



Massachusetts Children's Behavioral Health Initiative (CBHI)

Summary of FY2019 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:

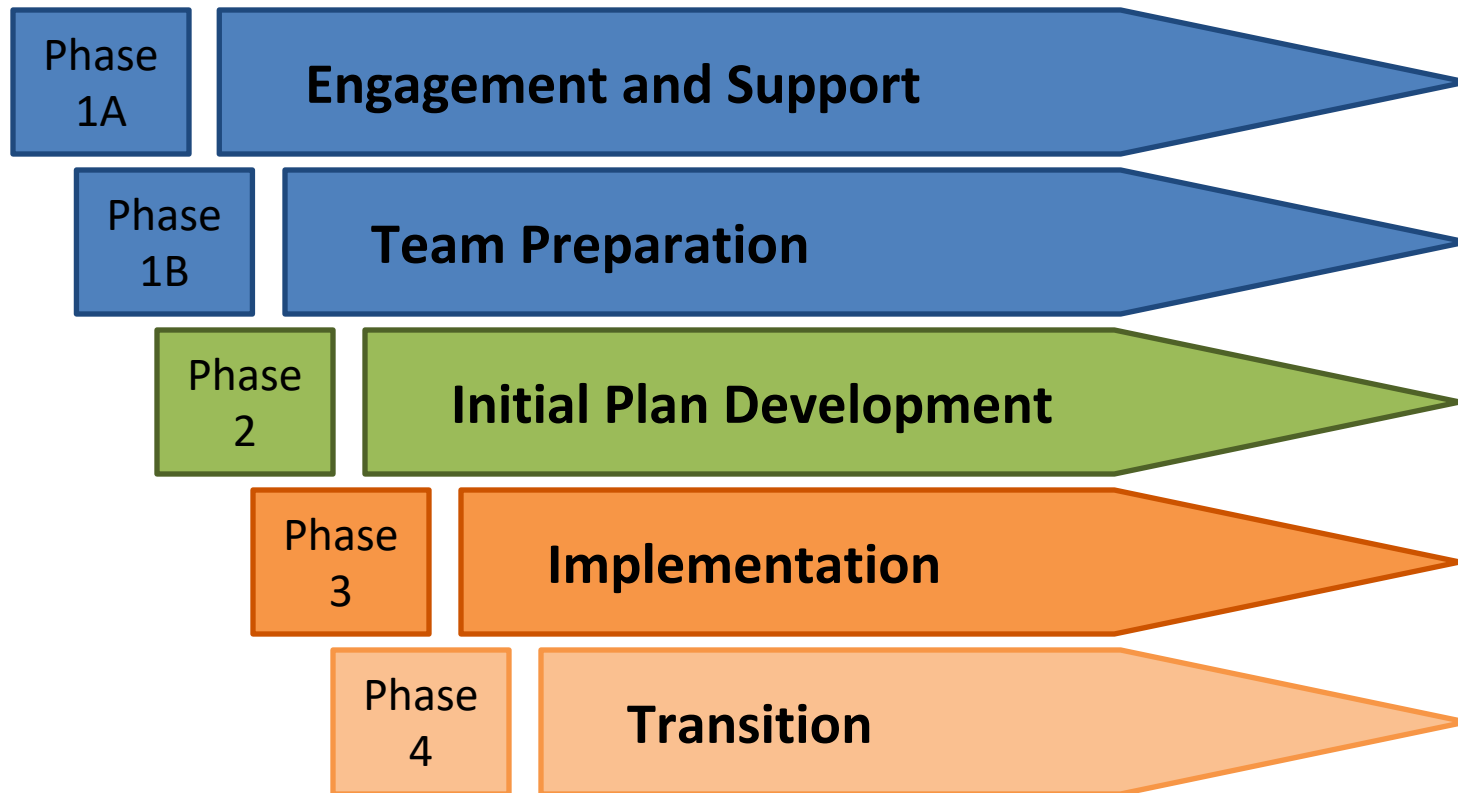
1. Family voice and choice
2. Team-based
3. Natural supports
4. Collaboration
5. Community-based
6. Culturally competent
7. Individualized
8. Strengths-based
9. Persistence
10. Outcome-based

Wraparound Implementation

What do we want to measure?

Implementing the practice model:

The Four Phases of Wraparound



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

- Wraparound Fidelity Index, Short Form (WFI-EZ)
- 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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B2. There are people providing services to my child and family who are <u>not</u> involved in my Wraparound team.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B3. At the beginning of the Wraparound process, my family described our vision of a better future to our team.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B4. My Wraparound team came up with creative ideas for our plan that were different from anything that had been tried before.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Team Observation Measure, Version 2

- 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 FY2019, a total of 1407 fidelity forms were collected!

Tool	N of Forms Collected
WFI-EZ	623
TOM 2.0	784
TOTAL	1407

National Means



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



- 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

- Importance of the State Policy and Funding Context to Wraparound Quality and Fidelity
- New UW WERT approach to evaluating fidelity and collecting, managing data from WFAS tools

State system factors and their influence on implementation, skill attainment, and fidelity: What is truly “malleable”?

Eric Bruns, Ph.D., Elizabeth M. Parker, Ph.D., Jonathan Olson, Ph.D., Spencer Hensley, MA, & Michael D. Pullmann, Ph.D.

University of Washington School of Medicine, Department of Psychiatry

Marlene Matarese, Ph.D., Kim Estep, M.A., & Michelle D. Zabel, MSW

University of Maryland School of Social Work, Institute for Innovation & Implementation

11th Annual Conference on the Science of Dissemination and Implementation in Health

Washington, DC

December 4, 2018

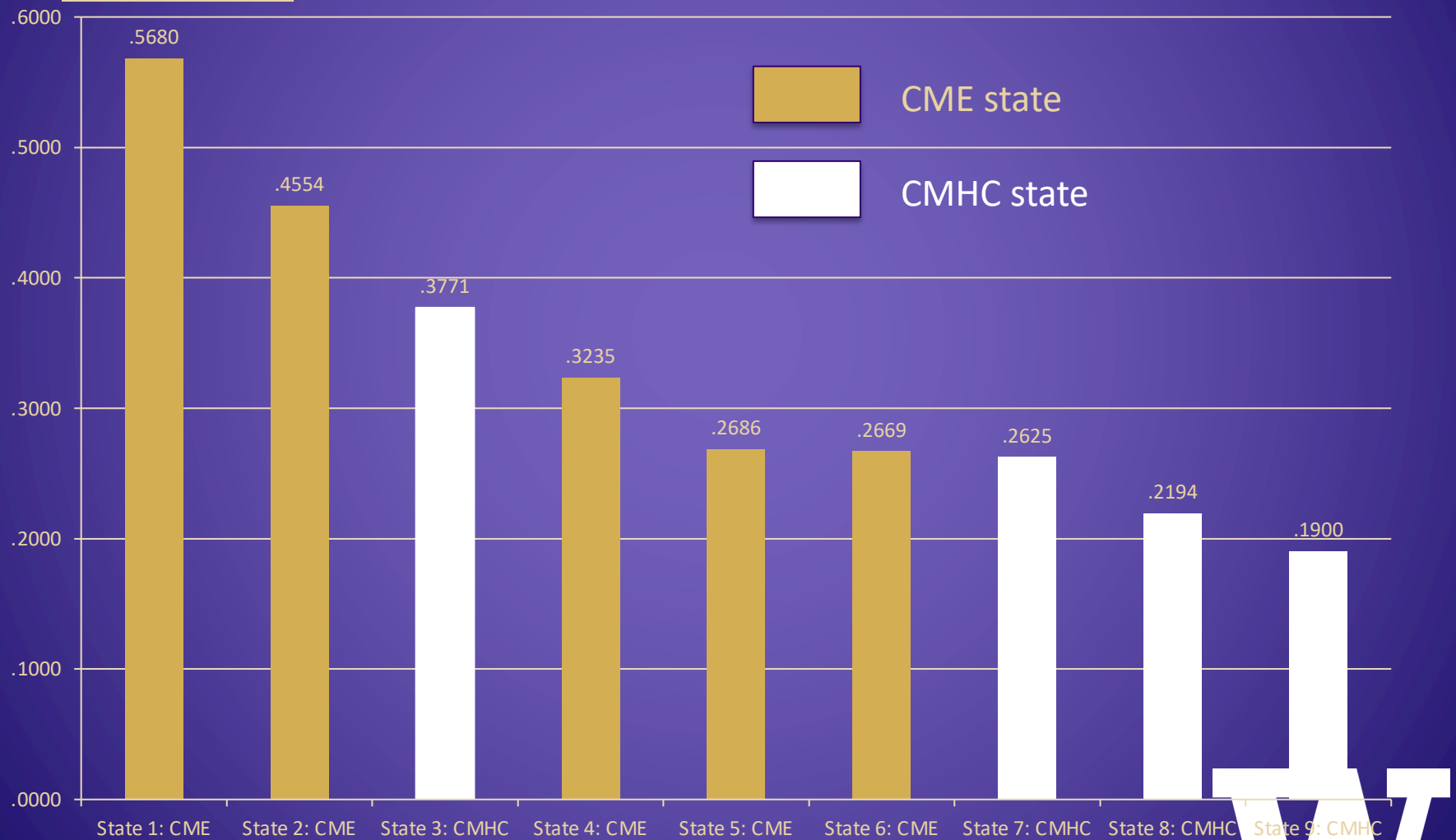
Features of Care Management Entities

- > Case rate (all-inclusive or partial) approach to financing care
- > Care monitoring and review, including utilization management with incentives for quality and costs
- > Contract with and manage provider networks
 - Including EBPs, crisis support, youth/family peer support
- > Screening, assessment, and clinical oversight
- > Information management
 - Including outcomes, satisfaction, fidelity
- > Training, coaching, and supervision for CME staff and practitioners in the service array
- > Convening of funders, system partners, stakeholders, advocates



Mean Total Wraparound Fidelity Scores by State

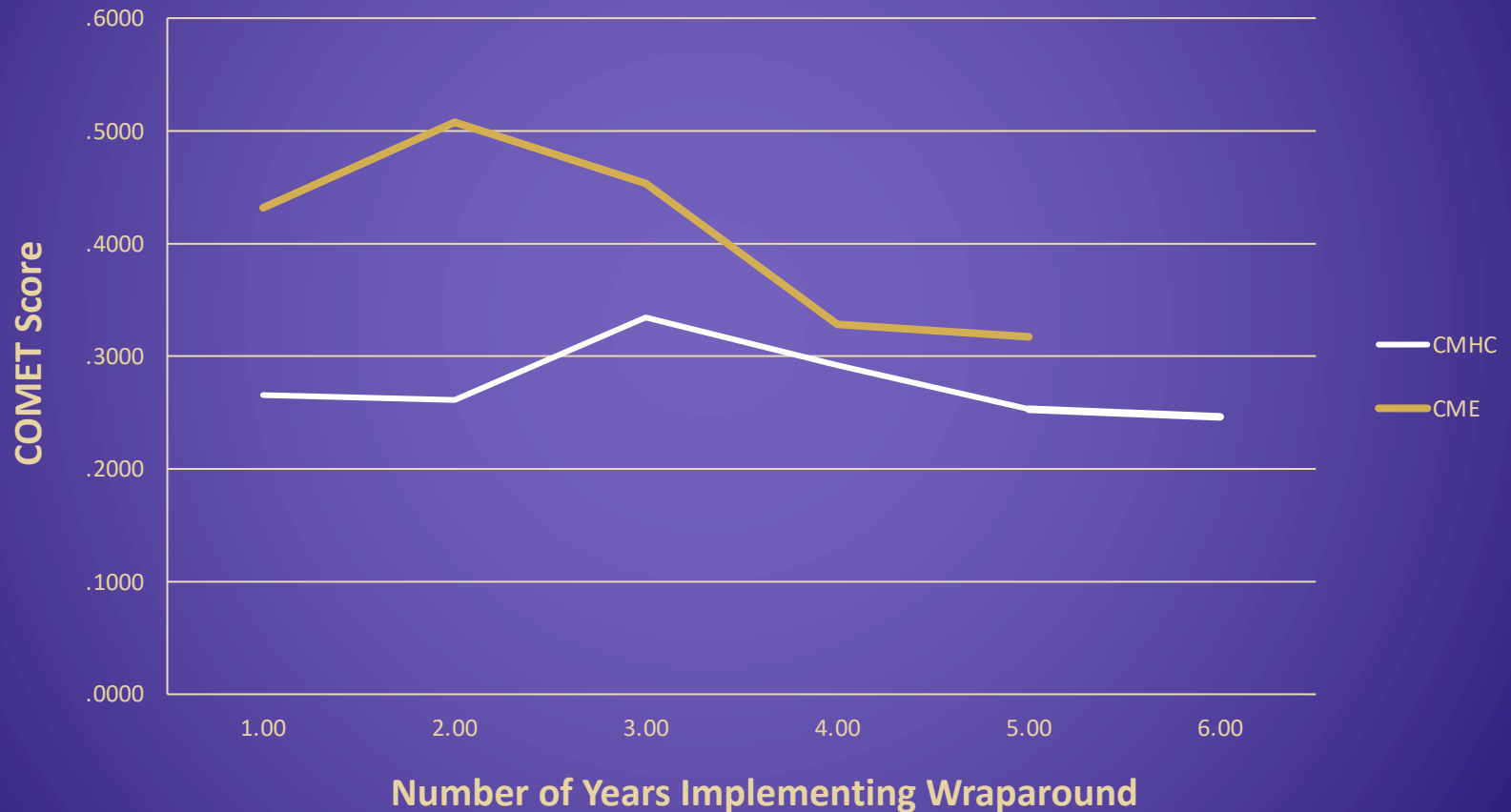
CME states (N=5) versus CMHC states (N=4)



Mean Total Wraparound Fidelity Scores over Time

Coaching Observation Measure for Effective Teamwork (COMET)

CME states (N=5) versus CMHC states (N=4)



CME model demonstrating positive Rx & residential outcomes for youth with SEBD

Psychotropic Polypharmacy Among Youths With Serious Emotional and Behavioral Disorders Receiving Coordinated Care Services

Benjamin Wu, Eric J. Bruns, Ph.D., Ming-Hui Tai, M.H.P.A., Ph.D., Bethany R. Lee, Ph.D., Ramesh Raghavan, M.D., Ph.D., Susan dosReis, Ph.D.

Objective: The study examined different psychotropic polypharmacy among youths with emotional and behavioral disorders who received coordinated care services (CCS) that used a wraparound model compared to a matched sample of youths who received standard services.

Methods: A quasi-experimental design compared psychotropic polypharmacy one year before and one year after enrollment in CCS. The cohort was youths with emotional and behavioral disorders who were enrolled in CCS from December 2009 through May 2013. The comparison group was youths with serious emotional and behavioral disorders who received outpatient services during the same time. Administrative data from Medicaid, child welfare, and juvenile justice were used. A difference-in-difference analysis with propensity score matching evaluated the CCS intervention effect on psychotropic polypharmacy.

Impact of a Care Management Entity on Use of Psychiatric Services Among Youths With Severe Mental or Behavioral Disorders

Ming-Hui Tai, Ph.D., Bethany Lee, Ph.D., Eberechukwu Onukwugha, Ph.D., Julie M. Zito, Ph.D., Gloria M. Reeves, M.D., Susan dosReis, Ph.D.

Objective: Care management entity models have a positive impact on functioning and symptom control among youths with serious emotional and behavioral disorders. However, little is known about whether treatment benefits are sustained after discharge. The study objective was to examine the association between enrollment in a care management entity and mental health outcomes during the year after discharge.

Methods: Data from care management entity administrative claims were linked with Medicaid claims for youths enrolled in a care management entity anytime from December 2009 through December 2013. Inverse probability treatment weighting was used to balance baseline characteristics between the youths enrolled in the care management entity and a comparison group. Study outcomes were psychiatry-related hospitalizations and emergency department (ED) visits during the year after discharge. Two models were used to compare the two groups, one modeling the probability of

using any psychiatric service and one modeling the number of visits for each outcome among users of either service.

Results: After adjustment with inverse probability treatment weighting, 2,381 youths (care management, N=488; comparison, N=1,893) were identified. Care management was associated with a significantly lower likelihood of any psychiatry-related ED visit (odds ratio [OR]=.65, p=.017) and any psychiatric hospitalization (OR=.60, p=.011). No significant differences in outcomes were observed when the comparison was limited to users of services.

Conclusions: Reduced use of psychiatric inpatient and ED services among youths enrolled in a care management entity was sustainable after discharge. Multiagency collaboration is needed to enrich the ability to assess outcomes across broader domains.

