Massachusetts Children's Behavioral Health Initiative (CBHI)

Summary of FY2018 Wraparound Fidelity Monitoring Results

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Proud co-partners of:

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Agenda

- Introductions
- Latest research and national context
- Review Massachusetts fidelity data
- Implications and recommendations
- Appendices

Wraparound Adherence
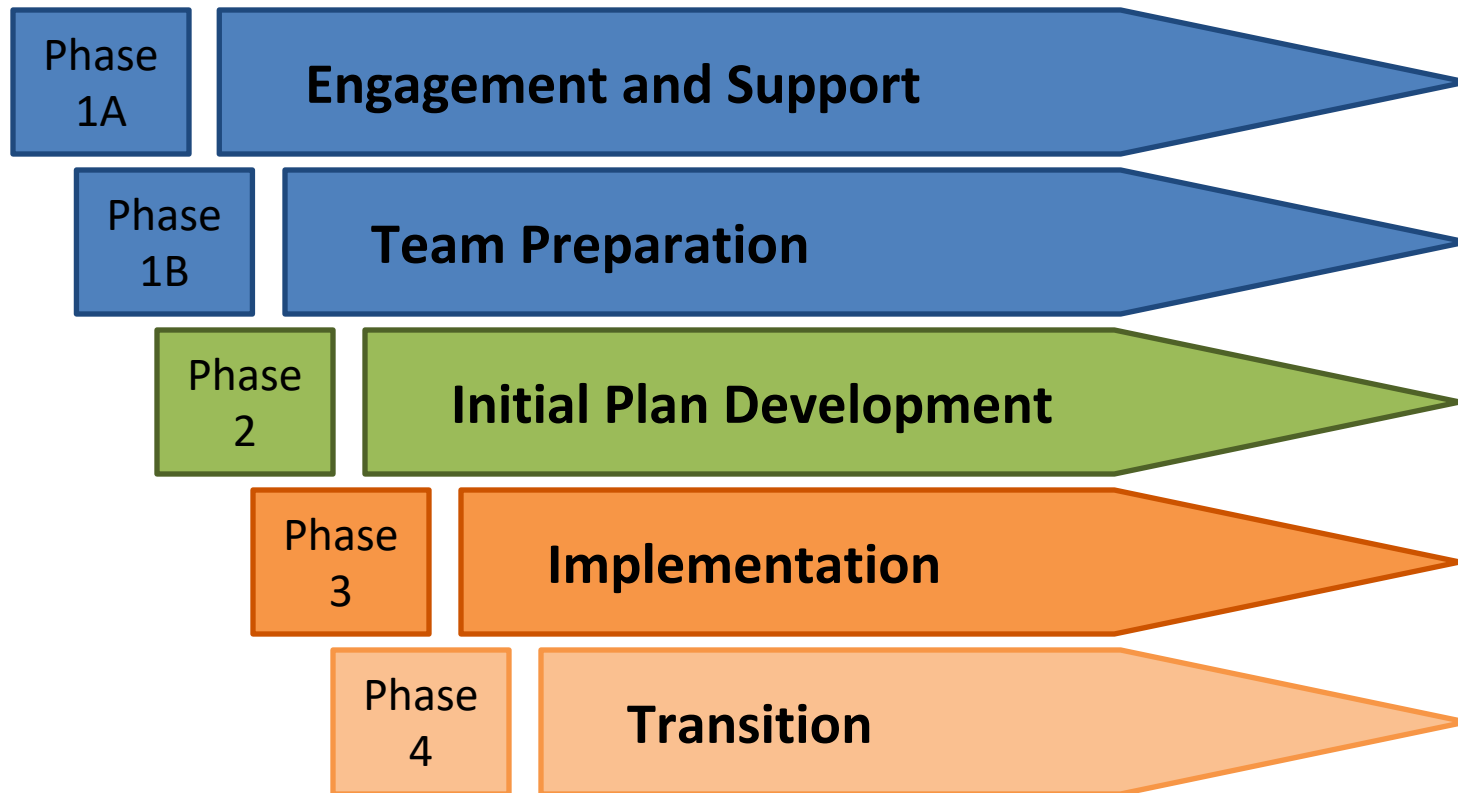*What do we want to measure?*

Wraparound Principles:

1. Family voice and choice
2. Team-based
3. Natural supports
4. Collaboration
5. Community-based
6. Culturally competent
7. Individualized
8. Strengths-based
9. Persistence
10. Outcome-based

Wraparound Implementation
What do we want to measure?

Implementing the practice model:

The Four Phases of Wraparound

Phase 1A	Engagement and Support
Phase 1B	**Team Preparation**
Phase 2	**Initial Plan Development**
Phase 3	**Implementation**
Phase 4	**Transition**

Time

Key Elements of Wraparound

1. Grounded in Strengths Perspective
2. Driven by Underlying Needs
3. Supported by an Effective Team Process
4. Determined by Families
5. Includes Natural and Community Supports
6. Outcomes-Based

FIDELITY TOOLS

o   Wraparound Fidelity Index, Short Form (WFI-EZ)

o   Team Observation Measure, version 2 (TOM 2.0)

Wraparound Fidelity Index, Short Form

Items on fidelity are based on Wraparound involvement and the key elements, and the self-administered survey also includes sections on satisfaction and outcomes.

☐ **A. WRAPAROUND INVOLVEMENT**: My team meets regularly (for example, at least every 30-45 days)

☐ **B. EXPERIENCES IN WRAPAROUND**: With help from members of our Wraparound team, my family and I chose a small number of the highest priority needs to focus on.
  – *Key Element*: Needs-Based

☐ **C. SATISFACTION**: Since starting Wraparound, our family has made progress toward meeting our needs.

☐ **D. OUTCOMES**: Since starting Wraparound, the child/youth has had a new placement in an institution.

Section B. Experiences in Wraparound						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
B1. My family and I had a major role in choosing the people on our Wraparound team.	☐	☐	☐	☐	☐	☐
B2. There are people providing services to my child and family who are <u>not</u> involved in my Wraparound team.	☐	☐	☐	☐	☐	☐
B3. At the beginning of the Wraparound process, my family described our vision of a better future to our team.	☐	☐	☐	☐	☐	☐
B4. My Wraparound team came up with creative ideas for our plan that were different from anything that had been tried before.	☐	☐	☐	☐	☐	☐

- Consists of 41 indicators across eight subscales
  - Six subscales are dedicated to the Key Elements, one evaluates meeting attendance, and one assesses facilitation skills
- Generates **Total Fidelity** based on all eight subscales, and **Key Element Fidelity** based on the six designated subscales

During FY2018, a total of 1389 fidelity forms were collected!

Tool	N of Forms Collected
WFI-EZ	624
TOM 2.0	765
TOTAL	**1389**

National Means

WFI_{EZ}

- **Approximately 20 sites, 1,200 forms**
  - Span geographic area, size, focus on urban and rural areas, number of youth served

TOM 2.0

- **6 sites, 169 forms**
  - Two Midwestern counties (one urban, one rural)
  - One southern state
  - Three urban counties

National Means are averaged by site, so no single site has a disproportionate influence over the national mean

LATEST RESEARCH & NATIONAL CONTEXT

o EHRs in Wraparound and Systems of care

o New Fidelity measure: The Document Assessment and Review Tool

o New research on the WFI-EZ

In a survey of Wraparound and System of Care staff about their Electronic Health Records (EHRs), we found that **EHR implementation remains an area for improvement nationally**.

Our surveyed users have low opinions of the systems they use

How satisfied are you with your site's EHR?
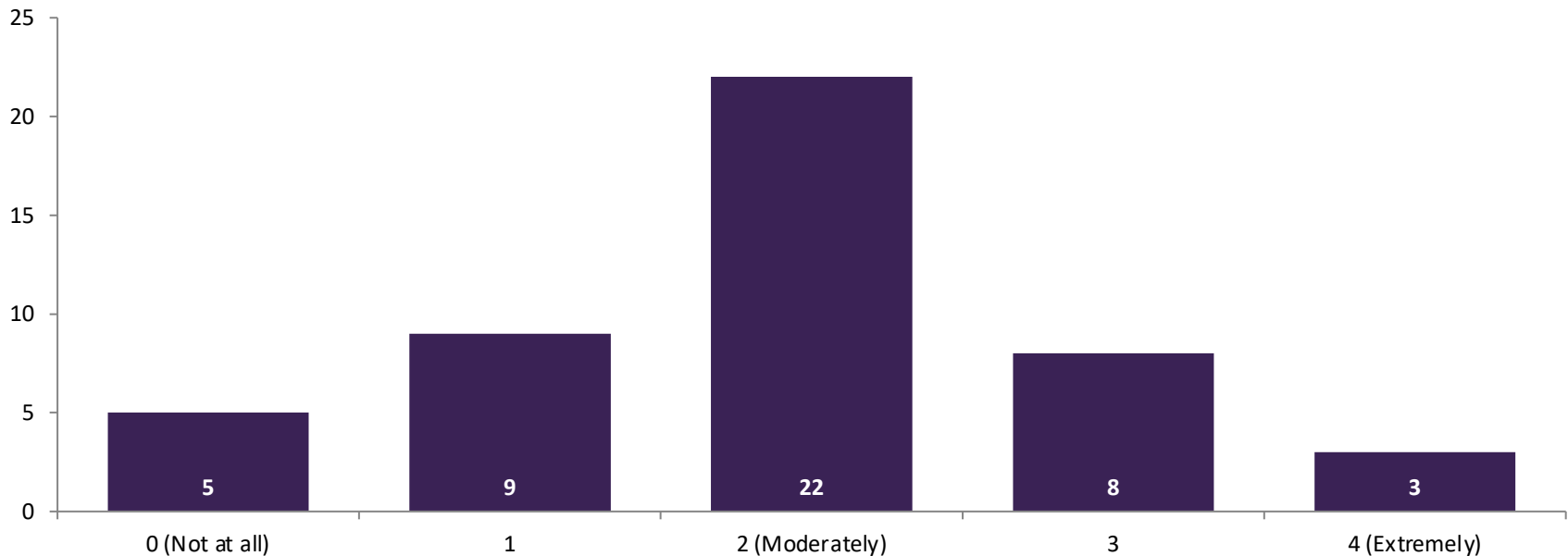
Our surveyed users have low opinions of the systems they use

The System Usability Scale asks respondents to rate statements like…

- I find our EHR unnecessarily complex.
- I feel confident using our EHR.
- The various functions of our EHR are well integrated.

System Usability Scale Total Score

100

68 and above: Acceptable

75

50 and below: Unacceptable

50

25

42.48

0

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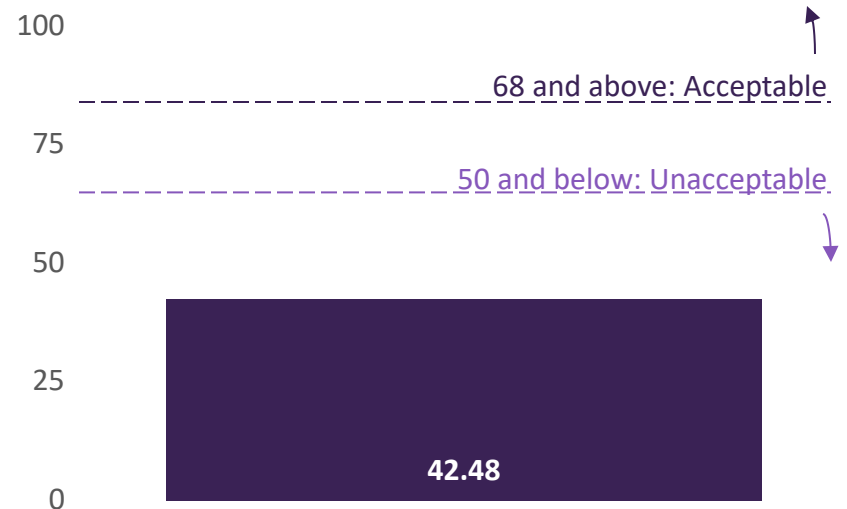
WERT is adding a **new tool** to the Wraparound Fidelity Assessment System, the **Document Assessment and Review Tool (DART)**

Wraparound **DART**

We have **recently finished pilot testing** the tool with four communities, and have finalized it for the field.

The DART is a document review tool that measures fidelity to the model using Plans of Care and supporting documents

The tool includes **52 items** across **seven major sections**

- Timely Engagement
- Meeting Attendance
- Fidelity
  - Driven by Strengths and Families
  - Natural and Community Supports
  - Based on Underlying Needs
  - Outcomes Based
- Safety Planning
- Crisis Response
- Transition Planning
- Outcomes

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The DART is a document review tool that measures fidelity to the model using Plans of Care and supporting documents

Item #	Item	Response	Comments
E1 MA DSF	At least one caregiver or close family member attended every Child and Family Team Meeting.	2 1 0 N/A Miss	*N/A if the youth is emancipated or the age of majority or older and has chosen not to have a caregiver involved in planning. Miss if no record of meeting attendance.*

E1. AT LEAST ONE CAREGIVER OR CLOSE FAMILY MEMBER ATTENDED EVERY CHILD AND FAMILY TEAM MEETING.

NOTES: The term "caregiver" refers to the person or persons with primary day-to-day responsibilities of caring for the child or youth. This can be a biological, adoptive, or foster parent. In cases where the youth is in group care, the professional in the group home or residential center with primary oversight of the youth's care should attend Child and Family Team Meetings.

SCORING

2 if at least one caregiver or close family member attended every Child and Family Team Meeting.
1 if at least one caregiver or close family member attended some (50-99%) Child and Family Team Meetings.
0 if there a caregiver or close family member attended fewer than half (<50%) of the Child and Family Team Meetings.
N/A if the youth is emancipated or the age of majority or older AND has chosen not to have a caregiver involved in planning.
MISS if there is no record of meeting attendance in the file, or you are not able to determine a score based on the information provided. Please note what is missing in the comments sections.

What makes the DART different than our other tools?

1. It relies on **documentation**
   a) Also provides an opportunity to evaluate the quality and organization of the documentation itself
   b) Documentation is important!

2. It **covers the entire Wraparound process** for each family, from engagement to transition.
   a) Special attention is paid to how (and whether) things change over time. Are strategies changing? Is progress monitored? Does the team react appropriately to crisis events?

3. It is to be **completed by a reviewer alone**
   a) It can be difficult to contact families or attend meetings. The DART requires nothing but access to documents and time.

We recently examined the psychometric properties of the WFI-EZ to better understand how the tools works and how it might be improved in a future iteration.

Factor Structure of the WFI-EZ Fidelity Items

- WFI-EZ Fidelity items are organized into five *key elements*, based on the theoretical underpinnings of Wraparound

- We conducted an **Exploratory Factor Analysis** (EFA) to determine if there are other methods of clustering the fidelity items, and how they compare to the key elements

- The EFA process also allows for the determination of any redundant items or items that do not cluster well together

The final factor structure contained **20 items** "arranged" into **four factors**; three of which had acceptable reliability ratings

Variable	Factor 1	Factor 2	Factor 3	Factor 4	Uniqueness
B9	0.57	0.08	-0.02	0.14	0.54
B10	0.63	0.14	0.03	0.01	0.42
B13	0.61	0.08	-0.01	-0.01	0.57
B14	0.56	0.24	0.04	-0.01	0.42
B19	0.60	0.12	0.06	0.00	0.48
B20	0.72	-0.03	0.07	-0.07	0.49
B21	0.64	-0.04	-0.02	0.00	0.64
B22	0.60	0.13	0.03	0.00	0.49
B24	0.70	0.05	0.00	-0.03	0.47
B25	0.84	-0.09	0.00	0.00	0.40
B3	0.00	0.66	-0.02	-0.01	0.58
B5	0.11	0.66	0.02	-0.03	0.45
B6	0.23	0.42	0.00	0.09	0.59
B8	0.17	0.60	0.06	-0.05	0.44
B11	0.31	0.41	0.02	0.00	0.54
B7	0.05	0.07	0.64	0.07	0.49
B15	0.04	-0.02	0.69	-0.01	0.51
B17	0.05	0.03	0.72	0.00	0.43
B12	-0.10	-0.08	0.19	0.73	0.47
B16	0.10	0.06	-0.19	0.63	0.54

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EFA identified **five Items** that did not fit well in the factor structure

- B1. My family and I had a major role in choosing the people on our wraparound team.
- B2. There are people providing services to my child and family who are not involved in my wraparound team. (R)
- B4. My wraparound team came up with creative ideas for our plan that were different from anything that had been tried before.
- B18. Our wraparound plan includes strategies that do not involve professional services (things our family can do ourselves or with help from friends, family and community).
- B23. I worry that the wraparound process will end before our needs have been met. (R)

Factor 1 contains **10 items** that incorporate youth and **family agency and voice**.

