

MA Wraparound Fidelity Assessment System:

Promoting Positive Outcomes through Fidelity
Monitoring
October 27, 2017

With special thanks to the Wraparound Evaluation Team at
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Agenda

1. Quick Recap

- ✓ What is Wraparound Fidelity?
- ✓ Why spend valuable time measuring fidelity?
- ✓ Change in Tools

2. TOM 2.0 and WFI EZ Statistics

- ✓ What are the tools?
- ✓ How is statewide data collected?
- ✓ How do our FY 2017 scores compare to that of other states?
- ✓ How do our FY 2017 scores compare to last year's results?
- ✓ How do we make practical sense of the scores?

3. Looking ahead to FY 2018

- ✓ TOM 2.0
- ✓ WFI EZ
- ✓ Areas for Improvement

What is Wraparound Fidelity?

- *Fidelity* is the degree to which a program is implemented as intended by its developers.
- *Wraparound Fidelity*, as measured by the MA Wraparound Fidelity Assessment System, is defined as **the degree to which intensive care coordination teams adhere to the principles of quality Wraparound and carry out the basic activities of facilitating a Wraparound process.**

Why Measure Fidelity?

- Research has **linked high fidelity scores with better outcomes** for youth and families:
 - Improved functioning in school and community
 - Safe, stable, home-like environment
 - Improved resilience and quality of life
 - Improved mental health outcomes
- It also provides a vehicle for comparing our experiences with peers who are promoting and implementing Wraparound here and in other states.

Walter UM and Petr CG. 2011. Best Practices in Wraparound: A Multidimensional View of the Evidence. *Social Work* **56**(1): 73-80

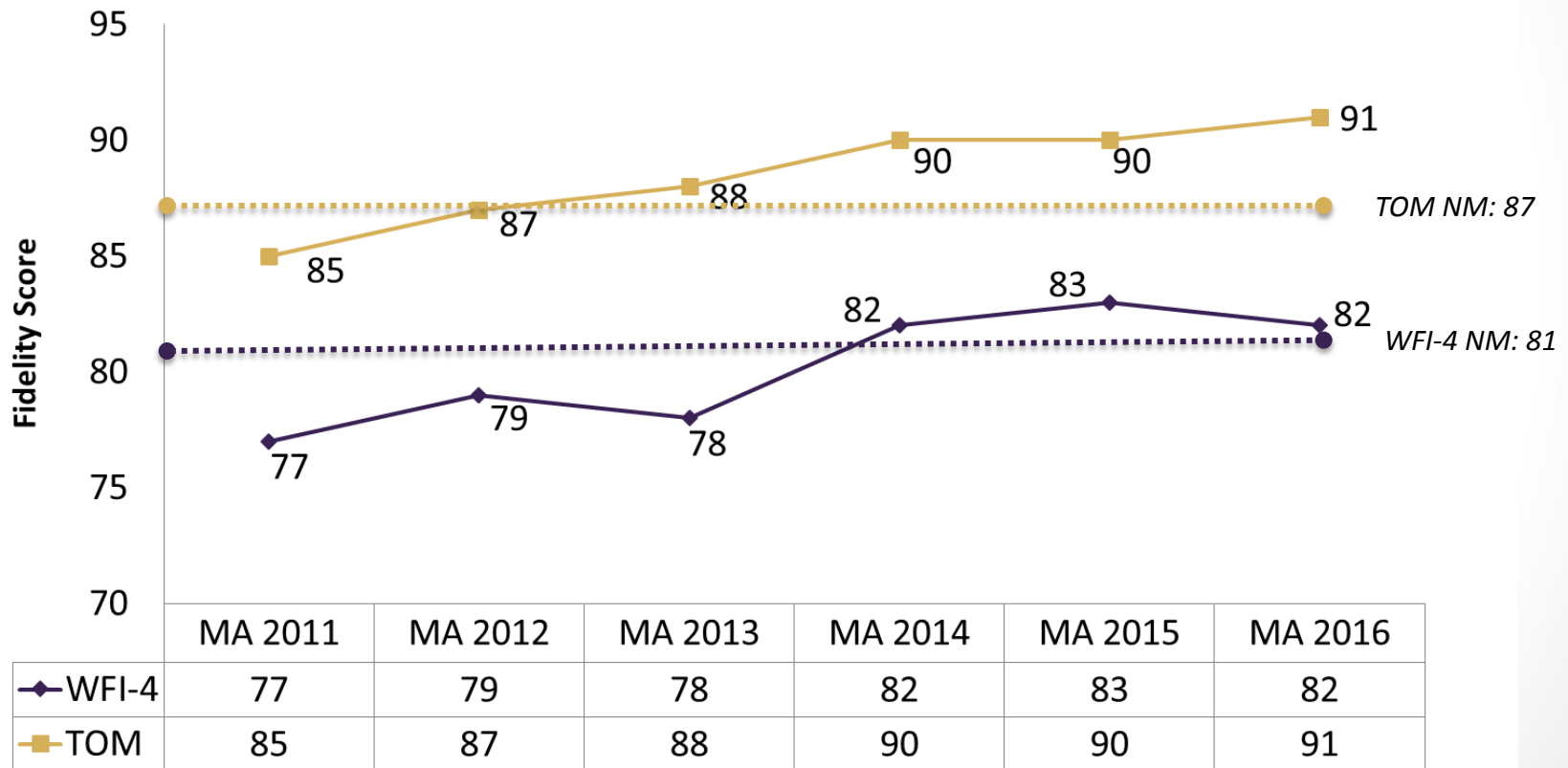
Bruns EJ, Suter JC, Force MM and Burchard JD. 2005 Adherence to wraparound principles and association with outcomes. *Journal of Child and Family Studies* 14:521-534

Change in Tools

- Majority of CSAs scored at or above the National Mean starting in FY 2014, suggesting scores are experiencing a ceiling effect.
- Pilot of two new tools in FY 2016 – the WFI EZ and TOM 2.0 - to evaluate whether new information that was useful in measuring Fidelity could be gathered
- Pilot data from FY 2016 resulted in greater variability for overall scores and across CSAs
- Both tools were adopted for use by all CSAs in FY 2017

