



# Massachusetts Children's Behavioral Health Initiative (CBHI)

Summary of FY2020 Wraparound Fidelity Monitoring Results

# Agenda

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- Introductions
- Changes to presentation of data
- Review Massachusetts fidelity data
- Implications and recommendations
- Appendices

# Wraparound Adherence

*What do we want to measure?*

## Wraparound Principles:

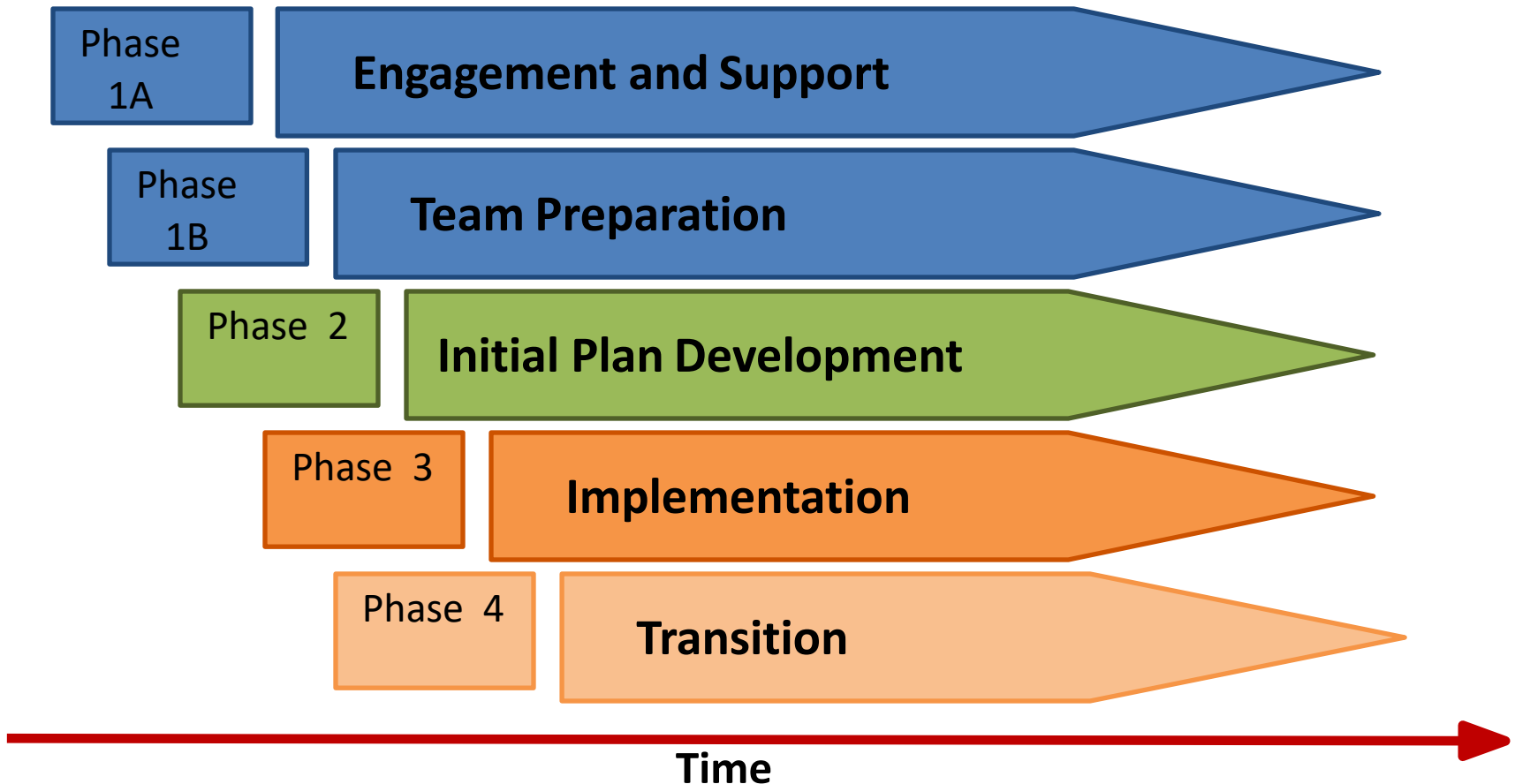
1. Family voice and choice
2. Team-based
3. Natural supports
4. Collaboration
5. Community-based
6. Culturally competent
7. Individualized
8. Strengths-based
9. Persistence
10. Outcome-based

# Wraparound Implementation

*What do we want to measure?*

Implementing the practice model:

## The Four Phases of Wraparound



# 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

The tool consists of 42 items, including basic information, Wraparound experience (reflecting the five key elements), and sections on satisfaction and outcomes.

- ❑ **A. WRAPAROUND INVOLVEMENT:** My team meets regularly (for example, at least every 30-45 days) – 4 items
- ❑ **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. – 25 items
  - *Key Element: Needs-Based*
- ❑ **C. SATISFACTION:** Since starting Wraparound, our family has made progress toward meeting our needs. – 4 items
- ❑ **D. OUTCOMES:** Since starting Wraparound, the child/youth has had a new placement in an institution. – 9 items

Section B. Experiences in Wraparound						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
<b>B1.</b> 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"/>
<b>B2.</b> 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"/>
<b>B3.</b> 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"/>
<b>B4.</b> 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 36 indicators across seven subscales
  - Five subscales are dedicated to the Key Elements; additionally one evaluates meeting attendance, and one assesses facilitation skills
- Generates **Total Fidelity** based on all seven subscales, and **Key Element Fidelity** based on the five designated subscales



During FY2020, a total of 1020 fidelity forms were collected\*

Tool	N of Forms Collected
WFI-EZ	626
TOM 2.0	394
<b>TOTAL</b>	<b>1020</b>

\*TOM 2.0 forms were completed only through March 2020 due to COVID



# CHANGES TO DATA PRESENTATION

WFI-EZ & TOM 2.0 Results Calculation and  
Comparison Adjustments for 2020

# Overview of Changes Made to the Way EZ and TOM Data is Presented

Adjustments to the data that is being presented were discussed at the 2019 Statewide CSA meeting. It was widely agreed that comparing Massachusetts' results to the National results was not overly useful, compared with looking at movement within Massachusetts' results over past years. Additionally, it was decided that presenting the EZ results in the format of %agree/%disagree/%neutral would be easier to interpret and make use of. In this report, the following changes were made:

1. Massachusetts' results are not being compared with National Wraparound results.
2. Less focus comparing the TOM 2.0 and EZ results.
3. Stronger emphasis on comparing 2020 results with previous year's results; look for areas of growth or areas of decline from 2019.
4. EZ results are no longer being presented on a scale of -2 to 2; response results reflect percentage of agreement and disagreement to a statement (Strongly Agree and Agree responses are combined under "Agree" and Strongly Disagree and Disagree responses are combined under "Disagree").
5. Not looking at relative risk as it compares with the National Mean; instead looking at item results that are considerably higher or lower (at least 10%) than other item results within that key element, or that reflect a 5% increase or decrease from the previous year's results.



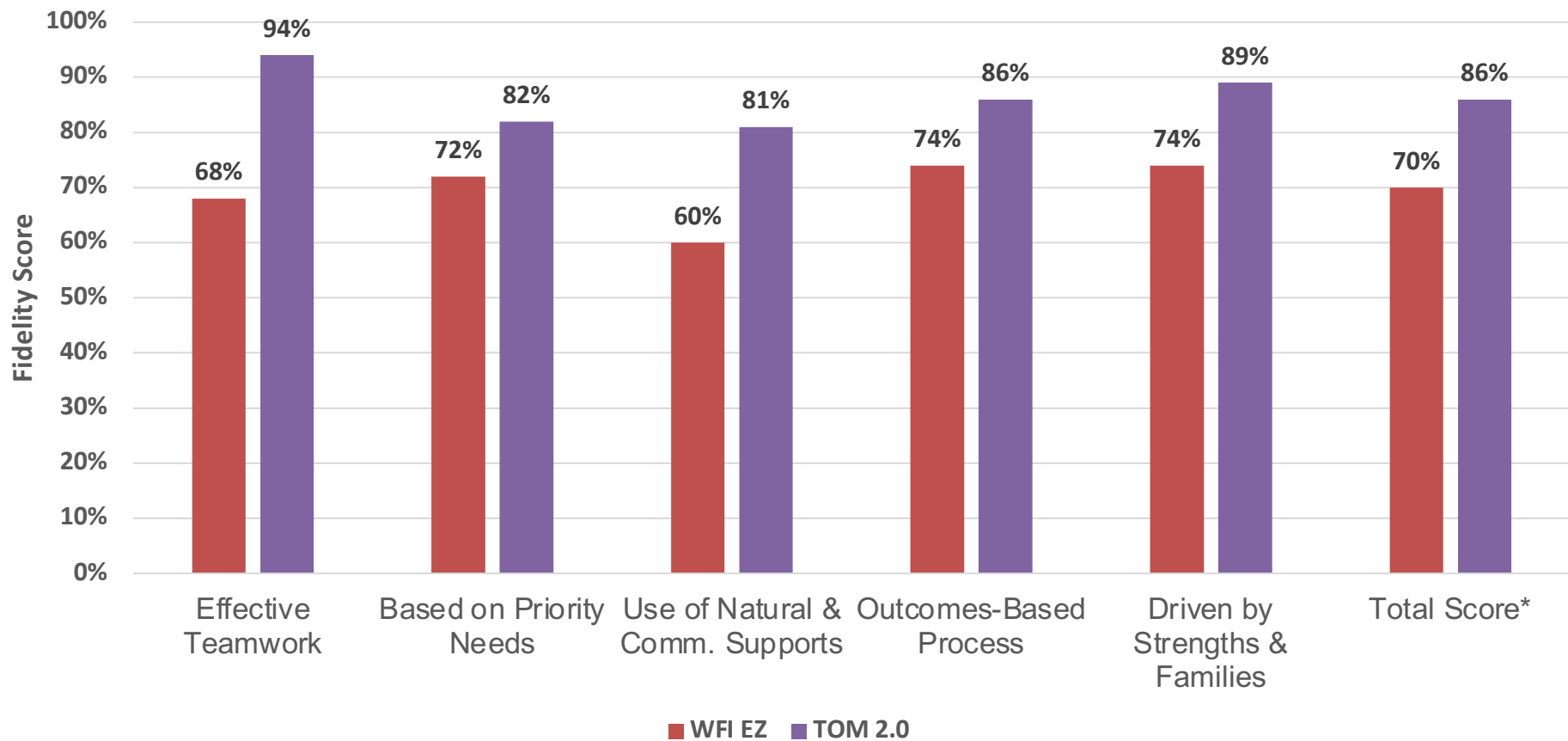
## MASSACHUSETTS RESULTS

Scores on the WFI-EZ & TOM 2.0

WFI-EZ		
Number of Youth Assessed	626 forms and youth	
Age of Youth & Frequencies		
Mean	11	
Range	0 – 19	
0-4	23 (4%)	
5-9	210 (34%)	
10-14	231 (37%)	
15-18	161 (26%)	
19 and older	1 (<1%)	
Missing	0	
Gender		
Male	385 (62%)	
Female	238 (38%)	
Transgender	3 (1%)	
Race	N	%
White	243	39%
Black or African American	217	35%
Asian	5	1%
Amer. Indian/Alaska Native	7	1%
Multi-Racial	-	%
Hispanic	271	43%

