



Massachusetts Children's Behavioral Health Initiative (CBHI)

Summary of FY2021 Wraparound Fidelity Monitoring Results

Agenda

- Introductions
- Review Massachusetts fidelity data
- Implications and recommendations
- Appendices

Wraparound Adherence

What do we want to measure?

Wraparound Principles:

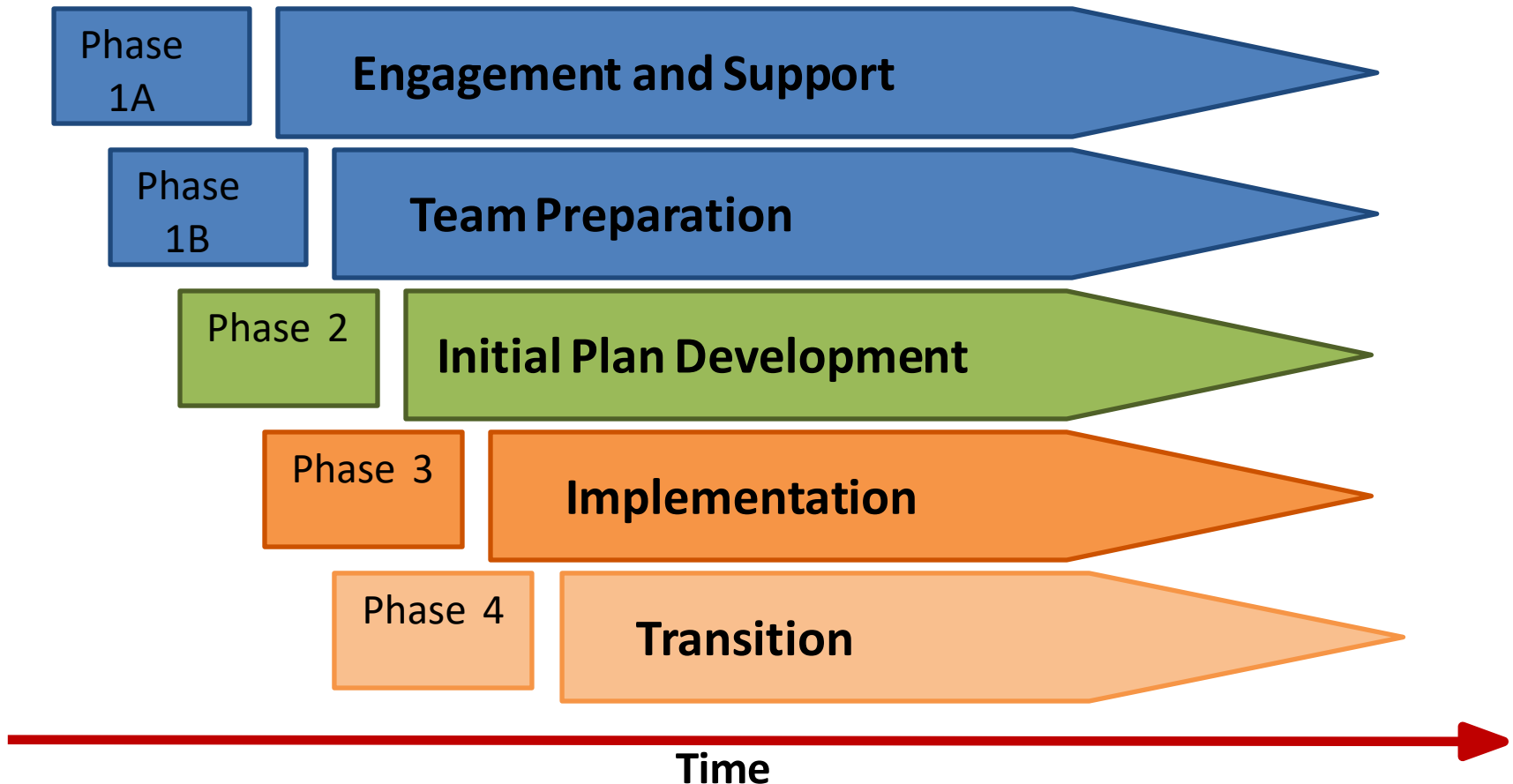
1. Family voice and choice
2. Team-based
3. Natural supports
4. Collaboration
5. Community-based
6. Culturally competent
7. Individualized
8. Strengths-based
9. Persistence
10. Outcome-based

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
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 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 FY2021, a total of 1261 fidelity forms were collected