Psychiatric Services in Advance (doi: 10.1176/appi.ps.201600539)

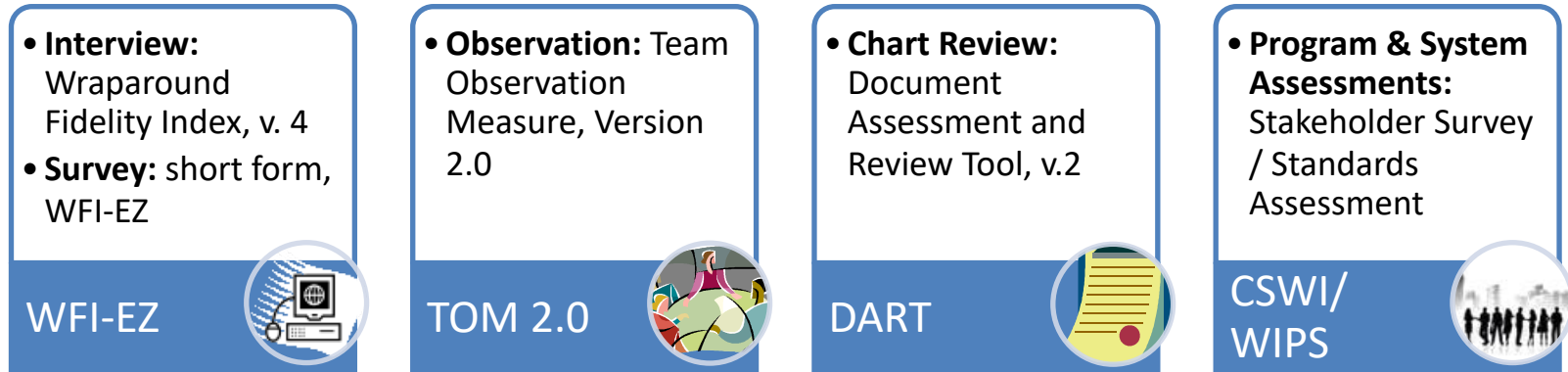


WrapStat

A new way to facilitate fidelity and outcomes monitoring for
Wraparound Initiatives



A multi-method approach to assessing the quality and context of individualized care planning and management for children and youth with complex needs and their families



www.wrapinfo.org

Overall Goals for the “New WrapTrack” (WrapSTAT)

- Storing information for all youth
 - Not just youth who were administered a tool
 - Allows for reporting on outcomes and demographics for entire population served
- Data needs all in one place
 - Collection
 - Tracking
 - Reports
- Information on program
 - Helps us know what is working (i.e. ideal caseload, staff turnover rates)



System Hierarchy

- 5 levels
 - **Uber** (WERT)
 - **Collaborator** (multi-organization configuration; possibly State)
 - **Organization** (multi-agency configuration; possible MCO)
 - **Agency** (e.g., agencies with multiple sites or offices)
 - **Site** (lowest level at which evaluation will happen or reports are needed)



WrapTrack Logo

Welcome, John User ▾

Dashboard

Youth Roster

Data
Management

Reports

Evaluation
Cycles

⚙️ Manage

Resources



WFI-EZ JAN – DEC 2019 Site: Site 2

Agency: Agency A

 Total Population: 332  Cycle Sample: 180

 Start Date: 1-1-19

 End Date: 12-31-19

100 surveys
remaining

Surveys

180

WFI-EZ Facilitator

20 surveys
remaining

Surveys

180

WFI-EZ Youth

27 days
remaining

Start

1-1-19

End

12-31-19





Discharge Outcomes

49 % Successful



Mean Length of Service

167 days for currently enrolled youth



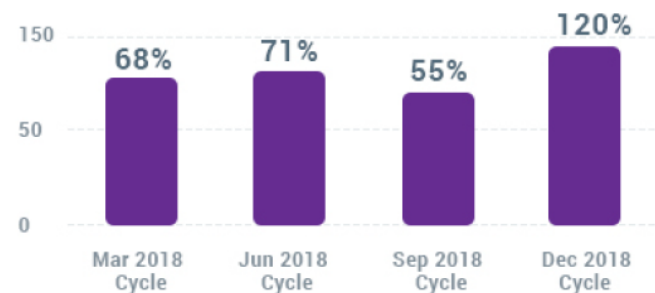
Mean Fidelity

Last Year

WFI

TOM

DART

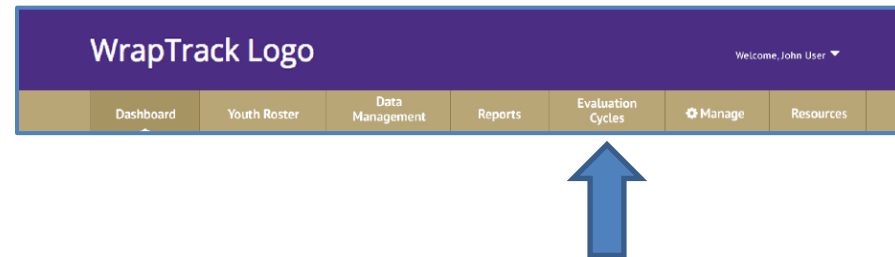




- Purpose: Entering youth into the system and managing information on all enrolled youth
 - Can enter in larger batch upload, download roster and update info
 - CSV file
- Fidelity evaluation samples will be pulled from youth on this roster
- Includes variables on enrollment / discharge dates and discharge status
 - Allows for tracking of critical outcomes over time:
 - Length of enrollment
 - Overall Success of discharged youth/families



- Purpose:
 - Initiates a unique fidelity evaluation “project”
 - Defines the “rules” for the “project”



Evaluation Cycles







TOM

DART

WFI-EZ

+ Add Evaluation Cycle

⚙ Cycle Default Settings

Cycle Name ▾	Site ▾	Agency ▾	Start Date ▾	End Date ▾	Cycle Type ▾	Sample Size ▾	Population Size ▾	Status ▾	Actions
WFI-EZ Jan - June 2019	Johnson County	Adult-and-Child	06-30-19	12-31-19	Fixed	230	332	Upcoming	 
WFI-EZ Jan - Dec 2019	Johnson County	Adult-and-Child	01-01-19	12-31-19	Ongoing	180	332	Active	 
WFI-EZ Jan - Apr 2019	Johnson County	Adult-and-Child	04-30-19	06-30-19	Ongoing	230	332	Closed	 



Selected Sample



Download

Print

Youth Name/ID	Site	Agency	Wraparound Enrollment Date	Care Coordinator	WFI-EZ Facilitator Phone Number	WFI-EZ Facilitator Email Address	WFI-EZ Youth Phone Number	WFI-EZ Youth Email Address	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Richard Antrum	Site 1	Agency 1	1/01/18	Lisa Mann	252-315-3443	f1@gmail.com	919-246-4331	ar2@gmail.com	
97531	Site 1	Agency 1	1/25/18	Lisa Mann	252-315-3443	f1@gmail.com			
Jeffery Lion	Site 1	Agency 1	1/01/19	Lisa Mann	252-315-3443	f1@gmail.com	910-316-4331	jll@gmail.com	
Latoya Jackson	Site A	Agency 2	1/08/19	Lisa Mann	252-315-3443		919-216-6424		
01234	Site A	Agency 2	1/01/18	Lisa Mann	252-315-3443	f1@gmail.com	252-246-7878	fav@gmail.com	
Johnathan Mcneil	Site 1	Agency 1	1/14/18	Lisa Mann	252-315-3443	f1@gmail.com	919-315-0933	jme@gmail.com	

Done



Site A

Indiana DMHA / Adult-and-Child / Johnson County [Change Site](#)

TOM

DART

WFI-EZ

Choose Cycle: WFI-EZ Jan-Dec 2019

Total Population: 332

Start Date: 1-1-19

80/180 Completed

Cycle Sample: 180

End Date: 12-31-19

WFI-EZ Caregiver

WFI-EZ Team Member

Showing 6 of 100

	Client	Status	Manual Entry	Invitation	Date Completed
<input checked="" type="checkbox"/>	Donna Baldwin	1-14-18 In Progress	+ Enter Data	E-mail Needed	—
<input type="checkbox"/>	Johnny Bravo	✓	Edit Data	—	1-14-19
<input checked="" type="checkbox"/>	Velma Dinkley	Not Started	+ Enter Data	Invite	—
<input checked="" type="checkbox"/>	Fred Jones	Not Started	+ Enter Data	Invite	—
<input type="checkbox"/>	David Rogers	✓	Edit Data	—	1-14-19
<input type="checkbox"/>	Mysha Wynn	Not Started	+ Enter Data	12-20-19 Resend	—

[+ Bulk Invite](#)

Email forms

SEND LINKS

Subject:

New Invitation

Message:

Nulla quam velit, vulputate eu pharetra nec, mattis ac neque. Duis vulputate commodo lectus, ac blandit elit tincidunt id. Sed rhoncus, tortor sed eleifend tristique, tortor mauris elit, et lacinia ipsum quam nec dui.
<https://wraptrackmockup.com/WFEZlinktest>

Send to: 42 email addresses

2 email addresses missing

[Back](#)

[Send Links](#)





- Purpose: Aid data visualization and analysis
- Changes:
 - Pull data by organization, facilitator, NOT by creator
- Example Reports:
 - Demographics
 - Fidelity scores
 - Item level means
 - Relative strengths and areas for improvement





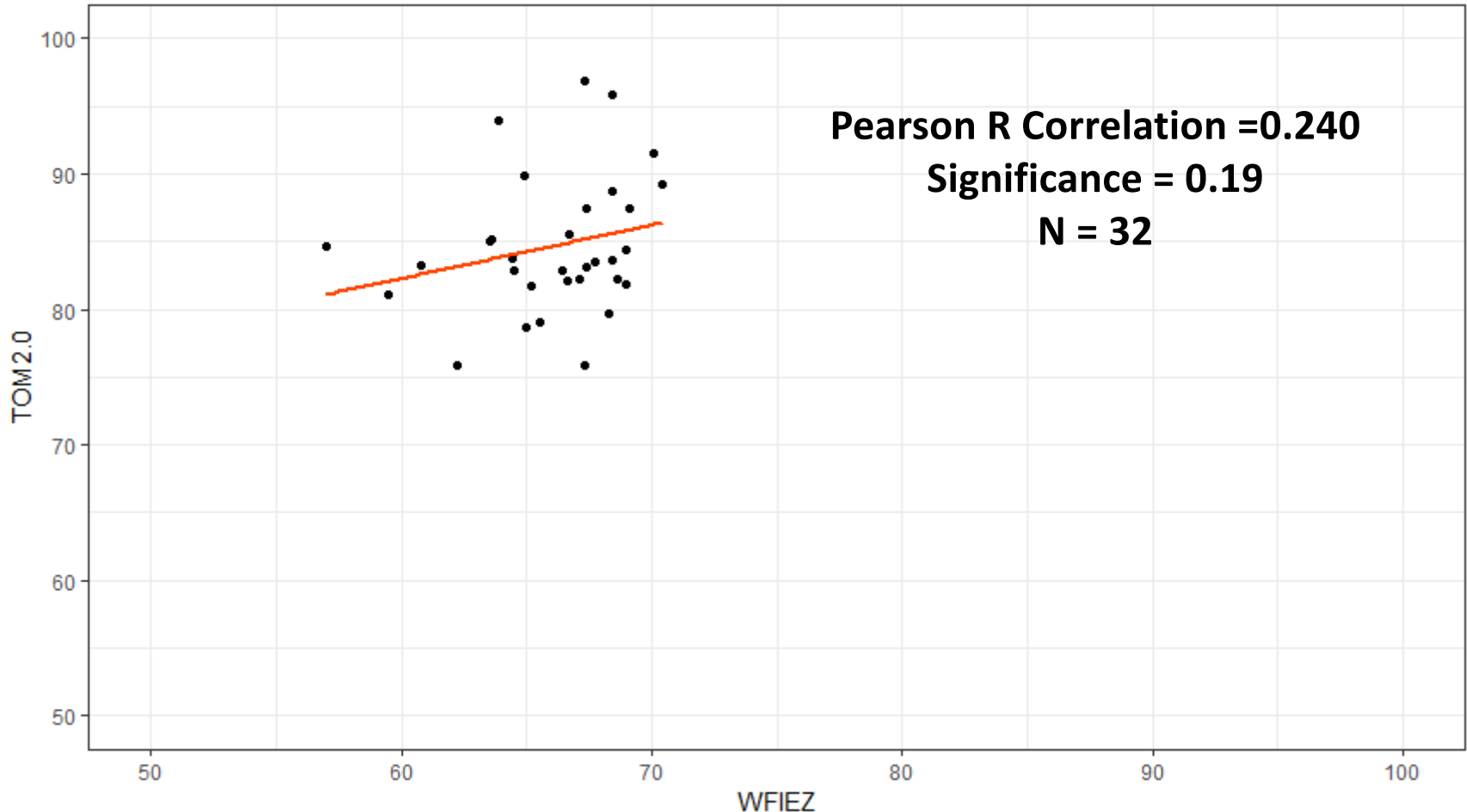
MASSACHUSETTS RESULTS

Scores on the WFI-EZ & TOM 2.0

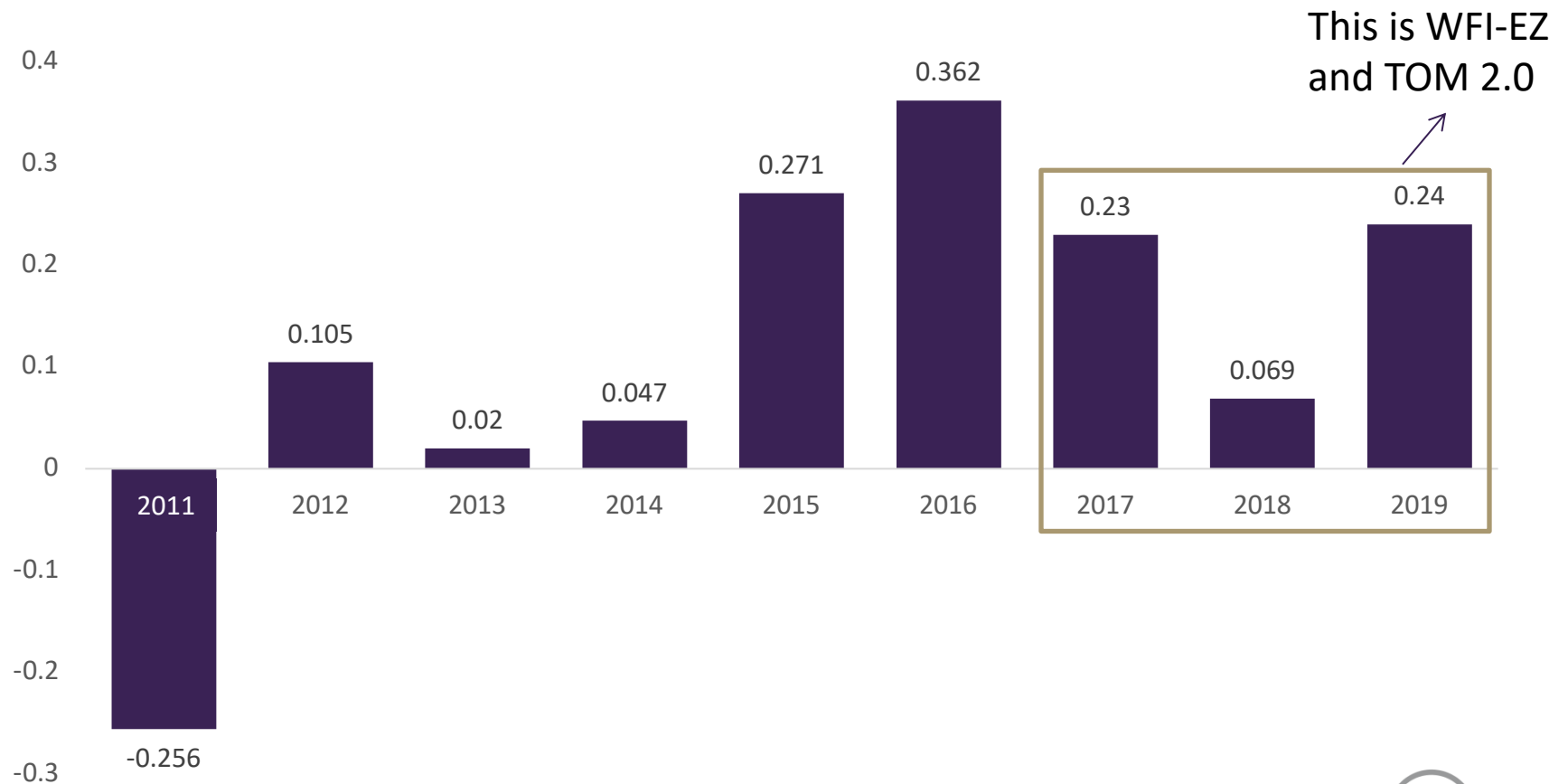
WFI-EZ		
Number of Youth Assessed	623 forms and youth	
Age of Youth & Frequencies		
Mean (SD)	12 (3.7)	
Range	4 – 19	
0-4	11 (2%)	
5-9	189 (30%)	
10-14	270 (43%)	
15-18	151 (24%)	
19 and older	2 (<1%)	
Missing	0	
Gender		
Male	408 (65%)	
Female	215 (35%)	
Transgender	0	
Race	N	%
White	145	23%
Black or African American	210	34%
Asian	7	1%
Amer. Indian/Alaska Native	1	<1%
Unk./Declined to specify	182	29%
Hispanic	240	39%

TOM 2.0		
Number of Youth Assessed	765 (783 forms)	
Age of Youth & Frequencies		
Mean (SD)	11 (4.1)	
Range	<1 – 21	
0-4	12 (1%)	
5-9	154 (20%)	
10-14	225 (29%)	
15-18	154 (20%)	
19 and older	21 (3%)	
Missing	199 (26%)	
Gender		
Male	461 (60%)	
Female	296 (39%)	
Transgender	8 (1%)	
Race	N	%
White	380	50%
Black or African American	81	11%
Asian	23	3%
Amer. Ind./AK Native/Haw.	3	<1%
Other/Missing	72	9%
Hispanic	190	24%

