strategic planning forum
- Data helped buy-in/ increased validity of discussion topics

### Local Evaluator Approach to Dissemination: The Details

#### Electronic:

- Disseminated 40 item by item scores to all respondents (long ppt)
- Filtered 2 page written report to community members
  - Summary of results broken by theme
  - 3 lowest and highest rated items

[http://www.rri.pdx.edu/columbia\\_river\\_wa.php](http://www.rri.pdx.edu/columbia_river_wa.php)  
Monthly Evaluation Reports link in top right corner

### Local Evaluator Approach to Dissemination: The Details

#### Electronic:

- Filtered out "what matters" within 2 page written report: "The Traffic Light"

The Traffic Light: A Summary of Important Findings	
<b>Red = Concern</b>	<ul style="list-style-type: none"><li>• Lack of fiscal sustainability for project.</li></ul>
<b>Yellow = Pay attention/ monitor</b>	<ul style="list-style-type: none"><li>• Partial collaboration.</li><li>• Partial adherence to philosophy of System of Care.</li></ul>
<b>Green = Good News</b>	<ul style="list-style-type: none"><li>• Strong account ability, outcomes monitoring, wraparound quality, grievance procedure, and family voice/ empowerment.</li></ul>

### Local Evaluator Approach to Dissemination: The Details

#### One-on-One:

- Thank you for participation (X 45)
- Follow up- personalized offer to answer questions

#### In-Person meeting(s):

- Service leads/ implementation staff
- Administrative leads
- Family leads

### Why is she telling me all this?

#### Local Evaluator perspective on utility of data:

- Boulder uphill
- Resource consuming
- Relationship building is key
- Short, varied formats
- Repeated hits with same data