Tool	N of Forms Collected
WFI-EZ	614
TOM 2.0	647
TOTAL	1261



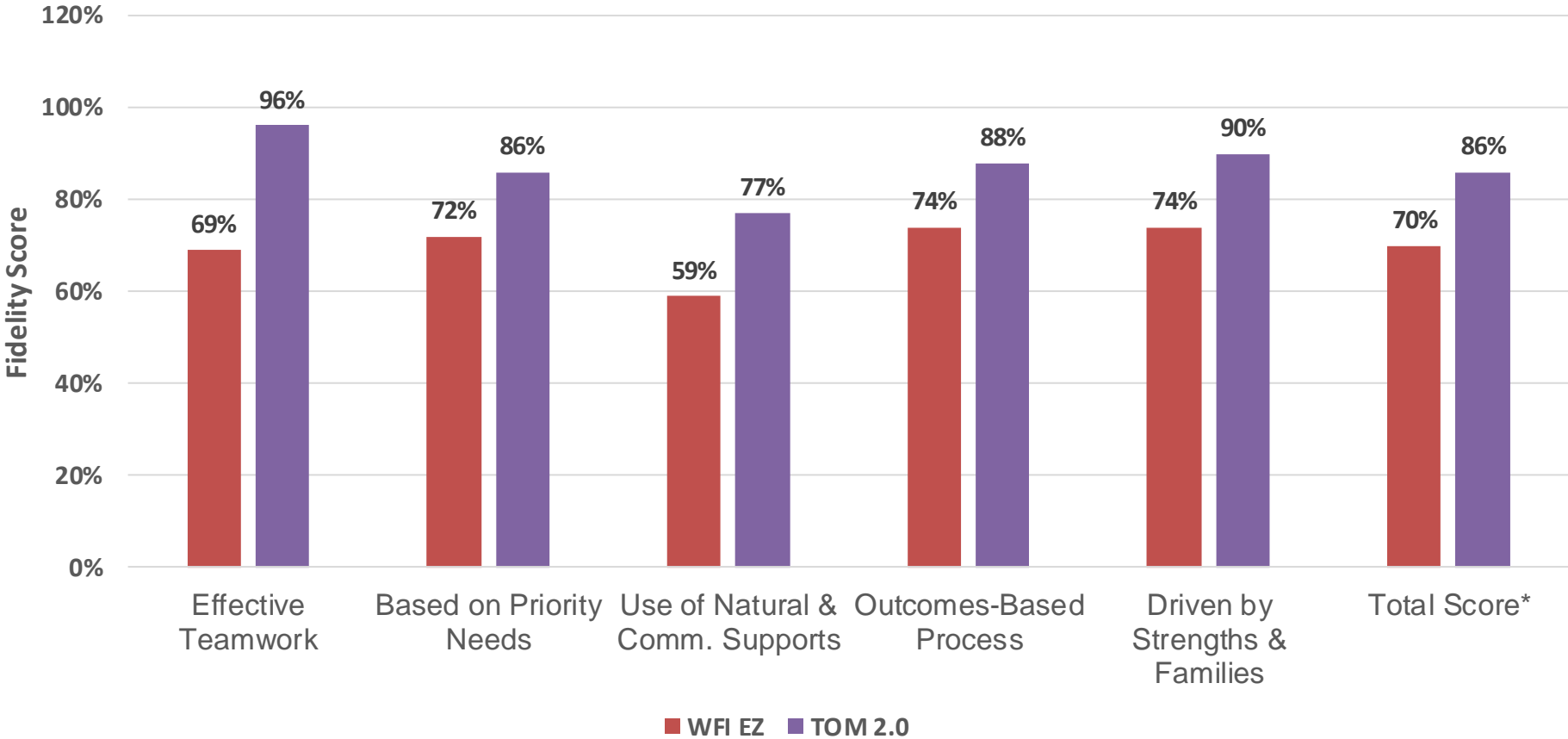
MASSACHUSETTS RESULTS

Scores on the WFI-EZ & TOM 2.0

WFI-EZ		
Number of Youth Assessed	614 forms and youth	
Age of Youth & Frequencies		
Mean	12	
Range	0 – 19	
0-4	25 (4%)	
5-9	190 (31%)	
10-14	241 (39%)	
15-18	155 (25%)	
19 and older	3 (<1%)	
Missing	0	
Gender		
Male	383 (62%)	
Female	218 (36%)	
Transgender	13 (2%)	
Race	N	%
White	204	33%
Black or African American	166	27%
Asian	6	1%
Multi-Racial	87	14%
Other/Declined to Specify	151	25%
Hispanic	271	44%

TOM 2.0		
Number of Youth Assessed	647 forms	
Age of Youth & Frequencies		
Mean	12	
Range	<1 – 21	
0-4	17 (3%)	
5-9	131 (21%)	
10-14	226 (36%)	
15-18	132 (21%)	
19 and older	23 (4%)	
Missing	105 (17%)	
Gender		
Male	369 (58%)	
Female	259 (41%)	
Transgender	6 (1%)	
Race	N	%
White	328	52%
Black or African American	78	12%
Asian	8	1%
Amer. Ind./AK Native/Haw.	8	1%
Unknown	14	2%
Declined to Specify	59	9%