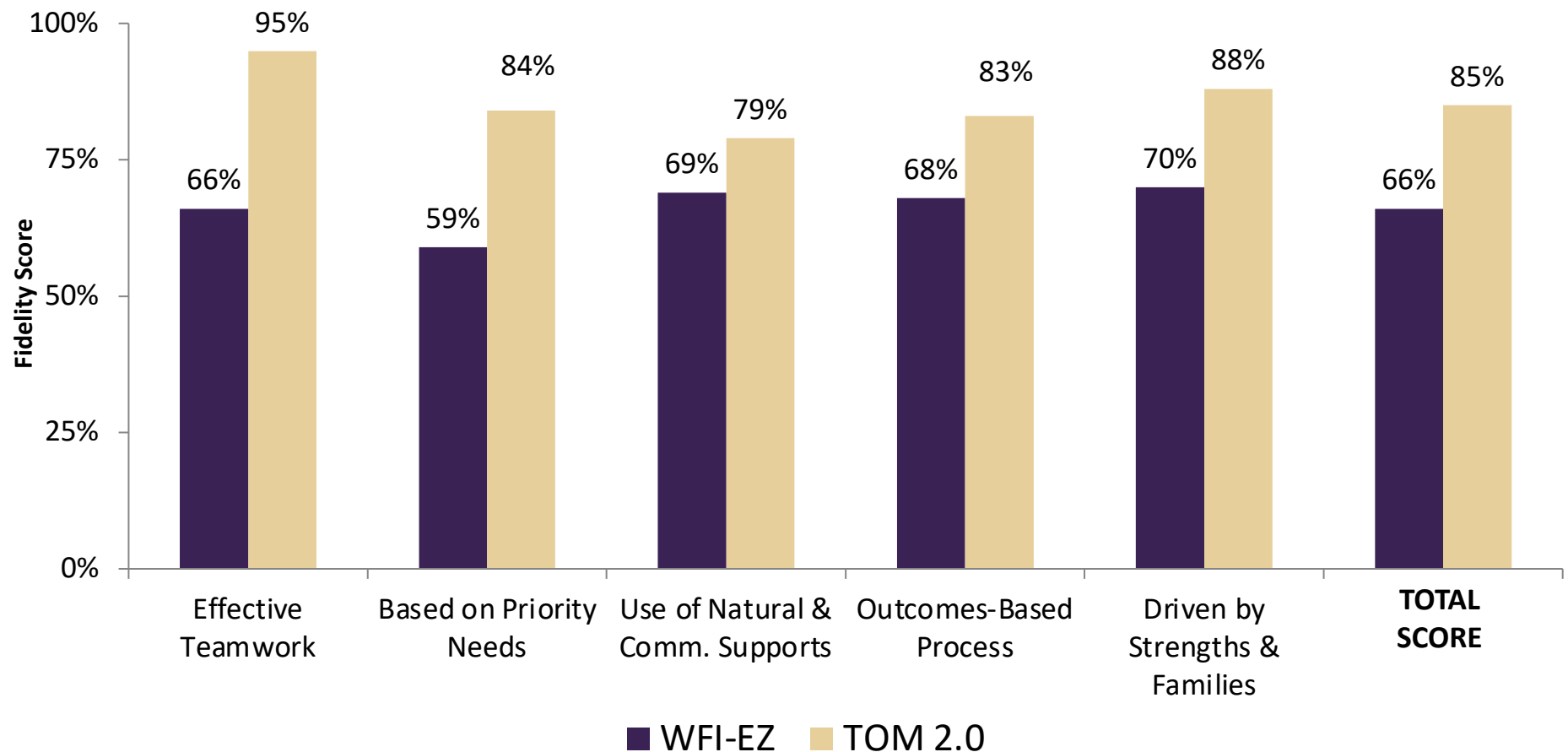
WFI-EZ & TOM 2.0 were not very strongly correlated at the CSA level



WFI-4 & TOM Correlations



TOM 2.0 scores continue to be higher, on average, than the WFI-EZ sample across all Key Elements





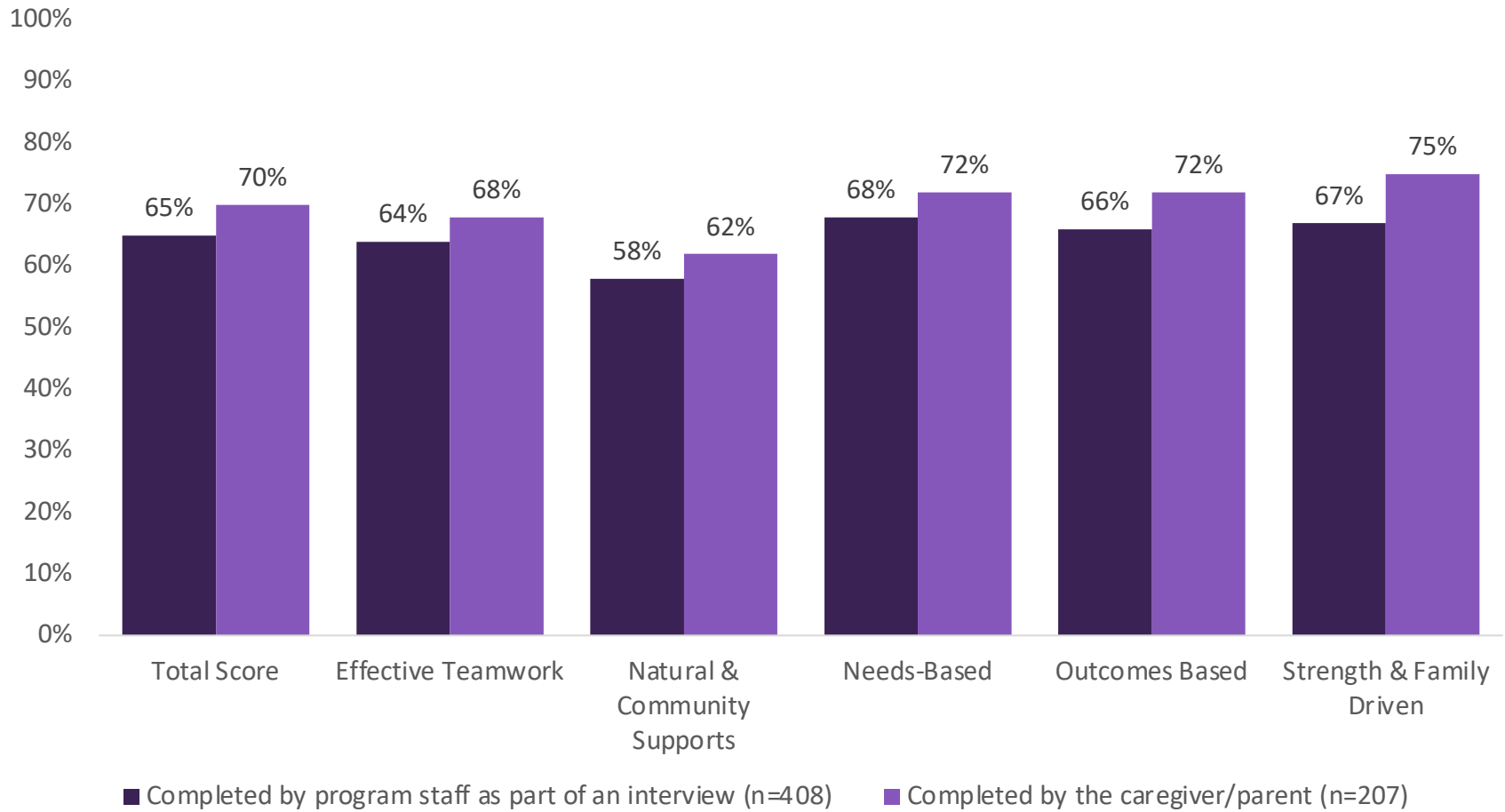
WRAPAROUND FIDELITY INDEX, SHORT FORM

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 2018	66%	66%	58%	69%	66%	71%
MA 2019	66%	66%	59%	69%	68%	70%
National Mean	72%	68%	66%	74%	75%	78%

Scores were slightly lower among surveys completed by an interviewer



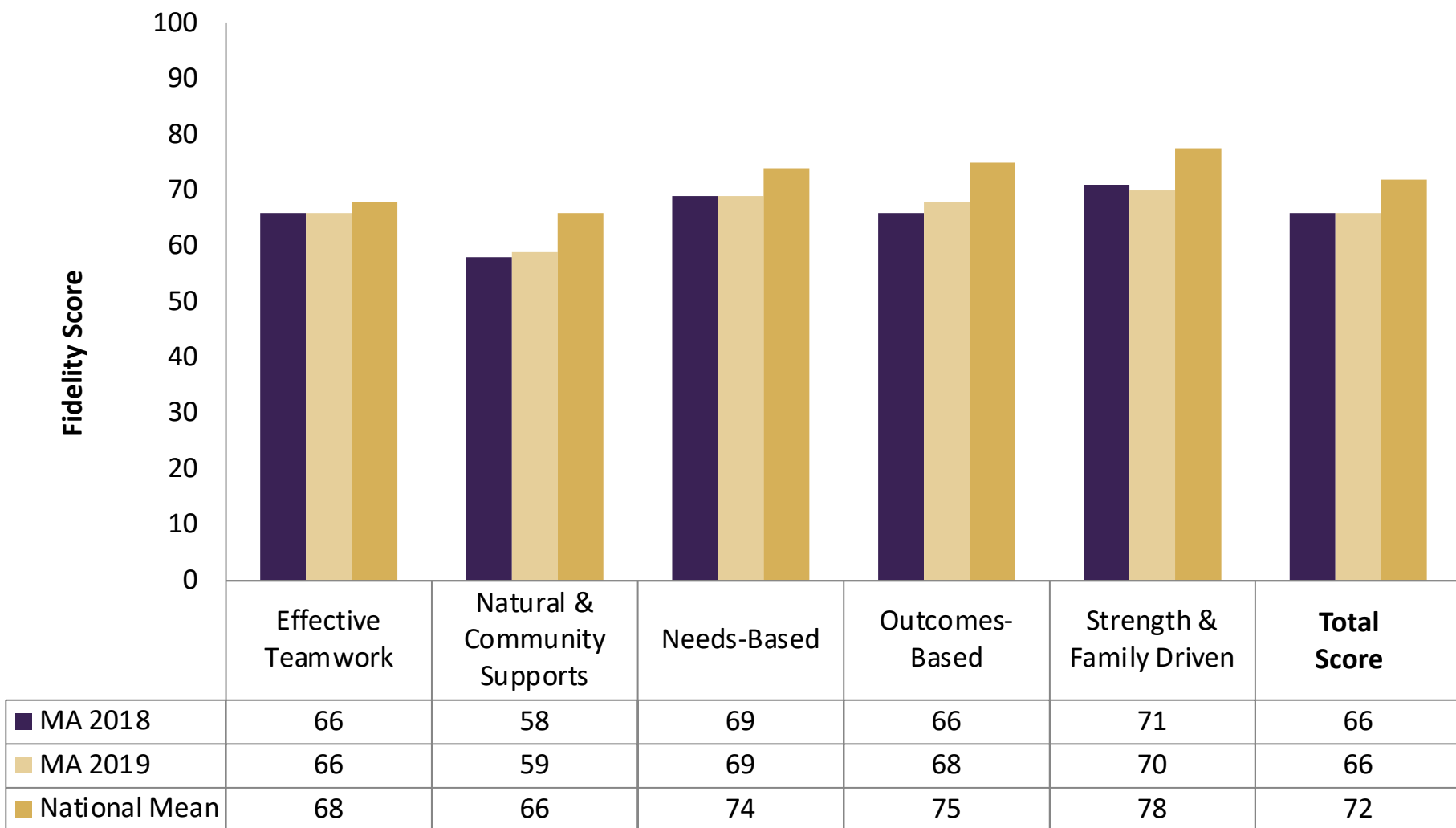
Note: There were 8 surveys where the completion method was not recorded.

A note about National Means

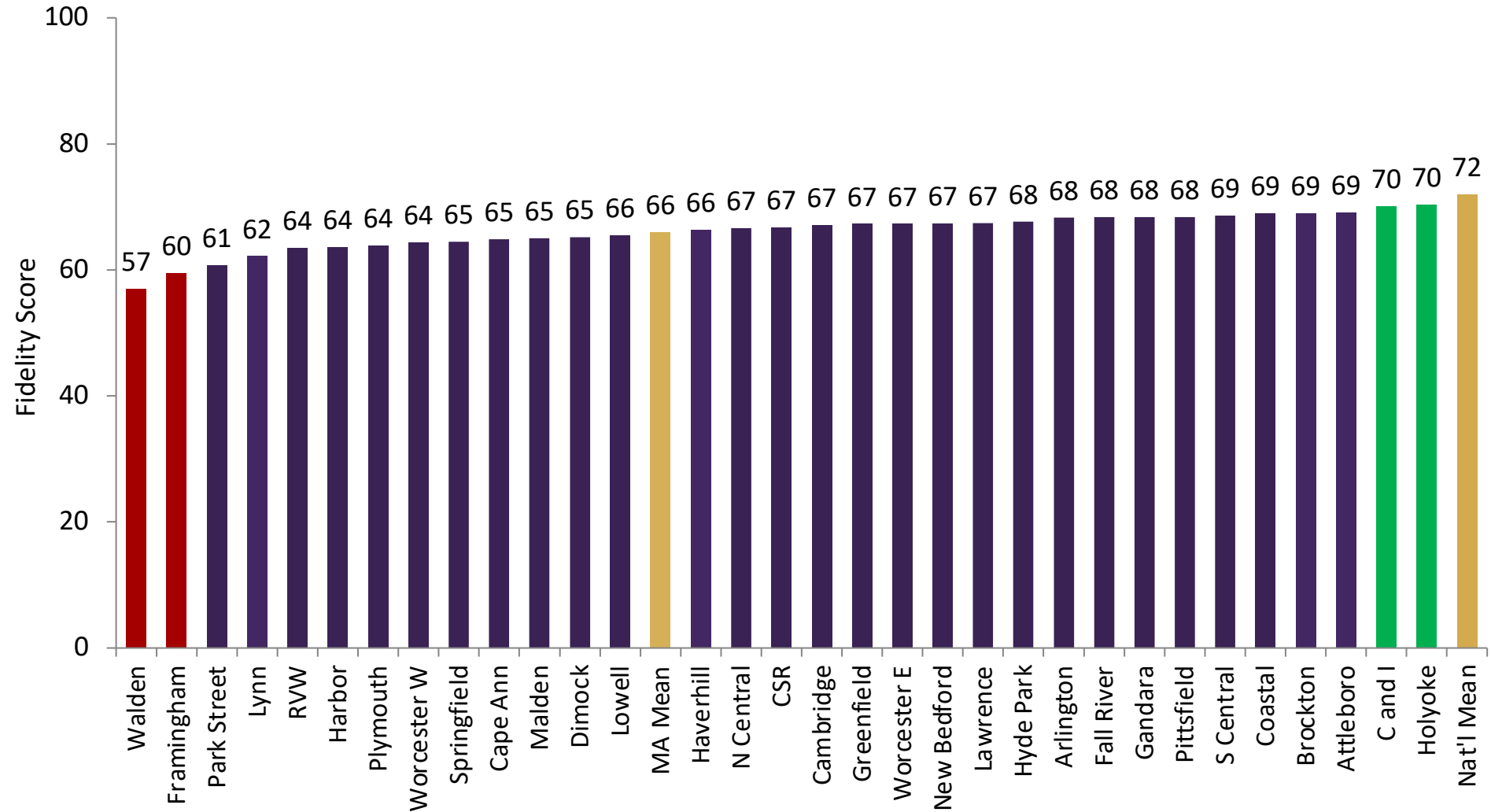
- Our National Means are simply site-level averages of any large site that uses the WFI-EZ.
 - They are **not benchmarks for “high fidelity”** or “high quality”
 - Some of the sites in our national sample **collect their data less rigorously** than Massachusetts.
 - Convenience samples and low response rates result in fidelity profiles for youth/families that are not representative of the overall initiative.
 - This results less useful and accurate pictures of fidelity/quality (and usually higher scores)



Fidelity Scores by Key Element

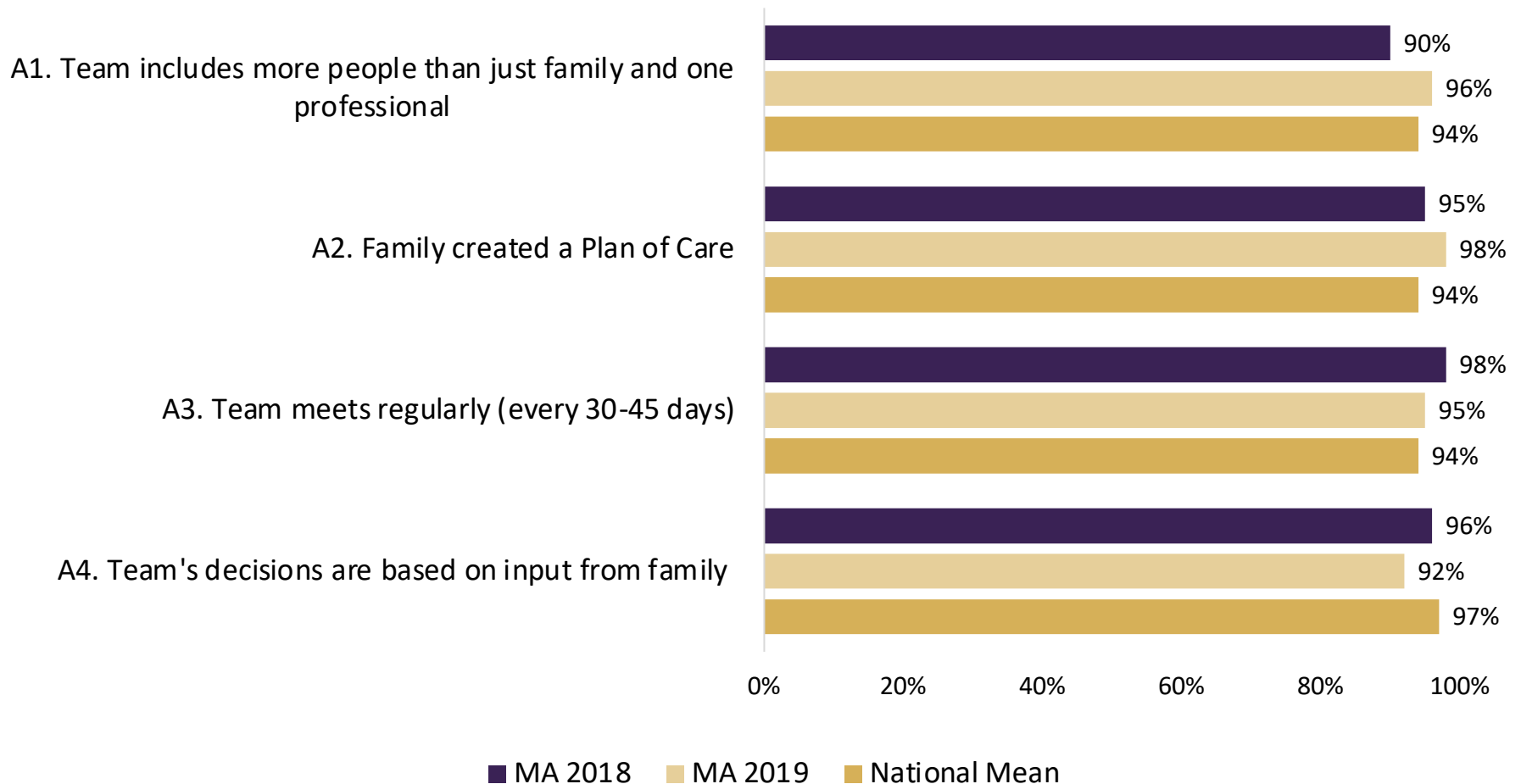


Total Fidelity



Most respondents report basic characteristics of Wraparound occurred during services