FY 2011 – FY 2016

WFI-4 and TOM Total Scores

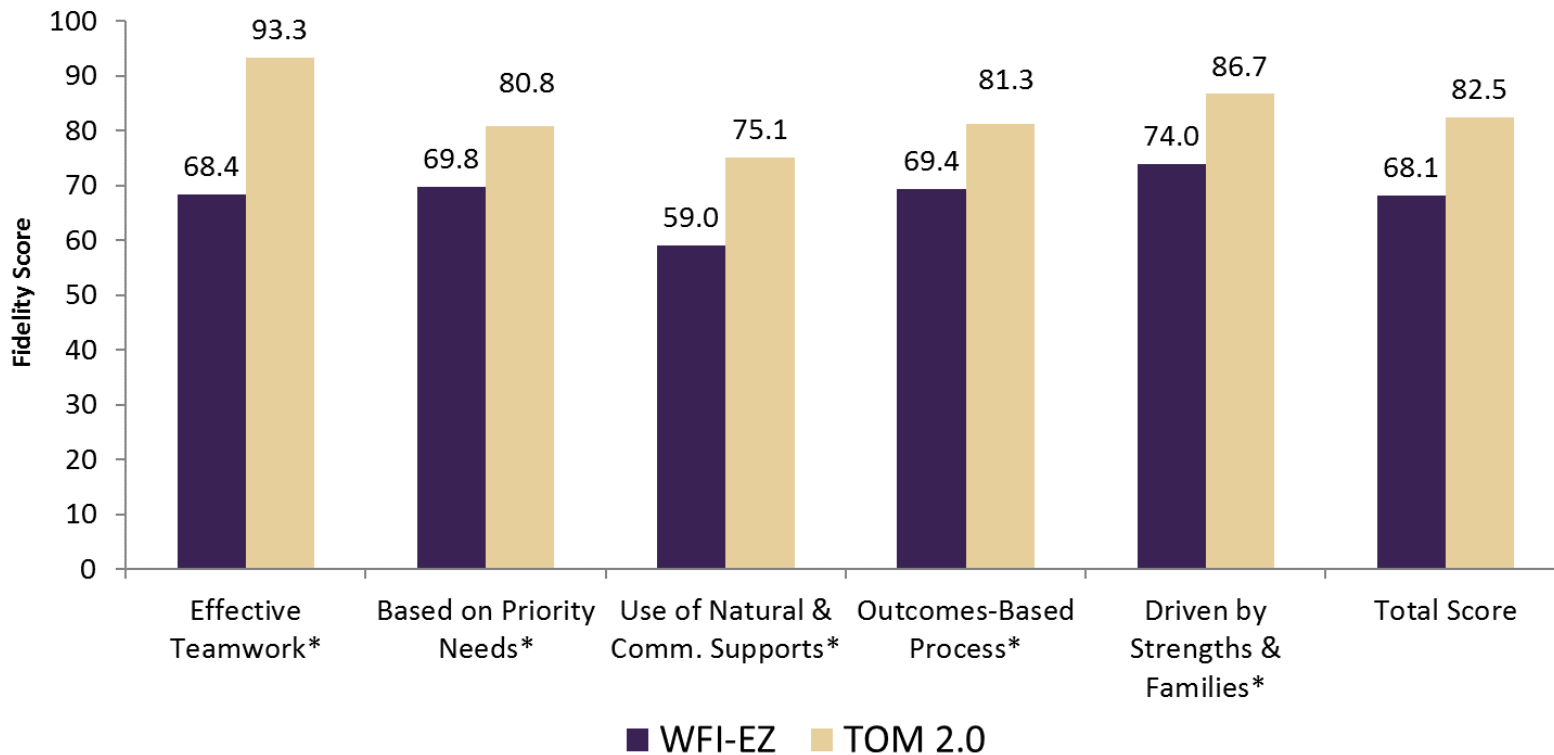


FY 2017 Fidelity Data

FY 2017 Data Collection

Tool	N of Forms Collected
WFI-EZ	629
TOM 2.0	761
TOTAL	1,390

FY 2017 WFI EZ and TOM 2.0 Key Element Scores



FY2017 WFI EZ and TOM 2.0 Key Element Scores

- Why the difference between WFI EZ and TOM 2.0?
 - First year of all 32 CSA's using these tools

Assumptions:

WFI EZ

- Completed by Families
- Lower rate of completion
- Often includes smaller sites
- Larger population

TOM 2.0

- Completed by Supervisors
- Often greater resources
- Often fewer mobility/access issues
- Often higher access to technology
- Smaller population

Interpreting Wraparound Data

Defining our terms

- **National Mean:**
 - Calculated by the University of Washington
 - Represents 1200 WFI and 169 TOM submissions
 - May artificially suppress scores
 - National sites using the WFI EZ are early adaptors and typically stronger sites which may contribute to a higher National Mean
- **Standard Deviation (SD):**
 - A measure of how the data varies from the mean
 - Helpful tool for understanding data
- **Strengths and Weaknesses:**
 - Calculated as a function of Standard Deviation
 - 0.3 SD for WFI EZ
 - 0.4 SD for TOM 2.0

What is a Standard Deviation?