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

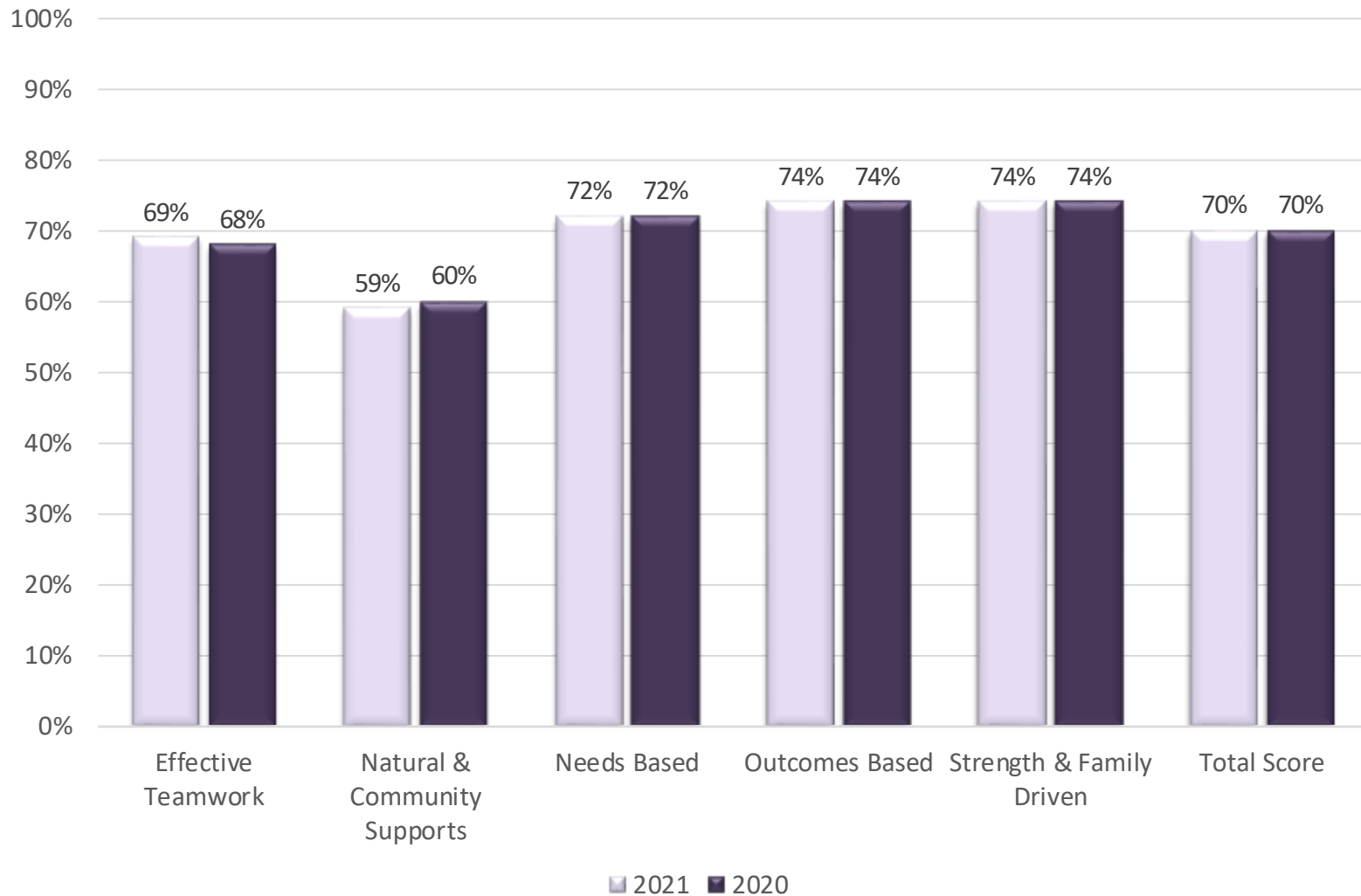
WFI^{EZ} Fidelity Scores by Key Element

	Total	Key Element				
	Mean Overall	Effective Teamwork	Natural & Community Supports	Needs-Based	Outcomes-Based	Strength & Family Driven
MA 2019	66%	66%	59%	69%	68%	70%
MA 2020	70%	68%	60%	72%	74%	74%
MA 2021	70%	69%	59%	72%	74%	74%