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



Item-Level Results

Strengths & Areas for Improvement

Strength:

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

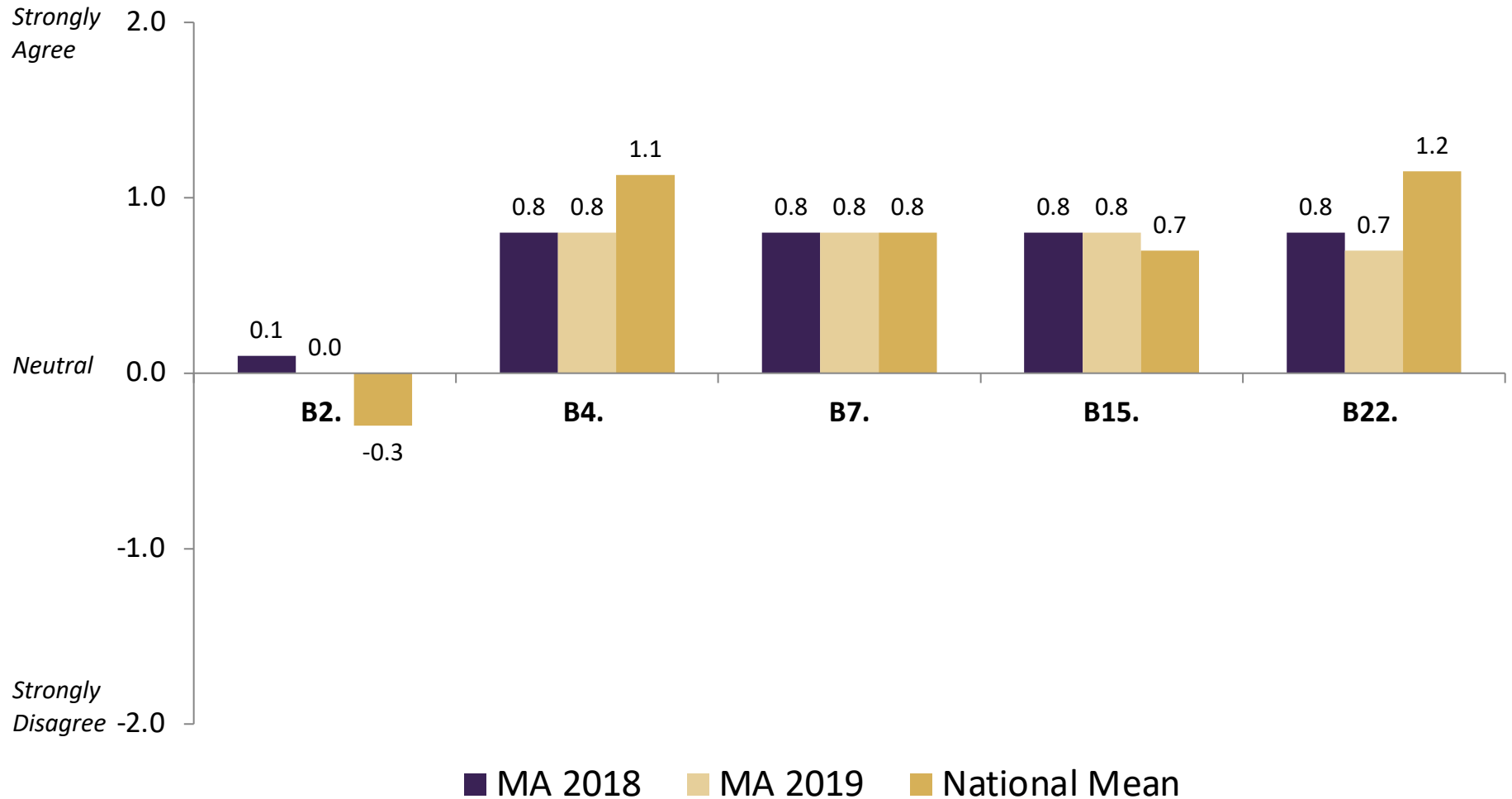
Areas for Improvement:

>.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.

		National	
ITEMS	MA 2019	SD	Mean
B2. There are people providing services to my child and family who are not involved in my Wraparound team.	0.0	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.	0.7	0.2	1.2

Effective Teamwork

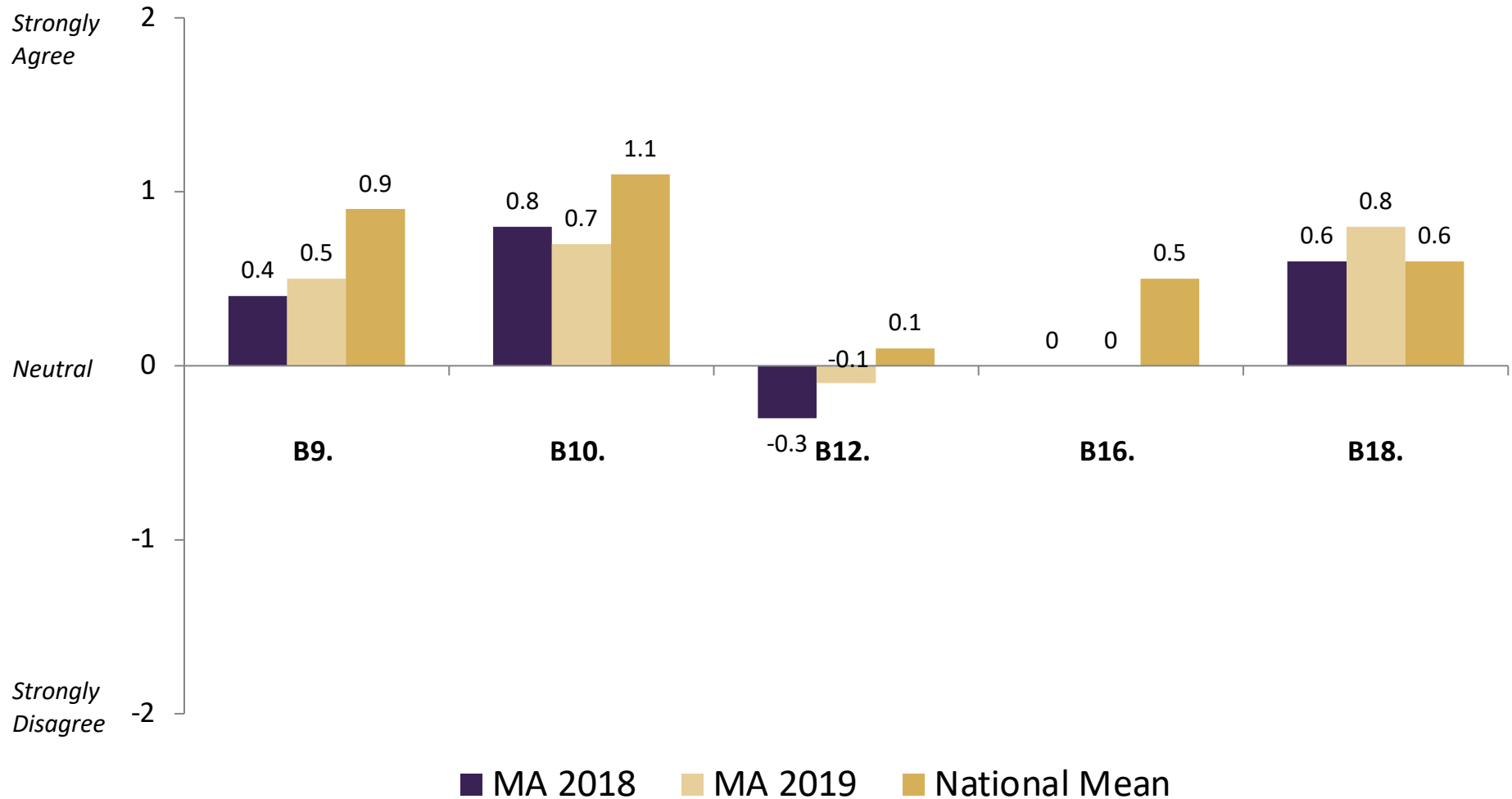


Natural Supports

(0.3 Standard Deviations above/below National Mean)

		National	
ITEMS	MA 2018	SD	Mean
B9. Being involved in Wraparound has increased the support my child and family get from friends and family.	0.5	0.2	0.9
B10. The Wraparound process has helped my child and family build strong relationships with people we can count on.	0.7	0.2	1.1
B12. Our Wraparound team does not include any friends, neighbors, or extended family members.	-0.1	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).	0.8	0.3	0.6

Natural Supports

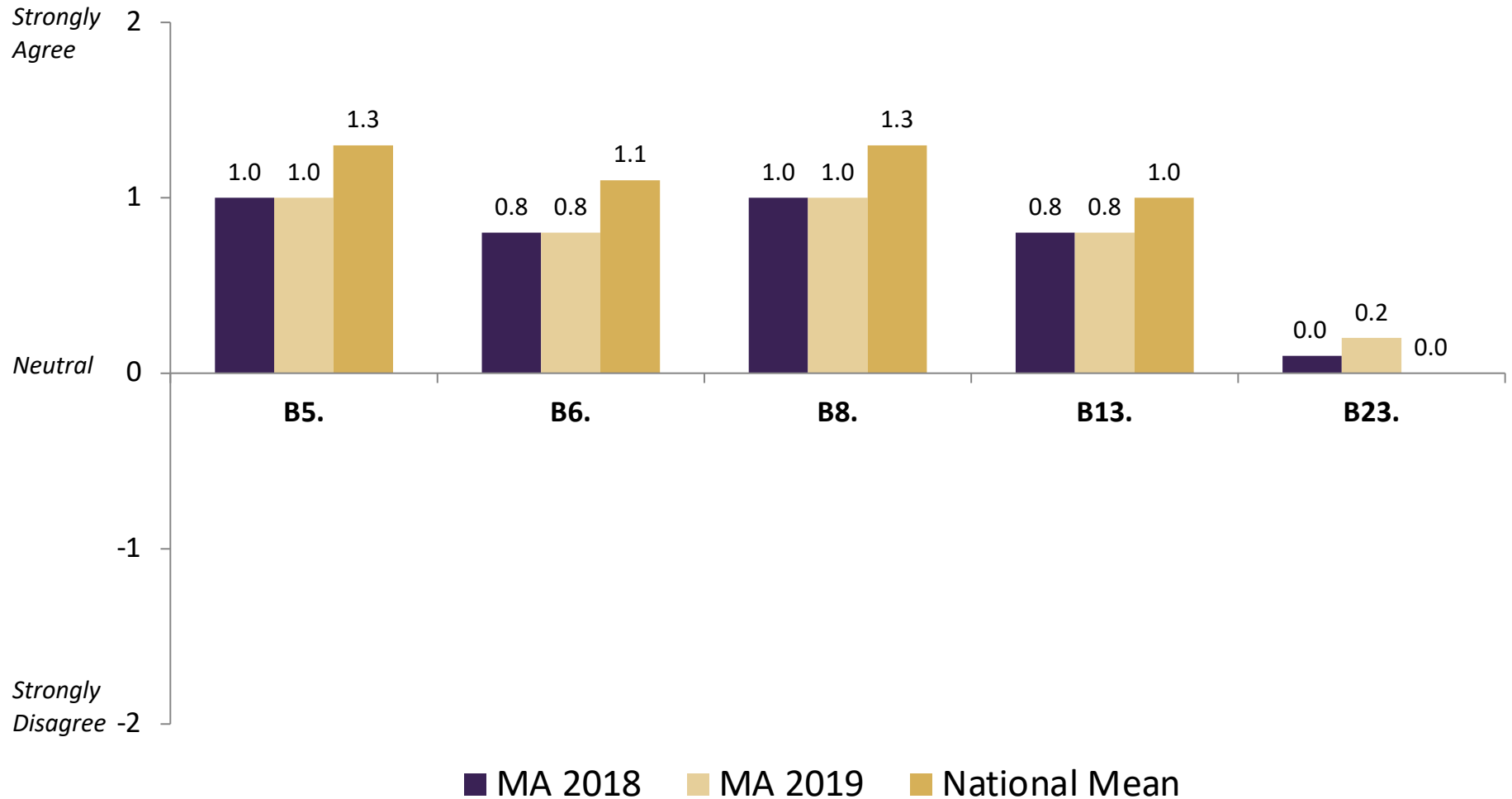


Needs-Based

(0.3 Standard Deviations above/below National Mean)

		National	
ITEMS	MA 2018	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.	0.2	0.2	0.0