TOM 2.0		
Number of Youth Assessed	394 forms	
Age of Youth & Frequencies		
Mean	11	
Range	1 – 20	
0-4	6 (2%)	
5-9	89 (23%)	
10-14	114 (29%)	
15-18	82 (21%)	
19 and older	8 (2%)	
Missing	95 (24%)	
Gender		
Male	224 (57%)	
Female	163 (41%)	
Transgender	7 (2%)	
Race	N	%
White	200	51%
Black or African American	41	10%
Asian	10	3%
Amer. Ind./AK Native/Haw.	3	1%
Multi-Racial	51	13%
Other/Missing	89	23%
Hispanic	93	24%

# 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

# WFI<sup>EZ</sup> Fidelity Scores by Key Element

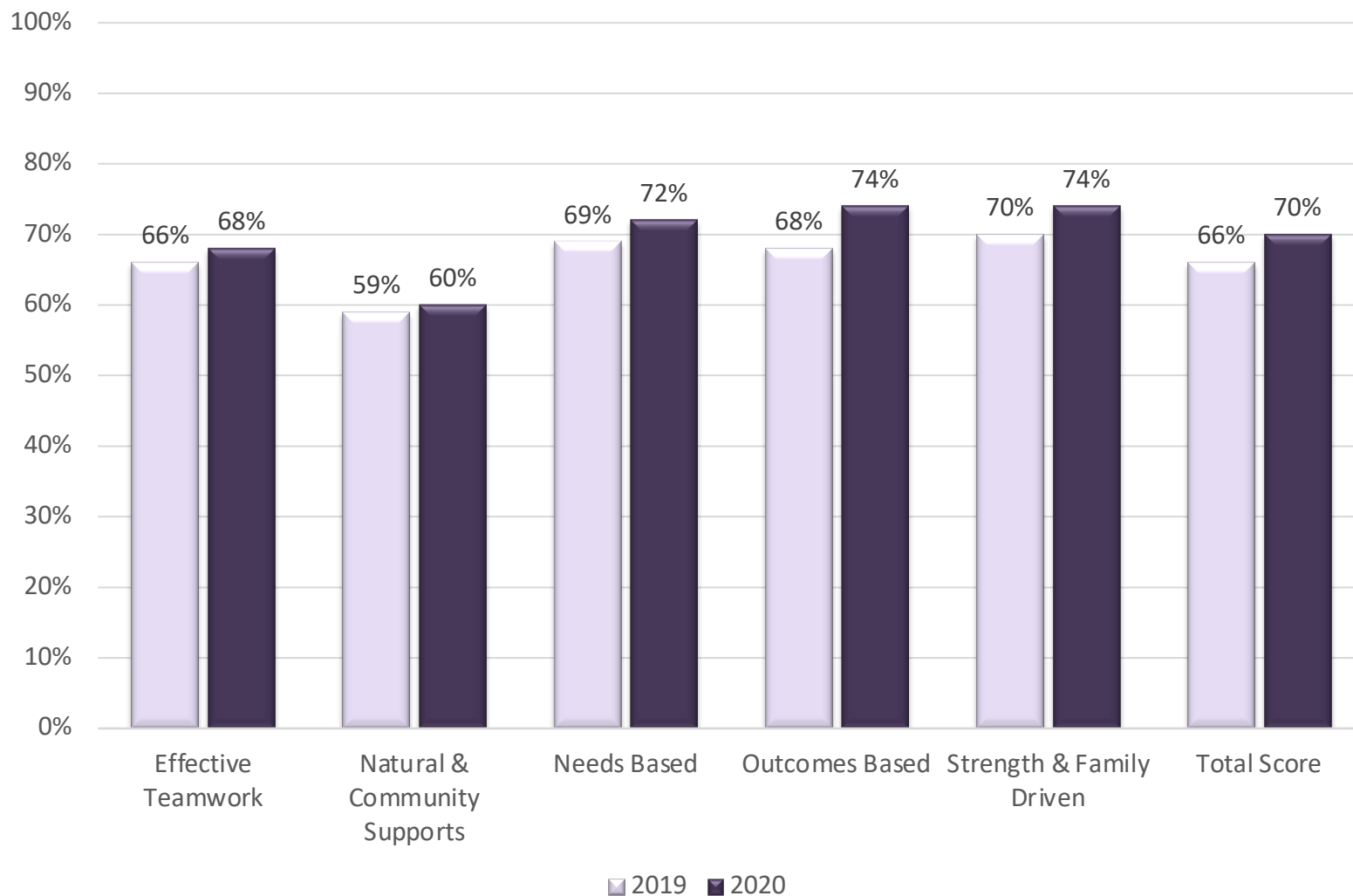
	Total	Key Element				
	Mean Overall	Effective Teamwork	Natural & Community Supports	Needs-Based	Outcomes-Based	Strength & Family Driven
MA 2018	66%	66%	58%	69%	66%	71%
MA 2019	66%	66%	59%	69%	68%	70%
MA 2020	70%	68%	60%	72%	74%	74%