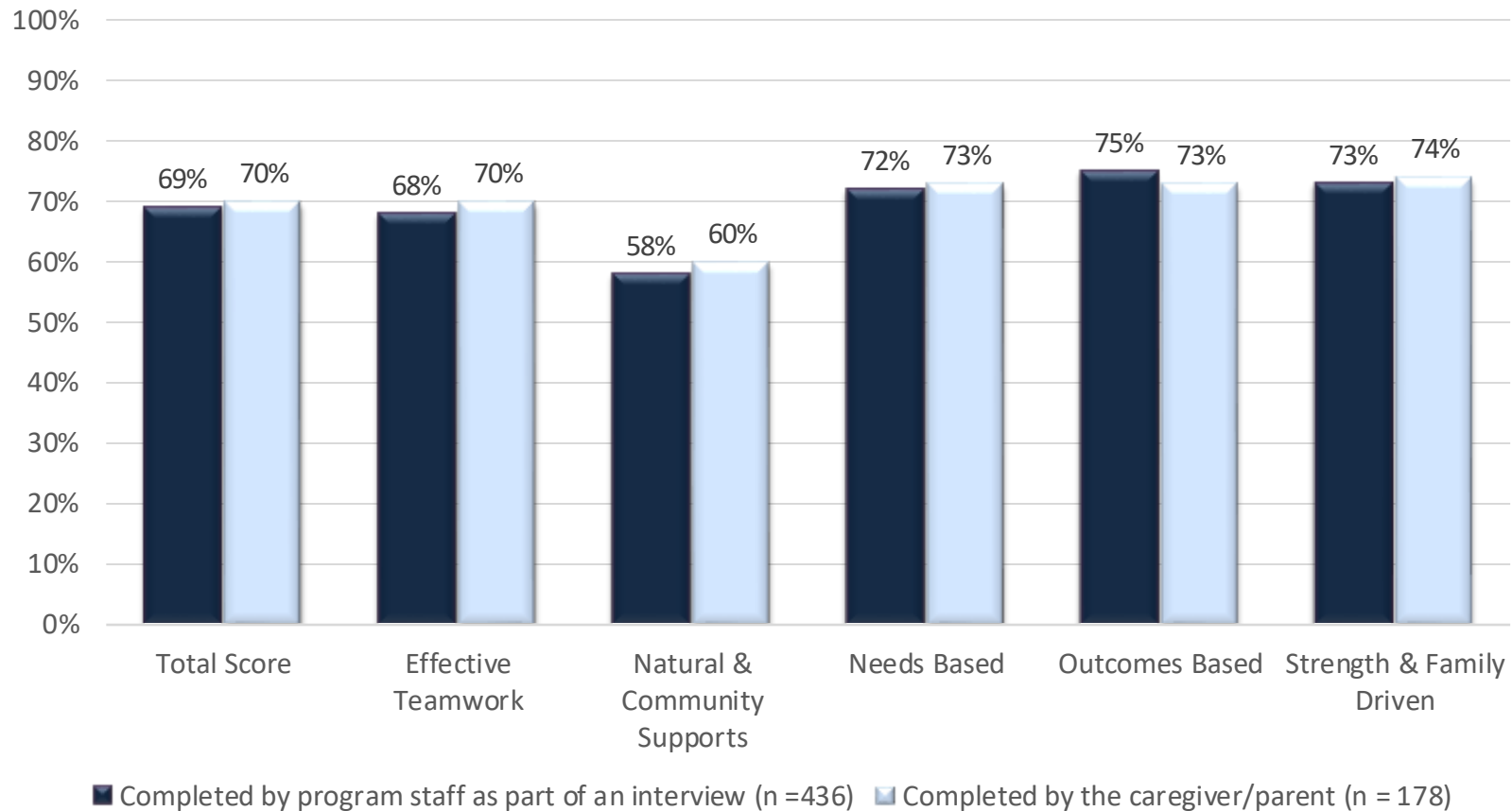


Fidelity Scores by Key Element

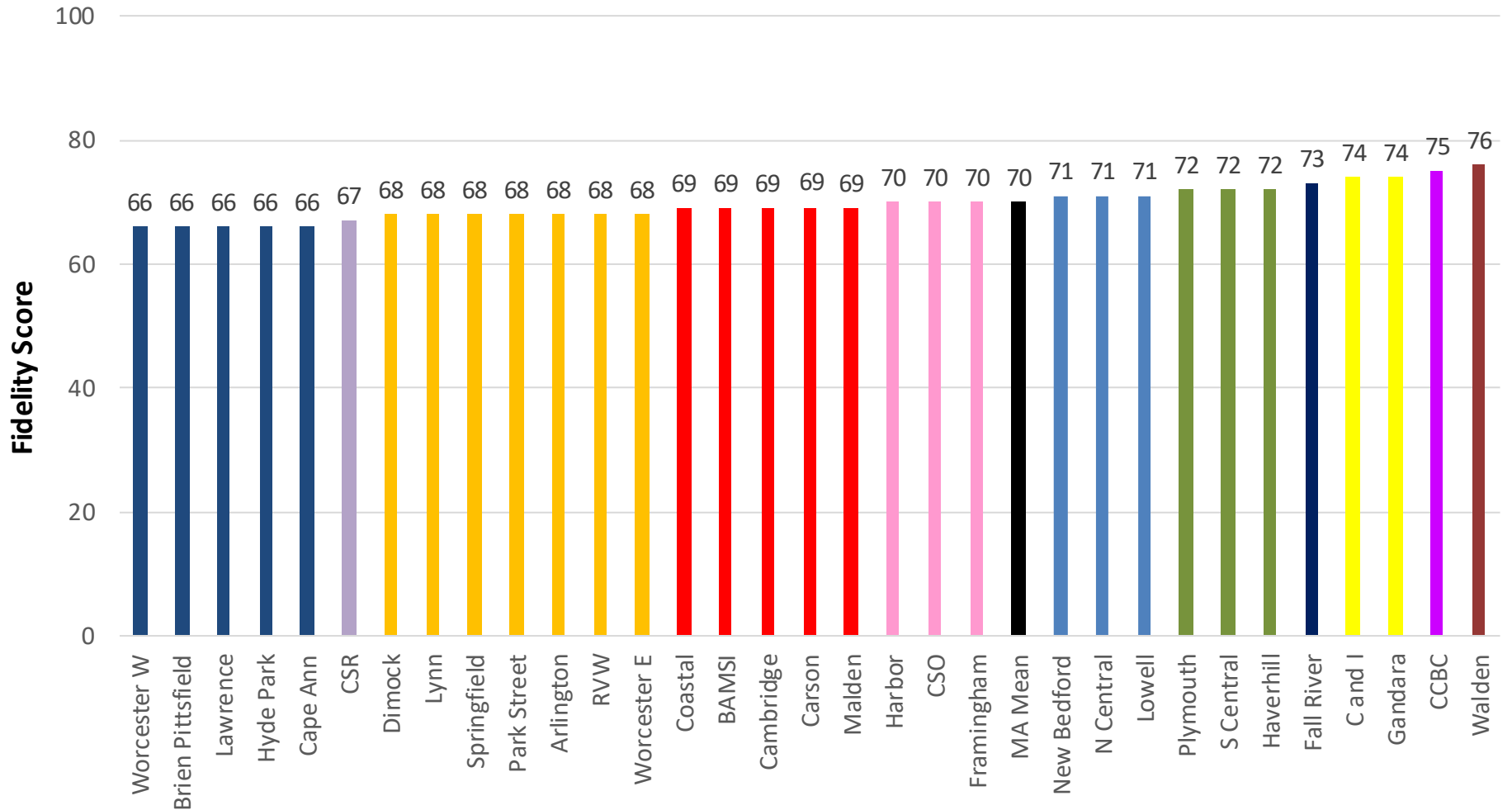
2021 vs 2020



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

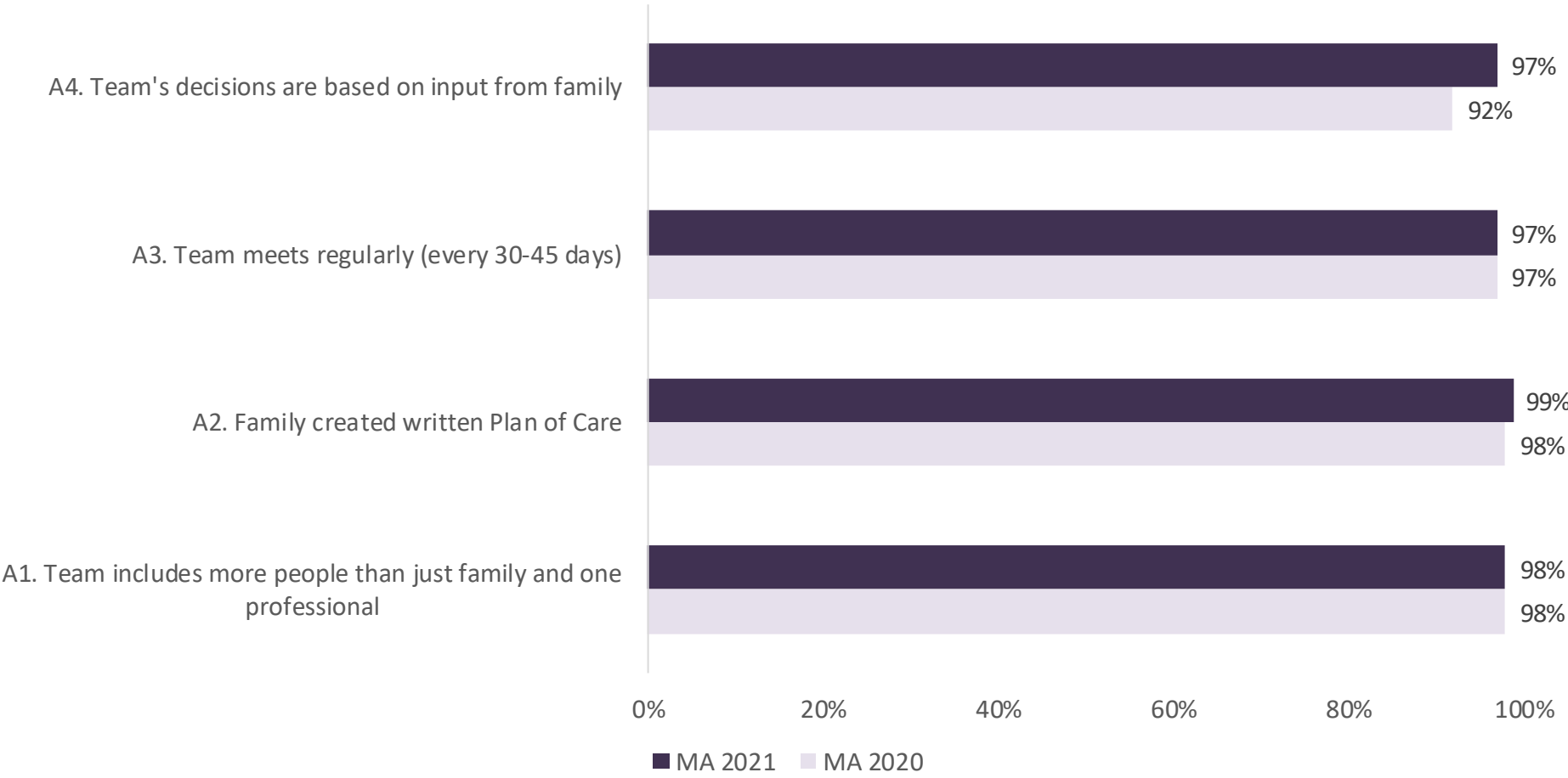


Total Fidelity



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 2020

green box



Area for Improvement:

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


A decrease of at least 5% from 2020

red box



Effective Teamwork

2021 vs 2020


ITEMS	2021			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	50%	46%	3%	50%	47%	4%	
B4. My wraparound team came up with creative ideas for our plan that were different than what was tried before	82%	10%	9%	83%	10%	7%	
B7. I sometimes feel like our team does not include the right people to help my child and family	9%	85%	6%	12%	82%	5%	
B15. Members of our wraparound team sometimes do not do the tasks they are assigned	11%	86%	3%	16%	80%	4%	
B22. At each team meeting, my family and I give feedback on how well Wraparound is working for us	87%	5%	9%	83%	9%	8%	

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

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

Natural Supports

2021 vs 2020

ITEMS	2021			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	62%	19%	19%	69%	20%	11%	
B10. The wraparound process has helped my child and family build strong relationships with people we can count on	82%	7%	11%	81%	12%	8%	
B12. Our wraparound team does not include any friends, neighbors or extended family members	62%	34%	4%	58%	38%	4%	
B16. Our wraparound team includes people who are not paid to be there (e.g. friends, family, faith)	43%	52%	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)	75%	14%	11%	77%	13%	10%	