Factor 1: Family Involvement (alpha = 0.9055)

Item	Description	Key Element
B9	Being involved in wraparound has increased the support my child and family get from friends and family.	Community/Natural Supports
B10	The wraparound process has helped my child and family build strong relationships with people we can count on.	Community/Natural Supports
B13	My family was linked to community resources I found valuable.	Needs-Based
B14	My wraparound team came up with ideas and strategies that were tied to things that my family likes to do.	Strengths & Family Driven
B19	I am confident that our wraparound team can find services or strategies to keep my child in the community over the long term.	Outcomes-Based
B20	Because of wraparound, when a crisis happens, my family and I know what to do.	Outcomes-Based
B21	Our wraparound team has talked about how we will know it is time for me and my family to transition out of formal wraparound.	Outcomes-Based
B22	At each team meeting, my family and I give feedback on how well the wraparound process is working for us.	Effective Teamwork
B24	Participating in wraparound has given me confidence that I can manage future problems.	Outcomes-Based
B25	With help from our wraparound team, we have been able to get community support and services that meet our needs.	Outcomes-Based

Factor 2 contains **5 items** that focus on creating and maintaining the youth's **plan of care**.

Factor 2: Care Planning (alpha = 0.8001)		
Item	**Description**	**Key Element**
B3	At the beginning of the wraparound process, my family described our vision of a better future to our team.	Strengths & Family Driven
B5	With help from members of our wraparound team, my family and I chose a small number of the highest priority needs to focus on.	Needs-Based
B6	Our wraparound plan includes strategies that address the needs of other family members, in addition to my child.	Needs-Based
B8	At every team meeting, my wraparound team reviews progress that has been made toward meeting our needs.	Needs-Based
B11	At each team meeting, our wraparound team celebrates at least one success or positive event.	Strengths & Family Driven

Factor 3 contains **3 items** that assess the **quality** of the Wraparound **team**.

Factor 3: Team Quality (alpha = 0.7604)

Item	Description	Key Element
B7	I sometimes feel like our team does not include the right people to help my child and family. (R)	Effective Teamwork
B15	Members of our wraparound team sometimes do not do the tasks they are assigned. (R)	Effective Teamwork
B17	I sometimes feel like members of my wraparound team do not understand me and my family. (R)	Strengths & Family Driven

Factor 3 contains **3 items** that assess the **quality** of the Wraparound **team**. Factor 4 contains **2 items** on the quality of **natural supports**.

Factor 4: Natural Supports (alpha = 0.6014)		
Item	**Description**	**Key Element**
B12	Our wraparound team does not include any friends, neighbors, or extended family members. (R)	Community/ Natural Supports
B16	Our wraparound team includes people who are not paid to be there (e.g., friends, family, faith).	Community/ Natural Supports

The **national means** of these new factors are **comparable** to the key elements'.

Chart 1 — bars with error bars:
- Outcomes: 75%
- Needs: 74%
- Strengths: 78%
- Teamwork: 69%
- Natural Supports: 64%
- Total Score: 72%

Chart 2 — bars with error bars:
- Family Involvement: 75%
- Care Planning: 82%
- Team Quality: 72%
- Natural Supports: 53%
- Total Score: 74%
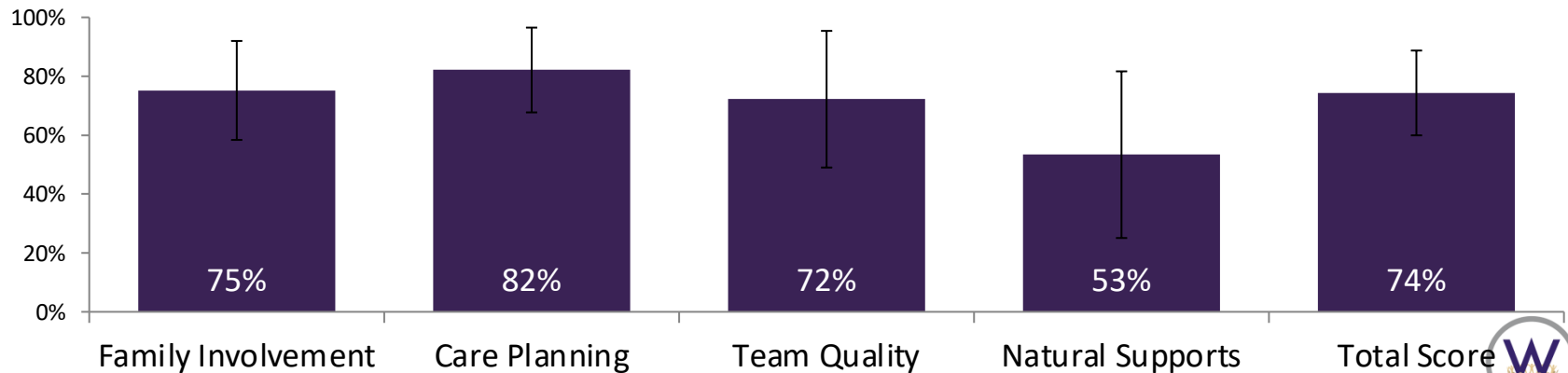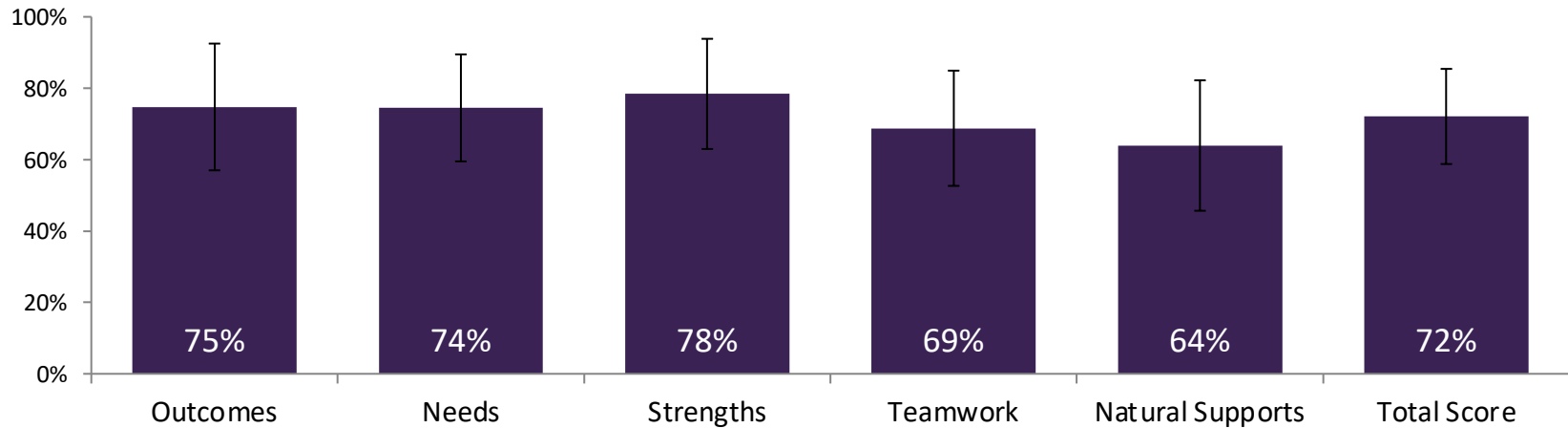
MASSACHUSETTS RESULTS

Scores on the WFI-EZ & TOM 2.0

Youth Summary

WFI-EZ		
Number of Youth Assessed	624 forms and youth	
Age of Youth & Frequencies		
Mean (SD)	12 (4.0)	
Range	1 – 19	
0-4	23 (4%)	
5-9	205 (33%)	
10-14	237 (38%)	
15-18	158 (25%)	
19 and older	1 (<1%)	
Missing	0	
Gender		
Male	409 (66%)	
Female	214 (34%)	
Transgender	1 (<1%)	
Race	N	%
White	185	30%
Black or African American	175	28%
Asian	3	< 1%
Amer. Indian/Alaska Native	5	1%
Hispanic/Latino	226	36%
Multi-Racial	4	1%
Unk./Declined to specify	169	27%

TOM 2.0		
Number of Youth Assessed	765 forms	
Age of Youth & Frequencies		
Mean (SD)		
Range	2 – 20	
0-4	30 (4%)	
5-9	279 (36%)	
10-14	283 (37%)	
15-18	145 (19%)	
19 and older	12 (2%)	
Missing	16 (2%)	
Gender		
Male	475 (62%)	
Female	284 (37%)	
Transgender	6 (<1%)	
Race	N	%
White	393	54%
Black or African American	95	13%
Asian	17	2%
Amer. Ind./AK Native/Haw.	5	1%
Hispanic/Latino	250	32%
Multi-Racial	88	12%
Other/Missing	167	4%

WFI-EZ & TOM 2.0 were not correlated at the CSA level

Pearson R Correlation =0.069
Significance = 0.71
N = 32

WFI-4 & TOM Correlations

This is WFI-EZ and TOM 2.0

Year	Value
2011	-0.256
2012	0.105
2013	0.02
2014	0.047
2015	0.271
2016	0.362
2017	0.23
2018	0.069
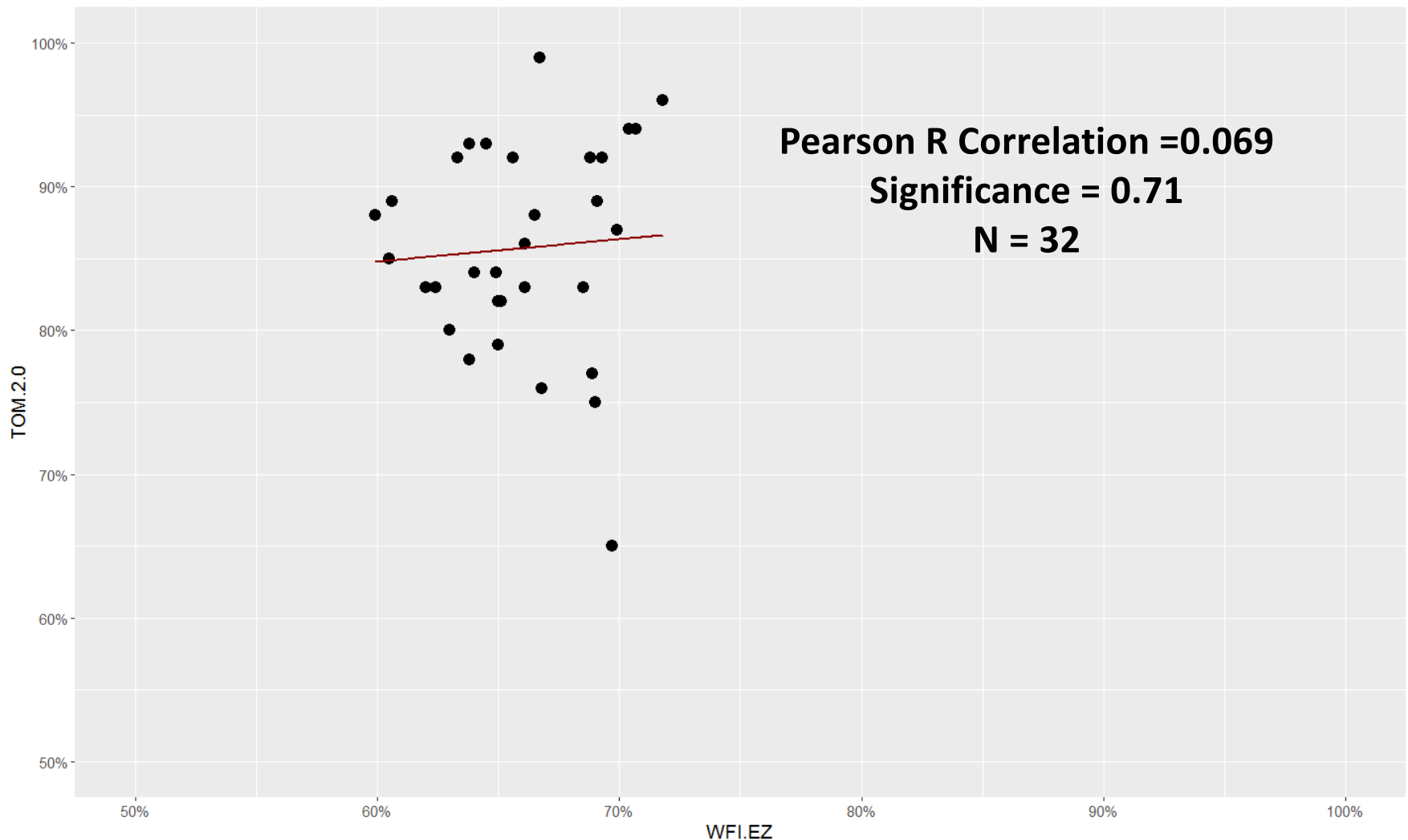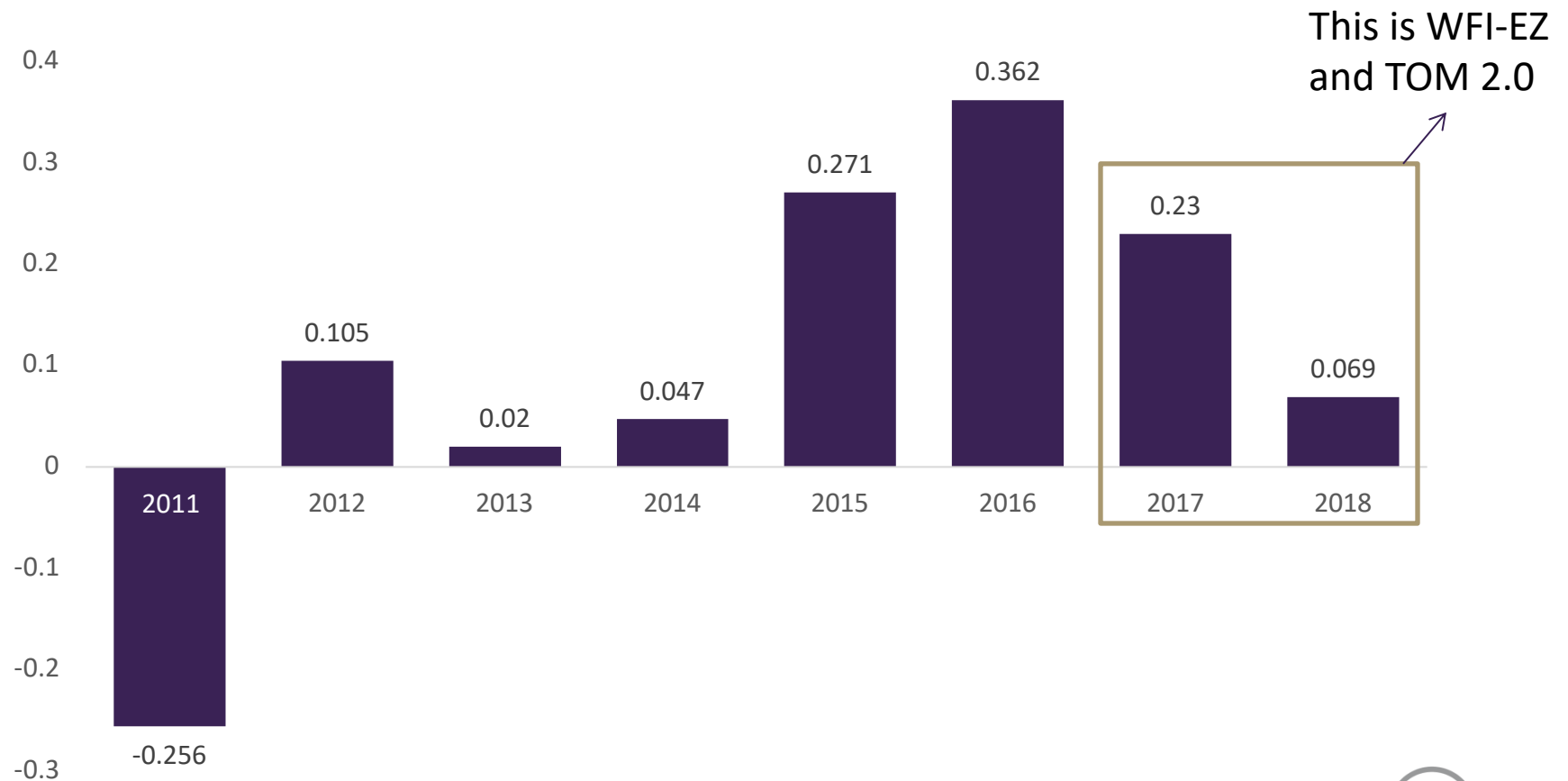
TOM 2.0 scores continue to be higher, on average, than the WFI-EZ comparison when examined by Key Element
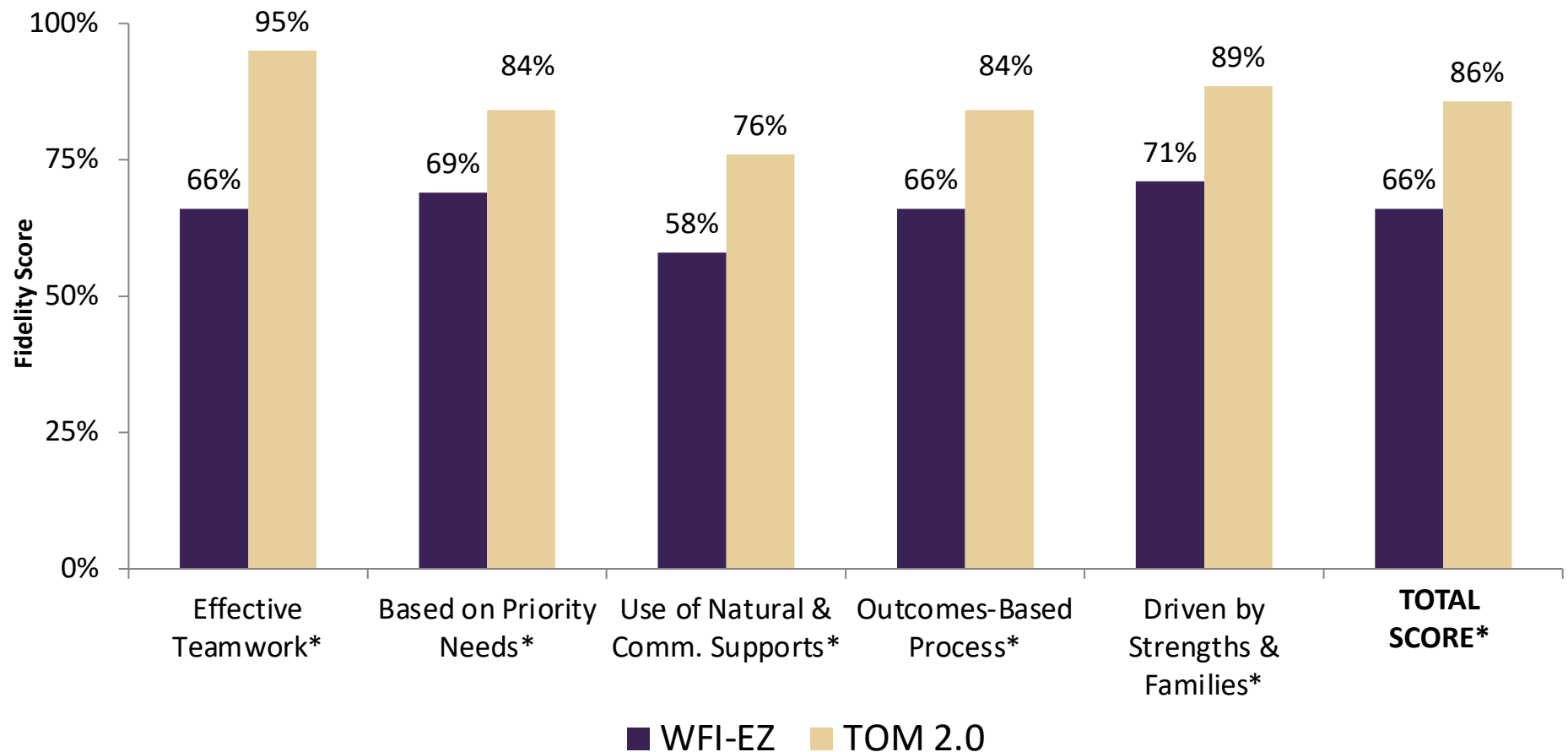
WRAPAROUND FIDELITY INDEX, SHORT FORM