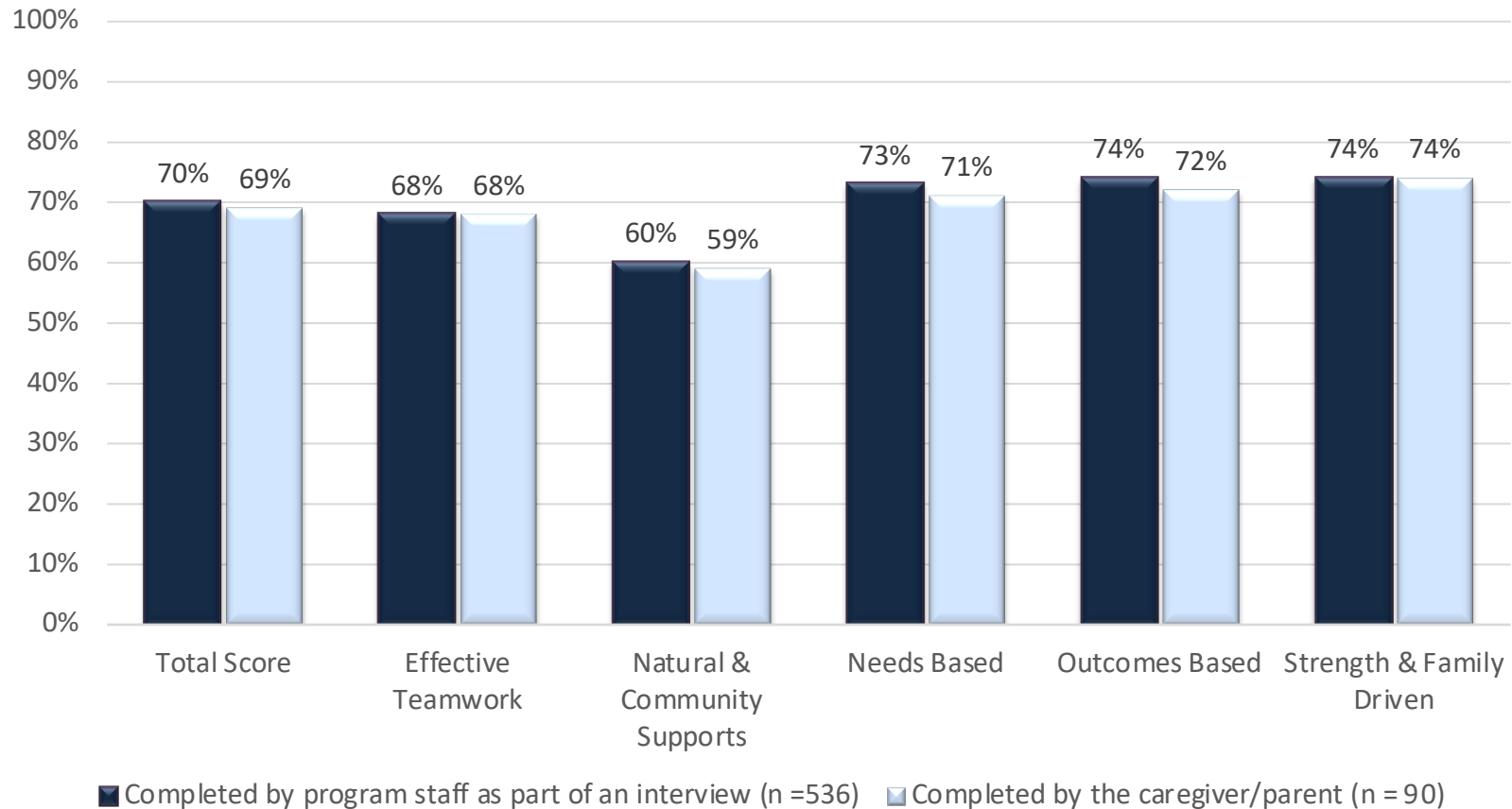


# Fidelity Scores by Key Element

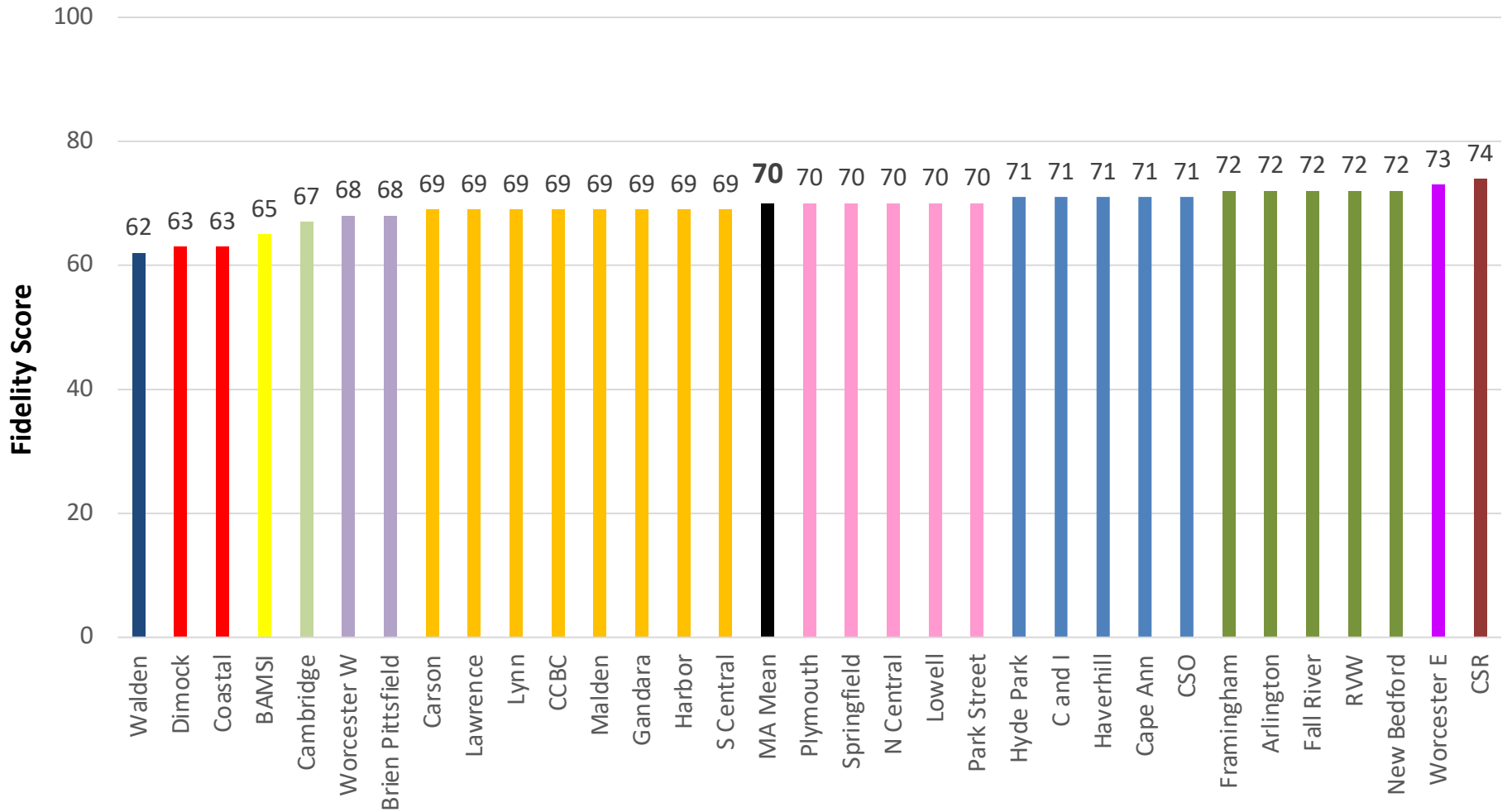
## 2019 vs 2020



Scores did not vary significantly between the two survey completion methods: completed via the phone by an interviewer or by the caregiver via email/mail

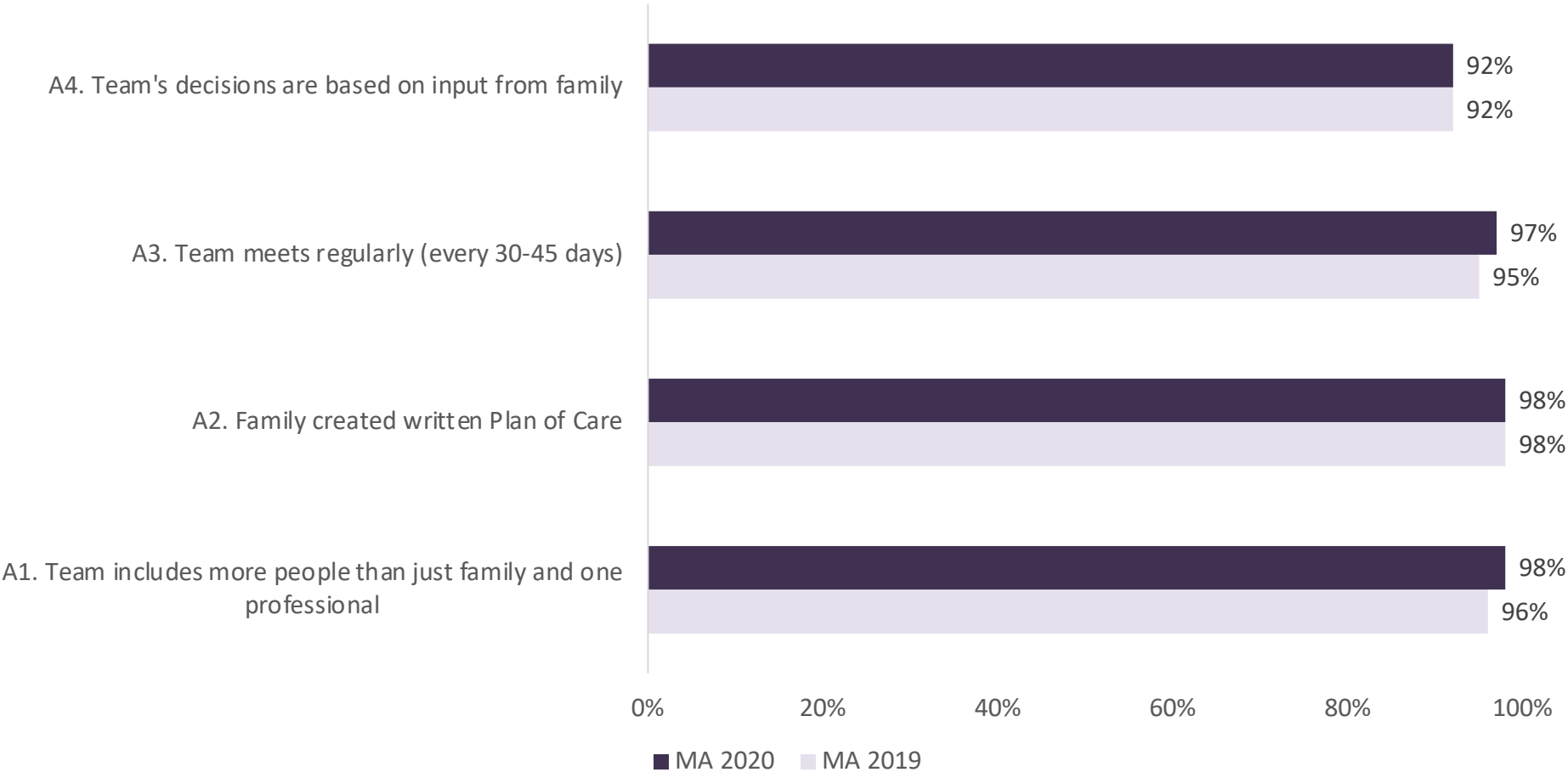


# Total Fidelity



# 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*

### **Area of Growth/Strength:**

Item that is at least 10% higher than others in the category

An increase of at least 5% from 2019

green box



### **Area for Improvement:**

Item that is at least 10% lower than others in the category


A decrease of at least 5% from 2019

red box



# Effective Teamwork

2019 vs 2020


ITEMS	2019			2020			
	*Agree	*Disagree	Neutral	*Agree	*Disagree	Neutral	
B2. There are people providing svcs to my child and family who are not involved in my Wraparound team	49%	50%	5%	50%	47%	4%	
B4. My wraparound team came up with creative ideas for our plan that were different than what was tried before	83%	11%	7%	83%	10%	7%	
B7. I sometimes feel like our team does not include the right people to help my child and family	12%	81%	6%	12%	82%	5%	
B15. Members of our wraparound team sometimes do not do the tasks they are assigned	13%	84%	5%	16%	80%	4%	
B22. At each team meeting, my family and I give feedback on how well Wraparound is working for us	75%	12%	14%	83%	9%	8%	

\*Agree combines responses of “Strongly Agree” and “Agree”

\*Disagree combines responses of “Strongly Disagree” and “Disagree”

# Natural Supports

2019 vs 2020

ITEMS	2019			2020			
	*Agree	*Disagree	Neutral	*Agree	*Disagree	Neutral	
B9. Being involved in wraparound has increased the support my child and family get from friends and family	65%	21%	12%	69%	20%	11%	
B10. The wraparound process has helped my child and family build strong relationships with people we can count on	75%	14%	10%	81%	12%	8%	
B12. Our wraparound team does not include any friends, neighbors or extended family members	55%	44%	2%	58%	38%	4%	
B16. Our wraparound team includes people who are not paid to be there (e.g. friends, family, faith)	47%	49%	5%	43%	54%	3%	
B18. Our wraparound plan includes strategies that do not involve professional services (things our family can do ourselves or with help from friends, family or community)	80%	8%	12%	77%	13%	10%	

\*Agree combines responses of “Strongly Agree” and “Agree”

\*Disagree combines responses of “Strongly Disagree” and “Disagree”

# Needs-Based

## 2019 vs 2020

ITEMS	2019			2020			
	*Agree	*Disagree	Neutral	*Agree	*Disagree	Neutral	
<b>B5.</b> With help from members of our Wraparound team, my family and I chose a small number of the highest priority needs to focus on.	88%	4%	8%	92%	4%	4%	
<b>B6.</b> Our Wraparound plan includes strategies that address the needs of other family members, in addition to my child.	86%	10%	4%	83%	13%	4%	
<b>B8.</b> At every team meeting, my Wraparound team reviews progress that has been made toward meeting our needs.	92%	5%	4%	92%	5%	4%	
<b>B13.</b> My family was linked to community resources I found valuable.	83%	13%	4%	84%	11%	5%	
<b>B23.</b> I worry that the Wraparound process will end before our needs have been met.	33%	58%	8%	37%	57%	6%	

\*Agree combines responses of “Strongly Agree” and “Agree”

\*Disagree combines responses of “Strongly Disagree” and “Disagree”