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

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

Needs-Based

2021 vs 2020

ITEMS	2021			2020			
	*Agree	*Disagree	Neutral	*Agree	*Disagree	Neutral	
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.	94%	3%	3%	92%	4%	4%	
B6. Our Wraparound plan includes strategies that address the needs of other family members, in addition to my child.	86%	10%	4%	83%	13%	4%	
B8. At every team meeting, my Wraparound team reviews progress that has been made toward meeting our needs.	92%	5%	4%	92%	5%	4%	
B13. My family was linked to community resources I found valuable.	83%	10%	8%	84%	11%	5%	
B23. I worry that the Wraparound process will end before our needs have been met.	35%	57%	8%	37%	57%	6%	

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

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

Outcomes-Based

2021 vs 2020



ITEMS	2021			2020			
	*Agree	*Disagree	Neutral	*Agree	*Disagree	Neutral	
B19. I am confident that our Wraparound team can find svcs or strategies to keep my child in the community over the long term.	88%	5%	7%	82%	9%	9%	↑
B20. Because of Wraparound, when a crisis happens, my family and I know what to do.	93%	3%	4%	90%	5%	5%	
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.	83%	9%	8%	82%	10%	8%	
B24. Participating in wraparound has given me confidence that I can manage future problems.	83%	6%	9%	81%	10%	9%	
B25. With help from our wraparound team, we have been able to get community support and svcs that meet our needs.	81%	8%	11%	81%	10%	9%	