Massachusetts Fidelity

Fidelity 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%
MA 2018	**66%**	66%	58%	69%	66%	71%
National Mean	**72%**	68%	66%	74%	75%	78%

Scores were slightly lower among surveys completed by an interviewer
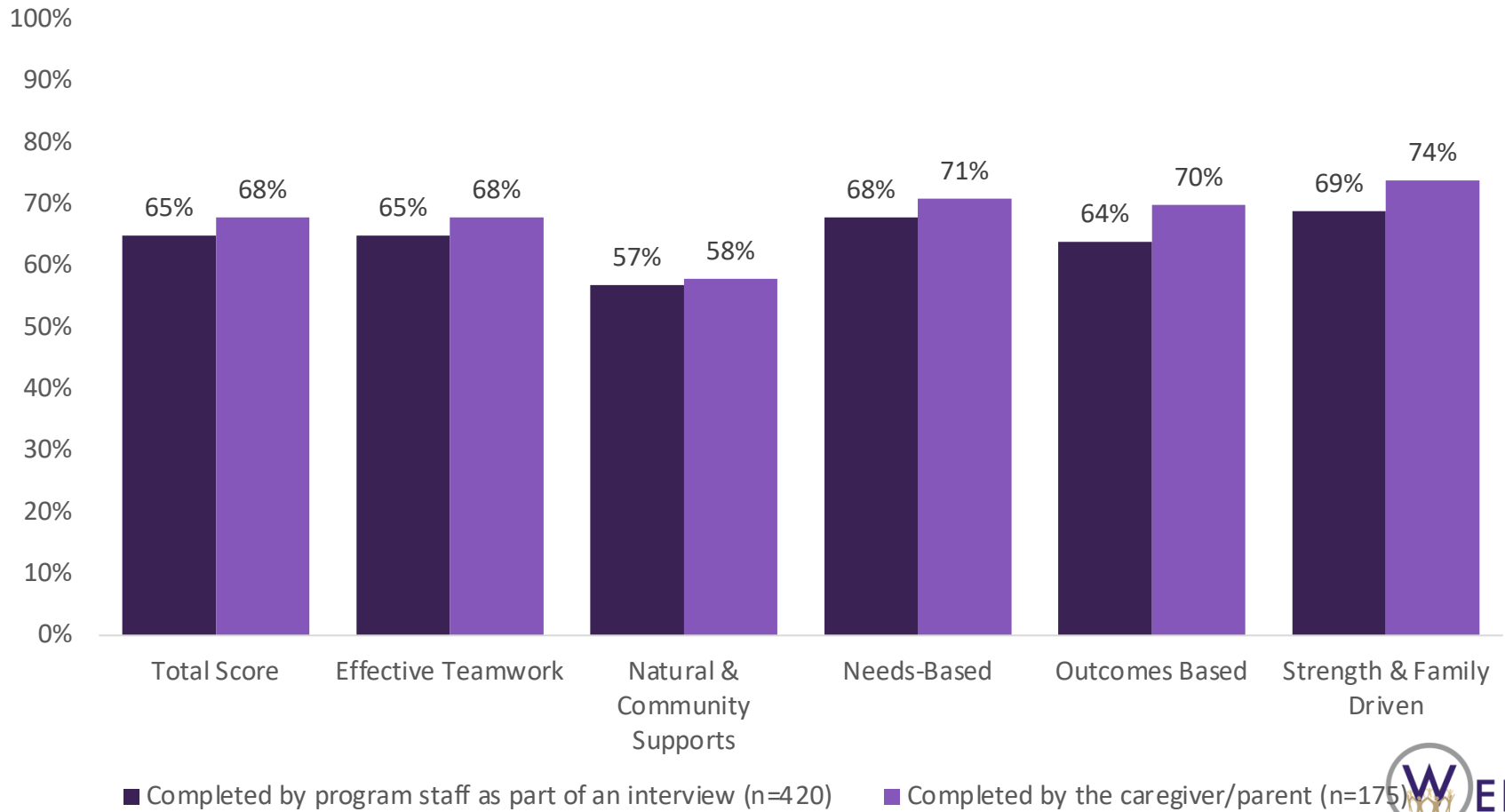
Note: The survey method was missing for 29 completed surveys

A note about National Means

- Our National Means are simply site-level averages of any large site that uses the WFI-EZ.
  - They are **not benchmarks for "high fidelity"** or "high quality"
  - Most of the sites in our national mean **collect their data less rigorously** than Massachusetts.
    - They create less representative samples and get lower response rates. This likely results in higher scores.

Fidelity Scores by Key Element

	Effective Teamwork	Natural & Community Supports*	Needs-Based*	Outcomes-Based*	Strength & Family Driven*	Total Score*
MA 2017	68	59	70	70	74	68
MA 2018	66	58	69	66	71	66
National Mean	68	66	74	75	78	72

*p < .05 | Comparing 2018 to NM
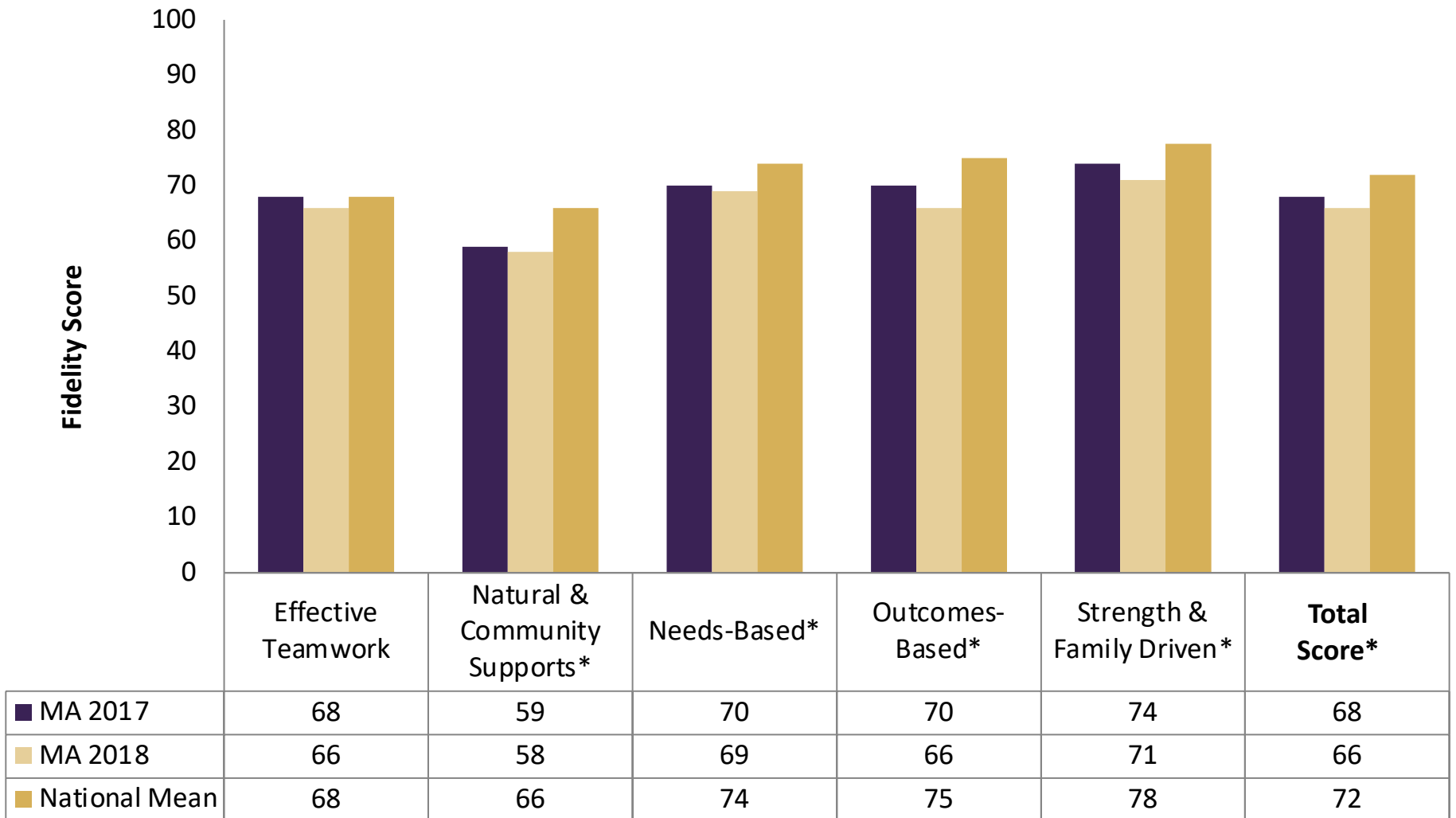
Total Fidelity
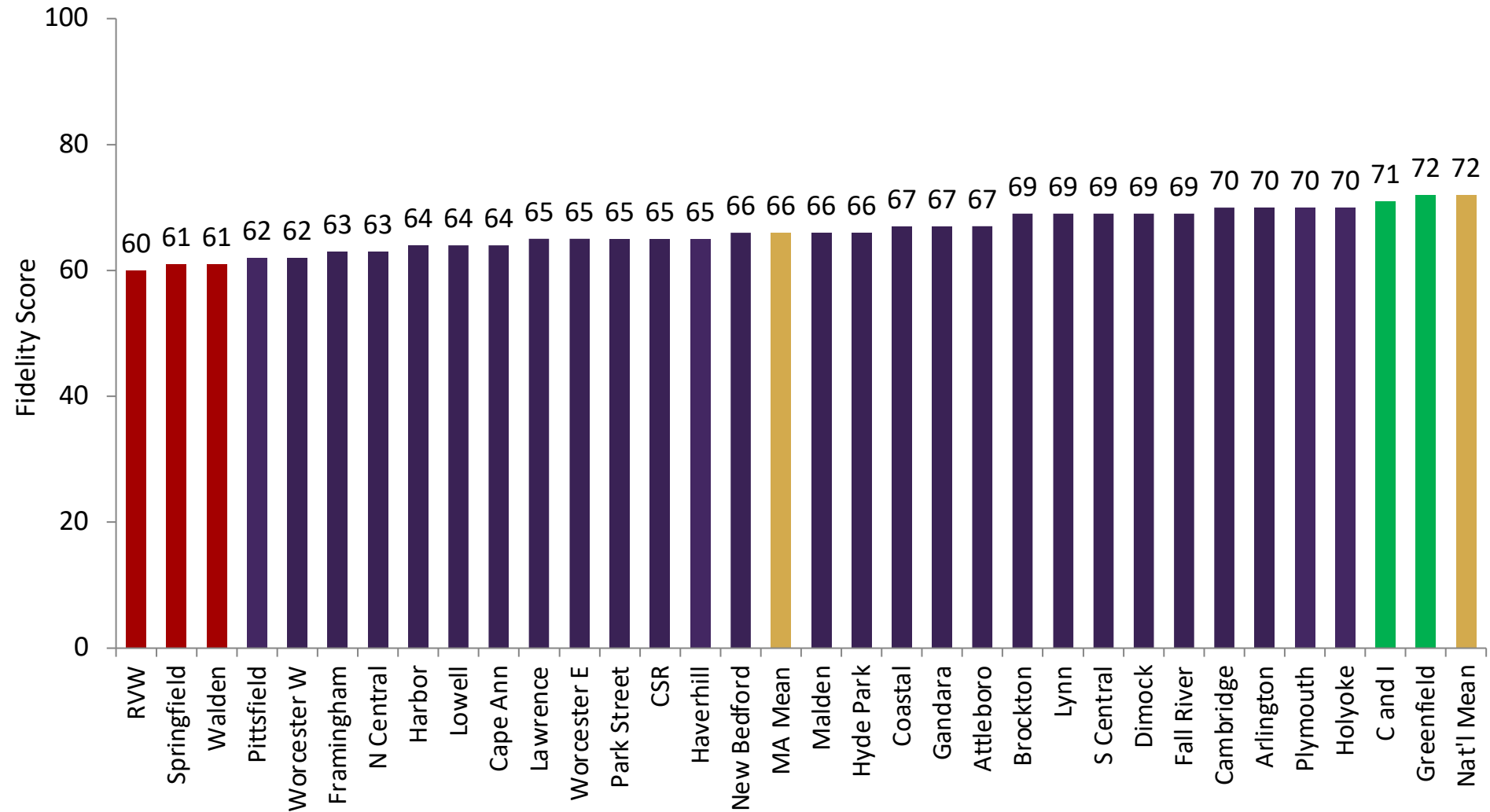
Most respondents report basic characteristics of Wraparound occurred during services

Section A: Percentage of respondents who answered "Yes" to each item

	MA 2018	National Mean
A1. Team includes more people than just family and one professional	96%	94%
A2. Family created a Plan of Care	98%	94%
A3. Team meets regularly (every 30-45 days)	95%	94%
*A4. Team's decisions are based on input from family *	90%	97%