Sample Data Set: 3, 4, 3, 2, 1, 6

1. Calculate the mean:

$$(3+4+3+2+1+6)/6 = 3.17$$

2. For each value, subtract the mean

3. Square each value:

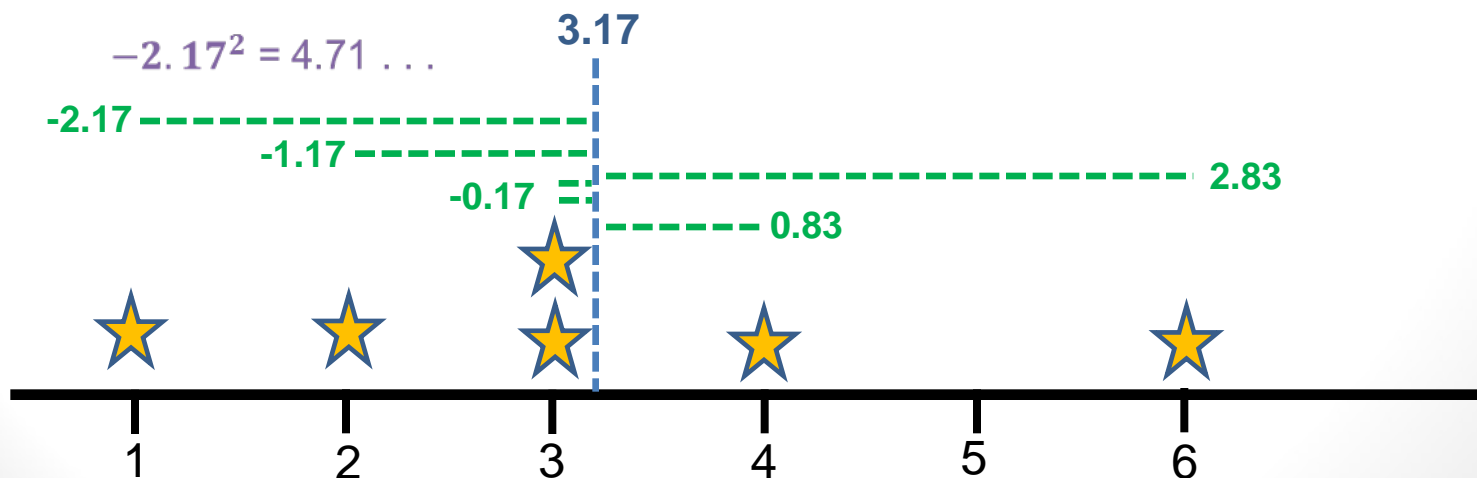
$$4.71, 1.37, 0.03, 0.69, 8.01$$

4. Average them:

$$(4.71+1.37+0.03+0.69+8.01)/6 = 2.47$$

5. Square the Average: $\sqrt{2.47} = \mathbf{1.57} = \text{Standard Deviation}$

$$\text{SD} = \sqrt{\frac{\sum |x - \bar{x}|^2}{n}}$$



Using Standard Deviation to Calculate Strengths and Weaknesses

ITEMS	MIA 2017	SD	NM
B2. There are people providing services to my child and family who are not involved in my Wraparound team.	0.1	0.4	-0.3
B4. My Wraparound team came up with creative ideas for our plan that were different from anything that had been tried before.	0.9	0.2	1.1
B7. I sometimes feel like our team does not include the right people to help my child and family.	0.8	0.6	0.8
B15. Members of our Wraparound team sometimes do not do the tasks they are assigned.	0.9	0.6	0.7
B22. At each team meeting, my family and I give feedback on how well the Wraparound process is working for us.	1.0	0.2	1.2

University of Washington WFI EZ Metric: **0.3 SD**

National Mean +/- (Metric x SD) = Medium Range

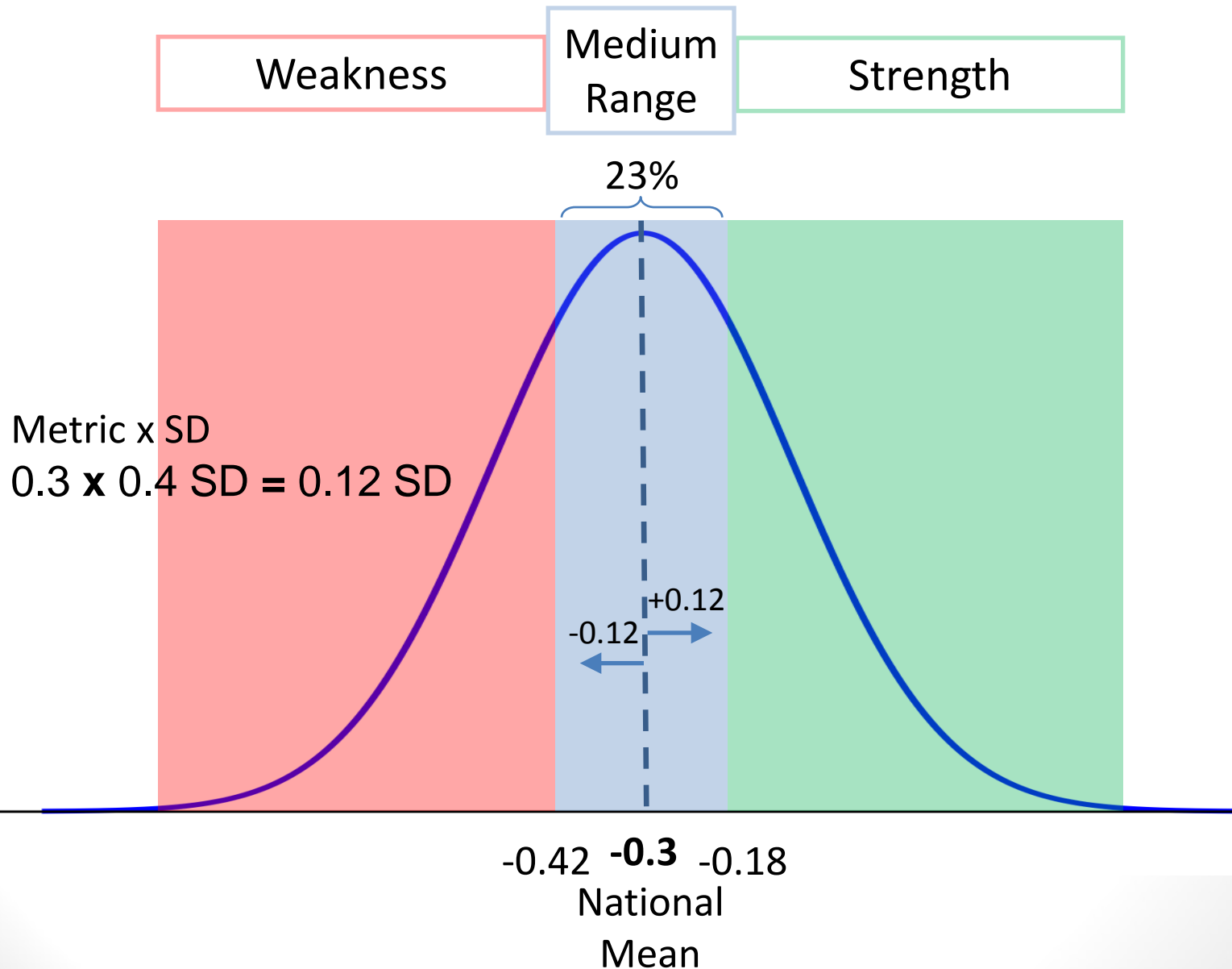
Question B2:

$$0.3 \text{ (Metric)} \times 0.4 \text{ (SD)} = 0.12$$

$$-0.3 \text{ (NM)} + 0.12 = -0.18 \text{ Higher Boundary of Medium Range}$$

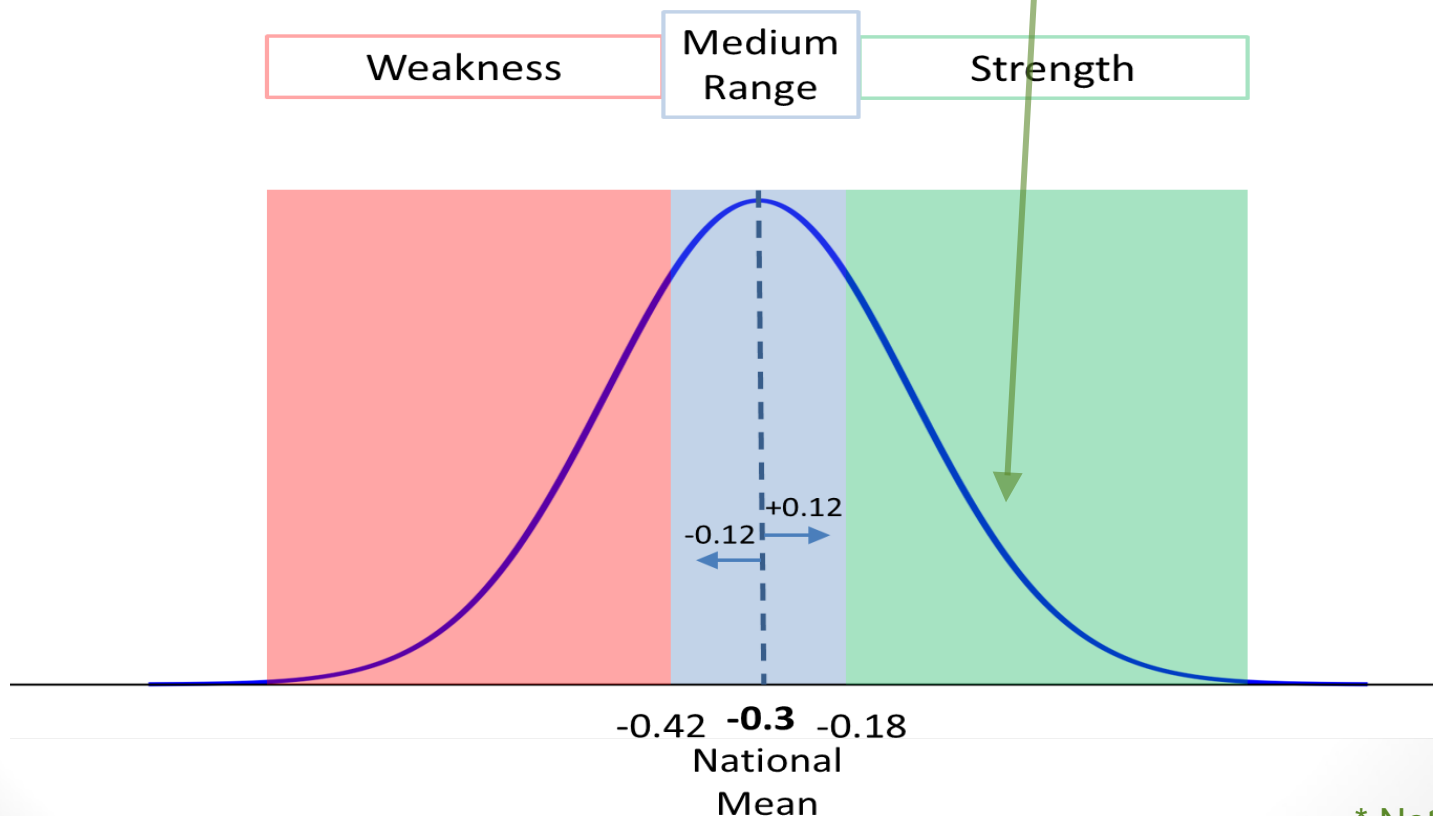
$$-0.3 \text{ (NM)} - 0.12 = -0.42 \text{ Lower Boundary of Medium Range}$$