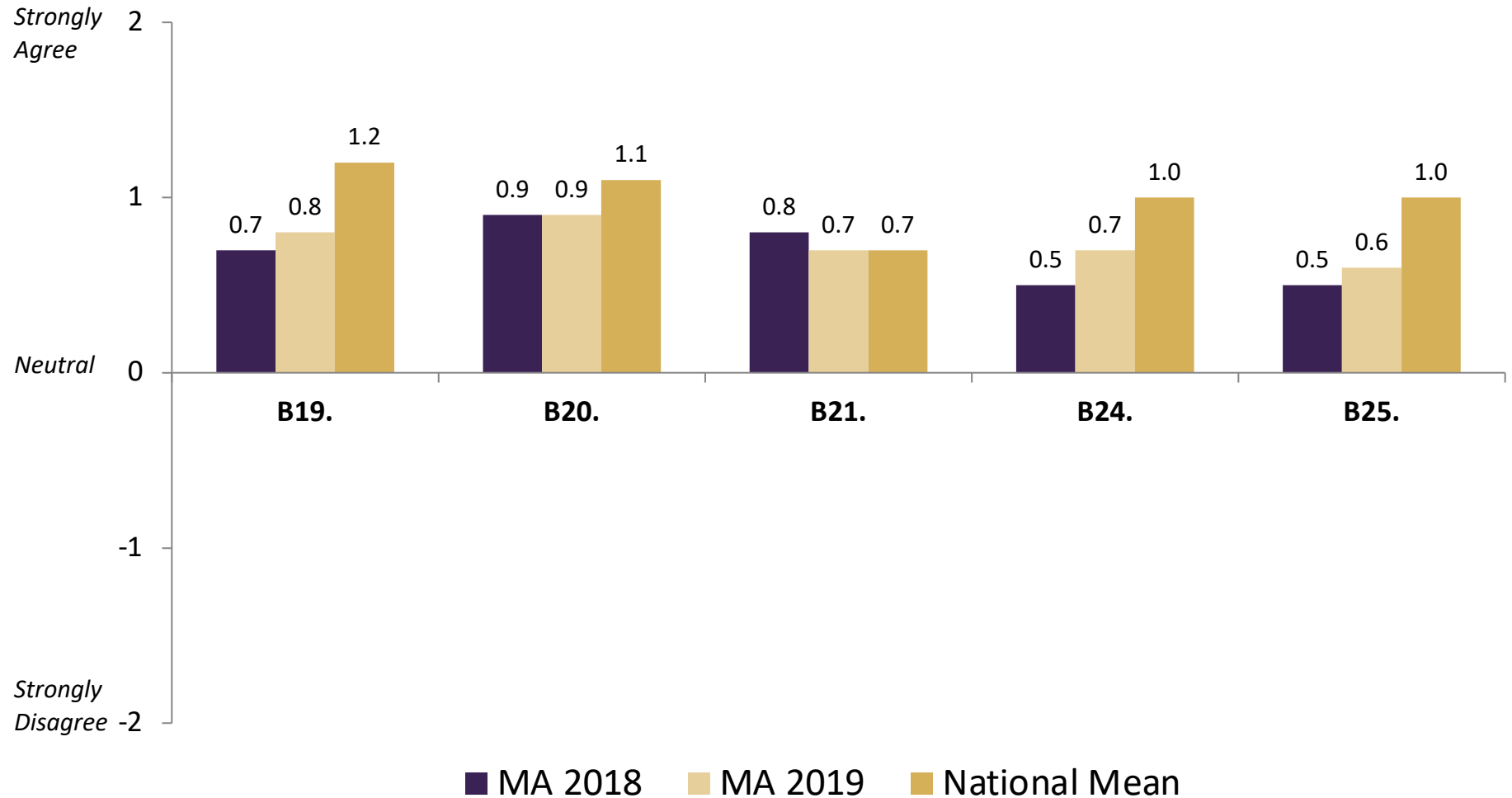
Needs-Based



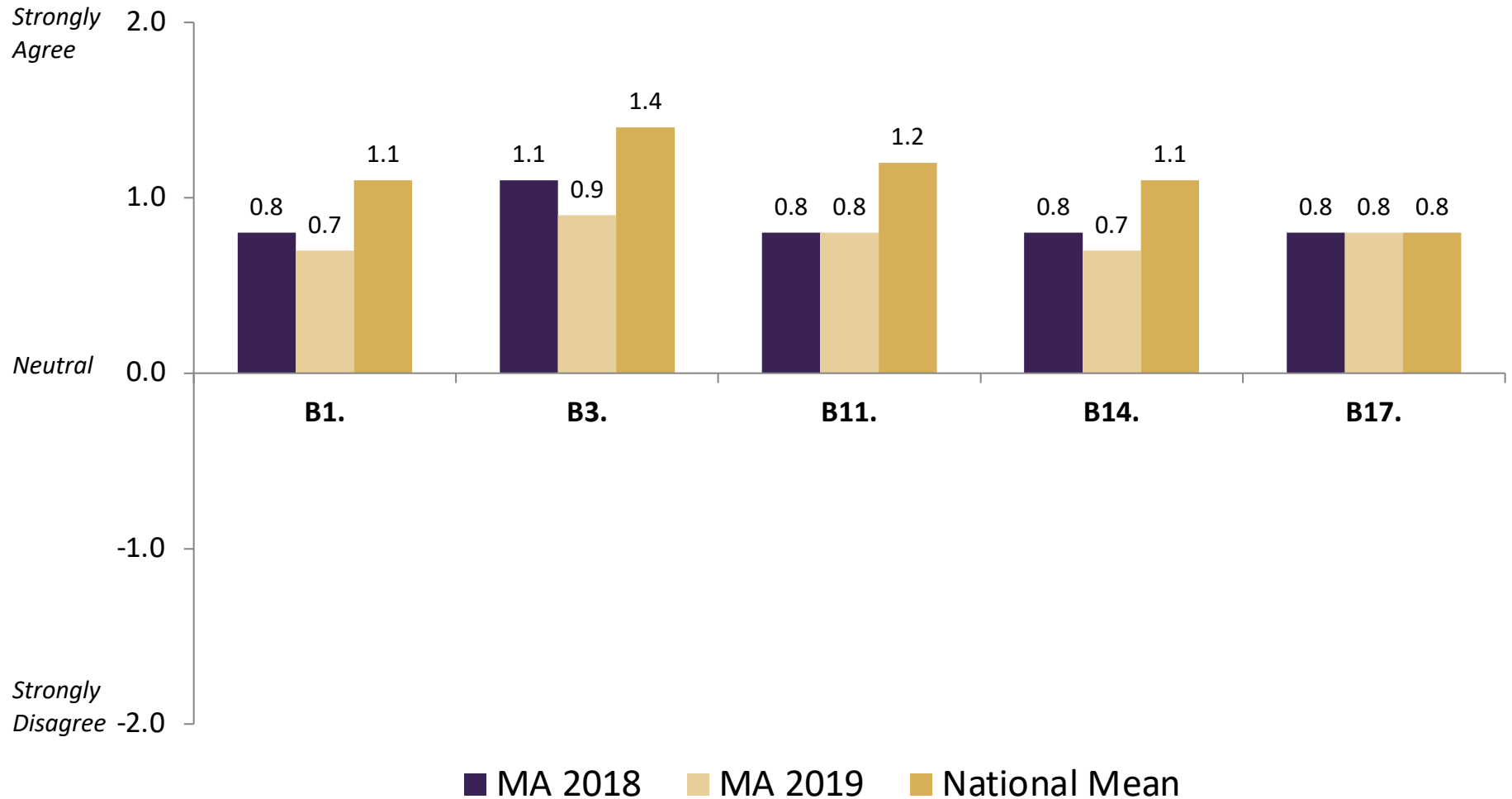
Outcomes-Based

(0.3 Standard Deviations above/below National Mean)

		National	
ITEMS	MA 2018	SD	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.	0.8	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.	0.7	0.2	0.7
B24. Participating in Wraparound has given me confidence that I can manage future problems.	0.7	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.	0.6	0.2	1.0

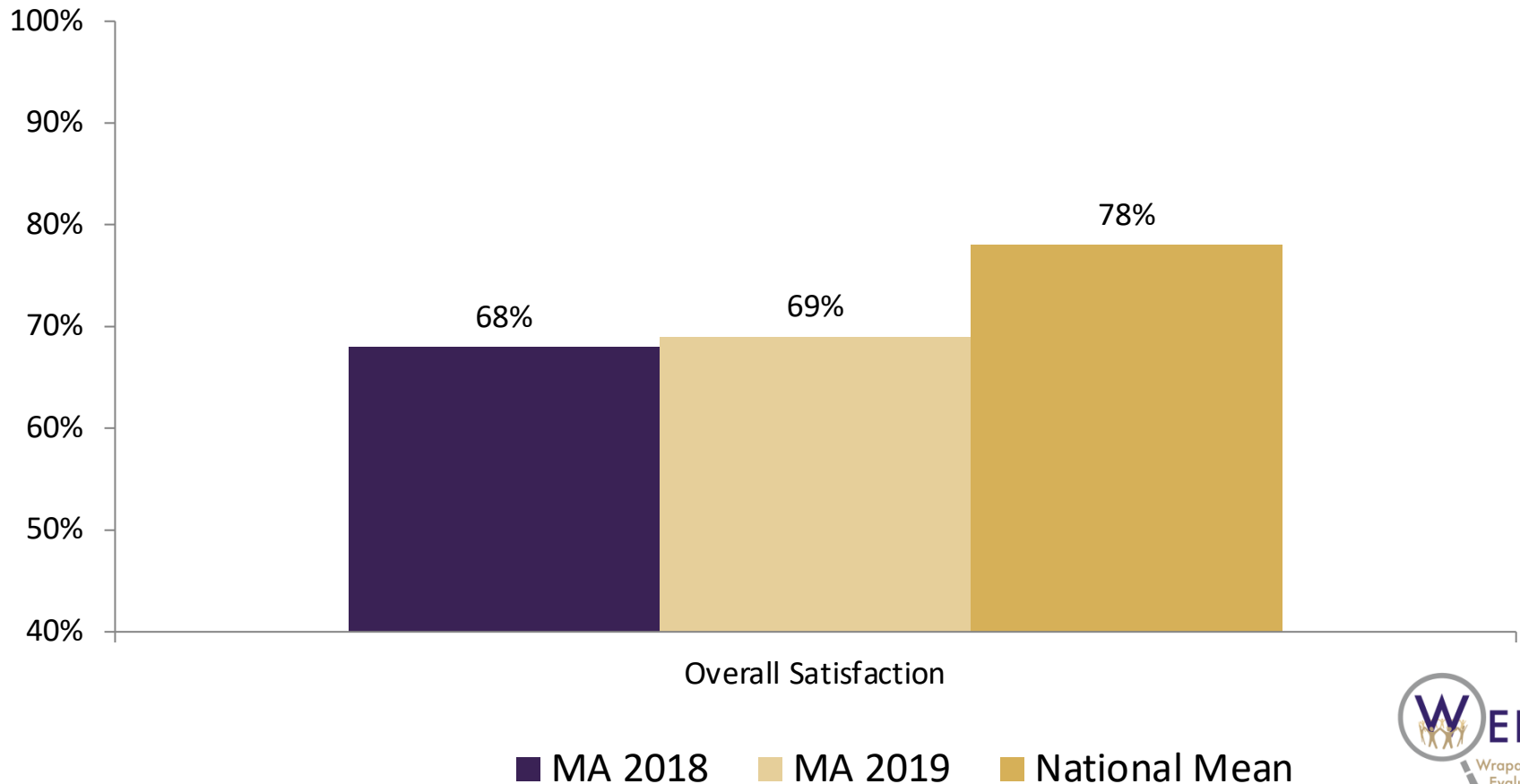


		National	
ITEMS	MA 2018	SD	Mean
B1. My family and I had a major role in choosing the people on our Wraparound team.	0.7	0.4	1.1
B3. At the beginning of the Wraparound process, my family described our vision of a better future to our team.	0.9	0.2	1.4
B11. At each team meeting, our Wraparound team celebrates 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.	0.7	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



Satisfaction

Overall Satisfaction is significantly lower than the National Mean



Satisfaction

(0.3 SDs above/below National Mean)

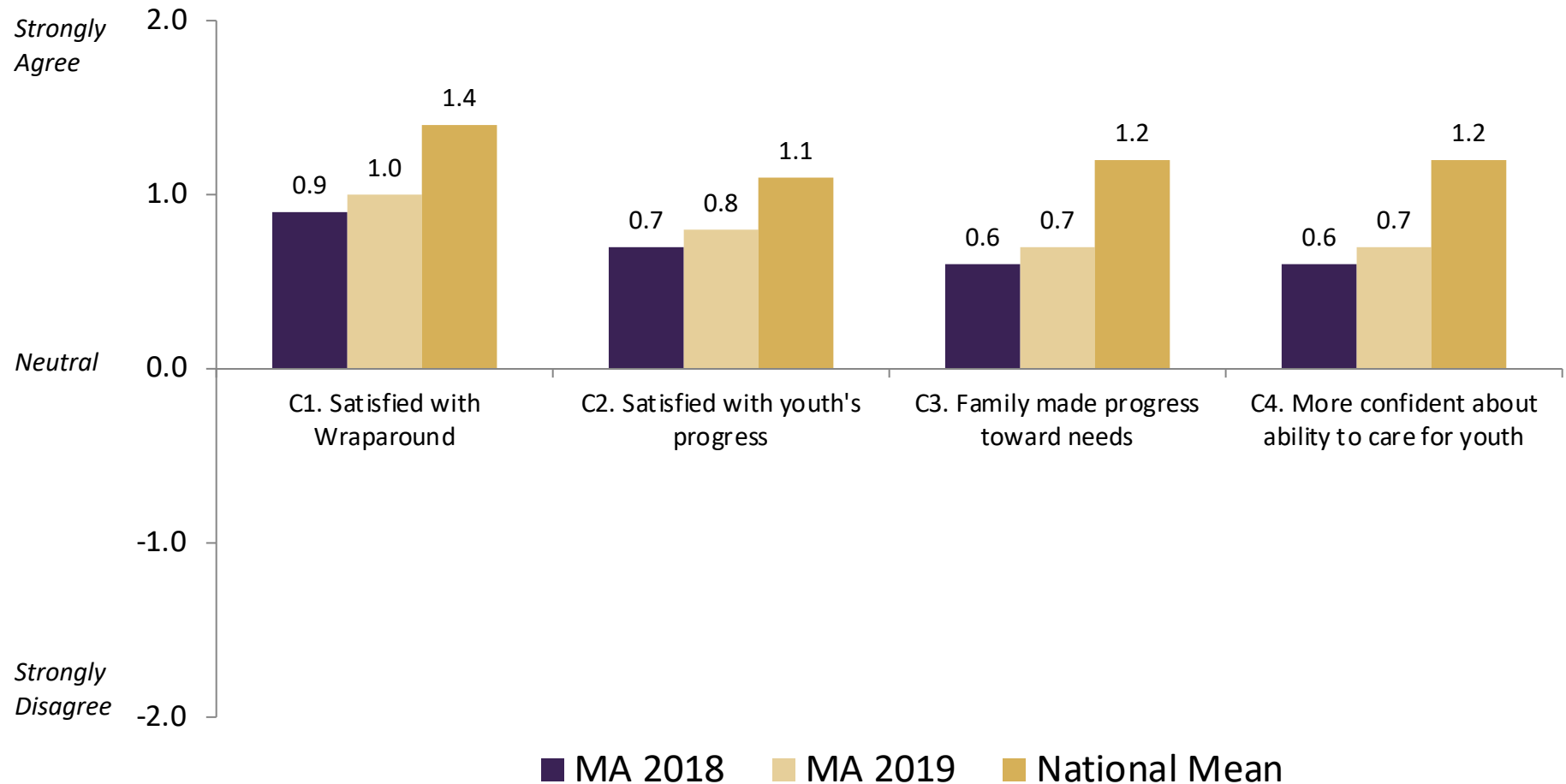
		National Mean	
ITEMS	MA 2018	SD	Mean
C1. I am satisfied with the wraparound process in which my family and I have participated.	1.0	0.2	1.4
C2. I am satisfied with my child or youth's progress since starting the wraparound process.	0.8	0.2	1.1
C3. Since starting wraparound, our family has made progress toward meeting our needs.	0.7	0.1	1.2
C4. Since starting wraparound, I feel more confident about my ability to care for my child/youth at home.	0.7	0.2	1.2

Satisfaction

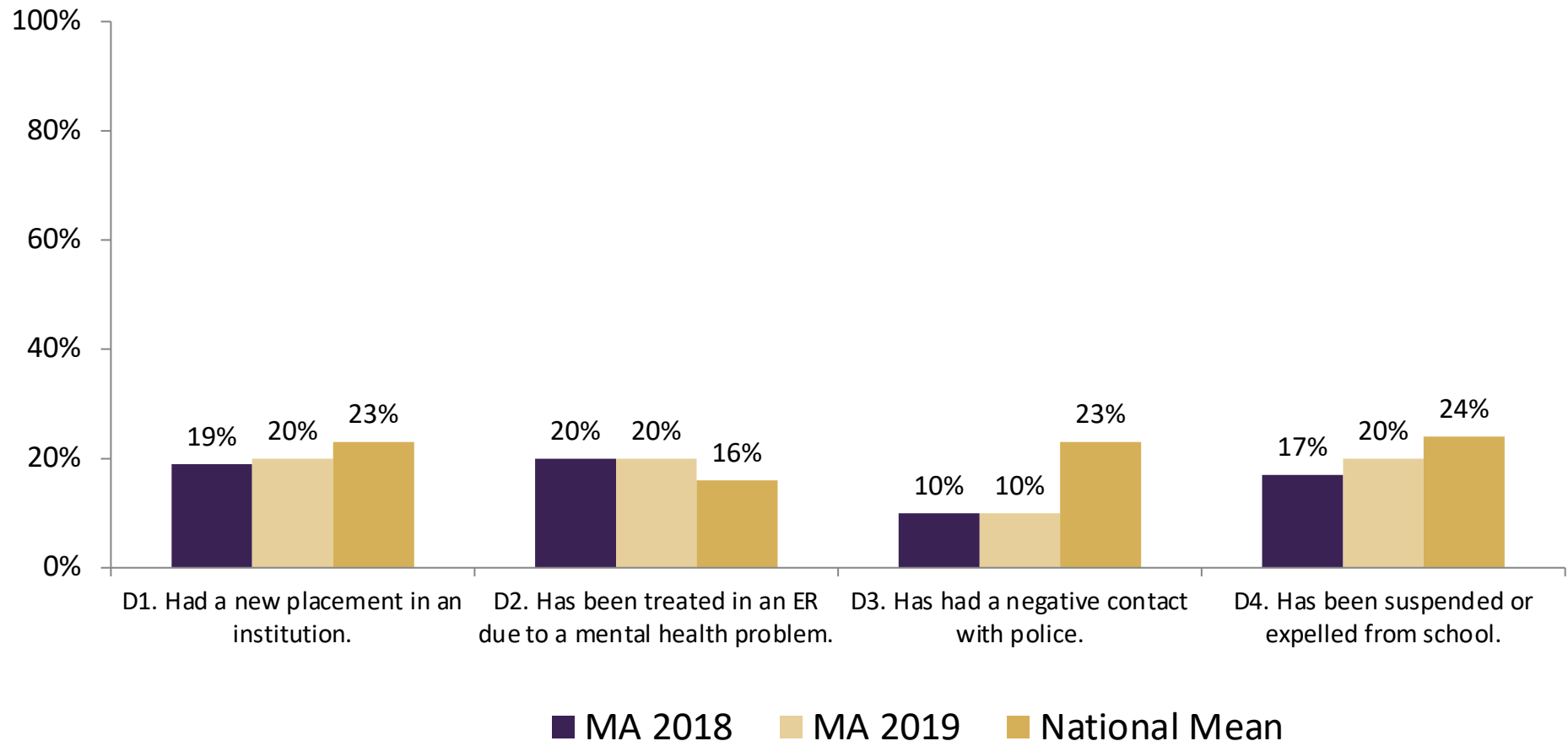
(Frequency and Percent of Response Options)

ITEMS	Strongly Disagree (-2)	Disagree (-1)	Neutral (0)	Agree (1)	Strongly Agree (2)	Don't Know (Not Scored)	Average (-2 to 2)
C1. I am satisfied with the wraparound process in which my family and I have participated.	N=12 (2%)	N=31 (5%)	N=23 (4%)	N=453 (73%)	N=101 (16%)	3 (<1%)	1.0
C2. I am satisfied with my child or youth's progress since starting the wraparound process.	N=11 (2%)	N=57 (9%)	N=57 (9%)	N=426 (68%)	N=70 (11%)	2 (<1%)	0.8