■ MA 2018 ■ National Mean

Strengths & Areas for Improvement
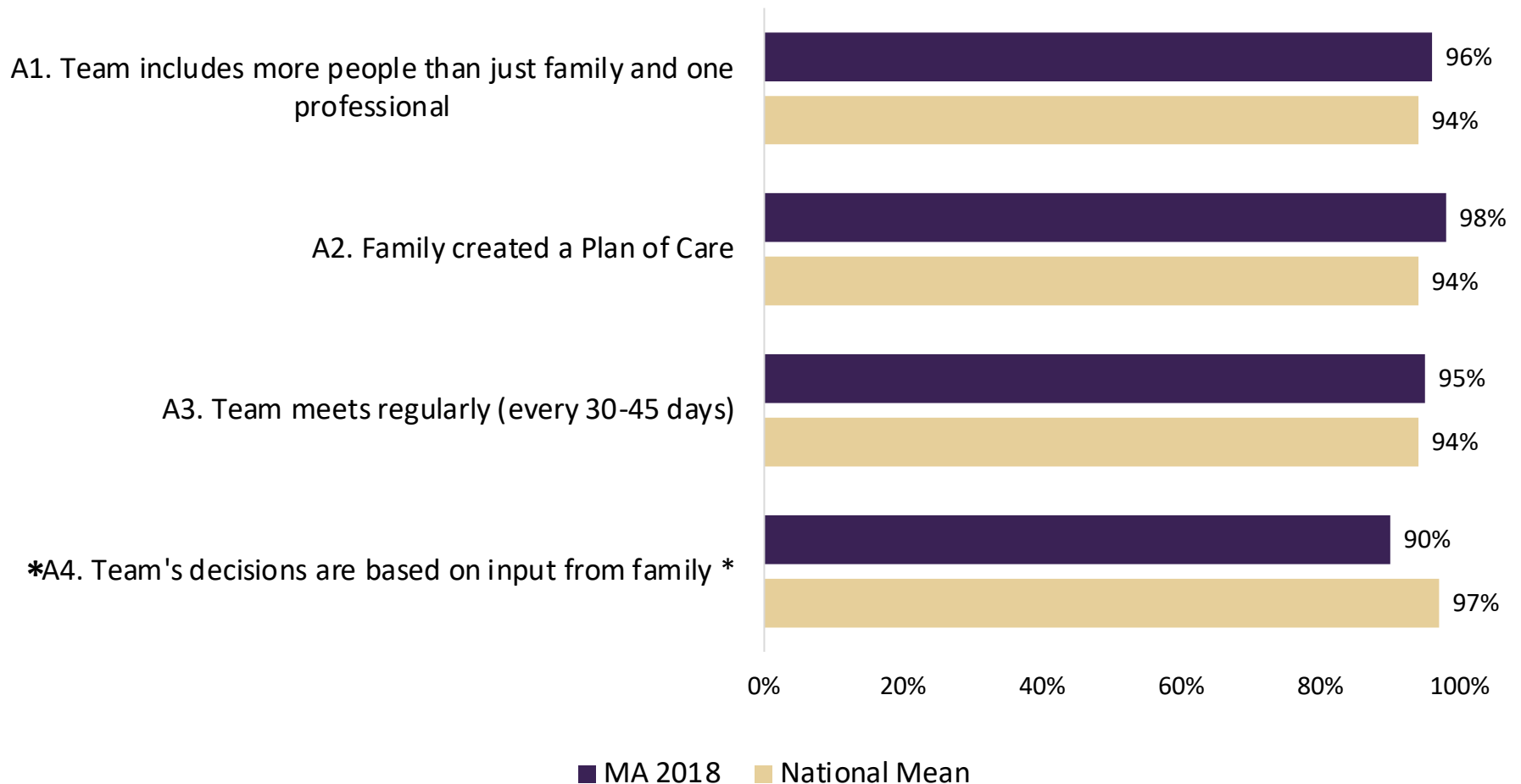
Strength:

>.3 standard deviations (SD) *above* national mean = green box

Areas for Improvement:

>.3 standard deviations (SD) *below* national mean = red box

Please Note: Strengths and weaknesses are calculated with the national mean and national standard deviation, and then are compared to MA data.

Effective Teamwork
(0.3 above/below National Mean Standard Deviation)

ITEMS	MA 2018	National	
		SD	Mean
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.	0.8	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.	0.8	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.	0.8	0.2	**1.2**

Effective Teamwork
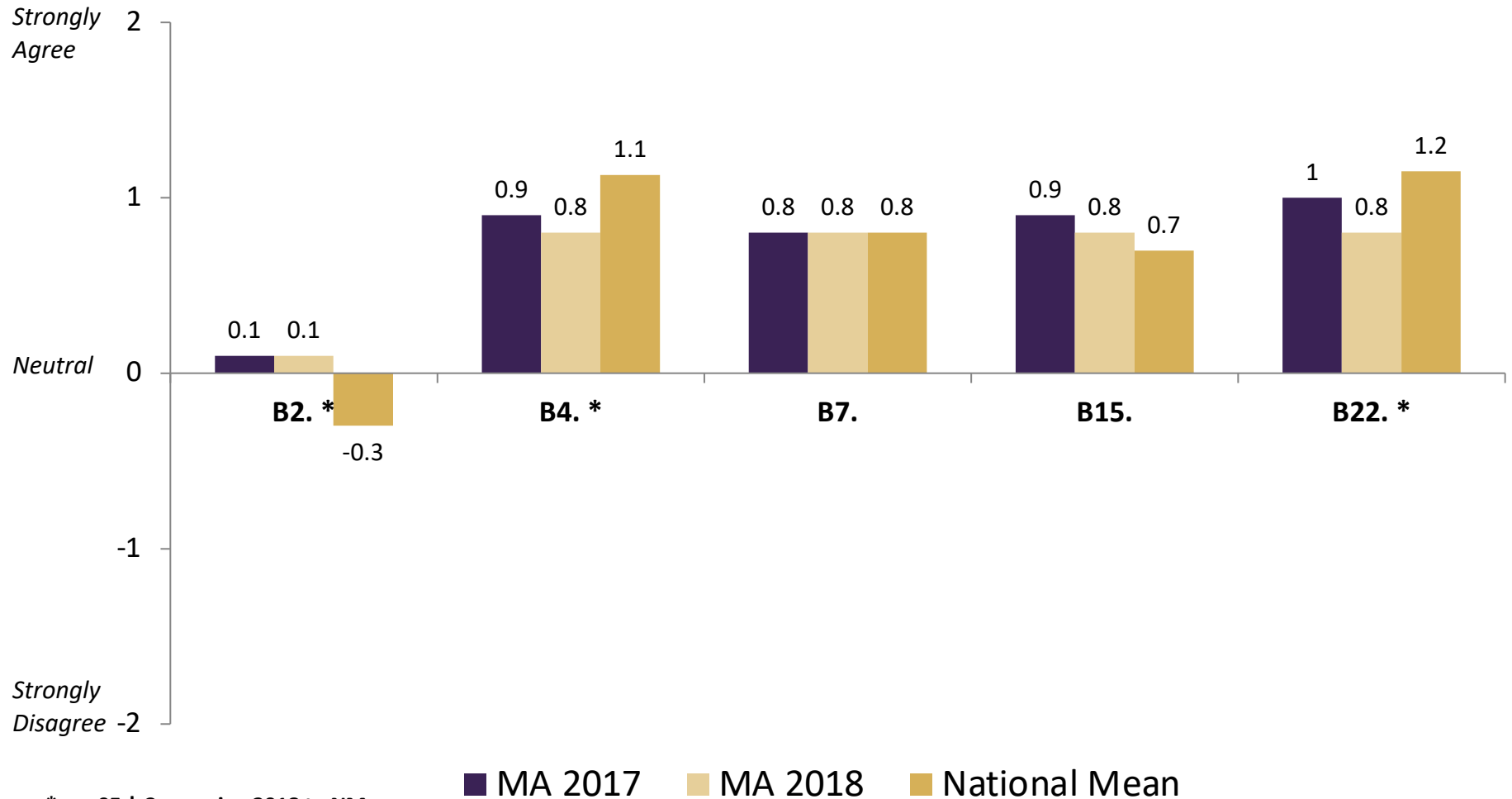
Natural Supports
(0.3 above/below National Mean Standard Deviation)

ITEMS	MA 2018	National	
		SD	Mean
B9. Being involved in Wraparound has increased the support my child and family get from friends and family.	0.4	0.2	**0.9**
B10. The Wraparound process has helped my child and family build strong relationships with people we can count on.	0.8	0.2	**1.1**
B12. Our Wraparound team does not include any friends, neighbors, or extended family members.	-0.3	0.4	**0.1**
B16. Our Wraparound team includes people who are not paid to be there (e.g., friends, family, faith).	0.0	0.2	**0.5**
B18. Our Wraparound plan includes strategies that do not involve professional services (things our family can do ourselves or with help from friends, family, and community).	0.6	0.3	**0.6**

Natural Supports

Chart showing mean scores from Strongly Agree (2) to Strongly Disagree (-2), Neutral at 0:

	MA 2017	MA 2018	National Mean
B9. *	0.6	0.4	0.9
B10. *	0.9	0.8	1.1
B12. *	-0.2	-0.3	0.1
B16. *	-0.2	0	0.5
B18.	0.6	0.6	0.6

■ MA 2017 ■ MA 2018 ■ National Mean
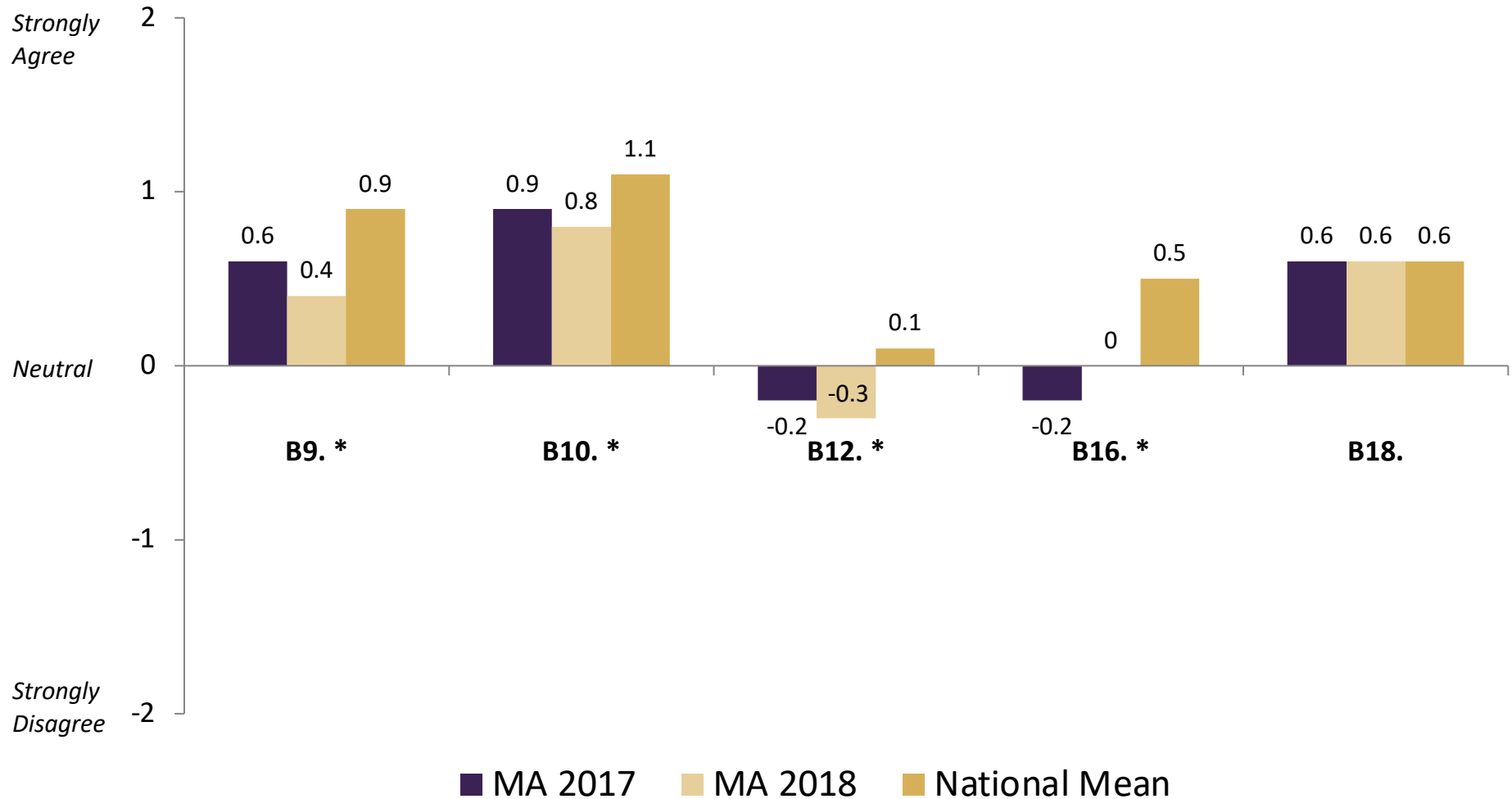
*p < .05 | Comparing 2018 to NM

Needs-Based
(0.3 above/below National Mean Standard Deviation)

ITEMS	MA 2018	National	
		SD	Mean
B5. With help from members of our Wraparound team, my family and I chose a small number of the highest priority needs to focus on.	1.0	0.2	**1.3**
B6. Our Wraparound plan includes strategies that address the needs of other family members, in addition to my child.	0.8	0.3	**1.1**
B8. At every team meeting, my Wraparound team reviews progress that has been made toward meeting our needs.	1.0	0.2	**1.3**
B13. My family was linked to community resources I found valuable.	0.8	0.3	**1.0**
B23. I worry that the Wraparound process will end before our needs have been met.	0.1	0.2	**0.0**

*p < .05

Needs-Based
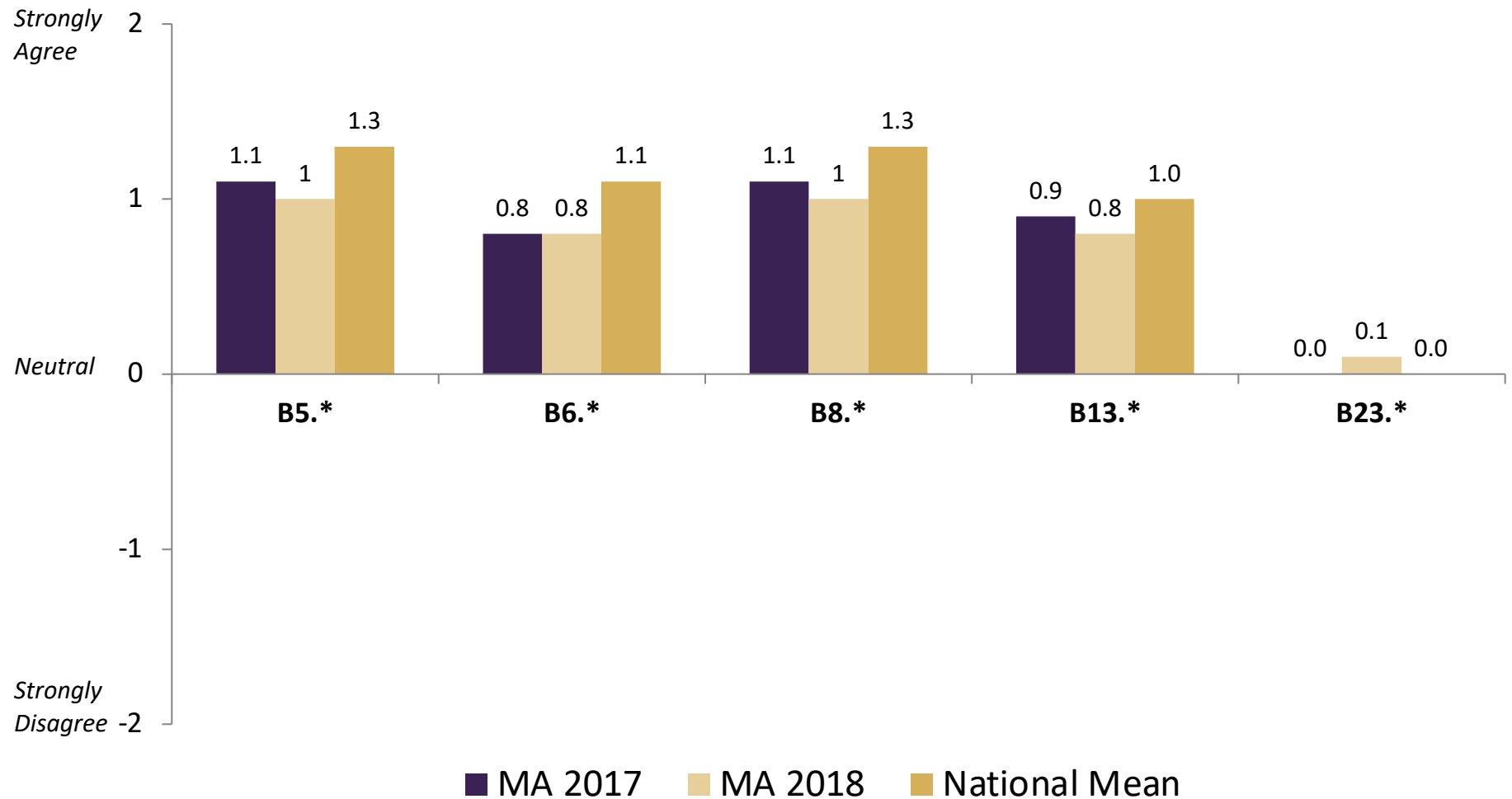
Outcomes-Based
(0.3 above/below National Mean Standard Deviation)