# Outcomes-Based

## 2019 vs 2020

ITEMS	2019			2020			
	*Agree	*Disagree	Neutral	*Agree	*Disagree	Neutral	
<b>B19.</b> I am confident that our Wraparound team can find svcs or strategies to keep my child in the community over the long term.	78%	10%	12%	82%	9%	9%	
<b>B20.</b> Because of Wraparound, when a crisis happens, my family and I know what to do.	89%	8%	3%	90%	5%	5%	
<b>B21.</b> Our Wraparound team has talked about how we will know it is time for me and my family to transition out of formal Wraparound.	75%	12%	13%	82%	10%	8%	↑
<b>B24.</b> Participating in wraparound has given me confidence that I can manage future problems.	76%	13%	11%	81%	10%	9%	↑
<b>B25.</b> With help from our wraparound team, we have been able to get community support and svcs that meet our needs.	70%	16%	13%	81%	10%	9%	↑

\*Agree combines responses of “Strongly Agree” and “Agree”

\*Disagree combines responses of “Strongly Disagree” and “Disagree”

# Strength and Family Driven

2019 vs 2020

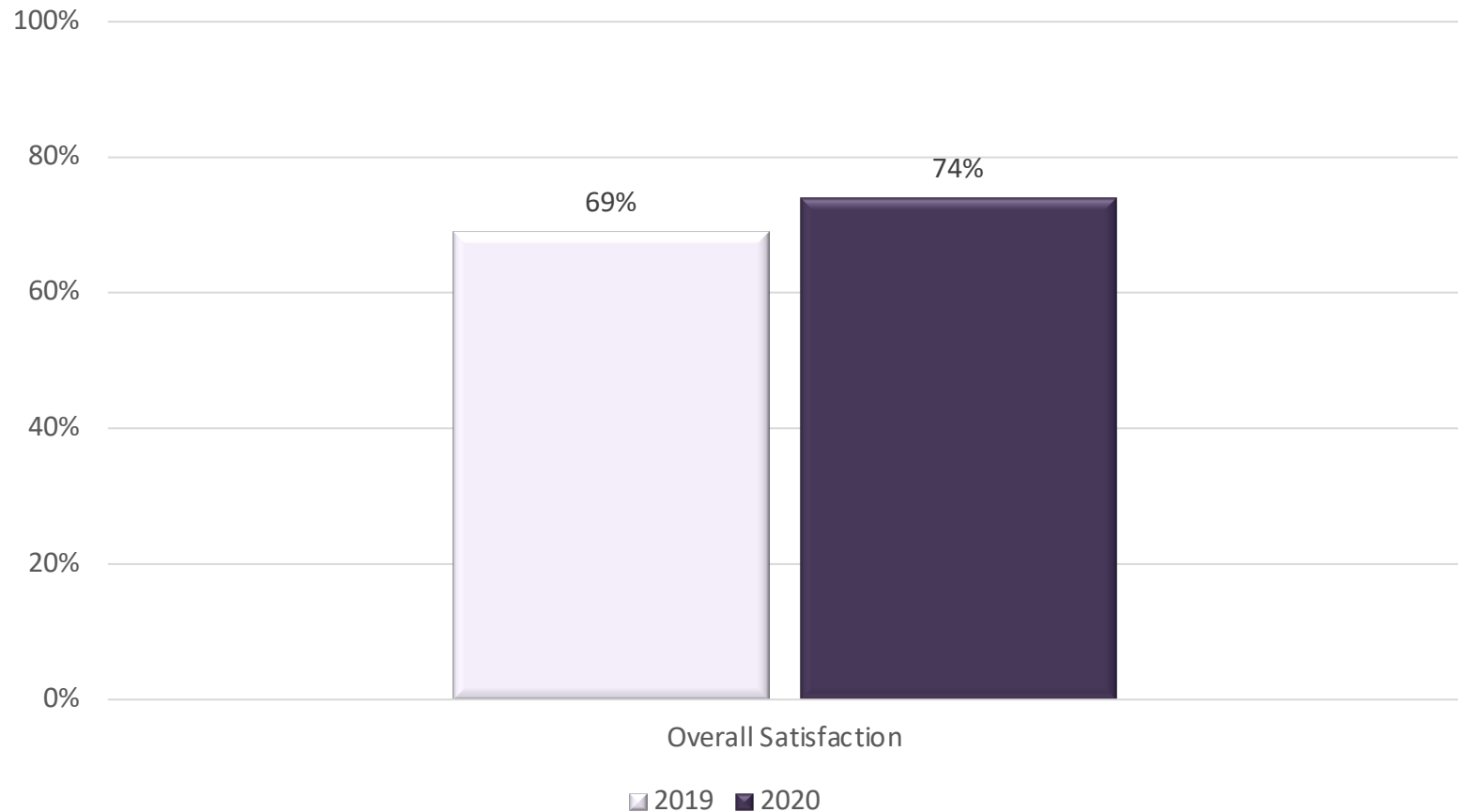
ITEMS	2019			2020			
	*Agree	*Disagree	Neutral	*Agree	*Disagree	Neutral	
<b>B1.</b> My family and I had a major role in choosing the people on our wraparound team	71%	11%	18%	72%	14%	13%	
<b>B3.</b> At the beginning of the Wraparound process, my family described our vision of a better future to our team.	82%	3%	15%	95%	2%	3%	↑
<b>B11.</b> At each team meeting, our wraparound team celebrates at least one success or positive event.	78%	10%	12%	82%	9%	9%	
<b>B14.</b> My Wraparound team came up with ideas and strategies that were tied to things that my family likes to do.	74%	14%	12%	82%	10%	8%	↑
<b>B17.</b> I sometimes feel like members of my wraparound team do not understand me and my family	13%	81%	6%	15%	81%	4%	



\*Agree combines responses of “Strongly Agree” and “Agree”

\*Disagree combines responses of “Strongly Disagree” and “Disagree”

# Satisfaction

Overall Satisfaction is slightly higher than 2019

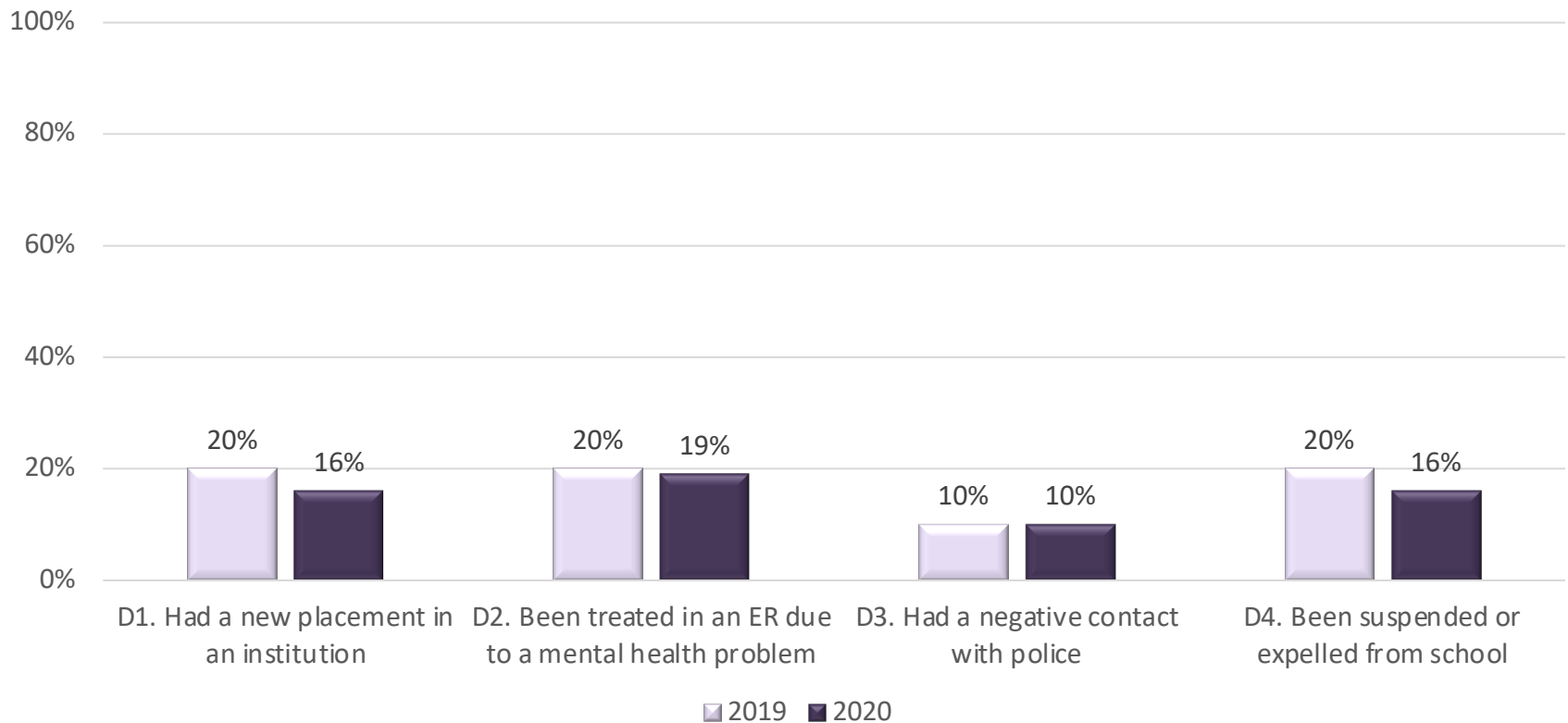


	2019			2020			
	*Agree	*Disagree	Neutral	*Agree	*Disagree	Neutral	
<b>C1.</b> I am satisfied with the wraparound process in which my family and I have participated.	89%	7%	4%	90%	7%	4%	
<b>C2.</b> I am satisfied with my child or youth's progress since starting the wraparound process.	80%	11%	9%	81%	11%	9%	
<b>C3.</b> Since starting wraparound, our family has made progress toward meeting our needs.	73%	12%	14%	80%	9%	11%	
<b>C4.</b> Since starting wraparound, I feel more confident about my ability to care for my child/youth at home.	72%	12%	16%	78%	9%	13%	

\*Agree includes responses of “Strongly Agree” and “Agree”

\*Disagree includes responses of “Strongly Disagree” and “Disagree”

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



Graph indicates % of respondents who answered “yes” to each item

# Functioning Outcomes

In the past month, my child or youth has experienced:

	2019				2020			
	Not at all	A little bit	A good deal	Very much	Not at all	A little bit	A good deal	Very much
D5. Problems that cause stress/strain to me or family member	35%	31%	16%	18%	35%	31%	13%	20%
D6. Problems that disrupt home life	39%	31%	15%	15%	41%	30%	13%	16%
D7. Problems that interfere with success at school	49%	24%	13%	15%	47%	22%	12%	19%
D8. Problems that make it difficult to develop/maintain friendships	57%	19%	11%	13%	52%	19%	9%	19%
D9. Problems that make it difficult to participate in community activities	57%	16%	12%	15%	51%	23%	9%	17%

### **Comments included Positive and Negative Experiences with Wraparound**

Approximately one-third of the 626 respondents provided comments, with about one half of those who commented reporting only positive experiences with ICC, about one third reporting negative experiences and about fifteen percent reporting mixed experiences.