Satisfaction

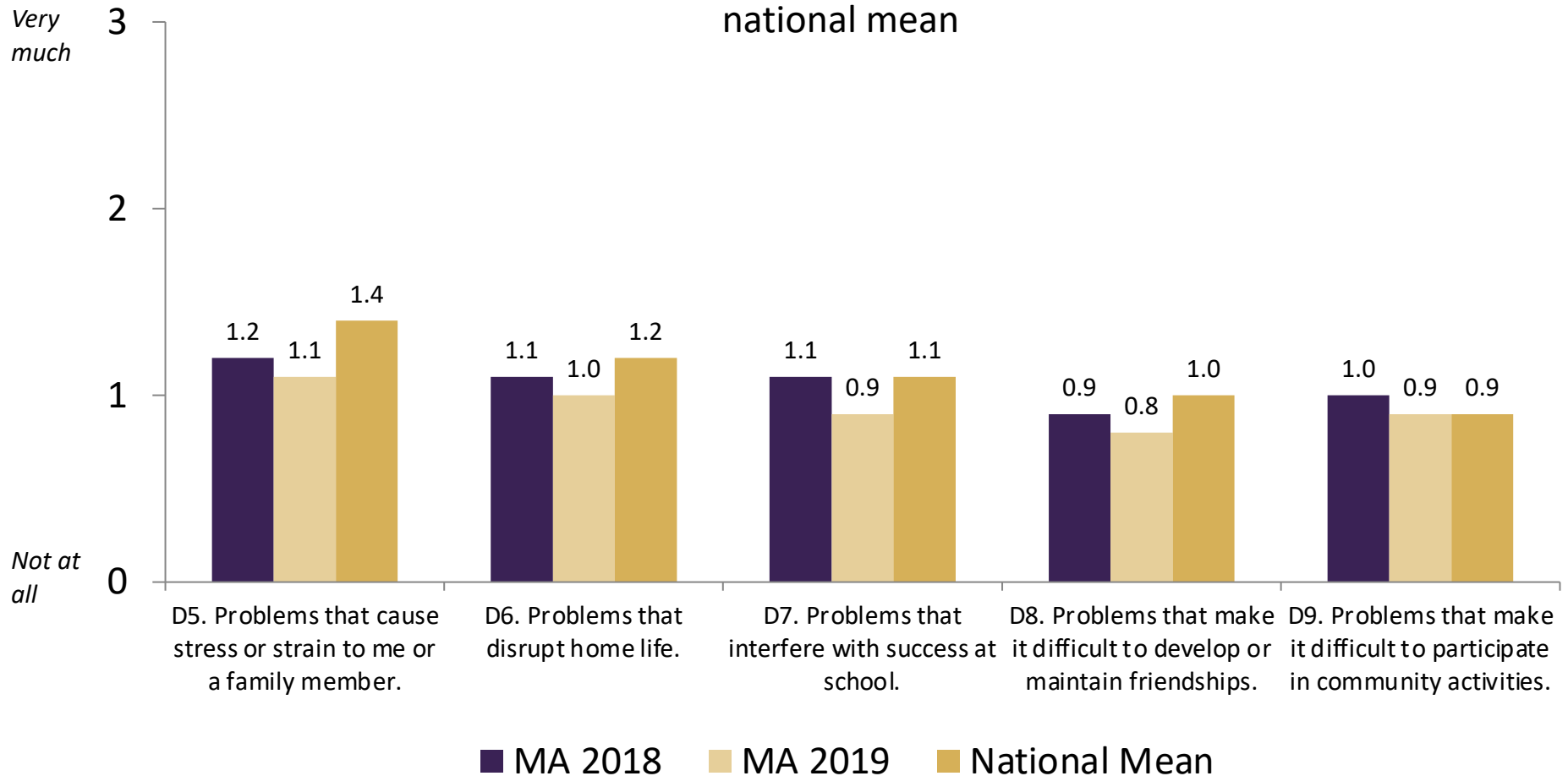


Since starting Wraparound, my child/youth has...



Functioning Outcomes

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



- **Positive experience with Wraparound**

- *“This has empowered me. My child is managing his emotions now, even though it is a difficult time for him. I would love to participate in getting the word out to other families about how great this service is.”*
- *“Through the wraparound process, my daughter has learned to express her feelings better and know that there are others ‘rooting for her.’”*
- *“The wrap around is really a great benefit for me. I feel like I actually have someone who cares, listens, and wants to help my family as much as she possibly can to her ability.”*

- **Positive experience with Wraparound**
 - *“My child has improved quite a bit since starting wraparound. Her grades have gone up considerably and she is doing better expressing her feelings and speaking up more so she can be heard clearly”*
 - *“I absolutely appreciate their help. They helped do tasks I could not have been able to do on my own.”*
 - ***“BEST THING I EVER DONE. OUR TEAM IS NON-JUDGEMENTAL, SUPPORTIVE AND ALWAYS HELPFUL AND PRESENT.”***

- **Negative experience with Wraparound**

- *“I feel like we had check lists that the team crossed off, but that the overall function of the family wasn't considered at all. We were cut from program very quickly, nothing in place for us to follow.”*
- *“Lack of awareness when it came to community services, issues of homelessness. I had to seek out services in an emergency and they only supported my daughter by taking her to a family member's house. I did NOT feel supported as a parent.”*

- **Negative experience with Wraparound**

- *“Also it has been hard for me to know what my role is, what the ICC role is, what the function of the family partner is, what the role of the IH Therapist is, etc. I often feel like I have more to do and manage now than I did before wraparound without seeing matching results. I am happy to have people to talk to about our issues so I don't feel so isolated but I wish that there was more understanding about autism so that I didn't have to explain everything so often. Perhaps staff training from MGH Aspire and/or AANE would help. I guess for some reason I just expected more help and more results with someone facilitating the process instead of me having to reach out for things to happen.”*



SUMMARY OF WFI-EZ FINDINGS

- Like last year, the high-level WFI-EZ results suggest that fidelity in Massachusetts is lower than in other places around the country:
 - All CSAs scored at or below the National Mean for the WFI-EZ Total Score
 - Key Element scores fall significantly below the National Mean except for Effective Teamwork, which was comparable

- Relative to our national mean, caregivers in Massachusetts are...
 - ...more likely to say that their Wraparound plan includes informal strategies
 - ...less likely to think that the process will end before they are ready.

- WFI-EZ results are largely **similar to previous years'** results.
- Caregivers do not report that **natural supports** are part of their teams
- **Satisfaction** with the Wraparound process is lower than the national average.
- Caregivers are less likely to report that their team is working effectively than are caregivers in the national mean--less likely to report coming up with **creative and new ideas** and less likely to report having the **opportunity to provide feedback** about the process.
- Caregivers worry that the Wraparound **process will end** before their needs have been met.
- Caregivers are less likely to report that Wraparound has **connected them to community supports and services** than are caregivers from the national mean.
- Caregivers do not strongly agree that their plans are tied to **things they like to do**.



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	18%
Follow-up Meeting	75%
Discharge Meeting	7%
Other	0%



Scores by Subscale

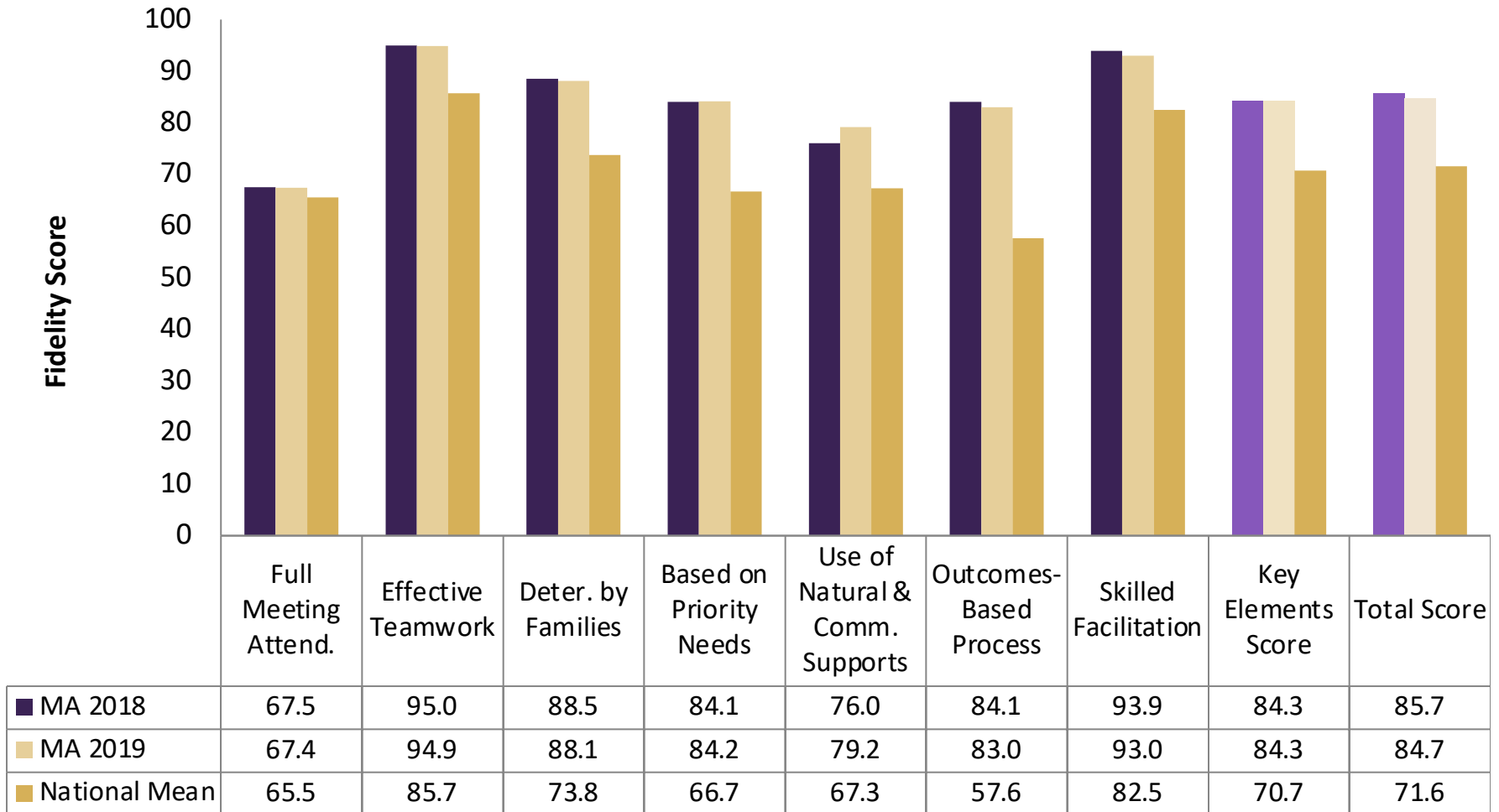
TOM 2.0 Subscale		National Mean
1. Full Meeting Attendance	67.4%	65.5%
2. Effective Teamwork	94.9%	85.7%
3. Driven by Strengths & Families	88.1%	73.8%
4. Based on Priority Needs	84.2%	66.7%
5. Use of Natural & Community Supports	79.2%	67.3%
6. Outcomes-Based Process	83.0%	57.6%
7. Skilled Facilitation	93.0%	82.5%
Total TOM 2.0 Score	84.3%	71.6%
Total Key Elements Score	84.7%	

Does not include "Full Meeting Attendance" or "Skilled Facilitation."



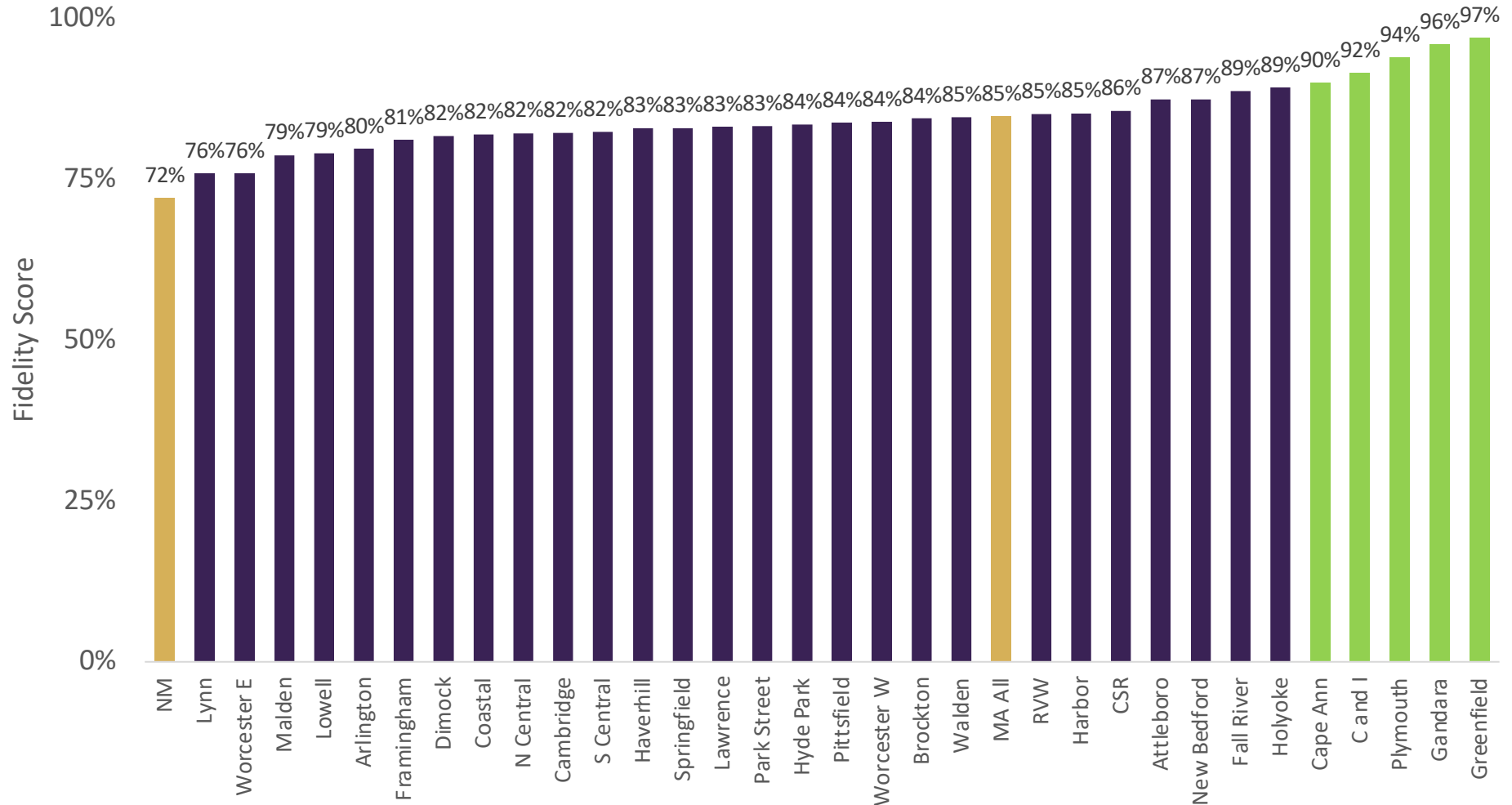


Scores by Subscale





Total Fidelity



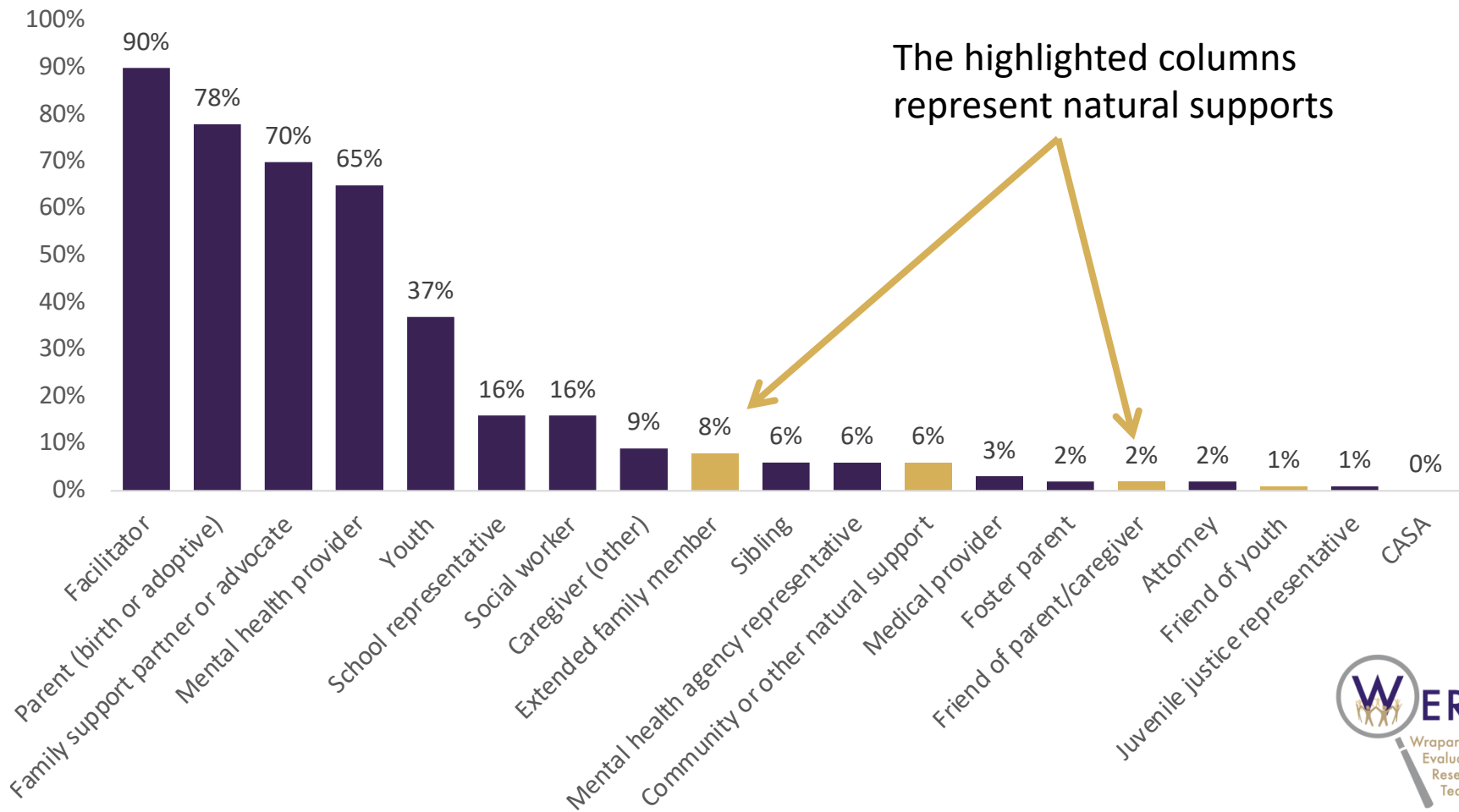
Team Membership & Attendance

	2017		2018		2019	
Number of Meetings Assessed	761		765		784	
Youth	285	37%	263	34%	292	37%
Parent (birth or adoptive)	647	85%	628	82%	614	78%
Foster parent	22	3%	17	2%	17	2%
Caregiver (if different from parent or foster parent)	83	11%	93	12%	73	9%
Sibling	71	9%	57	8%	46	6%
Facilitator	728	96%	730	95%	709	90%
Friend of parent/caregiver	32	4%	20	3%	17	2%
Friend of youth	3	<1%	5	<1%	6	1%
Extended family member	53	7%	67	9%	60	8%
School representative	137	17%	111	15%	126	16%
Family support partner or advocate	560	72%	558	73%	549	70%
Mental health provider	557	68%	502	66%	511	65%
Mental health agency representative	60	8%	55	7%	49	6%
Social services representative/social worker	147	16%	156	20%	128	16%
Medical provider	22	3%	24	3%	26	3%
Juvenile justice representative/probation officer	7	1%	8	1%	7	1%
Court appointed special advocate (CASA)	1	<1%	3	<1%	2	<1%
Attorney	5	1%	6	1%	12	2%
Community support or other natural support	59	7%	63	8%	46	6%