ITEMS	MA 2018	National SD	National Mean
B19. I am confident that our Wraparound team can find services or strategies to keep my child in the community over the long term.	0.7	0.2	**1.2**
B20. Because of Wraparound, when a crisis happens, my family and I know what to do.	0.9	0.2	**1.1**
B21. Our Wraparound team has talked about how we will know it is time for me and my family to transition out of formal Wraparound.	0.8	0.2	**0.7**
B24. Participating in Wraparound has given me confidence that I can manage future problems.	0.5	0.2	**1.0**
B25. With help from our Wraparound team, we have been able to get community support and services that meet our needs.	0.5	0.2	**1.0**

Outcomes-Based
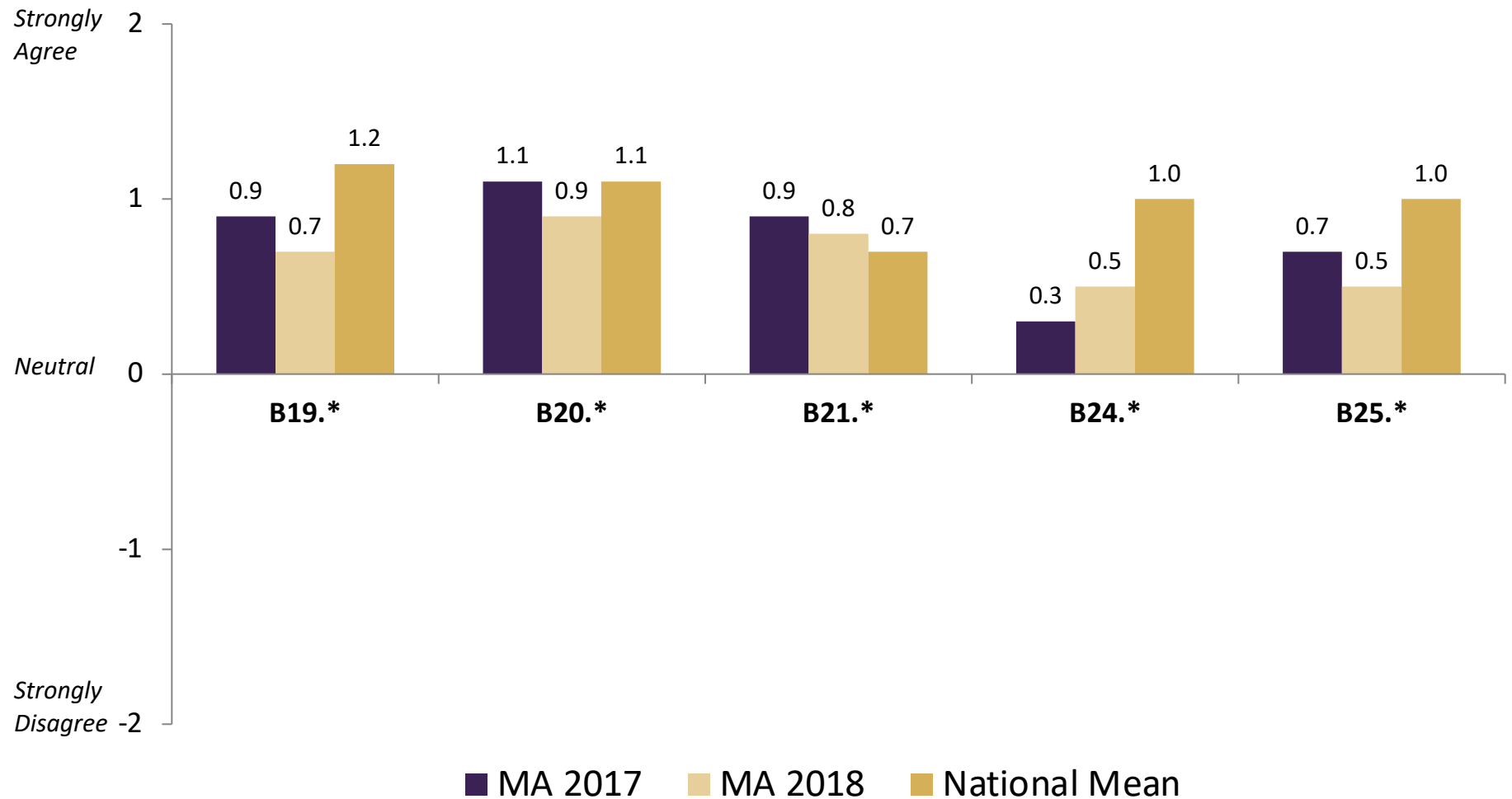
WFI_{EZ} Strength & Family Driven
(0.3 above/below National Mean Standard Deviation)

ITEMS	MA 2018	National SD	National Mean
B1. My family and I had a major role in choosing the people on our Wraparound team.	0.8	0.4	**1.1**
B3. At the beginning of the Wraparound process, my family described our vision of a better future to our team.	1.1	0.2	**1.4**
B11. At each team meeting, our Wraparound team celebrates at least one success or positive event.	0.8	0.2	**1.2**
B14. My Wraparound team came up with ideas and strategies that were tied to things that my family likes to do.	0.8	0.2	**1.1**
B17. I sometimes feel like members of my Wraparound team do not understand me and my family.	0.8	0.5	**0.8**
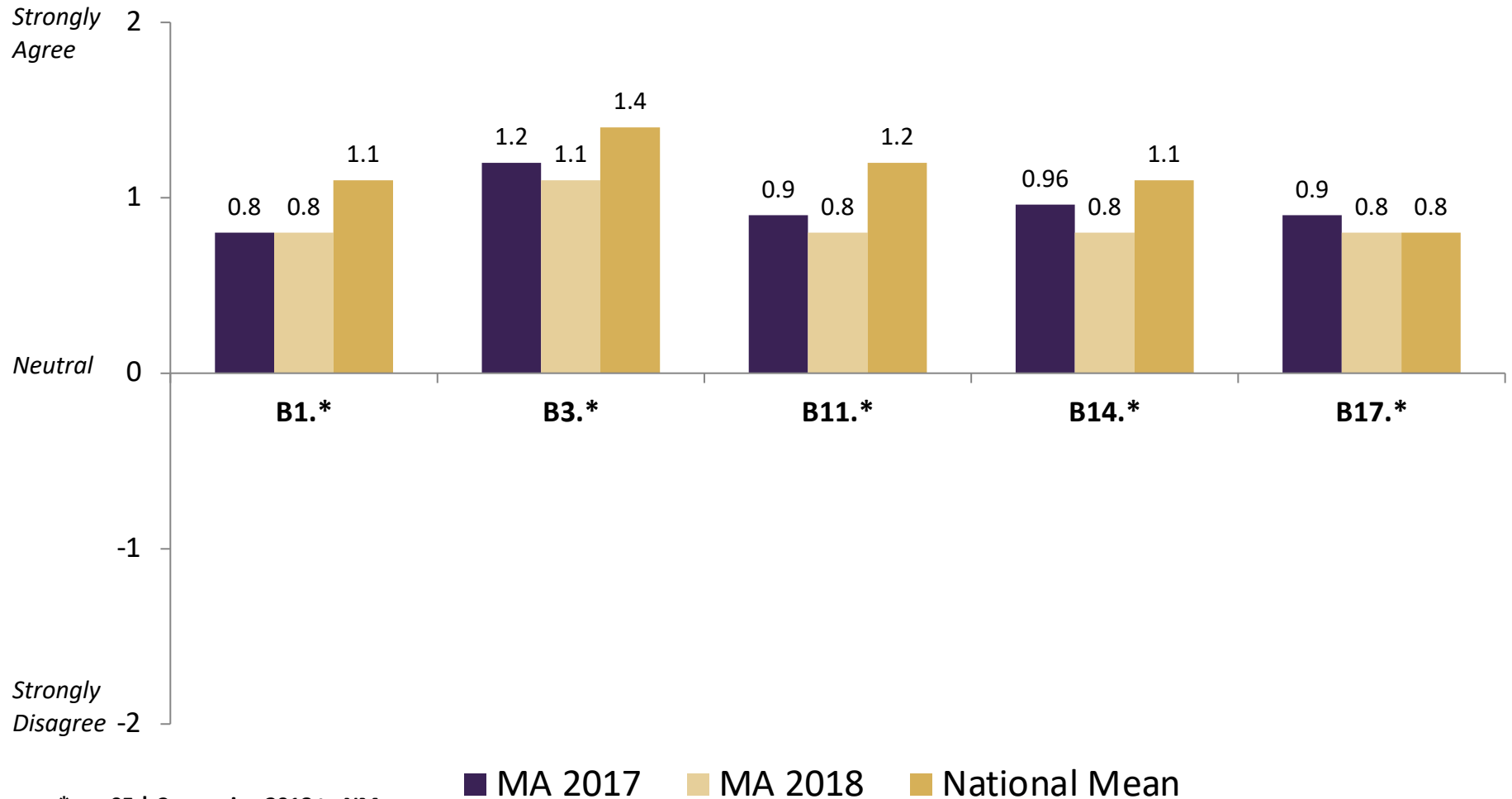
Strength & Family Driven

Chart showing survey responses for items B1.*, B3.*, B11.*, B14.*, B17.* comparing MA 2017, MA 2018, and National Mean on a scale from Strongly Disagree (-2) to Strongly Agree (2).

- B1.*: MA 2017 = 0.8, MA 2018 = 0.8, National Mean = 1.1
- B3.*: MA 2017 = 1.2, MA 2018 = 1.1, National Mean = 1.4
- B11.*: MA 2017 = 0.9, MA 2018 = 0.8, National Mean = 1.2
- B14.*: MA 2017 = 0.96, MA 2018 = 0.8, National Mean = 1.1
- B17.*: MA 2017 = 0.9, MA 2018 = 0.8, National Mean = 0.8

Legend: MA 2017, MA 2018, National Mean
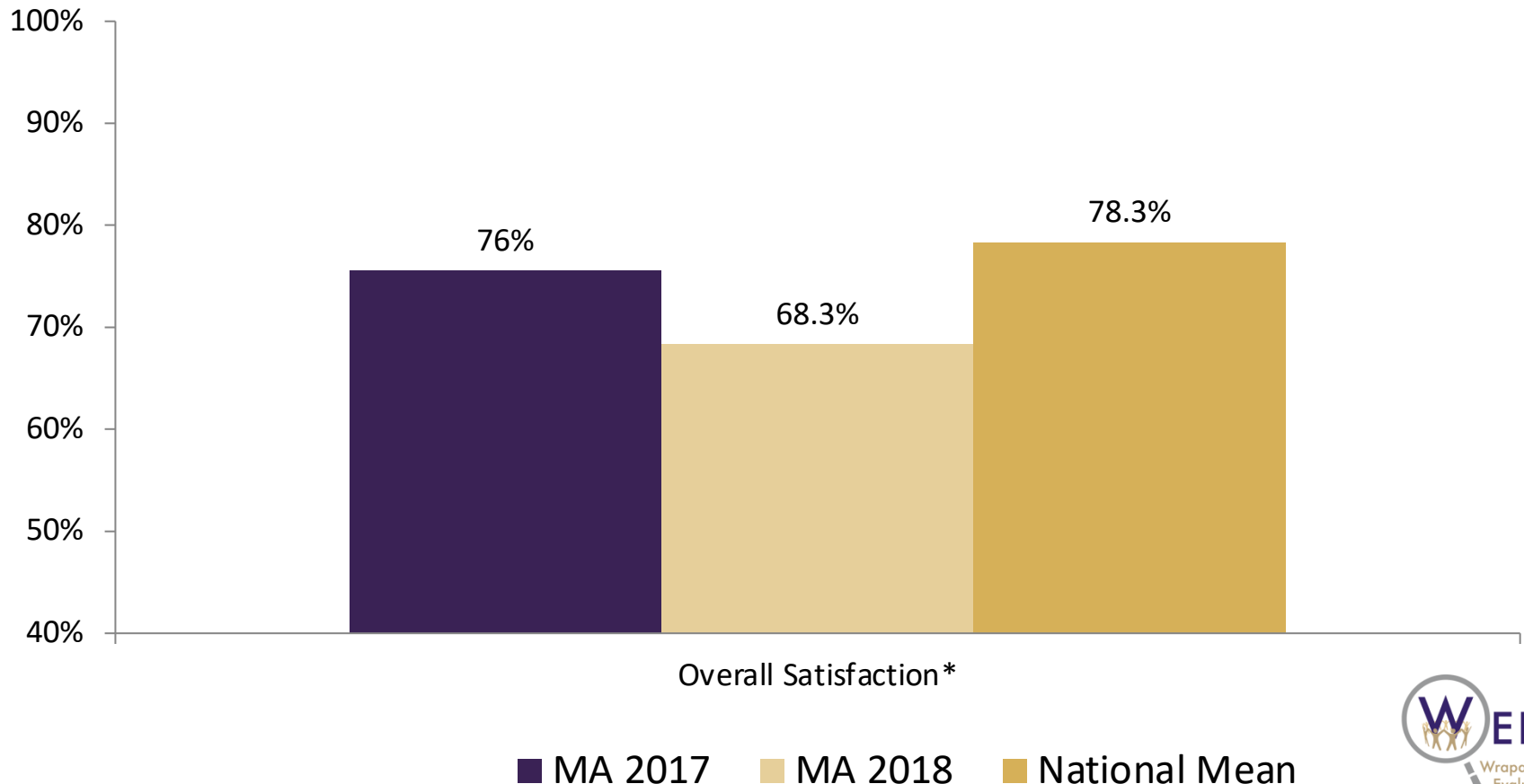
*p < .05 | Comparing 2018 to NM

Satisfaction
(0.3 above/below National Mean Standard Deviation)

ITEMS	MA 2018	National Mean SD	National Mean Mean
C1. I am satisfied with the wraparound process in which my family and I have participated.	0.9	0.2	**1.4**
C2. I am satisfied with my child or youth's progress since starting the wraparound process.	0.7	0.2	**1.1**
C3. Since starting wraparound, our family has made progress toward meeting our needs.	0.6	0.1	**1.2**
C4. Since starting wraparound, I feel more confident about my ability to care for my child/youth at home.	0.6	0.2	**1.2**

Satisfaction

(Frequency and Percent of Response Options)

ITEMS	Strongly Disagree (-2)	Disagree (-1)	Neutral (0)	Agree (1)	Strongly Agree (2)	Average (-2 to 2)
C1. I am satisfied with the wraparound process in which my family and I have participated.	N=12 (2%)	N=48 (8%)	N=26 (4%)	N=413 (67%)	N=122 (20%)	0.9
C2. I am satisfied with my child or youth's progress since starting the wraparound process.	N=16 (3%)	N=69 (11%)	N=58 (9%)	N=388 (63%)	N=84 (14%)	0.7

Satisfaction

Strongly Agree — 2

1.1 0.9 1.4
0.9 0.7 1.1
0.96 0.6 1.2
0.9 0.6 1.2

Neutral — 0

Strongly Disagree — -2

C1. Satisfied with Wraparound*
C2. Satisfied with youth's progress*
C3. Family made progress toward needs*
C4. More confident about ability to care for youth*