Calculated Range for WFI EZ B2



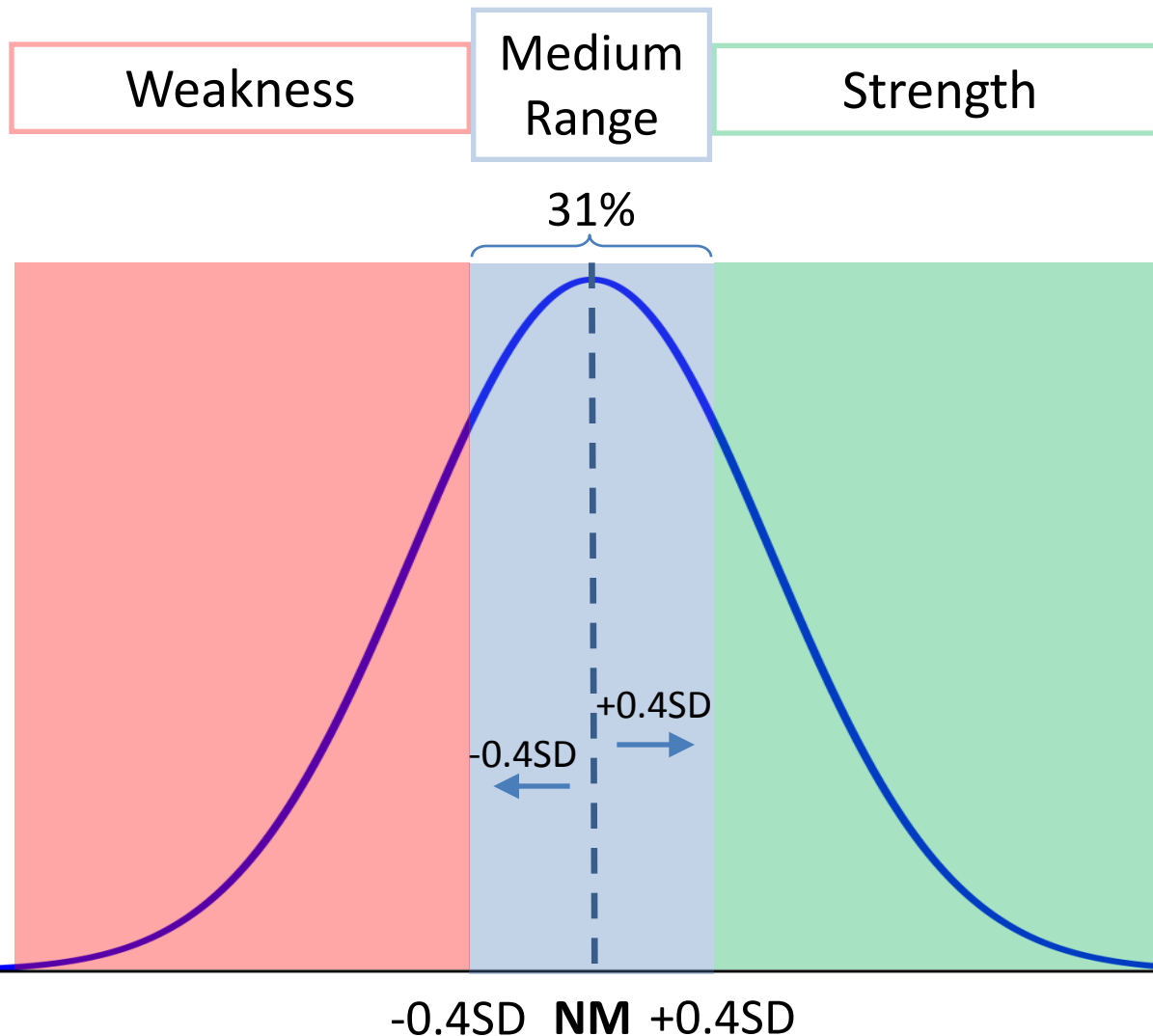
Using Standard Deviation to Interpret Data

ITEMS	MA 2017	SD	NM
B2. There are people providing services to my child and family who are not involved in my Wraparound team.	0.1	0.4	-0.3



* Not to Scale

For Example: Tom 2.0



Team Observation Measure 2.0 (TOM 2.0)

What is the TOM 2.0?

- Supervisors observe care planning team meetings to assess adherence to standards of high-quality Wraparound
- Tool consists of 36 indicators, organized into five Key Element subscales, plus two subscales to assess meeting attendance and evaluate the facilitator's skills:
 1. Full Meeting Attendance
 2. Effective Teamwork
 3. Driven by Strengths and Families
 4. Based on Priority Needs
 5. Use of Natural & Community Supports
 6. Outcomes-Based Process
 7. Skilled Facilitation

FY 2017 TOM 2.0 Data Collection

July 1, 2016 through June 30, 2017 data collection period

- Total of 761 assessments completed and entered into Wraparound online data entry and reporting system
- The majority of TOMs were completed during follow up meetings

Type of Meeting	Percent
Initial Team/Planning Meeting	16%
Follow-up Meeting	76%
Discharge Meeting	7%
Other	1%

FY 2017 TOM 2.0 Scores

TOM 2.0 Subscale	Overall Score	Key Element	National Mean
1. Full Meeting Attendance	67.2%	N/A	65.5%
2. Effective Teamwork	93.3%	93.3%	85.7%
3. Driven by Strengths & Families	86.7%	86.7%	73.8%
4. Based on Priority Needs	80.8%	80.8%	66.7%
5. Use of Natural & Community Supports	75.1%	75.1%	67.3%
6. Outcomes-Based Process	81.3%	81.3%	57.6%
7. Skilled Facilitation	93.0%	N/A	82.5%
Total TOM 2.0 Score	82.5%	83.5%	71.6%

TOM 2.0 Summary of Results

- The majority (94%) of CSAs scored above the National Mean for the total TOM 2.0 score
- Effective Teamwork & Skilled Facilitation scores were very high; both above 90%
- Lack of integral team member presence during team meetings

TOM 2.0: Areas of Strength

- Strong scores in Outcomes-Based Process
 - Significantly higher than the National Mean
 - Parent/caregiver reports teams are monitoring progress toward meeting needs
 - Teams follow-through on previously assigned tasks/action steps for accountability
- Teams are working well together in practice
 - Teams demonstrate an understanding of the goals of Wraparound and actively contribute to planning

TOM 2.0: Areas for Improvement

- Low scores in Full Meeting Attendance
 - Majority of team meetings did not have a natural support present
 - Other integral team members (e.g. school representatives, DCF) were present at slightly more than half of meetings
 - Youth was present at slightly more than half of meetings
- Natural & Community Supports
 - Natural supports are not consistently involved in implementing strategies in the Care Plan
- Planning for Transition
 - Nearly half of respondents reported that the team had not discussed when they will know the youth is ready for transition out of services

Wraparound Fidelity Index Short Form (WFI EZ)

What is the MA WFI EZ?

- Wraparound Fidelity Index, Short Form (MA WFI EZ)
- Intended to assess both conformance to the Wraparound practice model and adherence to the principles of Wraparound in service delivery
- Brief, confidential caregiver survey completed via telephone, email, or mail plus a demographic form
- Tool consists of 42 items; four linked to Basic Characteristics of Wraparound, 25 linked to Key Elements, four linked to Satisfaction, four linked to Outcomes, and five linked to Functional Outcomes

How was the WFI EZ data collected?