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

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

Strength and Family Driven

2021 vs 2020

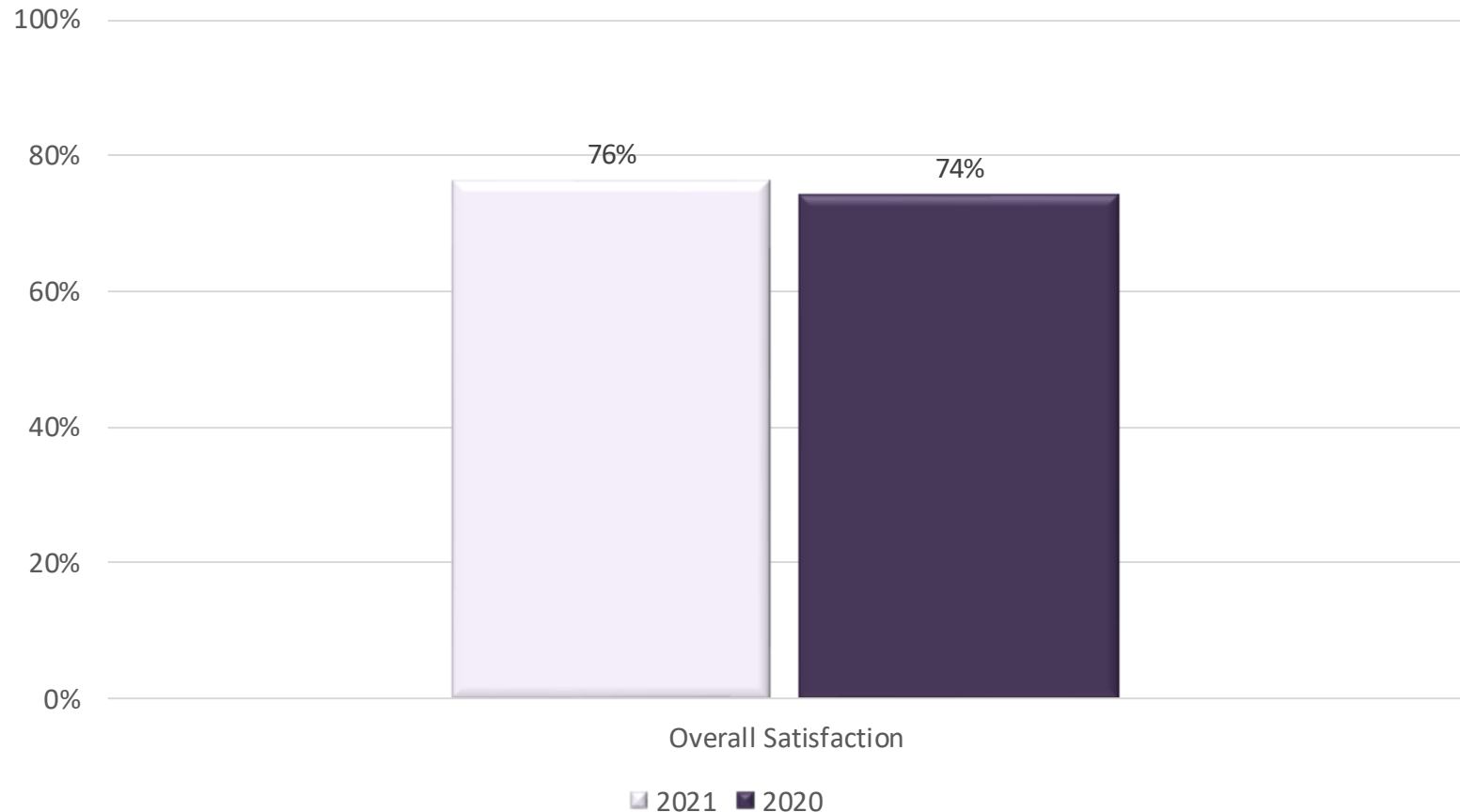
ITEMS	2021			2020			
	*Agree	*Disagree	Neutral	*Agree	*Disagree	Neutral	
B1. My family and I had a major role in choosing the people on our wraparound team	65%	21%	14%	72%	14%	13%	
B3. At the beginning of the Wraparound process, my family described our vision of a better future to our team.	95%	3%	3%	95%	2%	3%	
B11. At each team meeting, our wraparound team celebrates at least one success or positive event.	83%	7%	10%	82%	9%	9%	
B14. My Wraparound team came up with ideas and strategies that were tied to things that my family likes to do.	83%	7%	10%	82%	10%	8%	
B17. I sometimes feel like members of my wraparound team do not understand me and my family	10%	86%	4%	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 2020

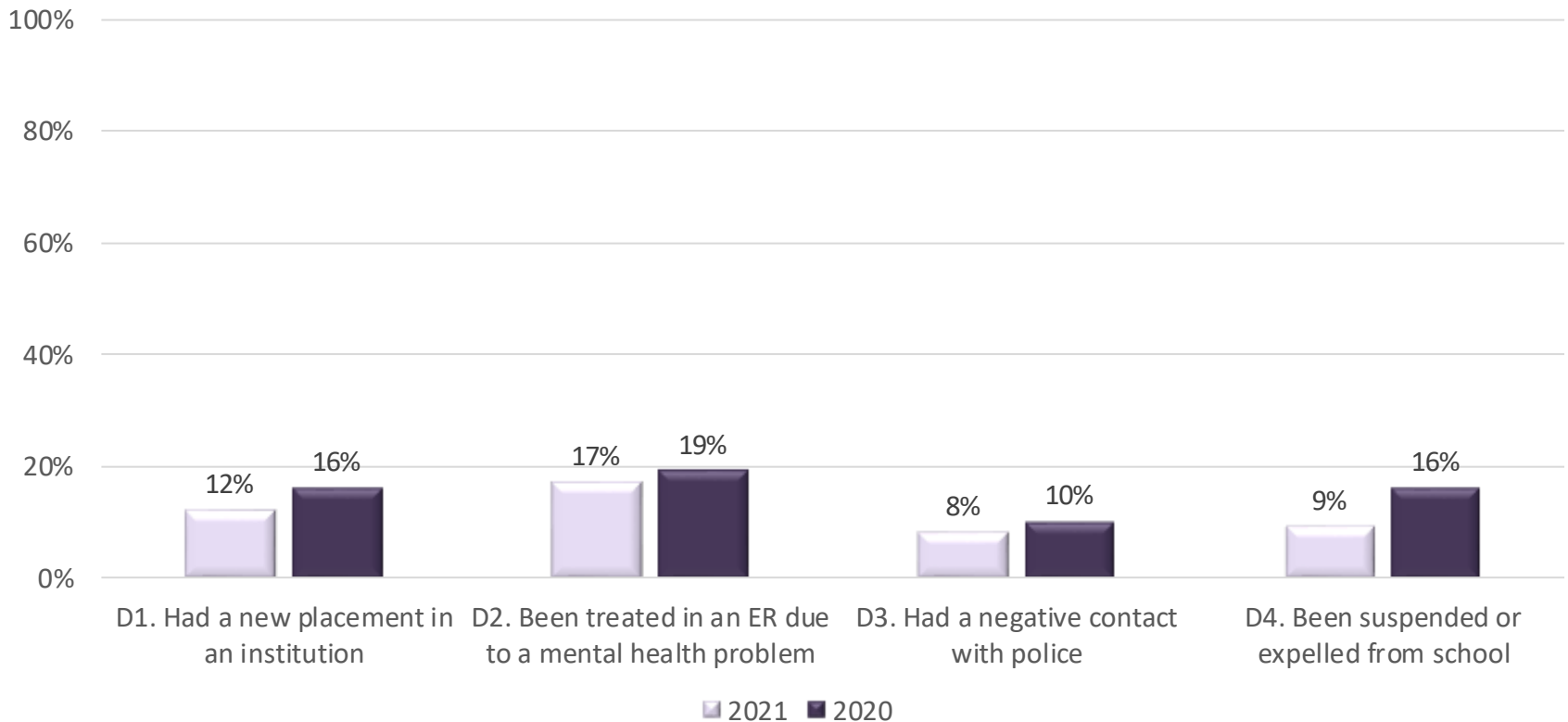


	2021			2020			
	*Agree	*Disagree	Neutral	*Agree	*Disagree	Neutral	
C1. I am satisfied with the wraparound process in which my family and I have participated.	93%	4%	3%	90%	7%	4%	
C2. I am satisfied with my child or youth's progress since starting the wraparound process.	80%	10%	11%	81%	11%	9%	
C3. Since starting wraparound, our family has made progress toward meeting our needs.	82%	5%	13%	80%	9%	11%	
C4. Since starting wraparound, I feel more confident about my ability to care for my child/youth at home.	80%	4%	15%	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:

	2021				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	27%	36%	16%	21%	35%	31%	13%	20%
D6. Problems that disrupt home life	37%	31%	14%	18%	41%	30%	13%	16%
D7. Problems that interfere with success at school	37%	29%	14%	21%	47%	22%	12%	19%
D8. Problems that make it difficult to develop/maintain friendships	51%	20%	13%	16%	52%	19%	9%	19%
D9. Problems that make it difficult to participate in community activities	50%	22%	11%	18%	51%	23%	9%	17%

Comments included Positive and Negative Experiences with Wraparound

Slightly more than one-third of the 614 respondents provided comments, with more than two-thirds of those who commented reporting only positive experiences with ICC, just under one-quarter reporting negative experiences and about ten percent reporting mixed experiences. About one-third of those who shared negative experiences with the program referenced COVID as a possible issue impacting their experience.

Positive experience with Wraparound

Many respondents spoke about the help they received from their Wraparound team, with about one-third noting simply it had been “helpful” and others identifying more specific ways they had been helped including navigating issues with school (3) as well as managing crises (3). Additionally, about one-third of the positive responses simply noted their experience had been “good” or “great”. Several other themes emerged from the positive feedback.

Theme	Frequency
Supportive	27
Improvements in child/family	14
Help with Services/Resources	12
Good Communication	7
Problem solving/Creative ideas	5
Informative/knowledgeable	5
Compassionate/kind/caring	4

Positive experience with Wraparound

Supportive

“[] and [] were amazing and such a great support to our family.”

“Love who we work with. They fight for our family and what my son needs. They’re extremely understanding and supportive.”

“Love my team. They are the best of the best. Don’t know what I’d have done without them...Provided strong emotional support.”

Improvements with Child/Family

“Improved our family communications with everyone in the household. Built up my confidence.”

“They were amazing. Great support for the whole family and they really helped [child].”

“They did a very good job...completely turned [child] around.”

Positive experience with Wraparound

Help with Services/Supports

“It was great. They were able to connect me with other programs.”

“They are very professional – found summer camp programs for the kids – they helped a lot despite COVID.”

“Helpful for services and activities for the kids.”

Communication

“They were excellent, wonderful. They did an excellent job getting [] to open up.”

“The team made sure to check on us weekly, made sure I understand some difficult terminologies being discussed about my son’s health.”

“They are involved with everything and keep me informed.”

Positive experience with Wraparound

Informative/knowledgeable

"They are very helpful, on time, keep up and have great suggestions."

"Totally confident. They are there for me. They know their stuff."

Problem Solving/Creative Ideas

"Wraparound services have been really helpful for coordinating care, group problem solving, putting plans into action, and making improvements in our lives."

"Been very creative with how to engage child."

Compassionate/Caring

"The team was caring and responsive..."

"They are very nice, understanding and listen. I'm so happy to have them."

Negative experience with Wraparound

The following themes emerged from respondents who identified issues, concerns or areas of improvement for ICC. The biggest issue that was discussed involved issues/limitation due to Covid (21 indicated this).

Theme	Frequency
Communication Issues	14
Issues getting services in place	10
ICC ending too soon/abruptly	9
Lack of progress/ineffective	8
Excessive Work for Caregiver	4
Child didn't/wouldn't engage	3
Not the Right Fit	3
Staff turnover	2
Poor follow through	2

Negative experience with Wraparound

Services/Supports Not Set Up

“It was a very good experience with the wraparound team...unfortunately they put in referrals for psychological and psychiatric help and no one was available. Thought there would have been more referrals.”

“Wraparound tried very hard to help us but we were put on waiting lists and could not get the actual services we needed. Covid may have had a big impact on the lack of services.”

“We haven’t gotten any referrals. We were told there is a 6 month waiting list due to COVID 19.”

Poor Communication

“Listening was an issue too as they did not try to understand. They did not help...played phone tag trying to connect...”

“I feel they don’t hear what I have to say. It was more difficult for me because I’m the dad and all the team members are women...”

“They are not on the same page.”

Negative experience with Wraparound

Services Ending Too Soon/Abruptly

“Our time ended abruptly and now I’m left with kids that still require services that we aren’t able to get or find at this time.”

“Stopped almost a month too early...needed a little more time.”

“Services stopped because the ICC did not feel they were a good match. I thought we were a good fit and it had helped.”

Lack of Progress/Ineffective

“Good experience with ICC and FP but this time 50/50 results. We had ICC in the past with better results. This time did not work out so well”.

“It was an uphill battle and learning process. They really tried but needed more focus on the child and they decided to close us out. We never saw any progress.”

“They suggest something and we try it and it doesn’t work and then they suggest we do it again. It’s repetitive and ineffective.”

Negative experience with Wraparound

Too Much Work Put on Caregiver

“...lots of paperwork, it’s overwhelming.”

“At first it seems like too much, but it helped a lot.”

Child Not Engaging

“...wraparound tried their best but sadly our daughter has chosen not to engage in the process as she does not want to improve her mental state.”

“The team was caring and responsive but [] would not cooperate with them.”

Not the Right Fit

“The people were assigned because they had less work-it could have been a better fit.”

“We started a year ago. I work in the field. We needed someone with experience in trauma and addiction but got no one like that. Did not get any coping skills.”