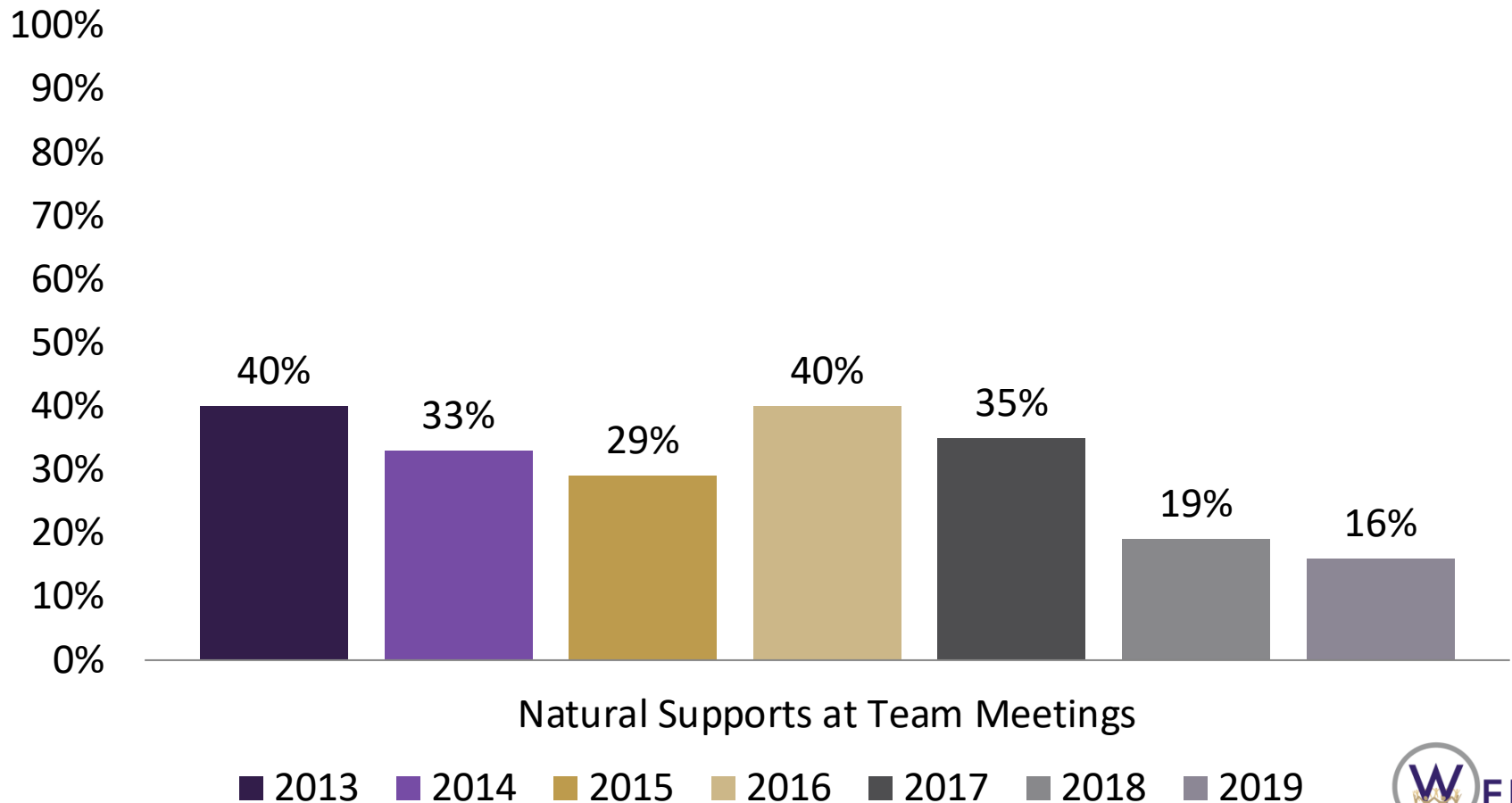
There is little variability in the percentages of team members attending meetings since 2017.

Gold box denotes natural support role on the team

Team Members Present, 2019



Natural support attendance has fallen relative to previous years





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

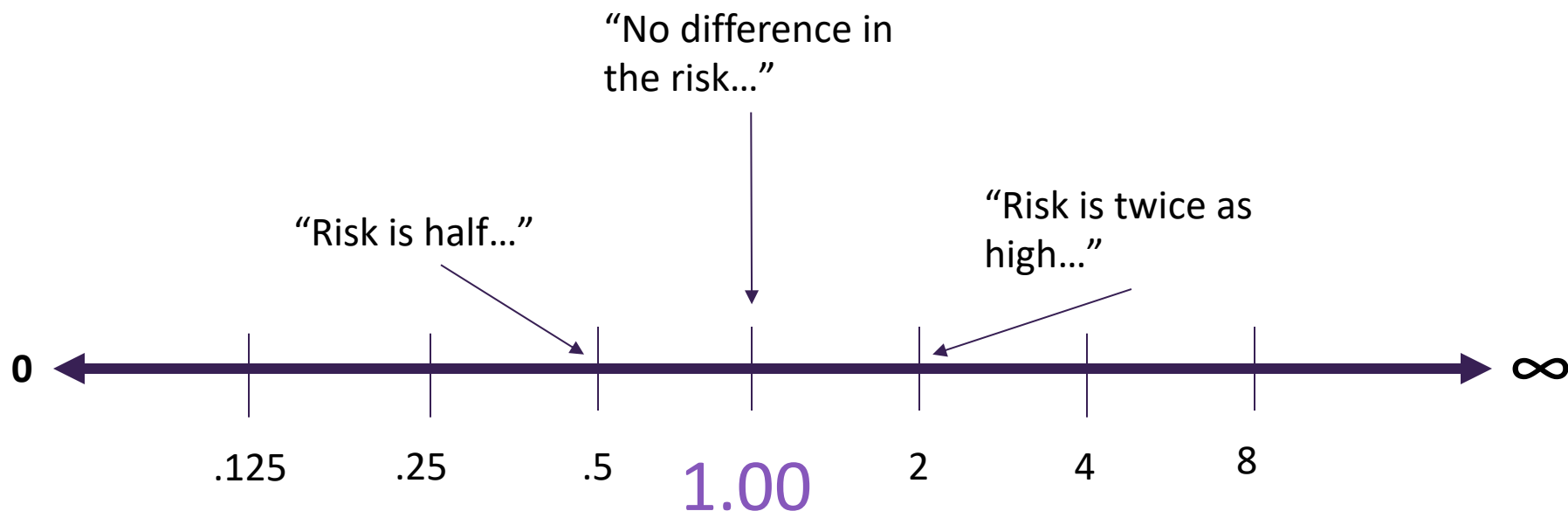
What is a Relative Risk?

- Relative Risks **compare the chances (or risk) that some event occurs.**
- For example, a Relative Risk 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 a Relative Risk?

- In our data...
 - When RRs are more than 1.00, the risk of an event occurring were **higher** in Massachusetts than in our National Mean
 - When RRs are less than 1.00, the risk of an event occurring were **lower** in Massachusetts than in our National Mean

What is a Relative Risk?



Item-Level Results

Strengths & Areas for Improvement

Strength:

Relative Risk > 1.30 = green box

Area for Improvement:

Relative Risk < 0.70 = red box



Full Meeting Attendance

ITEMS	MA 2019	NM	RR (95%CI)
1a. At least one parent/caregiver was present at the meeting. N=754	100%	98.9%	1.01 (0.82 - 1.25)
1b. The youth was present at the meeting. (<i>N/A for youth age 10 or younger.</i>) N=465	60%	93.5%	0.64 (0.51 - 0.81)
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%	45.4%	1.28 (0.97 - 1.69)
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	70%	69.4%	1.01 (0.79 - 1.28)
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	90%	67.5%	1.33 (1.05 - 1.69)
1f. At least one natural support for the family was present at the meeting. N=761	24%	19.8%	1.21 (0.82 - 1.79)



Effective Teamwork

ITEMS	MA 2019	NM	RR (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%	94.0%	1.02 (0.82 - 1.27)
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%	86.6%	1.11 (0.89 - 1.38)
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%	85.1%	1.07 (0.86 - 1.34)
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	95%	82.1%	1.16 (0.92 - 1.45)
2e. Team members demonstrated a consistent willingness to compromise or explore further options when there was disagreement. N=387	96%	84.7%	1.13 (0.91 - 1.42)



Driven by Strengths & Families

ITEMS	MA 2019	NM	RR (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	99%	92.8%	1.07 (0.86 - 1.33)
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). <i>(N/A for youth age 10 or younger.)</i> N=362	63%	85.9%	0.73 (0.58 - 0.93)
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	86%	56.8%	1.51 (1.18 - 1.95)
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	85%	52.7%	1.61 (1.25 - 2.09)
3e. Team members avoided blaming and remained focused on solutions, rather than dwelling on negative events. N=761	96%	91.2%	1.05 (0.85 - 1.31)



Based on Priority Needs

ITEMS	MA 2019	NM	RR (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	91%	80.8%	1.13 (0.90 - 1.41)
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	87%	63.8%	1.36 (1.07 - 1.74)
4c. Planning focused on the underlying needs of other family members, not just the identified youth. N=738	89%	67.0%	1.33 (1.05 - 1.69)
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%	80.0%	1.05 (0.84 - 1.32)
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	66%	47.9%	1.38 (1.05 - 1.81)



Use of Natural & Community Supports

ITEMS	MA 2019	NM	RR (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	81%	66.9%	1.21 (0.95 - 1.54)
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	88%	66.7%	1.32 (1.04 - 1.68)
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	53%	40.0%	1.33 (0.99 - 1.77)
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	97%	94.2%	1.03 (0.83 - 1.28)
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	73%	60.7%	1.20 (0.94 - 1.54)



Outcomes-Based Process

ITEMS	MA 2019	NM	RR (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	81%	54.7%	1.48 (1.15 - 1.91)
6b. The team reviewed the status of task/action step completion since the last meeting. N=633	93%	77.4%	1.20 (0.96 - 1.51)
6c. The team monitored progress toward meeting needs and achieving outcomes/goals since the last meeting. N=635	95%	72.1%	1.32 (1.04 - 1.66)
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	77%	50.3%	1.53 (1.18 - 1.99)
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	75%	54.3%	1.38 (1.07 - 1.79)

Skilled Facilitation

ITEMS	MA 2019	NM	RR (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	91%	77.9%	1.17 (0.93 - 1.47)
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%	79.6%	1.18 (0.94 - 1.48)
7c. The facilitator reflected and summarized team members' contributions, probed for further information, and generally stimulated productive brainstorming and discussion. N=761	91%	80.8%	1.13 (0.90 - 1.41)
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	95%	80.2%	1.18 (0.94 - 1.49)
7e. The facilitator was able to manage disagreement and conflict and make sure all team members' opinions and ideas were heard. N=284	95%	87.9%	1.08 (0.87 - 1.35)



SUMMARY OF TOM 2.0 FINDINGS



Summary of Results

- Every 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.
 - These were the same results we saw the last two years.



Strengths

- Effective Teamwork scores are near 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 Facilitation are all over 90%. Raters found the facilitators to be prepared, organized, and engaged (7a-7e).
- Most teams identify functional strengths of both youth and parents (3c-3d)
- The process is based around underlying needs, and not simply around bad behaviors (4b)
- Teams are actively monitoring progress towards meeting needs and goals (6a - 6c)



Areas for Improvement

- Youth are often not present. When they are, they often do not constructively contribute to care planning (1a and 3b)
- Natural supports are also not often present, and when they are do not actively participate in care planning (1f and 5c)
- Only about two thirds of teams discussed transition and how the family will know they are ready to transition out of formal Wraparound services (4e)