## Positive experience with Wraparound

Many respondents spoke about the help they received from their Wraparound team, with some noting simply it had been “helpful” and others identifying more specific ways they had been helped, including navigating issues with school as well as crises. Additionally, several other themes emerged from the positive feedback.

Theme	Frequency
Supportive	26
Help with Services/Resources	16
Good Communication	11
Positive Impact on Child	6
Educational/Informative	5
Collaborative	4
Built Confidence in Caregiver	3



## Positive experience with Wraparound

### Supportive

*"I thought it was great. When I didn't have support, they were there."*

*"People are nice and supportive to me and advise how to help."*

*"They were great support. I was so lost without them. Didn't know where to go- felt all alone and helpless."*

### Help with Services/Resources

*"They take in the needs and identify resources."*

*"We have a great team. Lots of referrals."*

*"They were so helpful finding resources."*

## Positive experience with Wraparound

### Communication

*"My son has relationship issues that make it difficult to get along. They have been very good with him."*

*"They have been very helpful and call after each visit to provide feedback. thought it was great. When I didn't have support, they were there."*

*"The people were amazing. They communicated well and listened to me. It was nothing but a wonderful experience."*

### Positive Impact on Child

*"They are working great with the kids. We are making progress, lots of good breakthrough stuff. I think this will positively affect the long term quality of my son's life."*

*"They have helped my son a lot, especially with his behavior."*

## Positive experience with Wraparound

### Education/Information

*"Our team does a very good job keeping us informed of all of our options and suggesting things outside the box."*

*"They have helped me to understand what is going on a lot better."*

### Collaborative

*"I've had 2 ICCs, both were resourceful; we would divide up jobs. It felt like a team. It was a great experience."*

*"It is a great thing. We work well. They know how to make siblings a part of the group."*

### Improved Self-Confidence

*"They give me the confidence and support to be the best mother I can be..."*

*"The team had a high level of commitment that empowered me to be more assertive. It was a great experience."*

## Negative experience with Wraparound

The following themes emerged from respondents who identified issues, concerns or areas of improvement for ICC.

Theme	Frequency
Services/Supports Not Set Up	14
Communication Issues	14
Services Ending Too Soon	13
Lack of Follow Through	13
Inconsistent Meetings	8
Issues with Meeting	7
Too Much Work Put on Caregiver	6
Staff Turnover	6
Not the Right Fit	4
Lack of Impact on Child	3

## Negative experience with Wraparound

### Services/Supports Not Set Up

*“We did make a plan with the ICC but at each meeting she focused on just repeating the goals of the plan. She in no way helped to find a therapist or psychiatrist as we were promised.”*

*“We were told that team members were busy with many other people. Services have been requested but have not been secured.”*

*“I wish there were more providers in the area and not long waitlists. I am still waiting for a Behavioral PCP and Evaluation Diagnosis – on a year long wait list.”*

### Communication Issues

*“Weeks went by without hearing from any team members.”*

*“I did not feel confident in the ICC and her lack of communication between our daughter myself and her dad.”*

*“The Family Partner was too busy talking to listen to my problems.”*

## Negative experience with Wraparound

### Services Ending Too Soon

*"The way they terminated I was very upset. We were all busy but I was told abruptly that the services would stop before we were ready for that to happen. Things went well with our first coordinator but she was replaced and it went downhill from there."*

*"Everything was fantastic service wise but I didn't feel my daughter's needs were actually met and it was closed too soon. I disagreed but she was a good girl, not rebellious, and so they stopped."*

*"It was great but it ended before it should have because the insurance ran out."*

### Lack of Follow Through

*"Nothing got done. They assigned things to others but they did nothing. They said 'we can't do anything'."*

*"I discontinued services because I was barely able to meet with anyone who works with our case. There were constant call outs and rescheduled appointments and it became pointless to have this service."*

## Negative experience with Wraparound

### Inconsistent Meetings

*“Team members often did not show up for scheduled meetings at my home. Weeks went by without hearing from any team members.”*

*“I am disappointed because the team doesn’t always show up for meetings. I was told that team members were busy with other people.”*

### Issues with Meetings

*“Throughout summer, they would not meet at our home. They met at school and at my work, but refused to meet together at home.”*

*“Meeting times were not convenient. They would only meet during my working hours. Other than that, it was great. The times were awful.”*

### Too Much Work Put on Caregiver

*“I had to do all the work. Setting up the schedule, but I had to do it on my own. She let me down.”*

## Negative experience with Wraparound

### Staff Turnover

*"I would have had a better experience if we had the same people from start to finish. It felt like we had to start over; had to get to know them."*

*"Lots of staff turnover which stops forward progress."*

### Not the Right Fit

*"We should have had a person of color. ICC could sympathize but not empathize."*

*"Would recommend they line up people assigned better with the caregiver. Mine was lot older and we did things differently. Need a better match."*

### Lack of Impact on Child

*"My child is still struggling with the awful system in school."*

*"There was no movement in five months. Not effective."*





## SUMMARY OF WFI-EZ FINDINGS

- There was a slight increase in all Key Element scores from 2019, with a 4% increase in Total score, up to 70% from 66% in 2019.
- 25 of the 32 CSAs all had slight to moderate increases in overall score, with 4 having decreased and 3 remaining the same.

## Areas of highest increase

### **Outcomes-Based**

Caregivers continue to report high levels of agreement that they know what to do in a crisis. Additionally, three areas had increases from 2019;

1. talking about transitioning out of wraparound
2. confidence to manage future problems
3. able to get community support and services that met needs.

### **Strength and Family Driven**

There were two areas of increase from 2019;

1. Family described a vision of a better future
2. Team came up with ideas and strategies tied to things the family likes to do

## Other Areas of Improvement from 2019

1. While Natural Supports overall continues to be the lowest key element, there was one question that reflected an increase of 6% from 2019:

*The Wraparound team has helped child/family build strong relationships with people they can count on*

2. Overall Satisfaction increased by 4% from 2019

*Caregivers who reported positive experiences with Wraparound in their comments often noted that their team had been supportive and helpful with setting up needed services and resources.*

- Caregivers continue to report that natural supports are not a consistent part of their teams
- Caregivers express worry that the process is too short or will end before they are ready (score and comments); with several commenting that services did end abruptly
- Caregivers who reported negative experiences with Wraparound in their comments often indicated their team had not been helpful setting up needed services/resources and/or that team meetings had been inconsistent



# TEAM OBSERVATION MEASURE, VERSION 2

Massachusetts Fidelity

# The majority of TOMs were completed during Follow-Up meetings

Total Meetings Observed: 394

Type of Meeting	Percent	N
Initial Team/Planning Meeting	15%	60
Follow-up Meeting	77%	302
Transitional/Discharge Meeting	7%	29
Other	1%	3



# Scores by Subscale

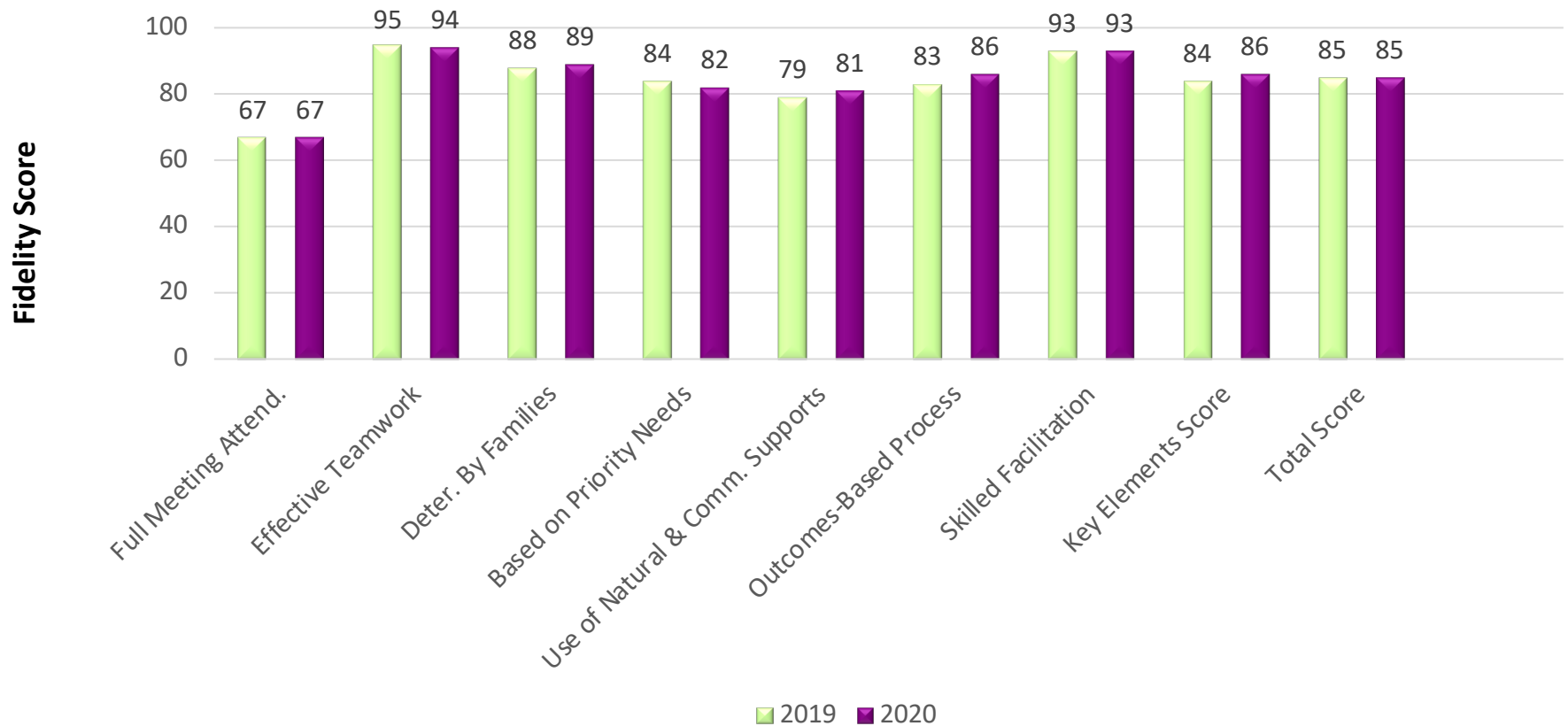
TOM 2.0 Subscale	Overall Score	Key Element
1. Full Meeting Attendance	67.2%	N/A
2. Effective Teamwork	94.0%	94.0%
3. Driven by Strengths & Families	88.8%	88.8%
4. Based on Priority Needs	82.4%	82.4%
5. Use of Natural & Community Supports	80.6%	80.6%
6. Outcomes-Based Process	86.1%	86.1%
7. Skilled Facilitation	92.6%	N/A
<b>Total TOM 2.0 Score</b>	<b>84.8%</b>	<b>86.1%</b>