■ MA 2017   ■ MA 2018   ■ National Mean
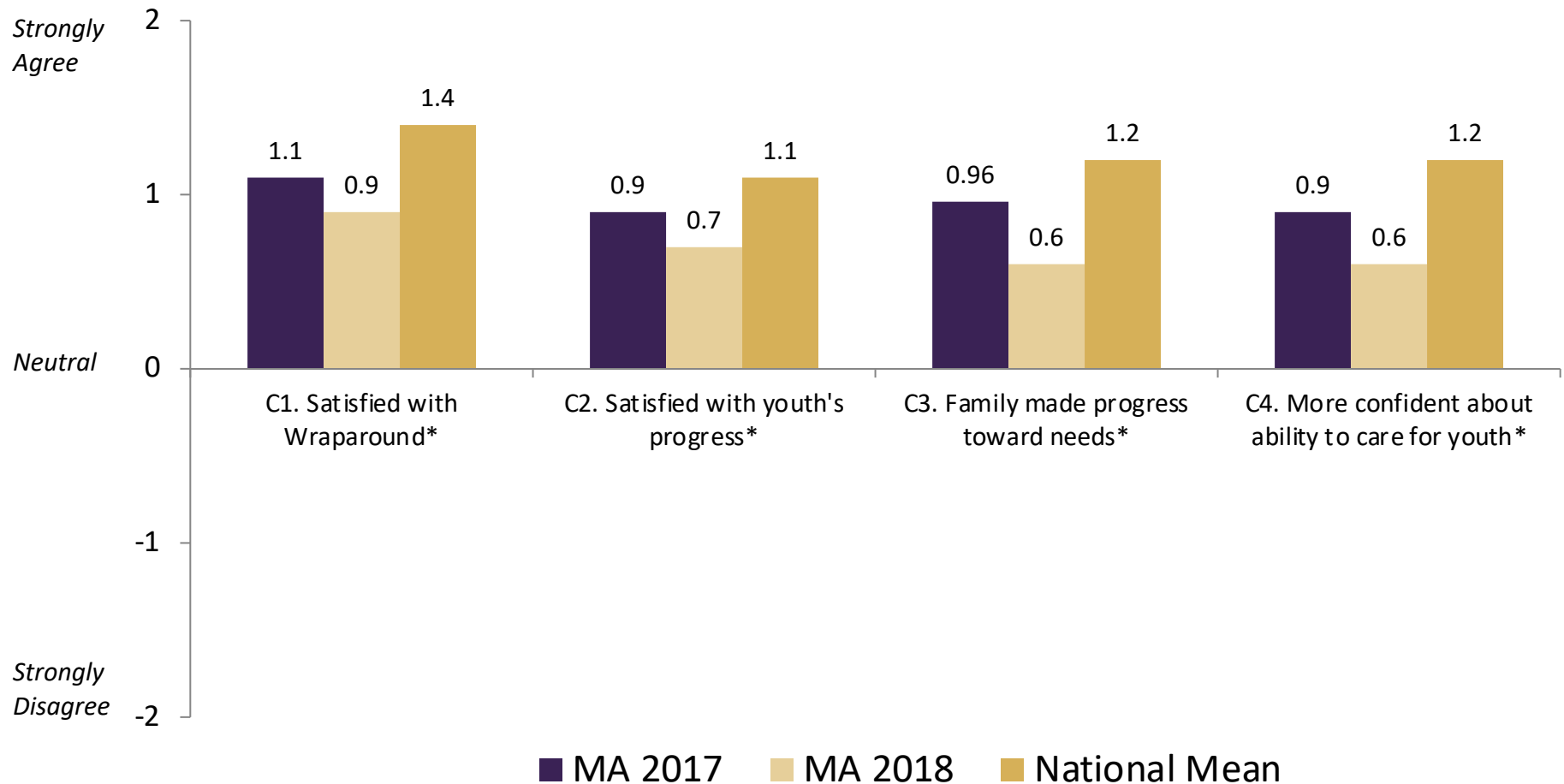
*p < .05 | Comparing 2018 to NM

Outcomes

Since starting Wraparound, my child/youth has...

Legend: MA 2017, MA 2018, National Mean

Item	MA 2017	MA 2018	National Mean
D1. Had a new placement in an institution.	15%	19%	23%
D2. Has been treated in an ER due to a mental health problem.*	18%	20%	16%
D3. Has had a negative contact with police.*	9%	10%	23%
D4. Has been suspended or expelled from school.*	19%	17%	24%

*p < .05 | Comparing 2018 to NM
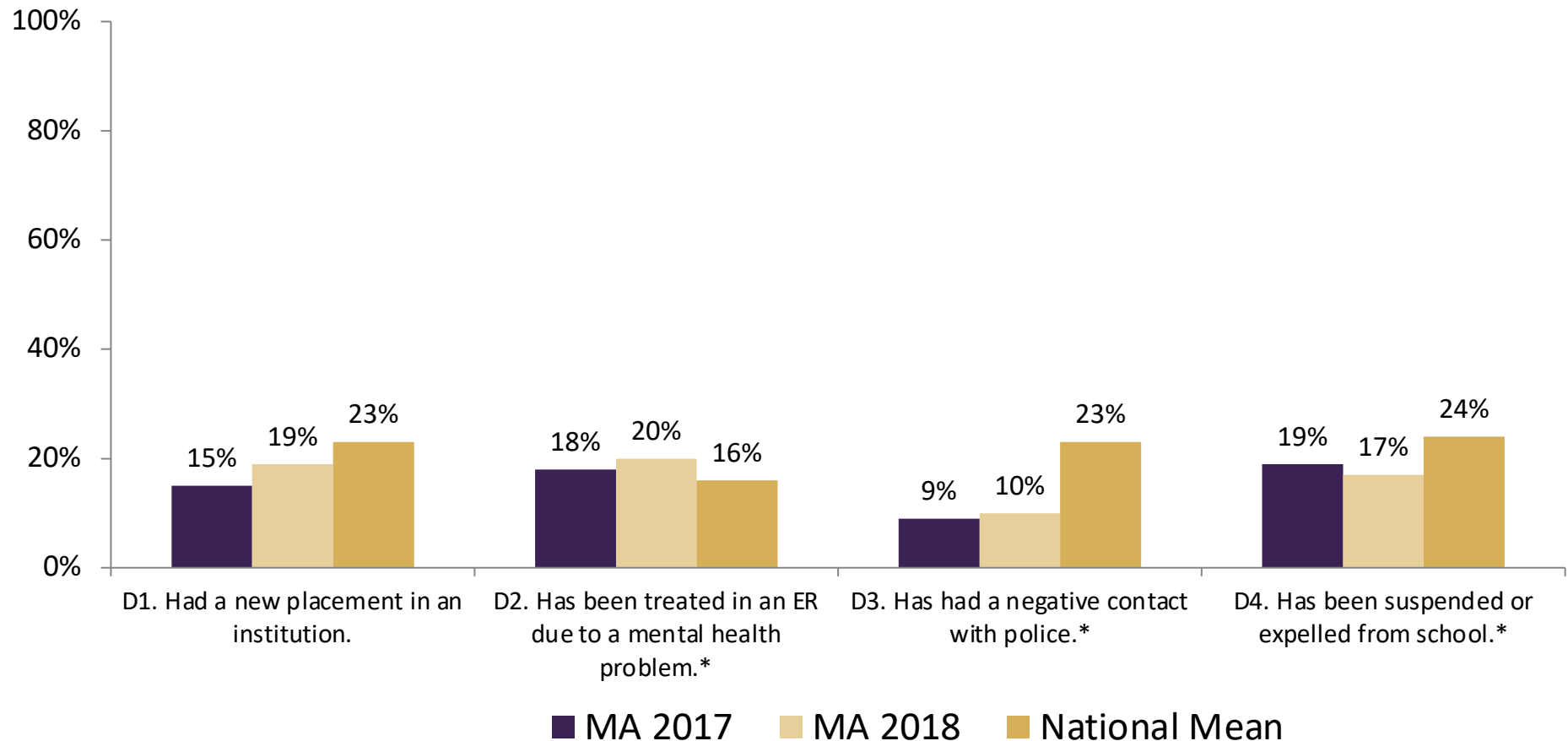
Graph indicates percentage of respondents who answered "Yes" to each item.

Functioning Outcomes

Mean scores on caregiver-reported functioning are similar to the national mean

	MA 2017	MA 2018	National Mean
D5. Problems that cause stress or strain to me or a family member.	1.3	1.2	1.4
D6. Problems that disrupt home life.	1.2	1.1	1.2
D7. Problems that interfere with success at school.	1.1	1.1	1.1
D8. Problems that make it difficult to develop or maintain friendships.	1.1	0.9	1.0
D9. Problems that make it difficult to participate in community activities.*	1.0	1.0	0.9

Very much = 3, Not at all = 0

*p < .05 | Comparing 2018 to NM

- **Positive experience with Wraparound** *(n=199)*
  - *"I can't express enough positive things about my wraparound team. If i ever need help of this sort in the future I will request the exact providers from my current team. Each one brought different strengths, was completely understanding, totally tolerant, wholly invested and never judgmental!"*
  - *"My voice was always heard. My son's strengths were always recognized and this team helped reshape my son into a likable child who recognizes his emotions, utilizes skills and verbalizes his needs appropriately."*

- **Positive experience with Wraparound** *(n=199)*
  - *"I moved here from Florida desperate to get the help my family needed. My only regret is that I did not make the move sooner. The wraparound is everything that I always knew was essential to help integrate my child into society and strive to hopefully someday be able to live an independent life. It has helped all of us get through all of the difficulties involved with mental health issues in a family. They have made such a huge difference in my daughters life. I am so very grateful to them all; and I can honestly say that I don't know what I would do without them."*
  - *"I am learning more ways to reach out in the community. I am learning my strengths and how I can use them to help my child and strengthen my family. I feel that I have the team to talk to and count on."*

- **Positive experience with Wraparound** *(n=199)*

Word Usage Frequency	Frequency
"Good" / "Great"	63
"Helpful"	56
"Satisfied"	28
"Considerate"	23
"Understanding"	21
"Supportive"	27
"Happy"	13
"Grateful"	12
"Amazing"	11
"Loved"	11

- **Negative experience with Wraparound** *(n=55)*
  - *"In 7 months we have had 3 ICC workers, 2 of which have threatened to end ICC though I didn't agree. ICC doesn't inform us of what they can do to help my family except arrange care plan meetings. We have had 2 support to IHT leave without the latest one being replaced. We are still on a wait list for a TM.*
  - *"We constantly had people leaving the team to pursue other opportunities which would cause the process to constantly need to start over including all the paperwork as it was constantly missing. Nothing was getting done and it was incredibly disorganized and a waste of time."*

- **Negative experience with Wraparound** *(n=55)*
  - *"I feel like our wrap around team likes to check boxes. Did we have a meeting- check. Do we have a crisis plan- check. Is this helpful...no. Our team does not understand the intersection of autism and mental health. I am teaching them. It is exhausting. I wish I had a true team who understood what we were going through. Less meetings, more meaningful HELP. I don't need education, I need HELP. I am very well educated. Their suggestions are sometimes condescending and unhelpful. Please don't comment on what you DON'T know. There needs to be FAR more training and education. You can't expect someone with a mental health degree and no experience to be able to help a parent with 10 years experience with their child. This is not textbook."*
  - *"I do feel like the wraparound program would've been more helpful to my son if we were able to get services longer."*

SUMMARY OF WFI-EZ FINDINGS

Summary of Results

- All CSAs scored at or below the National Mean for the WFI-EZ Total Score

- Key Element scores fall significantly below the National Mean with the exception of Effective Teamwork, which was comparable

Strengths

- On average, caregivers agree that their teams are driven by strengths.
  - Teams often celebrate positive events, and caregivers feel as though the members of their team understand them.

- Many caregivers feel as though they know what to do when a crisis occurs.

- In Massachusetts, caregivers are more likely to report that their team has talked about transition than are caregivers in other sites.

Areas for Improvement

- WFI-EZ results are largely similar to last years' results.

- Caregivers do not report that natural supports are part of their teams

- Caregivers express worry that the process is too short or will end before they are ready

- Satisfaction with the Wraparound process is 10 points lower than the national average.

- Caregivers do not feel strongly empowered to manage problems and meet their needs.

TEAM OBSERVATION MEASURE, VERSION 2

Massachusetts Fidelity

The majority of TOMs were done during Follow-Up meetings

Type of Meeting	Percent
Initial Team/Planning Meeting	17%
Follow-up Meeting	74%
Discharge Meeting	8%
Other	1%

Scores by Subscale

TOM 2.0 Subscale	Overall Score	Key Element	National Mean
1. Full Meeting Attendance	67.5%	*N/A*	65.5%
2. Effective Teamwork	95.0%	95.0%	85.7%
3. Driven by Strengths & Families	88.5%	88.5%	73.8%
4. Based on Priority Needs	84.1%	84.1%	66.7%
5. Use of Natural & Community Supports	76.0%	76.0%	67.3%
6. Outcomes-Based Process	84.1%	84.1%	57.6%
7. Skilled Facilitation	93.9%	*N/A*	82.5%
Total TOM 2.0 Score	**84.3%**	**85.7%**	**71.6%**

Includes "Full Meeting Attendance" and "Skilled Facilitation"