Conducting the Interviews

- Collaborative Quality Improvements (CQI), a mental health research and evaluation organization, implements the MA WFI EZ.
- Caregivers can complete the survey on their own by mail, online, or via a phone interview with a CQI interviewer.
- CQI trains interviewers (primarily parents of youth with SED) to conduct the interviews and provides ongoing supervision to interviewers to ensure inter-rater reliability.
- CQI currently has four interviewers and capacity for three languages: English, Spanish, and Haitian Creole.
- The goal is to complete 20 surveys of caregivers of youth enrolled at each of the CSAs.
- CQI completed 629 surveys during FY 2017.

How was WFI EZ data collected?

Collecting the Data

- CSA Staff Responsibilities:
 - Inform caregivers of the survey and evaluation process, including options for completing the survey
 - Seek consent from all eligible¹ caregivers, who should have signed a consent indicating whether they chose to participate or not
 - Make sure a call information sheet was completed for each caregiver, including preferred method of completion

¹ Eligibility was defined as anyone (with an enrolled child under the age of 18) enrolled in ICC between January 1 and December 31, 2015. Caregivers were eligible to be interviewed if they had been enrolled in ICC for three or more months.

How was WFI EZ data collected?

- Fax signed consents along with the call information sheets to CQI.
- Information from the call information sheet was entered into two databases; one database for those who indicated their preferred method as mail or email.
- While those who indicated their preferred method as phone interview or did not provide a preference were entered into a call contact database which provided interviewers with an updated listing of those caregivers who were eligible to be interviewed.

How was WFI EZ data collected?

Collecting the Data

- CQI Tasks:
 - Review call information sheets for any missing or inaccurate information and follow up with CSA
 - Enter contact information into one of two databases, depending on preferred survey method and contact information provided
 - Contact caregivers who were eligible to participate; either through a mailed letter, emailed instructions for online completion, or via the phone to schedule an interview time
 - Track mail/email responses and cross walk with phone lists; track total number completed per CSA to determine necessary follow-up methods
 - Conduct phone interviews as indicated/needed
 - Review and enter surveys completed by mail and email into WrapTrack
 - Enter completed interview data (scores) into WrapTrack
 - Routinely send reports to MBHP: number of interviews completed at each CSA, number of consents received from each CSA, total number of attempted and refused calls for the week, and total number of calls made and interviews completed since the project began

How was WFI EZ data collected?

- Interviews averaged 15 – 20 minutes
- Caregivers received a \$15 check for their participation. Addresses are confirmed with caregivers before completing the call.
- A large majority of the 629 surveys were completed via phone interview, either a result of indicated preference of completion or because it was the only contact information provided/valid or for which the caregiver was able to be reached.
- **Breakdown:**
 - Phone - 507 (81%)
 - Mail - 71 (11%)
 - Email - 51 (8%)

How was the MA WFI EZ collected?

MA WFI EZ: Challenges

- Consent Process
 - Incomplete, inaccurate, ineligible consents; sending wrong consent (WFI rather than EZ or old form of EZ)
 - Preferred completion method not being indicated; preferred method indicated but did not include necessary contact information
- Difficulty Reaching Caregivers
 - Don't return messages
 - No way of knowing if email address is correct/reaching respondent
 - Frequent phone number/address changes

FY 2017 WFI EZ Scores by Key Element

	Total	Key Element				
	Mean Overall	Effective Teamwork	Natural & Community Supports	Needs-Based	Outcomes-Based	Strength & Family Driven
MA 2017	68	68	59	70	70	74
National Mean	72	68	64	74	74	78

WFI EZ: Summary of Results

- The majority of CSAs scored below the National Mean for the WFI EZ total score
- Key Element scores fall below the National Mean with the exception of Effective Teamwork, which was comparable

WFI EZ: Areas of Strength

- Relatively stronger scores in Effective Teamwork
 - Team members follow through on tasks they are assigned
 - Team consists of the right individuals for the youth and family
- Because of Wraparound, families know what to do to handle a crisis
- Caregivers report low rates of contact with police since starting Wraparound and lower rates of residential placement than National Mean

WFI EZ: Areas for Improvement

- **Natural and Community Supports score statistically significantly lower than the National Mean**
 - Lack of natural supports on the team
 - Lack of support youth and families receive from friends and family
- **Statistically significantly lower scores in Strength & Family Driven Key Element**
 - Lack of family voice in choosing team members
 - Teams not celebrating successes or positive events at each team meeting
 - Item A4 “Our team’s decisions are based on input from me and my family” also significantly lower than the National Mean
- **Overall satisfaction** statistically significantly lower than National Mean
- **Needs-Based Key Element** scored statistically significantly lower than the National Mean
 - Suggests fewer of the underlying needs of a youth and family are being addressed/resolved

FY 2017: Things to Consider:

WFI EZ Versus TOM 2.0 Scores

- Caregivers completing the WFI EZ form may not be currently receiving services, whereas TOM 2.0 observations are conducted on families currently enrolled in services
- Some differences in responses may be due to the differences in cohorts
- Correlation between WFI EZ and TOM 2.0 scores are on the low end of something meaningful, but are not significant

Length of Time in Services

The length of time in services is defined by the amount of days between the enrollment date and when the WFI-4 was administered.