Includes “Full Meeting Attendance” and “Skilled Facilitation”

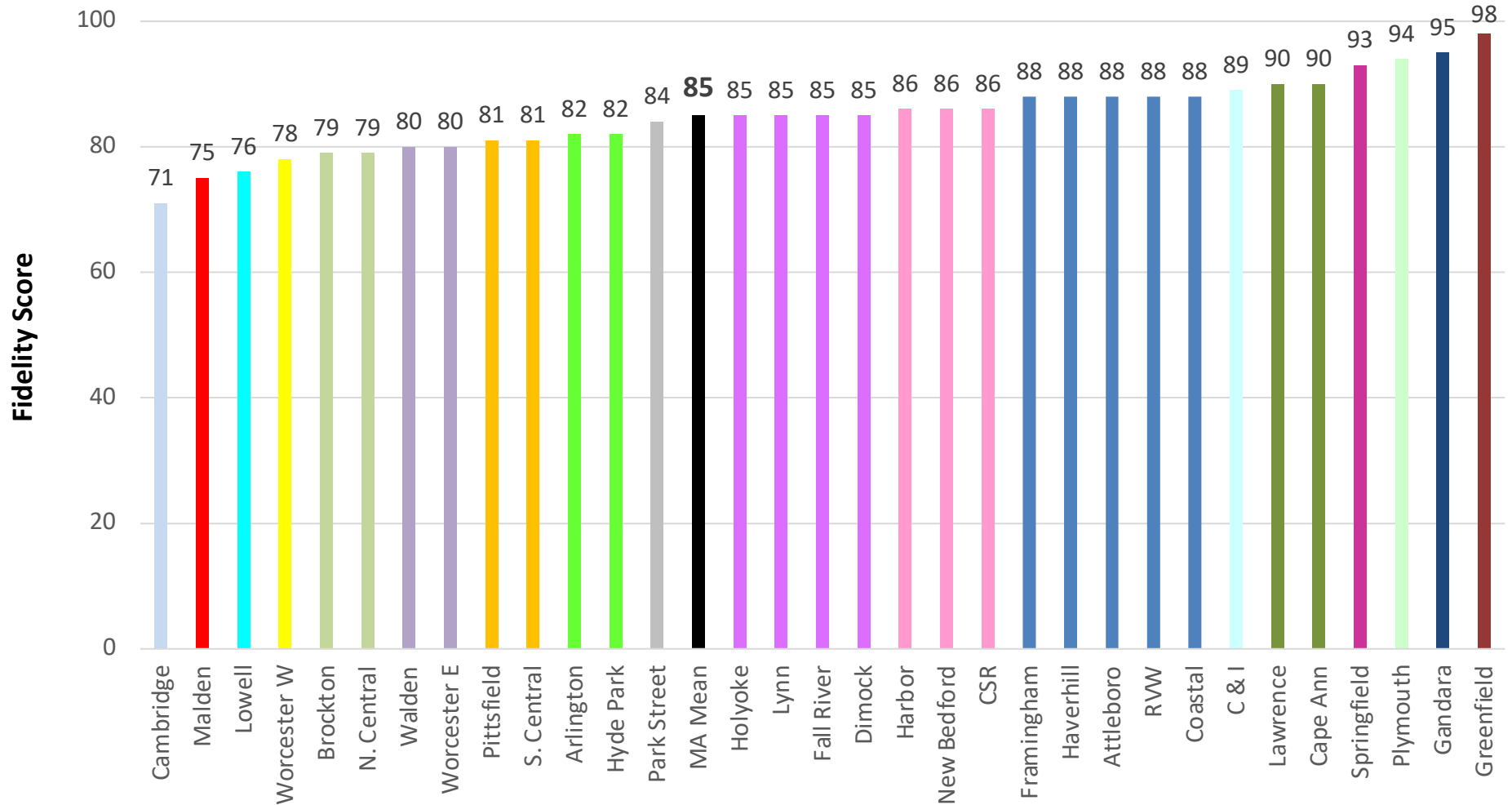
Includes only the 5 Key Elements



# Scores by Subscale



# Total Fidelity



# Team Membership & Attendance

The table below indicates the total number of people from each particular category that are on teams, the total number that attended meetings, and the corresponding percentage that attended the team meetings.

2020	Number of meetings assessed 394			2020	Number of meetings assessed 394		
	# on teams	# attended	% attended		# on teams	# attended	% attended
Youth	303	152	50%	Family support partner or advocate	314	291	93%
Parent (birth or adoptive)	430	379	88%	Mental health provider	596	479	80%
Foster parent	17	15	88%	Mental health agency representative	40	35	88%
Caregiver (if different from parent or Foster)	58	49	85%	Social services rep/SW	132	93	71%
Sibling	79	45	57%	Medical provider	42	19	45%
Facilitator	374	369	99%	Juvenile justice rep (PO)	9	3	33%
Friend of parent/caregiver	27	14	52%	School representative	175	112	64%
Friend of youth	3	1	33%	Court appointed special advocate (CASA)	2	1	50%
Extended family member	61	21	34%	Attorney	14	11	79%
Community Support or other natural support	59	35	59%				

Gold box denotes natural  
support role on the team

# Natural/Community Support Team Participation and Meeting Attendance

- **75% of the meetings that were observed included NO natural/community supports on the team (295/394)**
- 11% of the 394 team meetings observed included Extended Family as part of their team (44/394) and of the 44 teams that included extended family, 20 team meetings had extended family in attendance (45% attendance rate)
- 6% of the 394 team meetings observed included Friend(s) of the Caregiver as part of their team (22/394) and of the 22 teams that included friends of the caregiver, 14 team meetings had caregiver friends in attendance (64% attendance rate)
- >1% of the 394 team meetings observed included friend(s) of the youth as part of their team (3/394) and of the 3 teams that included friends of youth, 1 attended the meeting (33% attendance rate)
- 12% of the 394 team meetings observed included Community Supports as part of their team (46/394) and of the 46 teams that included community supports, 31 team meetings had community supports in attendance (67% attendance rate)



Item-Level Results

# **STRENGTHS & AREAS FOR IMPROVEMENT**



# Item-Level Results

## *Strengths & Areas for Improvement*

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### **Strength:**

Item that is at least 10% higher than all others in the category

green box

### **Areas for Improvement:**

Item that is at least 10% lower than all others in the category

red box



# Full Meeting Attendance

ITEMS	MA 2019	MA 2020
<b>1a.</b> At least one parent/caregiver was present at the meeting. N=754/391	100%	100%
<b>1b.</b> The youth was present at the meeting. ( <i>N/A for youth age 10 or younger.</i> ) N=465/241	60%	61%
<b>1c.</b> 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=578/312	58%	57%
<b>1d.</b> All other service providers who are on the team OR seem integral to the family's plan were present at the meeting. N=696/371	70%	72%
<b>1e.</b> 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=667/354	90%	90%
<b>1f.</b> At least one natural support for the family was present at the meeting. N=761/394	24%	22%



# Effective Teamwork

ITEMS	MA 2019	MA 2020
<b>2a.</b> 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=761/394	96%	96%
<b>2b.</b> 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=761/394	96%	92%
<b>2c.</b> 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=619/327	91%	92%
<b>2d.</b> 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=761/394	95%	94%
<b>2e.</b> Team members demonstrated a consistent willingness to compromise or explore further options when there was disagreement. N=387/183	96%	98%





# Driven by Strengths & Families

ITEMS	MA 2019	MA 2020
<b>3a.</b> 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=753/392	99%	99%
<b>3b.</b> 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=362/201	63%	63%
<b>3c.</b> 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=761/393	86%	85%
<b>3d.</b> 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=749/391	85%	85%
<b>3e.</b> Team members avoided blaming and remained focused on solutions, rather than dwelling on negative events. N=761/393	96%	97%



## Based on Priority Needs

ITEMS	MA 2019	MA 2020
<b>4a.</b> 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=761/394	91%	91%
<b>4b.</b> 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=747/382	87%	85%
<b>4c.</b> Planning focused on the underlying needs of other family members, not just the identified youth. N=738/382	89%	88%
<b>4d.</b> 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=714/373	84%	85%
<b>4e.</b> 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=665/372	66%	62%



# Use of Natural & Community Supports

ITEMS	MA 2019	MA 2020
<b>5a.</b> 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=732/368	81%	82%
<b>5b.</b> 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=727/371	88%	89%
<b>5c.</b> 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=633/345	53%	54%
<b>5d.</b> 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=682/346	97%	97%
<b>5e.</b> 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=714/359	73%	77%



# Outcomes-Based Process

ITEMS	MA 2019	MA 2020
<b>6a.</b> 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=669/353	81%	81%
<b>6b.</b> The team reviewed the status of task/action step completion since the last meeting. N=633/337	93%	93%
<b>6c.</b> The team monitored progress toward meeting needs and achieving outcomes/goals since the last meeting. N=635/336	95%	96%
<b>6d.</b> 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=627/334	77%	81%
<b>6e.</b> 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=465/237	75%	81%

# Skilled Facilitation

ITEMS	MA 2019	MA 2020
<b>7a.</b> 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=761/393	91%	92%
<b>7b.</b> The meeting followed a clear agenda that provided an understanding of the overall purpose of the meeting and the priority agenda items. N=761/394	94%	92%
<b>7c.</b> The facilitator reflected and summarized team members' contributions, probed for further information, and generally stimulated productive brainstorming and discussion. N=761/393	91%	92%
<b>7d.</b> The facilitator was dynamically engaged in the process and was able to maintain an appropriate momentum and members' focus throughout the meeting. N=761/394	95%	94%
<b>7e.</b> The facilitator was able to manage disagreement and conflict and make sure all team members' opinions and ideas were heard. N=284/151	95%	97%



## SUMMARY OF TOM 2.0 FINDINGS



# Summary of Results

- A note about the sample population for 2020; 394 meetings (slightly more than half as many as in past years) were observed between July 2019 and March 2020. Evaluations discontinued due to the program changing to remote/virtual meetings as a result of the Pandemic.
- 14 agencies completed less than 10 TOM evaluations.
- Effective Teamwork & Skilled Facilitation scores continue to be very high; both above 90%.
- Meeting attendance continues to be a struggle, particularly natural and community supports; only  $\frac{1}{4}$  of teams observed included ANY natural/community supports as part of their team; of those teams that have natural/community supports participating, the attendance rate ranged from 33-67%.