Includes only the 5 Key Elements

Scores by Subscale

	Full Meeting Attend.	Effective Teamwork	Deter. by Families	Based on Priority Needs	Use of Natural & Comm. Supports	Outcomes-Based Process	Skilled Facilitation	Key Elements Score	Total Score
MA 2017	67.2	93.3	86.7	80.8	75.1	81.3	93	83.5	82.5
MA 2018	67.5	95.0	88.5	84.1	76.0	84.1	93.9	84.3	85.7
National Mean	65.5	85.7	73.8	66.7	67.3	57.6	82.5	70.7	71.6
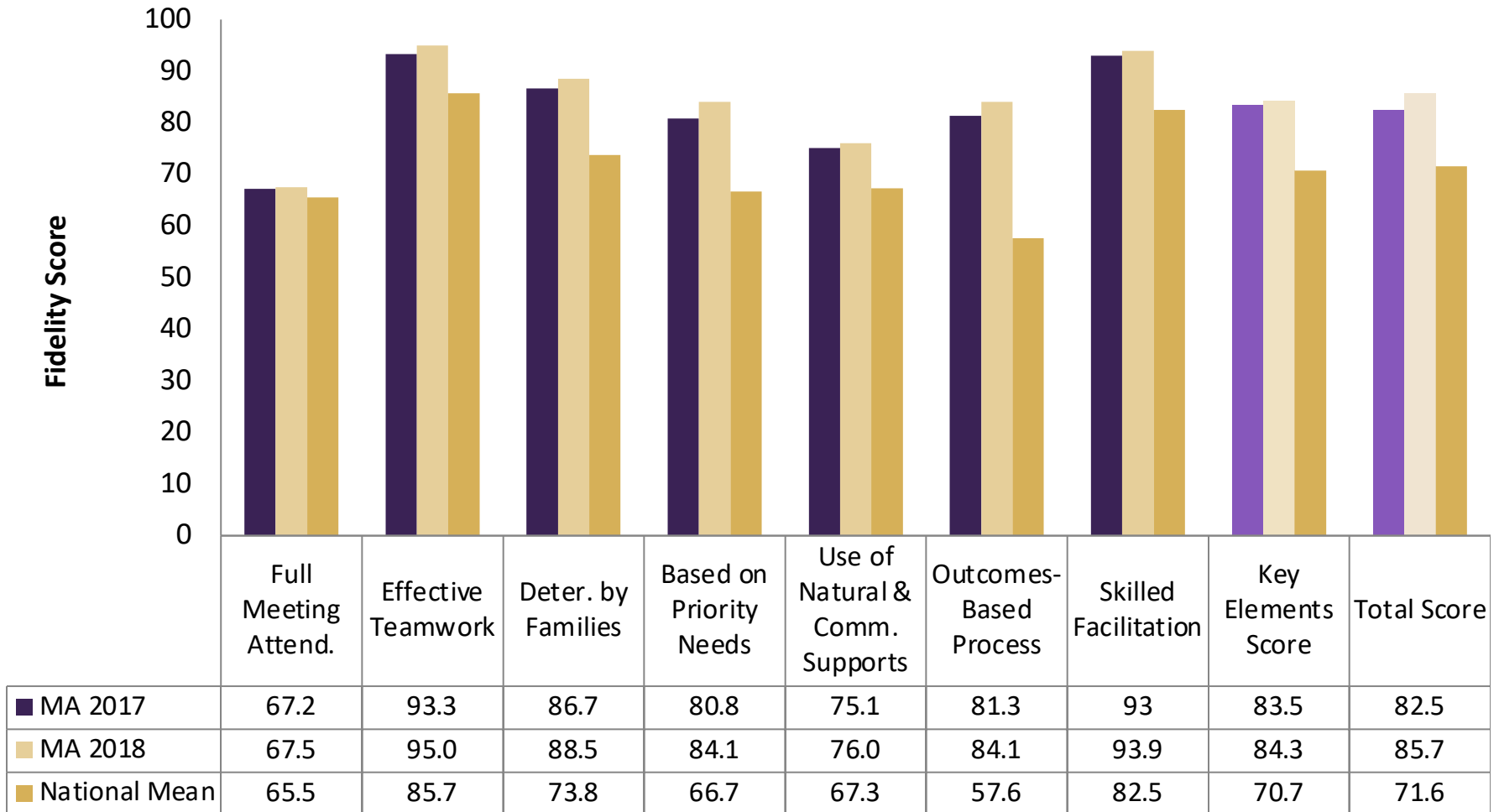
Total Fidelity
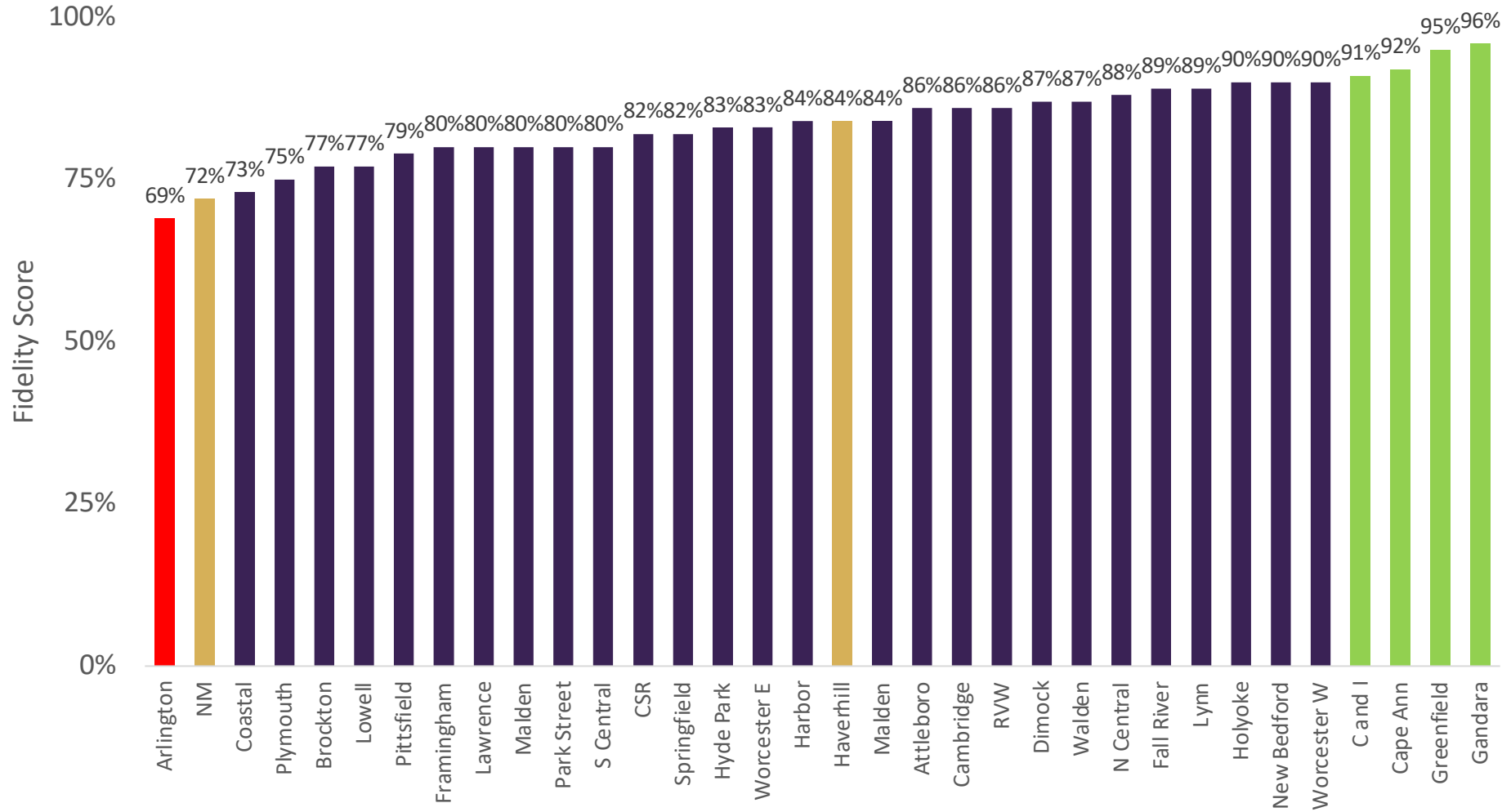
Team Membership & Attendance

	2016		2017		2018	
Number of Meetings Assessed	**571**		**761**		**765**	
Youth	233	41%	285	37%	263	34%
Parent (birth or adoptive)	490	86%	647	85%	628	82%
Foster parent	15	3%	22	3%	17	2%
Caregiver (if different from parent or foster parent)	64	11%	83	11%	93	12%
Sibling	78	14%	71	9%	57	8%
Facilitator	533	94%	728	96%	730	95%
Friend of parent/caregiver	26	5%	32	4%	20	3%
Friend of youth	2	<1%	3	<1%	5	<1%
Extended family member	55	10%	53	7%	67	9%
School representative	93	16%	137	17%	111	15%
Family support partner or advocate	441	77%	560	72%	558	73%
Mental health provider	411	72%	557	68%	502	66%
Mental health agency representative	55	10%	60	8%	55	7%
Social services representative/social worker	114	20%	147	16%	156	20%
Medical provider	8	1%	22	3%	24	3%
Juvenile justice representative/probation officer	2	<1%	7	1%	8	1%
Court appointed special advocate (CASA)	4	1%	1	<1%	3	<1%
Attorney	9	2%	5	1%	6	1%
Community support or other natural support	47	8%	59	7%	63	8%

There is little variability in the percentages of team members attending meetings since 2016.

Gold box denotes natural support role on the team

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Team Members Present, 2018

The highlighted columns represent natural supports

Category	Percent
Facilitator	95%
Parent (birth or adoptive)	82%
Family Support Partner	73%
MH Provider	66%
Youth	34%
Social Worker	20%
School	15%
CG (if different from parent)	12%
Extended family member	9%
Sibling	8%
Community or other natural	8%
MH Agency	7%
Friend of parent	3%
Medical	3%
Foster parent	2%
Justice	1%
Attorney	1%
Friend of youth	0%
CASA	0%

WERT
Wraparound
Evaluation &
Research
Team

Natural support attendance has fallen relative to previous years

100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%

40%   33%   29%   40%   35%   19%

Natural Supports at Team Meetings

■ 2013 ■ 2014 ■ 2015 ■ 2016 ■ 2017 ■ 2018

WERT
Wraparound
Evaluation &
Research
Team
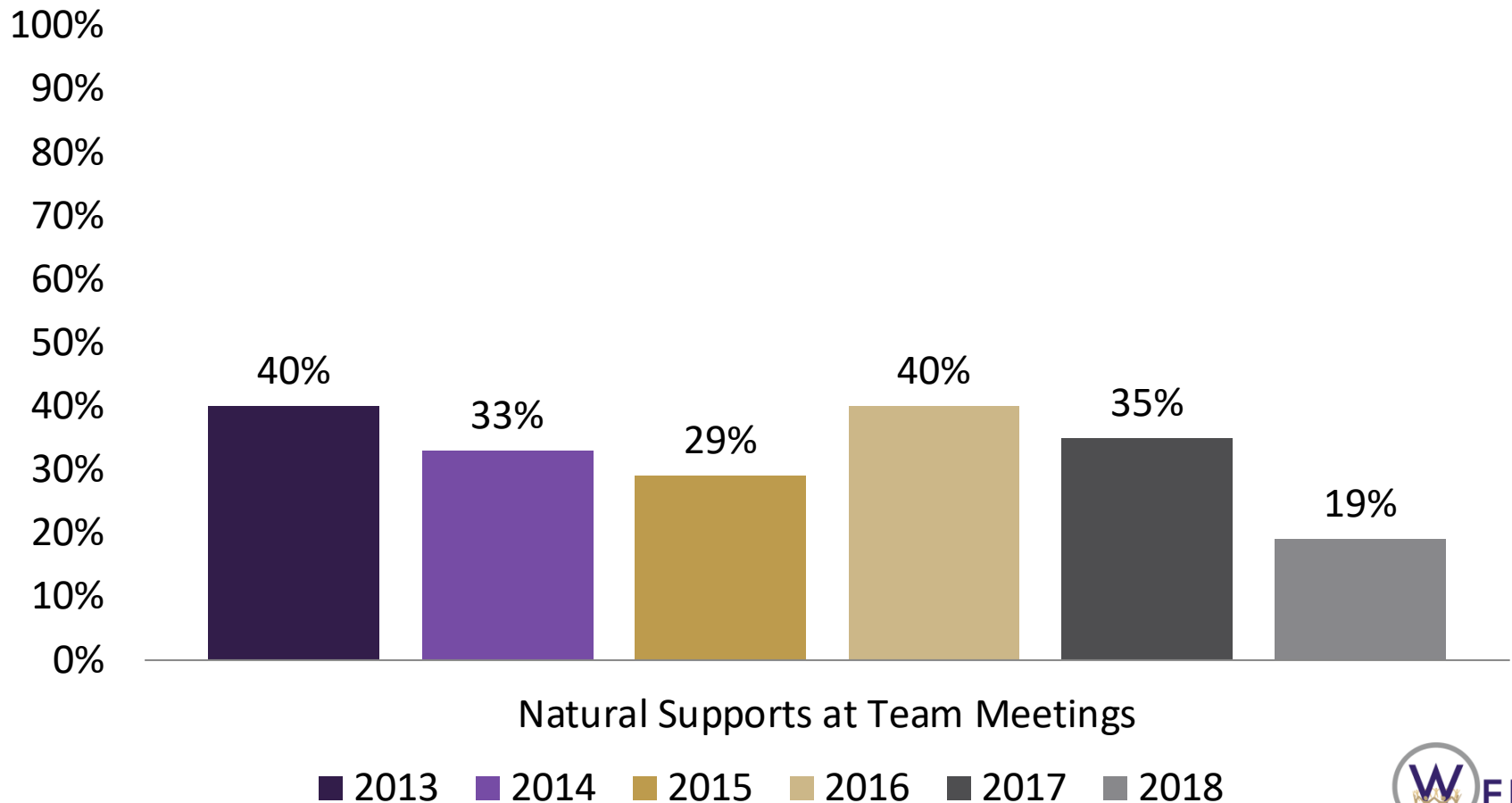
Item-Level Results

STRENGTHS &
AREAS FOR IMPROVEMENT

Proud co-partners of:

Wraparound Evaluation & Research Team
2815 Eastlake Avenue East Suite 200 · Seattle, WA 98102
P: (206) 685-2085 · F: (206) 685-3430
www.depts.washington.edu/wrapeval

What is an Odds Ratio?

- Odds Ratios **compare the chances (or <u>odds</u>) that some event occurs**.

- For example, an Odds Ratio can answer the question, "How much lower or higher are the chances that a youth attends a Wraparound meeting if they get Wraparound in Massachusetts rather than somewhere else?"

What is an Odds Ratio?

- In our data…
  - When ORs are more than 1.00, the odds of an event occurring were **higher** in Massachusetts than in our National Mean

  - When ORs are less than 1.00, the odds of an event occurring were **lower** in Massachusetts than in our National Mean

What is an Odds Ratio?

"No difference in the odds…"

"Odds are half…"

"Odds are twice as high…"

0 ← | | | | | | | → ∞

.125   .25   .5   **1.00**   2   4   8

Strength:

Odds Ratio > 2.00 = green box

Area for Improvement:

Odd's Ratio < 0.50 = red box

Full Meeting Attendance

ITEMS	MA 2018	NM	OR (95%CI)
1a. At least one parent/caregiver was present at the meeting. N=754	99.9%	98.9%	--
1b. The youth was present at the meeting. *(N/A for youth age 10 or younger.)* N=465	57.9%	93.5%	0.10 (.05 - .19)
1c. All key representatives from school, child welfare, and juvenile justice agencies who are on the team OR seem integral to the family's plan were present at the meeting. N=578	58.4%	45.4%	1.69 (1.17 – 2.45)
1d. All other service providers who are on the team OR seem integral to the family's plan were present at the meeting. N=696	74.8%	69.4%	1.31 (0.88 – 1.93)
1e. All peer partners (e.g., family advocates, family support partners, youth support partners, etc.) who are on the team were present at the meeting. N=667	89.4%	67.5%	4.05 (2.37 – 6.92)
1f. At least one natural support for the family was present at the meeting. N=761	21.7%	19.8%	1.12 (.75 – 1.68)

Effective Teamwork

ITEMS	MA 2018	NM	OR (95%CI)
2a. All team members demonstrated a full understanding about what the Wraparound process is, the need for a single plan, and what they will contribute to the process to help the youth and family. N=761	96.1%	94.0%	1.56 (.77 − 3.21)
2b. Talk was well-distributed across team members, and each team member made a meaningful contribution. No one or two people dominated the conversation or remained virtually silent during the meeting. N=761	96.3%	86.6%	4.32 (2.42 − 7.73)
2c. Since the last team meeting, all team members have followed through with their previously assigned tasks/action steps or at least demonstrated diligent efforts to do so. N=619	91.0%	85.1%	1.17 (.99 − 3.12)
2d. There was a clear understanding of who would be responsible for following through on the tasks and strategies necessary to help the youth and family meet their needs. N=761	94.8%	82.1%	3.95 (2.40 − 6.45)
2e. Team members demonstrated a consistent willingness to compromise or explore further options when there was disagreement. N=387	97.2%	84.7%	6.33 (2.66 − 15.01)

Driven by Strengths & Families

ITEMS	MA 2018	NM	OR (95% CI)
3a. The parent/caregiver(s) and/or other family members constructively contributed to the care planning process (e.g., by articulating their needs, explaining their perspectives, and/or suggesting a potential service, support, or strategy). N=753	98.4%	92.8%	4.82 (2.16 – 10.76)
3b. The youth constructively contributed to the care planning process (e.g., by articulating their needs, explaining their perspectives, and/or suggesting a potential service, support, or strategy). *(N/A for youth age 10 or younger.)* N=362	58.7%	85.9%	0.23 (0.14 – 0.40)
3c. The team identified or reviewed at least one functional strength of the youth that was used in planning to develop a strategy to meet their needs. N=761	88.1%	56.8%	5.63 (3.89 – 8.15)
3d. The team identified or reviewed at least one functional strength of the parent/caregiver or family as a whole that was used in planning to develop a strategy to meet their or the youth's needs. N=749	84.0%	52.7%	4.71 (3.32 – 6.68)
3e. Team members avoided blaming and remained focused on solutions, rather than dwelling on negative events. N=761	95.9%	91.2%	2.28 (1.22 – 4.27)

Based on Priority Needs

ITEMS	MA 2018	NM	OR (95% CI)
4a. Before beginning to brainstorm strategies, the team explicitly articulated, prioritized, and/or reviewed and confirmed the youth's and family's needs to plan for/address during the meeting. N=761	92.0%	80.8%	2.74 (1.75 – 4.32)
4b. Every need that was planned for/addressed during the meeting was articulated as the underlying reason(s) why a problematic situation or behavior was occurring, and was not simply stated as a deficit, problematic behavior, or service need. N=747	86.9%	63.8%	3.72 (2.58 – 5.48)
4c. Planning focused on the underlying needs of other family members, not just the identified youth. N=738	90.9%	67.0%	5.09 (3.41 – 7.57)
4d. For every need that was planned for/addressed during the meeting, the team brainstormed more than one strategy to meet the need before deciding on next steps. N=714	84.3%	80.0%	1.35 (.88 – 2.71)
4e. The team discussed how they will know the youth and family's needs have been sufficiently met to warrant a transition out of formal Wraparound services. N=665	63.7%	47.9%	1.91 (1.32 – 2.75)

Use of Natural & Community Supports

ITEMS	MA 2018	NM	OR (95% CI)
5a. The team encouraged the youth's and family's positive connection to their natural supports (extended relatives, friends, neighbors, clergy, business owners, etc.) by exploring their current level of connection and integrating activities to foster connections into the Plan of Care. N=732	80.1%	66.9%	2.00 (1.39 – 2.88)
5b. The team encouraged the youth's and family's positive connection to their community through participation in community activities, clubs, and/or other informal organizations by exploring their current level of connection and integrating activities to foster connections into the Plan of Care. N=727	84.6%	66.7%	2.74 (1.89 – 3.98)
5c. Natural supports (e.g., extended relatives, friends, neighbors, clergy, business owners, etc.) are actively involved in implementing strategies in the Plan of Care or Crisis Plan developed and/or discussed at the meeting. N=633	54.4%	40.0%	1.79 (1.20 – 2.65)
5d. The Plan of Care or Crisis Plan developed and/or discussed at the meeting supports the youth's integration into the least restrictive residential and/or educational environment possible. N=682	96.6%	94.2%	1.91 (0.82 – 4.39)
5e. The Plan of Care or Crisis Plan developed and/or discussed at the meeting represents a balance between informal (natural and community) and formal strategies, services, and supports. N=714	67.0%	60.7%	1.31 (0.93 – 1.85)