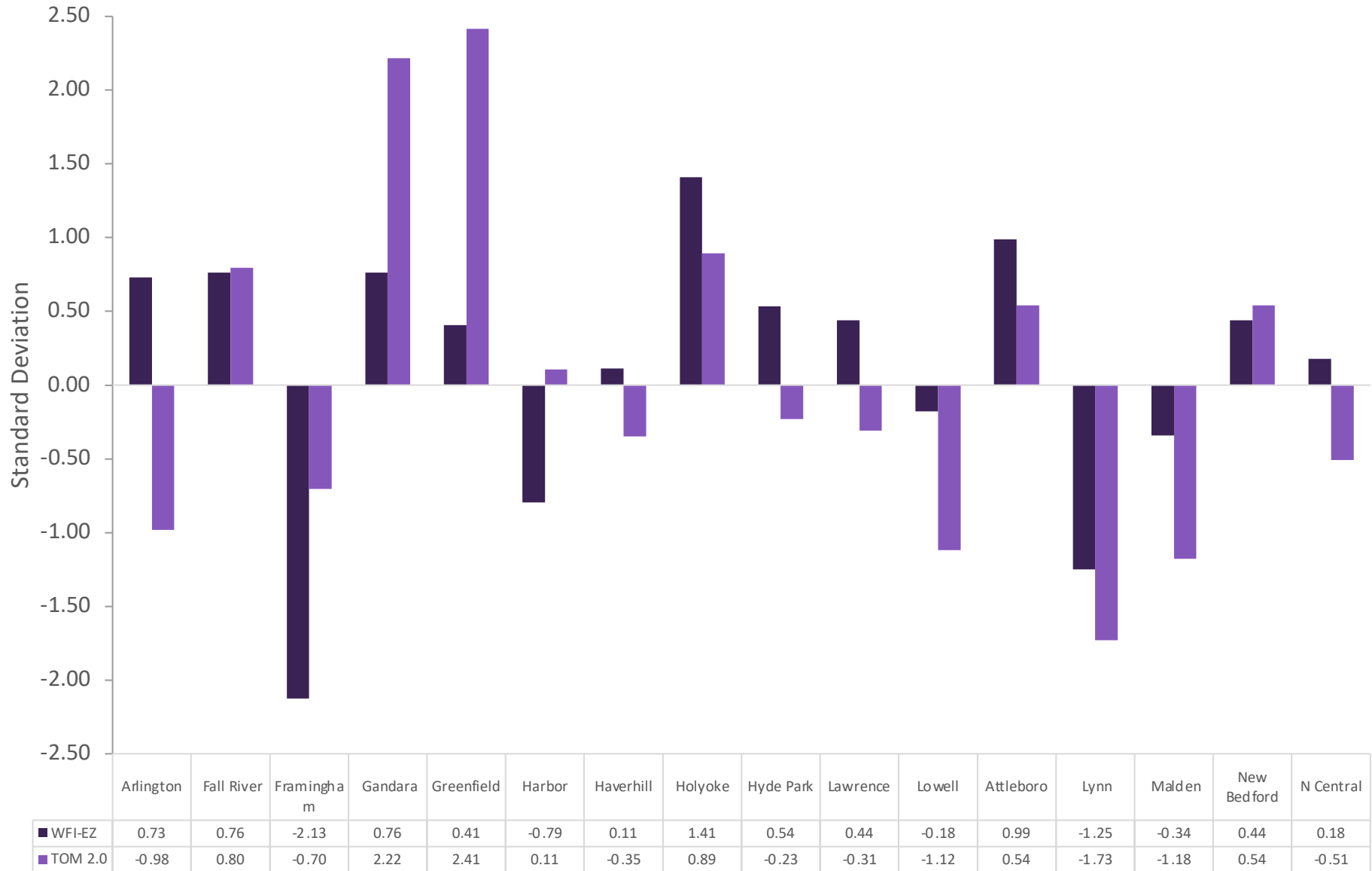
SITE-LEVEL FIDELITY

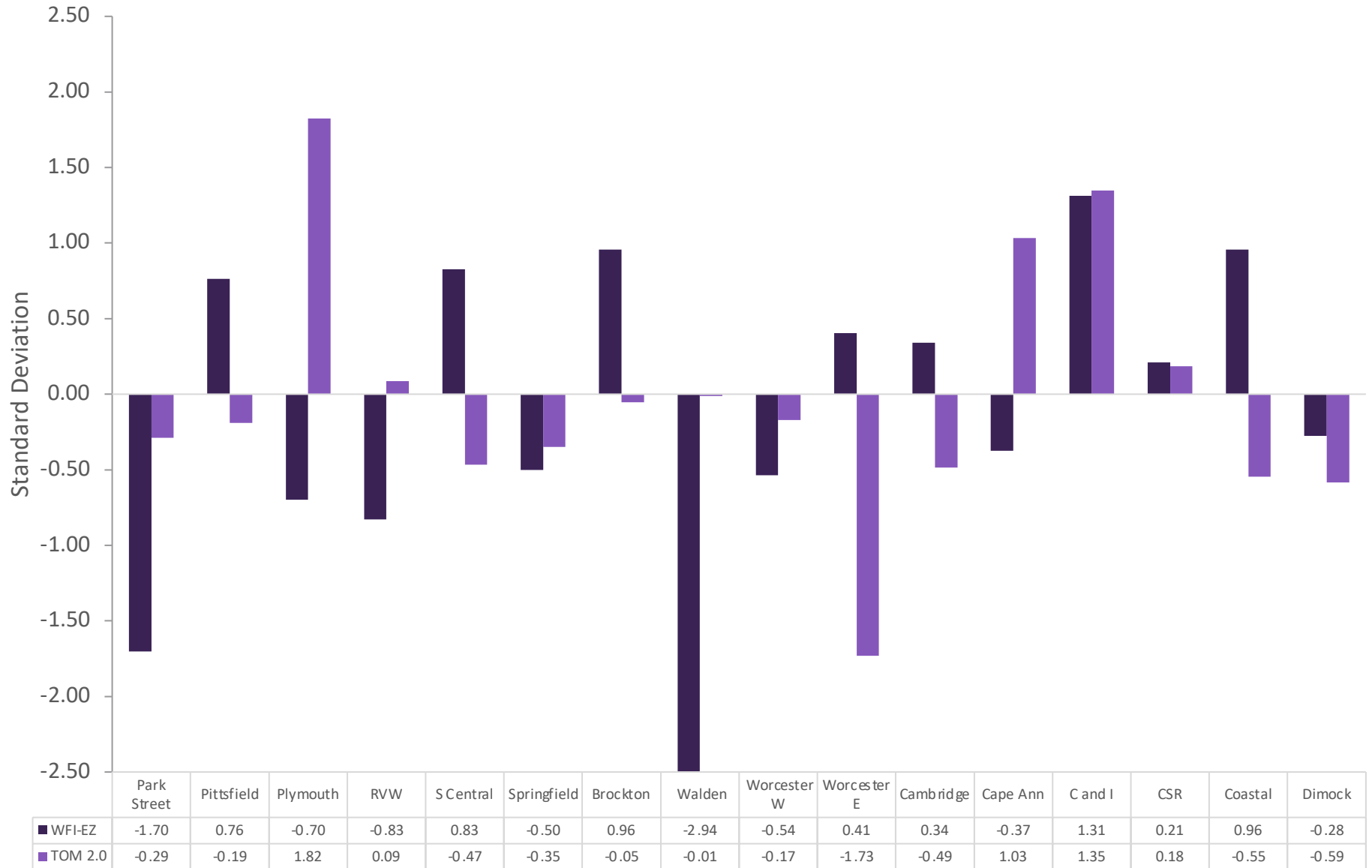
Z-Scores

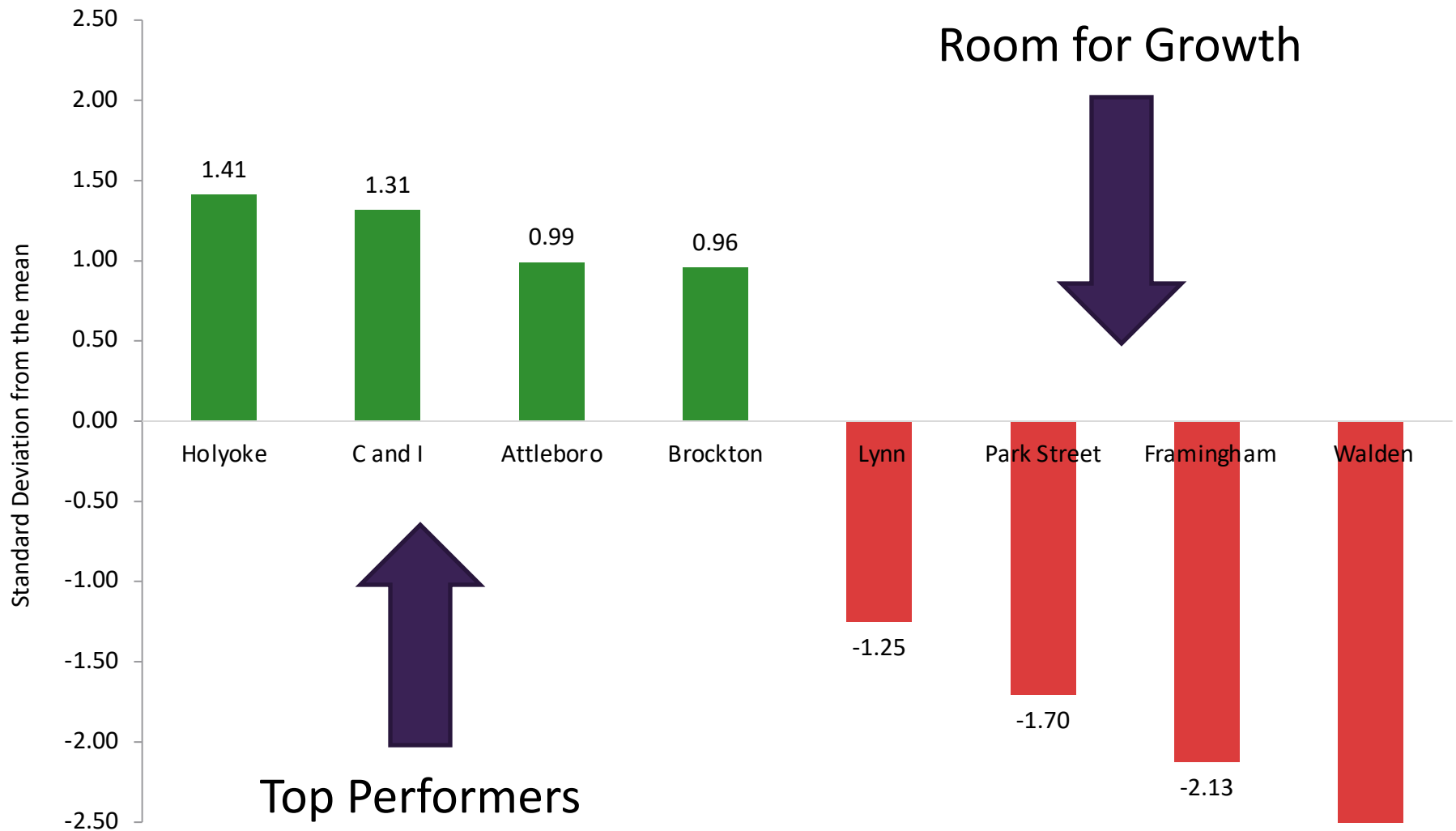
Z-Scores

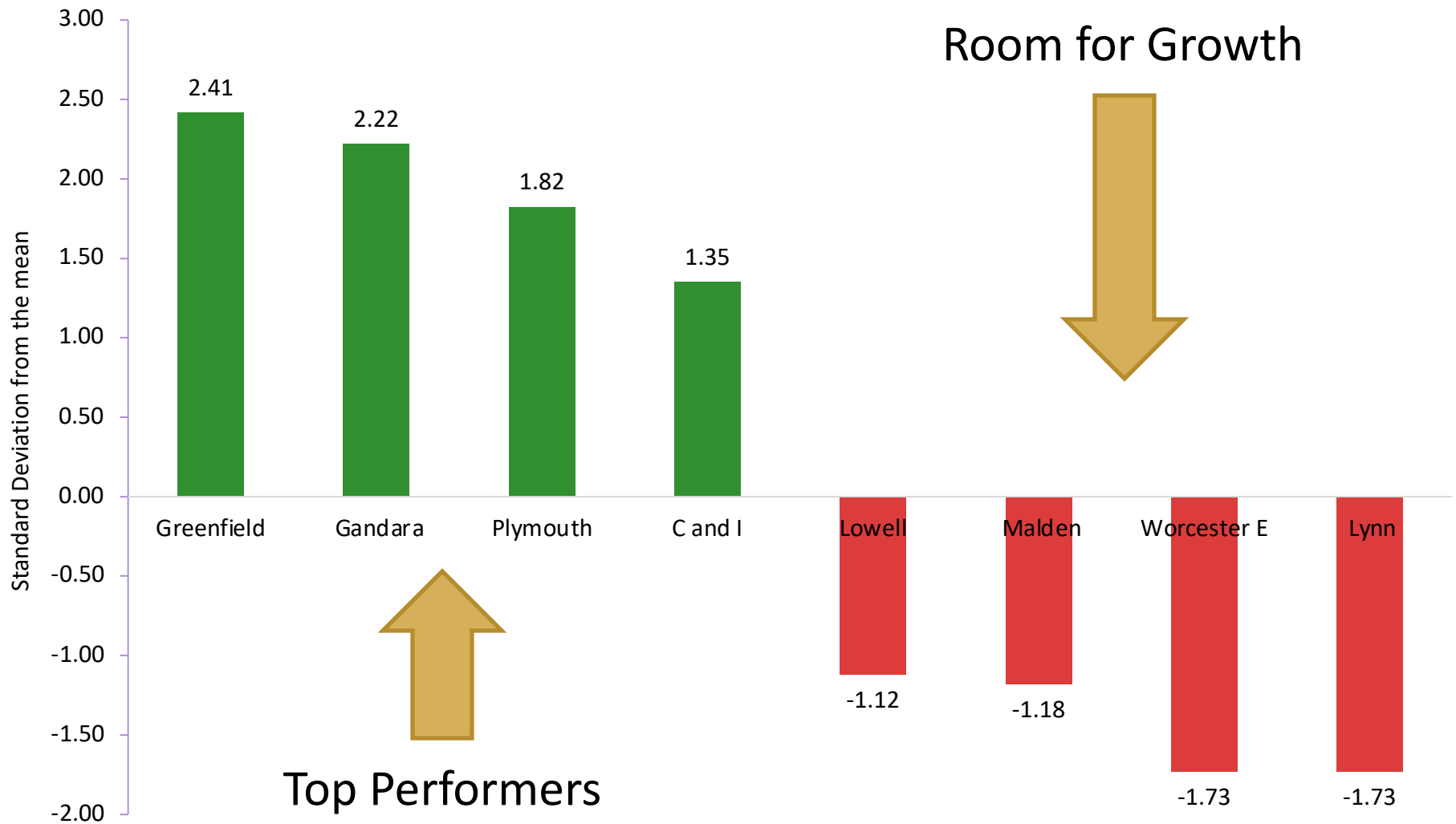
- A *z-score* tells us how many standard deviations the original observation falls away from the mean, and in which direction
- We compared each CSA with the state average

WFI-EZ & TOM 2.0 Z-Scores









IMPLICATIONS

Statewide Fidelity Results

Another **extraordinary** data collection effort!

WFI-EZ and TOM Total Scores

As in previous years, 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. TOM and WFI-EZ scores were not closely related at the CSA level.

WFI-EZ and TOM Total Scores

Caregivers and TOM raters perceive the Wraparound process differently.

There are several plausible explanations:

- More training about the TOM 2.0 is needed.
- More training about Wraparound practice and principles is needed.
- The difference arises out of differences in the tools themselves.
- Caregivers are unsatisfied for reasons unrelated to fidelity, and their responses to WFI-EZ fidelity questions are colored by their satisfaction.

Team Attendance

Only 16% of team meetings observed included a natural support, and only 37% included the youth. When they are present, TOM raters report that youth and natural supports don't contribute to the meeting.

Key representatives from child serving agencies also rarely attend meetings.

Satisfaction

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

APPENDICES

- A. Fidelity by Key Element/Subscale
- B. Z-Scores

APPENDIX A

Fidelity by Key Element/Subscale

Fidelity by Key Element

	N	Total	ET	NCS	NB	OB	SFD
Coastal	20	69%	66%	63%	70%	73%	74%
Plymouth	21	64%	61%	59%	69%	65%	66%
RVW	20	64%	62%	54%	64%	66%	72%
Springfield	20	65%	66%	54%	68%	68%	67%
Brockton	20	69%	70%	65%	71%	68%	71%
Holyoke	20	70%	71%	62%	75%	71%	75%
New Bedford	20	67%	66%	62%	70%	71%	68%
Lawrence	20	67%	68%	59%	69%	71%	70%
Lynn	21	62%	63%	53%	68%	62%	65%
CSR	20	67%	67%	61%	70%	67%	69%
Greenfield	20	67%	64%	63%	70%	70%	69%
Attleboro	20	69%	68%	57%	72%	71%	77%
N Central	20	67%	65%	58%	70%	71%	69%
Worcester W	20	64%	64%	54%	69%	68%	67%
Worcester E	19	67%	68%	65%	68%	67%	69%
Malden	20	65%	64%	57%	70%	65%	69%
ALL	623	66%	66%	59%	69%	68%	70%
National Mean	--	72%	68%	66%	74%	75%	78%

Fidelity by Key Element

	N	Total	ET	NCS	NB	OB	SFD
Fall River	20	68%	67%	59%	73%	71%	71%
Gandara	20	68%	68%	65%	69%	69%	71%
Cambridge	20	67%	67%	60%	68%	70%	71%
Cape Ann	20	65%	63%	57%	68%	68%	68%
Haverhill	20	66%	63%	61%	72%	70%	67%
C and I	20	70%	67%	62%	72%	72%	78%
Walden	2	57%	60%	50%	60%	58%	58%
Dimock	20	65%	66%	58%	65%	69%	68%
Lowell	20	66%	67%	55%	70%	68%	69%
Harbor	20	64%	62%	58%	66%	67%	65%
Arlington	20	68%	68%	59%	71%	70%	74%
Pittsfield	20	68%	69%	62%	71%	72%	69%
Hyde Park	20	68%	69%	55%	69%	74%	72%
Park Street	20	61%	55%	57%	63%	63%	66%
Framingham	20	60%	59%	54%	63%	56%	66%
S Central	20	69%	69%	60%	71%	70%	73%
ALL		66%	66%	59%	69%	68%	70%
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%
Plymouth	58	80%	82%	60%	91%	93%	77%	69%	80%	94%
RVW	24	95%	96%	86%	100%	98%	95%	95%	92%	100%
Springfield	27	86%	88%	69%	97%	91%	88%	69%	93%	96%
Brockton	25	88%	92%	69%	98%	94%	91%	85%	91%	91%
Holyoke	21	83%	83%	72%	97%	79%	85%	71%	84%	92%
New Bedford	14	90%	93%	66%	98%	97%	86%	87%	98%	100%
Lawrence	40	80%	82%	55%	92%	88%	77%	74%	81%	94%
Lynn	35	89%	92%	66%	98%	90%	87%	91%	95%	97%
CSR	26	96%	98%	80%	100%	99%	98%	98%	98%	100%
Greenfield	21	86%	87%	72%	97%	92%	83%	79%	83%	93%
Attleboro	12	75%	75%	67%	88%	85%	72%	69%	62%	85%
N Central	22	92%	93%	80%	99%	90%	95%	81%	98%	100%
Worcester E	16	84%	84%	76%	94%	77%	84%	88%	74%	95%
Worcester W	30	91%	94%	68%	100%	95%	95%	79%	99%	100%
Malden	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
Fall River	27	87%	89%	67%	92%	93%	94%	81%	83%	96%
Gandara	38	77%	78%	60%	90%	81%	75%	65%	78%	91%
Cambridge	17	84%	84%	72%	94%	85%	79%	76%	83%	94%
Cape Ann	22	69%	65%	73%	83%	81%	61%	52%	45%	86%
Haverhill	27	82%	83%	68%	92%	86%	83%	70%	80%	91%
C and I	28	83%	86%	66%	88%	95%	87%	86%	70%	88%
Walden	14	86%	88%	70%	96%	93%	85%	79%	85%	95%
Dimock	22	81%	82%	69%	96%	82%	80%	73%	78%	90%
Lowell	14	80%	80%	66%	100%	69%	81%	58%	96%	98%
Harbor	26	82%	83%	66%	95%	80%	82%	75%	81%	93%
Arlington	15	87%	89%	69%	97%	91%	83%	80%	94%	95%
Pittsfield	19	77%	77%	64%	94%	87%	70%	64%	67%	88%
Hyde Park	19	90%	94%	64%	97%	91%	99%	86%	96%	96%
Park Street	26	90%	92%	69%	99%	89%	93%	83%	98%	98%
Framingham	35	80%	79%	69%	97%	79%	77%	64%	78%	96%
S Central	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

Z-Scores

WFI-EZ & TOM 2.0 Z-Scores

CSA	WFI-EZ Z-Scores	TOM 2.0 Z-Scores
Arlington	0.73	-0.98
Fall River	0.76	0.80
Framingham	-2.13	-0.70
Gandara	0.76	2.22
Greenfield	0.41	2.41
Harbor	-0.79	0.11
Haverhill	0.11	-0.35
Holyoke	1.41	0.89
Hyde Park	0.54	-0.23
Lawrence	0.44	-0.31
Lowell	-0.18	-1.12
Attleboro	0.99	0.54
Lynn	-1.25	-1.73
Malden	-0.34	-1.18
New Bedford	0.44	0.54
N Central	0.18	-0.51

WFI-EZ & TOM 2.0 Z-Scores

CSA	WFI-EZ Z-Scores	TOM 2.0 Z-Scores
Park Street	-1.70	-0.29
Pittsfield	0.76	-0.19
Plymouth	-0.70	1.82
RVW	-0.83	0.09
S Central	0.83	-0.47
Springfield	-0.50	-0.35
Brockton	0.96	-0.05
Walden	-2.94	-0.01
Worcester W	-0.54	-0.17
Worcester E	0.41	-1.73
Cambridge	0.34	-0.49
Cape Ann	-0.37	1.03
C and I	1.31	1.35
CSR	0.21	0.18
Coastal	0.96	-0.55
Dimock	-0.28	-0.59