# Strengths

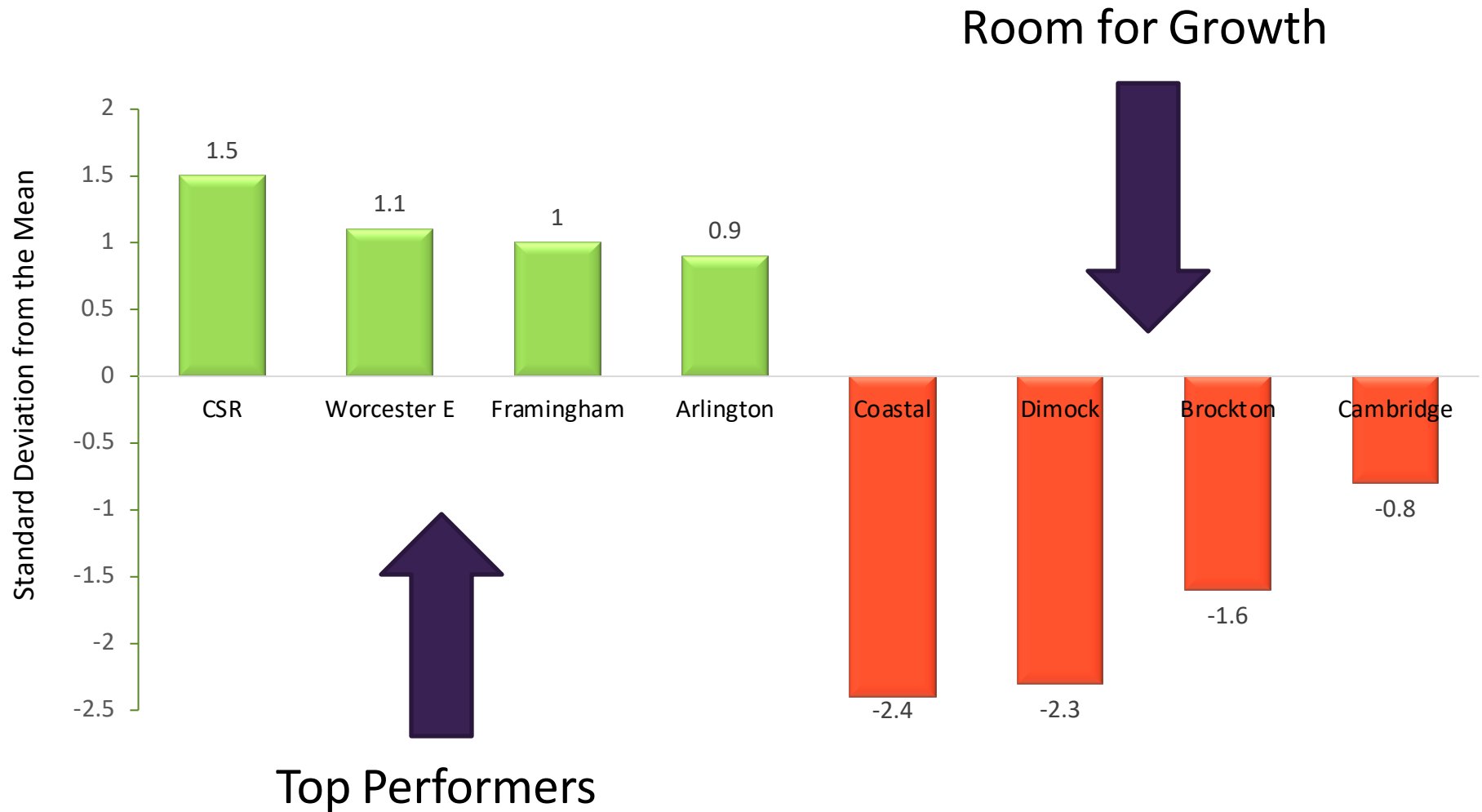
- Effective Teamwork scores are nearly perfect. According to raters, Teams are reported to be working well together, assigning tasks, and following through on responsibilities (2a-2e)
- Similarly, the items under Skilled Facilitator are all over 90%. Raters found the facilitators to be prepared, organized, and engaged (7a-7e).
- Improvements from 2019 were reported with developing new goals that are specific and measurable; and evaluating progress toward meeting goals using objective and verifiable measures (6d-6e).

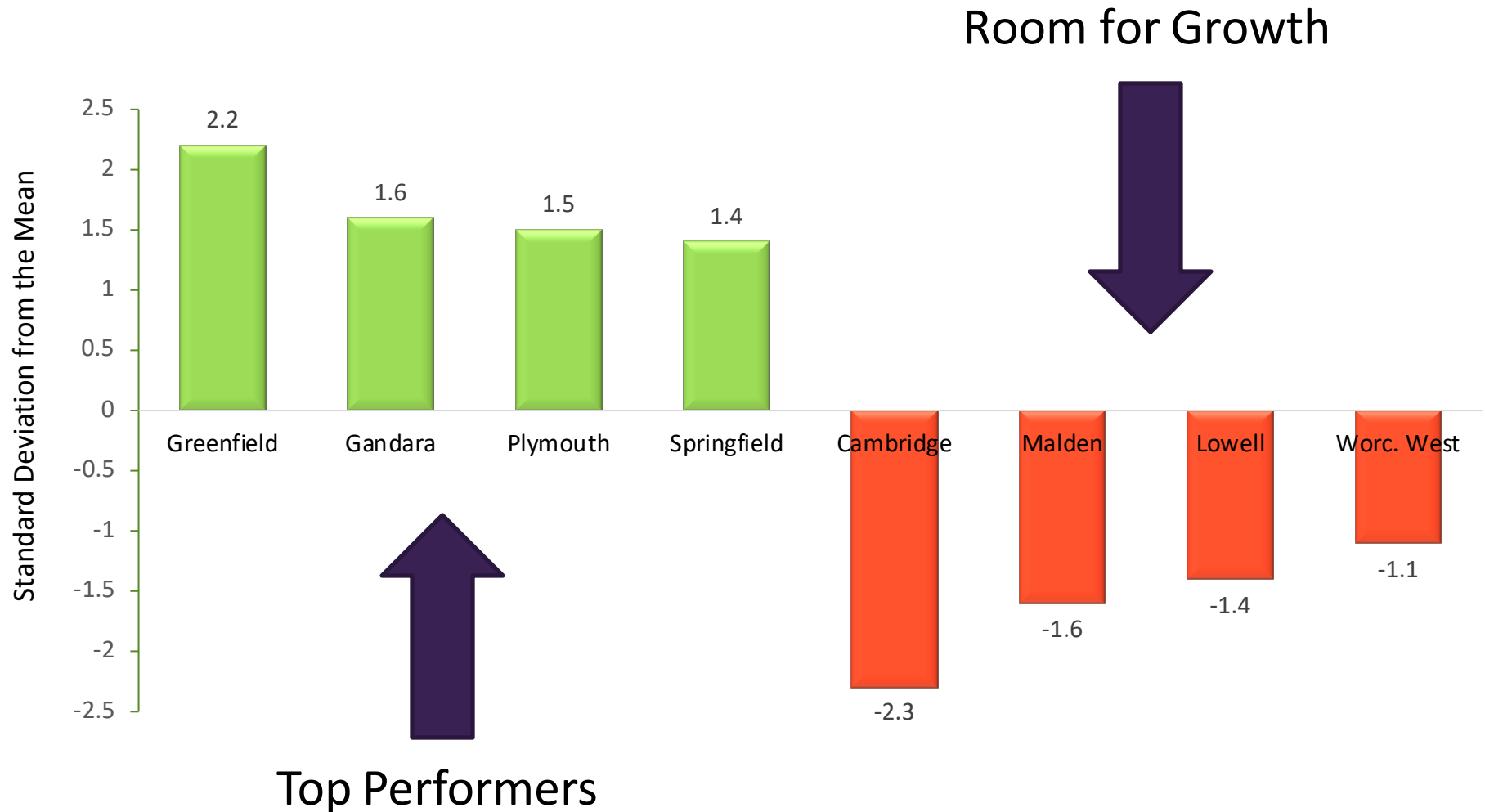




# Areas for Improvement

- Youth are often not present. When they are, they often do not constructively contribute to care planning (3b)
- Natural supports also are not consistent a part of team, and are often not present at meetings, and when they are, do not actively participate in care planning (5c)
- Discussion around how they will know needs/goals have sufficiently been met to warrant transition is lower, dropping from 66% in 2019 to 62%.





# IMPLICATIONS

# Statewide Fidelity Results

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- Continued pattern of differences in family perceptions of overall fidelity versus providers' observations in team meetings
- Like last year, TOM scores were markedly higher than WFI-EZ scores.
- While TOM scores remained fairly consistent with 2019, EZ scores showed a slight consistent increase across all elements.

# Team Attendance/Meetings

- Only 25% of teams whose meetings were observed included a natural support as part of the team.
- Only 39% of meetings observed had the youth in attendance.
- EZ results continue to reflect lower involvement of natural supports (friends/family/neighbors...)with Teams.
- Caregivers comments indicate some issues with the regularity and consistency of team meetings.

# Satisfaction & Outcomes

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Satisfaction with the Wraparound process and family progress showed slight increases from 2019 in both EZ and TOM scores.

# WFI-EZ and TOM Total Scores

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Caregivers and TOM raters experience the Wraparound process differently.