Outcomes-Based Process

ITEMS	MA 2018	NM	OR (95% CI)
6a. The team reviewed how close the youth and family are to achieving their vision, mission, or Wraparound team goal (i.e., the overarching purpose of Wraparound involvement). N=669	77.9%	54.7%	2.92 (2.04 – 4.19)
6b. The team reviewed the status of task/action step completion since the last meeting. N=633	90.6%	77.4%	3.93 (2.54 – 6.07)
6c. The team monitored progress toward meeting needs and achieving outcomes/goals since the last meeting. N=635	94.1%	72.1%	6.23 (3.86 – 10.05)
6d. Progress toward meeting needs and achieving outcomes/goals since the last meeting was evaluated using objective and verifiable measures, not just general or subjective feedback. N=627	81.5%	50.3%	4.34 (2.96 – 6.35)
6e. For any new outcome or goal (i.e., what it would look like if a need was met) developed during the meeting, the team discussed and agreed upon a specific and measurable way to evaluate progress. N=465	74.2%	54.3%	2.43 (1.45 – 3.93)

Skilled Facilitation

ITEMS	MA 2018	NM	OR (95% CI)
7a. The facilitator prepared the needed documents and materials prior to the meeting, such as the Plan of Care, Crisis Plan, data on progress, etc., and had enough copies to share with each team member. N=761	92.0%	77.9%	3.27 (2.11 – 5.06)
7b. The meeting followed a clear agenda that provided an understanding of the overall purpose of the meeting and the priority agenda items. N=761	94.1%	79.6%	4.10 (2.56 – 6.56)
7c. The facilitator reflected and summarized team members' contributions, probed for further information, and generally stimulated productive brainstorming and discussion. N=761	93.8%	80.8%	3.62 (2.25 – 5.83)
7d. The facilitator was dynamically engaged in the process, and was able to maintain an appropriate momentum and members' focus throughout the meeting. N=761	96.7%	80.2%	7.28 (4.22 – 12.53)
7e. The facilitator was able to manage disagreement and conflict and make sure all team members' opinions and ideas were heard. N=284	95.5%	87.9%	2.96 (1.17 – 7.46)

SUMMARY OF TOM 2.0 FINDINGS

Summary of Results

- All but one of the CSAs scored above the National Mean for the Total TOM 2.0 Score

- Effective Teamwork & Skilled Facilitation scores were very high; both above 90%

- Meeting attendance continues to be a struggle, particularly natural and community supports.

  - Teams appear to be made up of Facilitator, Caregiver, Family Support Partners, and Therapists. Few others attend meetings.

Strengths

- Effective Teamwork scores are nearly perfect. According to raters, Teams appear to be working well together, assigning tasks, and following through on responsibilities (2a-2e)

- Similarly, the items under Skilled Facilitator are all over 90%. Raters found the facilitators to be prepared, organized, and engaged (7a-7e).

- The process is based around underlying needs, and not simply around bad behaviors (4b)

- Teams are actively monitoring progress towards meeting needs (6b)

Areas for Improvement

- Youth are often not present. When they are, they often do not constructively contribute to care planning (3b)

- Natural supports are also not often present, and when they are do not actively participate in care planning (5c)

SITE-LEVEL FIDELITY

Z-Scores

Z-Scores

- A *z-score* tells us how many standard deviations the original observation falls away from the mean, and in which direction
- We compared each CSA with the state average

WFI-EZ & TOM 2.0 Z-Scores

	Coastal	Plymouth	RVW	Springfield	Brockton	New Bedford	Lawrence	Holyoke	Lynn	Walden	Greenfield	Attleboro	N Central	Worcester E	Worcester W	Malden
■ WFI-EZ	0.22	0.92	-1.96	-1.74	0.89	1.36	-0.16	-0.35	0.85	-0.32	1.80	0.13	-0.89	-1.17	-0.51	0.00
■ TOM 2.0	-0.9	-0.74	0.14	0.21	-0.63	0.44	-0.36	0.44	0.38	-0.31	0.89	0.14	0.32	-0.14	0.49	-0.34

WFI-EZ & TOM 2.0 Z-Scores

	Fall River	Gandara	Cambridge	Cape Ann	Haverhill	C and I	CSR	Dimock	Lowell	Harbor	Arlington	Pittsfield	Hyde Park	Park Street	Framingham	S Central
WFI-EZ	1.01	0.19	1.20	-0.73	-0.38	1.46	-1.77	0.95	-0.73	-0.66	1.14	-1.30	0.00	-0.35	-0.98	0.76
TOM 2.0	0.38	0.97	0.12	0.62	0.01	0.55	-0.22	0.20	-0.59	-0.05	-1.28	-0.21	-0.08	-0.24	-0.33	-0.20

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IMPLICATIONS

Statewide Fidelity Results

- Another extraordinary data collection effort!

- Continued pattern of differences in family perceptions of overall fidelity versus providers' observations in team meetings

Statewide Fidelity Results

Like last year, TOM scores were markedly higher than WFI-EZ scores, and this is particularly noticeable relative to our national comparison samples. Nearly all CSAs TOM scores were higher than the national mean, while all CSA's WFI-EZ scores were lower.

Team Attendance

- Only about 1/5th of team meetings observed included a natural support, and only 34% included the youth. When they are present they don't contribute to the meeting.
  - Caregivers don't feel as though the process has increased the support that they get from friends and family

- Key representatives from child serving agencies also only attend about half of the time.

Satisfaction & Outcomes

- Satisfaction with the Wraparound process and family progress again fell significantly below the National Mean

APPENDICES

A. Fidelity by Key Element/Subscale

B. WFI-EZ Item Frequencies

C. Z-Scores

APPENDIX A

Fidelity by Key Element/Subscale

Fidelity by Key Element

	N	Total	ET	NCS	NB	OB	SFD
Coastal	20	67%	67%	63%	68%	69%	69%
Plymouth	20	69%	70%	56%	74%	72%	74%
RVW	20	60%	64%	53%	63%	54%	66%
Springfield	20	61%	62%	52%	62%	60%	67%
Brockton	20	69%	70%	60%	70%	70%	75%
Holyoke	20	70%	69%	63%	74%	72%	75%
New Bedford	20	66%	66%	55%	69%	65%	72%
Lawrence	20	65%	67%	57%	67%	65%	70%
Lynn	20	69%	62%	63%	74%	72%	74%
CSR	20	65%	67%	59%	70%	60%	70%
Greenfield	20	72%	71%	62%	75%	73%	79%
Attleboro	20	67%	68%	59%	68%	66%	71%
N Central	20	63%	62%	55%	68%	64%	67%
Worcester W	20	62%	61%	57%	66%	61%	66%
Worcester E	20	65%	66%	52%	71%	64%	70%
Malden	20	66%	65%	59%	71%	67%	69%
ALL		**66%**	**66%**	**58%**	**69%**	**66%**	**71%**
National Mean	**--**	**72%**	**68%**	**66%**	**74%**	**75%**	**78%**

Fidelity by Key Element

	N	Total	ET	NCS	NB	OB	SFD
Fall River	22	69%	70%	54%	75%	74%	74%
Gandara	20	67%	66%	62%	69%	67%	69%
Cambridge	18	70%	72%	61%	70%	71%	76%
Cape Ann	20	64%	66%	58%	65%	62%	69%
Haverhill	20	65%	67%	59%	68%	65%	67%
C and I	20	71%	73%	58%	75%	72%	76%
Walden	4	61%	54%	69%	63%	53%	65%
Dimock	20	69%	68%	63%	70%	71%	74%
Lowell	20	64%	67%	53%	66%	63%	70%
Harbor	20	64%	65%	53%	68%	64%	71%
Arlington	20	70%	72%	59%	72%	69%	77%
Pittsfield	20	62%	60%	50%	68%	66%	67%
Hyde Park	20	66%	65%	58%	70%	65%	72%
Park Street	20	65%	66%	59%	66%	64%	69%
Framingham	20	63%	63%	52%	68%	63%	69%
S Central	20	69%	68%	60%	73%	69%	73%
ALL		**66%**	**66%**	**58%**	**69%**	**66%**	**71%**
National Mean	**--**	**72%**	**68%**	**66%**	**74%**	**75%**	**78%**

Fidelity by Subscale

	N	Total	KE	TMA	ET	DSF	BPN	NCS	OBP	SF
Coastal	8	73%	76%	55%	92%	94%	71%	70%	48%	79%
CSR	58	80%	82%	60%	91%	93%	77%	69%	80%	94%
Greenfield	24	95%	96%	86%	100%	98%	95%	95%	92%	100%
Attleboro	27	86%	88%	69%	97%	91%	88%	69%	93%	96%
N Central	25	88%	92%	69%	98%	94%	91%	85%	91%	91%
Worcester W	21	83%	83%	72%	97%	79%	85%	71%	84%	92%
Worcester E	14	90%	93%	66%	98%	97%	86%	87%	98%	100%
Malden	40	80%	82%	55%	92%	88%	77%	74%	81%	94%
Fall River	35	89%	92%	66%	98%	90%	87%	91%	95%	97%
Gandara	26	96%	98%	80%	100%	99%	98%	98%	98%	100%
Cambridge	21	86%	87%	72%	97%	92%	83%	79%	83%	93%
Plymouth	12	75%	75%	67%	88%	85%	72%	69%	62%	85%
Cape Ann	22	92%	93%	80%	99%	90%	95%	81%	98%	100%
Haverhill	16	84%	84%	76%	94%	77%	84%	88%	74%	95%
C and I	30	91%	94%	68%	100%	95%	95%	79%	99%	100%
Walden	11	82%	85%	56%	95%	85%	89%	46%	93%	94%
ALL	765	86%	84%	68%	95%	88%	84%	76%	84%	94%
National Mean	--	**72%**	**71%**	**66%**	**86%**	**74%**	**67%**	**67%**	**58%**	**83%**

Fidelity by Subscale

	N	Total	KE	TMA	ET	DSF	BPN	NCS	OBP	SF
Dimock	27	87%	89%	67%	92%	93%	94%	81%	83%	96%
Lowell	38	77%	78%	60%	90%	81%	75%	65%	78%	91%
Harbor	17	84%	84%	72%	94%	85%	79%	76%	83%	94%
Arlington	22	69%	65%	73%	83%	81%	61%	52%	45%	86%
Pittsfield	27	82%	83%	68%	92%	86%	83%	70%	80%	91%
Hyde Park	28	83%	86%	66%	88%	95%	87%	86%	70%	88%
RVW	14	86%	88%	70%	96%	93%	85%	79%	85%	95%
Park Street	22	81%	82%	69%	96%	82%	80%	73%	78%	90%
Framingham	14	80%	80%	66%	100%	69%	81%	58%	96%	98%
S Central	26	82%	83%	66%	95%	80%	82%	75%	81%	93%
Springfield	15	87%	89%	69%	97%	91%	83%	80%	94%	95%
Brockton	19	77%	77%	64%	94%	87%	70%	64%	67%	88%
Holyoke	19	90%	94%	64%	97%	91%	99%	86%	96%	96%
New Bedford	26	90%	92%	69%	99%	89%	93%	83%	98%	98%
Lawrence	35	80%	79%	69%	97%	79%	77%	64%	78%	96%
Lynn	26	89%	92%	68%	100%	92%	93%	82%	95%	94%
ALL	765	84%	86%	68%	95%	88%	84%	76%	84%	94%
National Mean	--	**72%**	**71%**	**66%**	**86%**	**74%**	**67%**	**67%**	**58%**	**83%**

APPENDIX B

WFI-EZ Item Frequencies

Item Frequencies

ITEM	% Agree	% Disagree	% Neutral	% Don't Know
B1. My family and I had a major role in choosing the people on our Wraparound team.	77	11	11	1
B2. There are people providing services to my child and family who are not involved in my Wraparound team. **(R)**	49	42	5	4
B3. At the beginning of the Wraparound process, my family described our vision of a better future to our team.	88	3	9	<1
B4. My Wraparound team came up with creative ideas for our plan that were different from anything that had been tried before.	76	14	8	1
B5. With help from members of our Wraparound team, my family and I chose a small number of the highest priority needs to focus on.	87	4	10	1
B6. Our Wraparound plan includes strategies that address the needs of other family members, in addition to my child.	79	12	6	2
B7. I sometimes feel like our team does not include the right people to help my child and family. **(R)**	81	13	5	1
B8. At every team meeting, my Wraparound team reviews progress that has been made toward meeting our needs.	90	4	5	1
B9. Being involved in Wraparound has increased the support my child and family get from friends and family.	57	27	15	1
B10. The Wraparound process has helped my child and family build strong relationships with people we can count on.	76	10	13	1

Item Frequencies

ITEM	% Agree	% Disagree	% Neutral	% Don't Know
B11. At each team meeting, our Wraparound team celebrates at least one success or positive event.	78	9	14	1
B12. Our Wraparound team does not include any friends, neighbors, or extended family members. **(R)**	38	59	3	1
B13. My family was linked to community resources I found valuable.	82	7	10	1
B14. My Wraparound team came up with ideas and strategies that were tied to things that my family likes to do.	74	8	18	<1
B15. Members of our Wraparound team sometimes do not do the tasks they are assigned. **(R)**	80	15	4	1
B16. Our Wraparound team includes people who are not paid to be there (e.g., friends, family, faith).	44	46	6	4
B17. I sometimes feel like members of my Wraparound team do not understand me and my family. **(R)**	79	16	4	<1
B18. Our Wraparound plan includes strategies that do not involve professional services (things our family can do ourselves or with help from friends, family, and community).	70	11	17	2
B19. I am confident that our Wraparound team can find services or strategies to keep my child in the community over the long term.	70	13	16	1
B20. Because of Wraparound , when a crisis happens, my family and I know what to do.	83	10	6	1

Item Frequencies

ITEM	% Agree	% Disagree	% Neutral	% Don't Know
B21. Our Wraparound team has talked about how we will know it is time for me and my family to transition out of formal wraparound.	77	10	13	1
B22. At each team meeting, my family and I give feedback on how well the Wraparound process is working for us.	79	8	12	1
B23. I worry that the Wraparound process will end before our needs have been met. **(R)**	49	37	12	2
B24. Participating in Wraparound has given me confidence that I can manage future problems.	66	24	9	1
B25. With help from our Wraparound team, we have been able to get community support and services that meet our needs.	62	25	13	<1
C1. I am satisfied with the Wraparound process in which my family and I have participated	86	10	4	1
C2. I am satisfied with my child or youth's progress since starting the wraparound process	76	14	9	1
C3. Since starting Wraparound, our family has made progress toward meeting our needs	70	20	10	1
C4. Since starting Wraparound, I feel more confident about my ability to care for my child/youth at home	69	20	9	1

APPENDIX C

Z-Scores

WFI-EZ & TOM 2.0 Z-Scores

CSA	WFI-EZ Z-Scores	TOM 2.0 Z-Scores
Coastal	0.22	-0.9
Plymouth	0.92	-0.74
RVW	-1.96	0.14
Springfield	-1.74	0.21
Brockton	0.89	-0.63
New Bedford	1.36	0.44
Lawrence	-0.16	-0.36
Carson Center	-0.35	0.44
Lynn	0.85	0.38
Roxbury	-0.32	-0.31
Greenfield/Northampton	1.8	0.89
Attleboro	0.13	0.14
North Central	-0.89	0.32
Worcester West	-1.17	-0.14
Worcester East	-0.51	0.49
Malden	0	-0.34

WFI-EZ & TOM 2.0 Z-Scores

CSA	WFI-EZ Z-Scores	TOM 2.0 Z-Scores
Fall River	1.01	0.38
Gandara	0.19	0.97
Cambridge	1.2	0.12
Cape Ann	-0.73	0.62
Haverhill	-0.38	0.01
Cape and Islands	1.46	0.55
Walden	-1.77	-0.22
Dimock St	0.95	0.2
Lowell	-0.73	-0.59
Harbor	-0.66	-0.05
Arlington	1.14	-1.28
Pittsfield	-1.3	-0.21
Hyde Park	0	-0.08
Park Street	-0.35	-0.24
Framingham	-0.98	-0.33
South Central	0.76	-0.2