Year	N	Average LOS in <u>days</u>	Average LOS in <u>months</u>
2017	629	216	6.6

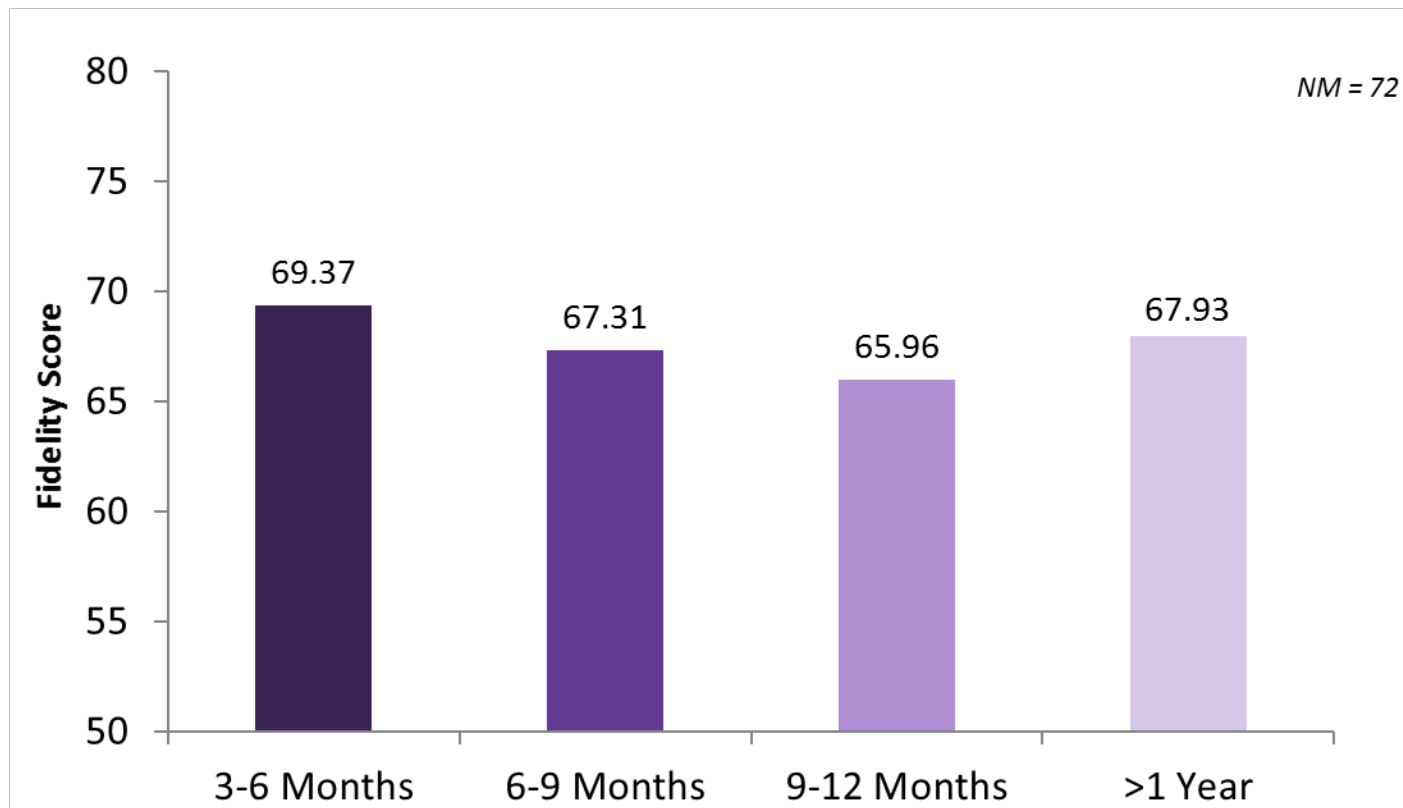
Fidelity by Length of Time in Services

- Fidelity was analyzed based on length of time in services when the interview was conducted, comparing four groups, of Fidelity scores for youth enrolled for:
 - 90-179 days when the interview was conducted
 - 180-269 days
 - 270-364 days
 - Greater than 365 days

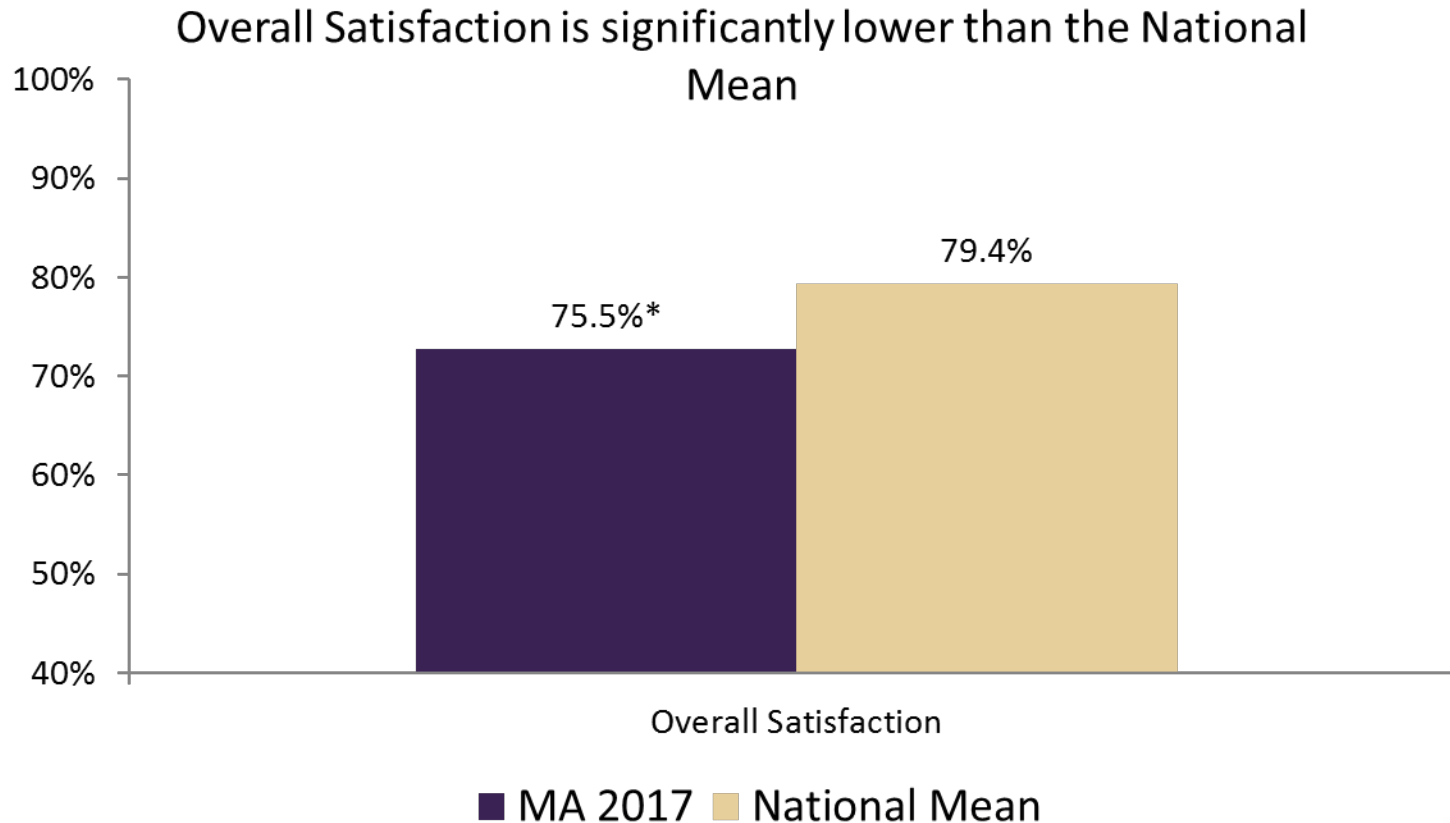
	3-6 Months	6-9 Months	9-12 Months	>1 Year
N	275	196	117	41
Fidelity	69.37	67.31	65.96	67.93
Standard Deviation	13.17	11.02	13.10	9.60