There have been several plausible explanations discussed in the past:

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



# Differences Between EZ and TOM

The two tools are more different than they are similar in how they are structured and what they measure.

- TOM reflects a snapshot in time (observing one meeting for that youth) while EZ encompasses the entire period of time working together ranging from 3 months to the end of services, with an average length of time in service of 7 months at the time of evaluation; 15% of TOM evaluations are done during the initial meeting.
- Most of the questions within each of the five key elements – Effective Teamwork, Natural/Community Supports, Needs-Based, Outcomes-Based, Strength/Family Driven do not capture similar information; eg for Natural Supports, the TOM focuses on whether the team ENCOURAGED connections (at that particular meeting), whereas the EZ assesses whether there has been an INCREASE support and connections with friends/family...
- Upon completing a question analysis, those questions across the two tools that do capture information that is more similar often yielded results that were more similar. At times, there were similar questions on each tool, but the questions had been grouped under different elements.

The following tables reflect those questions on the TOM and EZ that more closely aligned with one another and the resulting scores. It is important to note again, even with the similar information being captured in the questions, TOM questions are specific to what is occurring in that one meeting, whereas EZ questions reflect the entirety of the time in Wraparound.

# Question Analysis EZ and TOM

Question	Tool	Score
5e. The POC/Crisis Plan developed or discussed at the mtg represents a balance b/w informal and formal strategies/services	TOM	77%
B18. Our plan includes strategies that don't involve professional svcs (things family can do ourselves or with help from family...)	EZ	77%
4c. Planning focused on underlying needs of other family members, not just youth in svc.	TOM	88%
B6. Our plan includes strategies that address needs of other family members, in addition to youth in svc.	EZ	83%
3a. The parent or other family members contributed to planning process (expressing needs, perspectives or suggesting svcs...)	TOM	99%
B3. At beginning of wraparound process, family described vision of a better future to team	EZ	95%
3c. Team identified/reviewed at least one functional strength of youth that was used in planning to develop a strategy	TOM	85%
B11. At each team mtg, our team celebrates at least one success or positive event.	EZ	82%
2c. Since last mtg, all team members have followed through with assigned tasks...	TOM	92%
B15. Members of our team sometimes do not do the tasks assigned	EZ	80%

# Question Analysis EZ and TOM

Question	Tool	Score
6b. Team reviewed status of task/action step completion since last meeting	TOM	93%
B8. At every team meeting, team reviews progress made toward meeting our needs	EZ	92%
4d. For every need addressed during the mtg, the team brainstormed more than one strategy to meet the need before deciding on next steps	TOM	85%
B4. Wraparound team came up with creative ideas for our plan that were different than what was tried before	EZ	83%
4e. Team discussed how they will know youth and family's needs have been sufficiently met to transition out of formal wraparound svcs	TOM	62%
B21. Team has talked about how we will know it is time for me and my family to transition out of formal wraparound	EZ	82%
6a. Team reviewed how close youth/family are to achieving vision, mission or wraparound team goal	TOM	81%
B22. At each team mtg, my family and I give feedback on how well wraparound is working for us	EZ	83%
6c. Team monitored progress toward meeting needs and achieving outcomes/goals since last meeting	TOM	96%
B8. At every team mtg, wraparound team reviews progress that has been made toward meeting our needs	EZ	92%

# 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	63%	58%	53%	67%	69%	68%
Plymouth	21	70%	65%	61%	70%	75%	77%
RVW	20	72%	74%	59%	78%	74%	74%
Springfield	20	70%	70%	61%	71%	72%	77%
Brockton	20	65%	63%	58%	67%	68%	69%
Holyoke	20	69%	71%	59%	72%	71%	72%
New Bedford	21	72%	70%	57%	76%	77%	77%
Lawrence	20	69%	68%	62%	71%	69%	74%
Lynn	20	69%	72%	59%	70%	74%	72%
CSR	20	74%	71%	65%	79%	77%	79%
Greenfield	20	71%	67%	65%	75%	72%	76%
Attleboro	20	69%	68%	59%	76%	72%	70%
N Central	20	70%	69%	61%	73%	75%	76%
Worcester W	21	68%	66%	59%	74%	73%	68%
Worcester E	20	73%	73%	62%	74%	79%	76%
Malden	20	69%	68%	59%	72%	74%	73%
<b>ALL</b>	<b>626</b>	<b>70%</b>	<b>68%</b>	<b>60%</b>	<b>72%</b>	<b>74%</b>	<b>74%</b>

## Fidelity by Key Element

	N	Total	ET	NCS	NB	OB	SFD
Fall River	20	72%	74%	58%	74%	74%	79%
Gandara	20	69%	70%	59%	73%	77%	67%
Cambridge	20	67%	62%	60%	71%	71%	71%
Cape Ann	22	71%	68%	63%	71%	78%	73%
Haverhill	20	71%	66%	61%	75%	76%	78%
C and I	20	71%	68%	64%	71%	74%	77%
Walden	1	62%	65%	50%	65%	60%	70%
Dimock	20	63%	63%	56%	62%	67%	68%
Lowell	20	70%	67%	58%	74%	76%	77%
Harbor	20	69%	66%	59%	75%	73%	75%
Arlington	20	72%	68%	62%	76%	76%	77%
Pittsfield	20	68%	66%	57%	71%	71%	72%
Hyde Park	20	71%	69%	68%	69%	74%	75%
Park Street	20	70%	68%	60%	73%	75%	76%
Framingham	20	72%	65%	63%	73%	81%	79%
S Central	20	69%	70%	57%	74%	71%	76%
<b>ALL</b>	<b>626</b>	<b>70%</b>	<b>68%</b>	<b>60%</b>	<b>72%</b>	<b>74%</b>	<b>74%</b>



# Fidelity by Subscale

	N	Total	KE	TMA	ET	DSF	BPN	NCS	OBP	SF
Coastal	4	88%	88%	71%	100%	85%	85%	90%	81%	100%
CSR	18	86%	91%	63%	97%	92%	89%	89%	87%	81%
Greenfield	14	98%	99%	90%	100%	99%	96%	100%	100%	100%
Attleboro	10	88%	89%	62%	98%	92%	90%	77%	88%	100%
N Central	9	79%	82%	58%	98%	78%	83%	77%	72%	86%
Worcester W	8	78%	80%	61%	98%	81%	83%	62%	77%	86%
Worcester E	7	80%	81%	68%	96%	83%	71%	83%	73%	86%
Malden	25	75%	76%	59%	83%	78%	66%	74%	78%	86%
Fall River	19	85%	89%	62%	98%	91%	78%	86%	90%	91%
Gandara	27	95%	98%	76%	100%	98%	93%	99%	99%	99%
Cambridge	10	71%	72%	42%	88%	96%	60%	62%	54%	75%
Plymouth	13	94%	97%	71%	100%	88%	100%	95%	100%	100%
Cape Ann	17	90%	93%	69%	96%	93%	92%	93%	90%	99%
Haverhill	15	88%	89%	74%	95%	84%	82%	92%	90%	97%
C and I	12	89%	90%	72%	96%	83%	93%	88%	92%	100%
Walden	4	80%	79%	79%	100%	74%	70%	65%	84%	89%
<b>ALL</b>	<b>394</b>	<b>85%</b>	<b>86%</b>	<b>67%</b>	<b>94%</b>	<b>89%</b>	<b>82%</b>	<b>81%</b>	<b>86%</b>	<b>93%</b>





# Fidelity by Subscale

	N	Total	KE	TMA	ET	DSF	BPN	NCS	OBP	SF
Dimock	9	85%	85%	65%	90%	86%	80%	91%	76%	100%
Lowell	25	76%	78%	60%	87%	87%	65%	62%	87%	84%
Harbor	21	86%	86%	79%	91%	78%	91%	82%	90%	88%
Arlington	9	82%	82%	61%	89%	88%	86%	63%	84%	100%
Pittsfield	9	81%	86%	59%	93%	90%	87%	74%	86%	77%
Hyde Park	12	82%	82%	63%	93%	96%	72%	78%	69%	81%
RVW	6	88%	90%	68%	93%	97%	90%	72%	100%	97%
Park Street	8	84%	80%	76%	100%	95%	65%	78%	60%	95%
Framingham	8	88%	90%	70%	98%	94%	86%	73%	98%	100%
S Central	7	81%	81%	66%	96%	88%	66%	68%	87%	97%
Springfield	10	93%	96%	71%	97%	98%	94%	93%	100%	100%
Brockton	12	79%	78%	65%	78%	89%	64%	77%	82%	86%
Holyoke	15	85%	87%	65%	96%	82%	91%	82%	85%	96%
New Bedford	12	86%	88%	68%	96%	86%	91%	65%	100%	100%
Lawrence	4	90%	91%	82%	100%	100%	95%	70%	88%	95%
Lynn	15	85%	86%	66%	94%	95%	82%	87%	71%	93%
<b>ALL</b>	<b>394</b>	<b>85%</b>	<b>86%</b>	<b>67%</b>	<b>94%</b>	<b>89%</b>	<b>82%</b>	<b>81%</b>	<b>86%</b>	<b>93%</b>

# APPENDIX B

## 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 EZ/TOM average.

CSA	WFI-EZ Z-Scores	TOM 2.0 Z-Scores
Coastal	-2.36	0.45
Plymouth	0.04	1.46
RVW	0.79	0.54
Springfield	0.25	1.40
Brockton	-1.65	-1.00
New Bedford	0.72	0.27
Lawrence	-0.29	0.86
Carson Center	-0.21	0.04
Lynn	-0.07	0.09
Roxbury	1.52	0.14
Greenfield/Northampton	0.50	2.17
Attleboro	-0.14	0.51
North Central	0.32	-0.93
Worcester West	-0.64	-1.12
Worcester East	1.07	-0.80
Malden	-0.18	-1.61

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 EZ/TOM average.

CSA	WFI-EZ Z-Scores	TOM 2.0 Z-Scores
Fall River	0.79	0.11
Gandara	-0.07	1.63
Cambridge	-0.82	-2.34
Cape Ann	0.36	0.86
Haverhill	0.57	0.49
Cape and Islands	0.43	0.74
Walden	-2.68	-0.78
Dimock St	-2.32	0.01
Lowell	0.29	-1.44
Harbor	-0.07	0.14
Arlington	0.89	-0.55
Pittsfield	-0.72	-0.72
Hyde Park	0.47	-0.45
Park Street	0.29	-0.13
Framingham	0.97	0.61
S. Central	-0.04	-0.65