Fidelity by Length of Time in Services

WFI EZ scores vary by length of time in services, but there are no significant differences between the groups



WFI EZ: Satisfaction



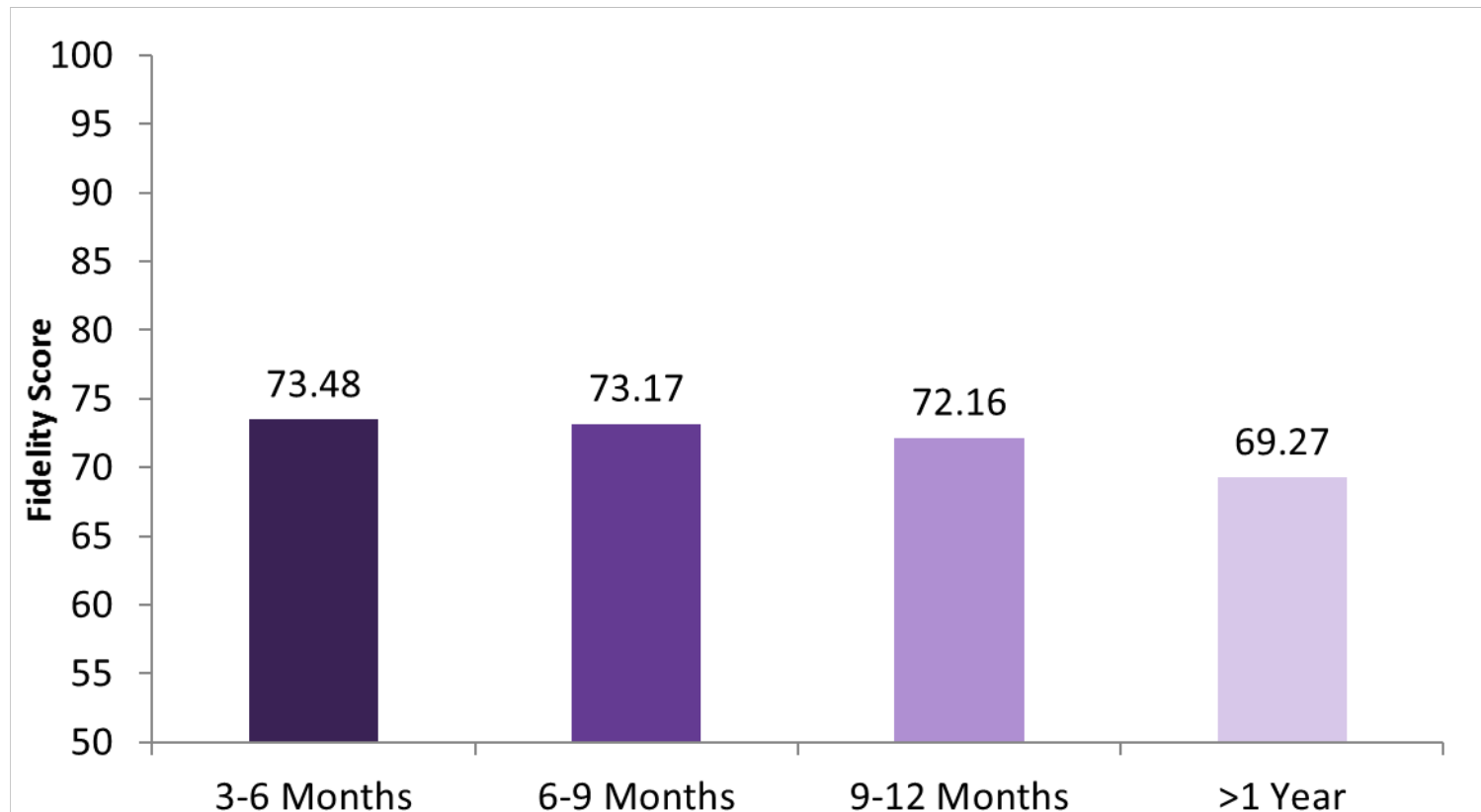
WFI EZ:

Satisfaction by Length of Time in Services

Satisfaction was analyzed with the same method as fidelity (categorizing respondents into four groups).

	3-6 Months	6-9 Months	9-12 Months	>1 Year
N	275	196	117	41
Satisfaction	73.48	73.17	72.16	69.27
Standard Deviation	21.04	19.54	20.38	22.14

WFI EZ: Satisfaction



Looking Ahead to FY 2018

1. WFI EZ

2. TOM 2.0

3. Themes in Areas for Improvement

- Natural Supports
- Transition
- Collateral Involvement/Coordination
- Youth Involvement