SUMMARY OF WFI-EZ FINDINGS

- Scores were very consistent with 2020 scores in key elements and total score.
- All but 2 of the CSAs overall scores changed from 2020, with 15 increasing by 1-6 points and 15 decreasing by 1-5 points.
- Natural and Community Supports remains low, with Strengths and Family Driven and Outcomes Based remaining the two highest areas.
- Satisfaction scores (76%) had a slight increase from 2020 (74%).

Outcomes-Based

Four of the five areas had a slight to moderate increase from 2020.

- Able to find services or strategies to keep child in the community over the long term – 88% agreed vs 82% in 2020. There was a decrease in new placements in institutions (12%) – down 4% from 2020.

Strength and Family Driven

One area showed a moderate increase from 2020; Sometimes feel members of my team do not understand me (10%) – improving by 5% from 2020.

Effective Teamwork

Members sometimes don't do the assigned tasks (6%) – improved by 5% from 2020.

- Caregivers continue to report that natural supports are not a consistent part of their teams, with one respondent commenting she wasn't aware they could be.
- There was a slight decrease in caregivers feeling wraparound has increased the support their child/family gets from friends and family (62%) down 7% from 2020.
- Caregivers express concern that the service will end before they are ready or that the process is too short (scores and comments).
- Covid was mentioned as a particular challenge/issue, particularly with regard to setting up services, as well as the limitations of online/virtual meetings.
- There was a slight decrease in caregiver indicating the family had a major role in choosing team members (65%) – down 7%.



TEAM OBSERVATION MEASURE, VERSION 2

Massachusetts Fidelity

The majority of TOMs were completed during Follow-Up meetings

Total Meetings Observed: 647

Type of Meeting	Percent	N
Initial Team/Planning Meeting	12%	80
Follow-up Meeting	82%	529
Transitional/Discharge Meeting	6%	37
Other	>1%	2



Scores by Subscale

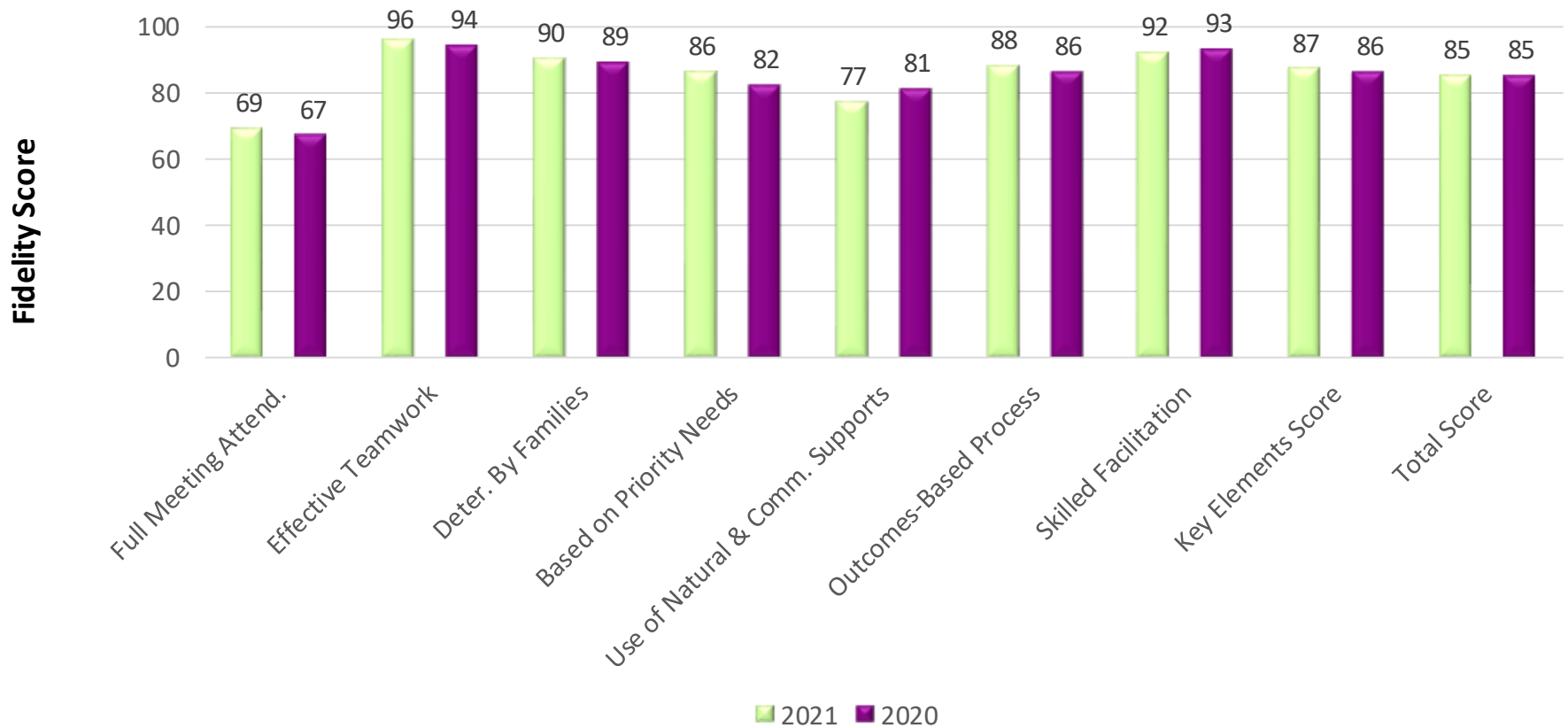
TOM 2.0 Subscale	Overall Score	Key Element
1. Full Meeting Attendance	68.6%	N/A
2. Effective Teamwork	96.4%	96.4%
3. Driven by Strengths & Families	89.9%	89.9%
4. Based on Priority Needs	85.9%	85.9%
5. Use of Natural & Community Supports	76.7%	76.7%
6. Outcomes-Based Process	87.8%	87.8%
7. Skilled Facilitation	92.4%	N/A
Total TOM 2.0 Score	85.3%	87.3%

Includes “Full Meeting Attendance” and “Skilled Facilitation”

Includes only the 5 Key Elements

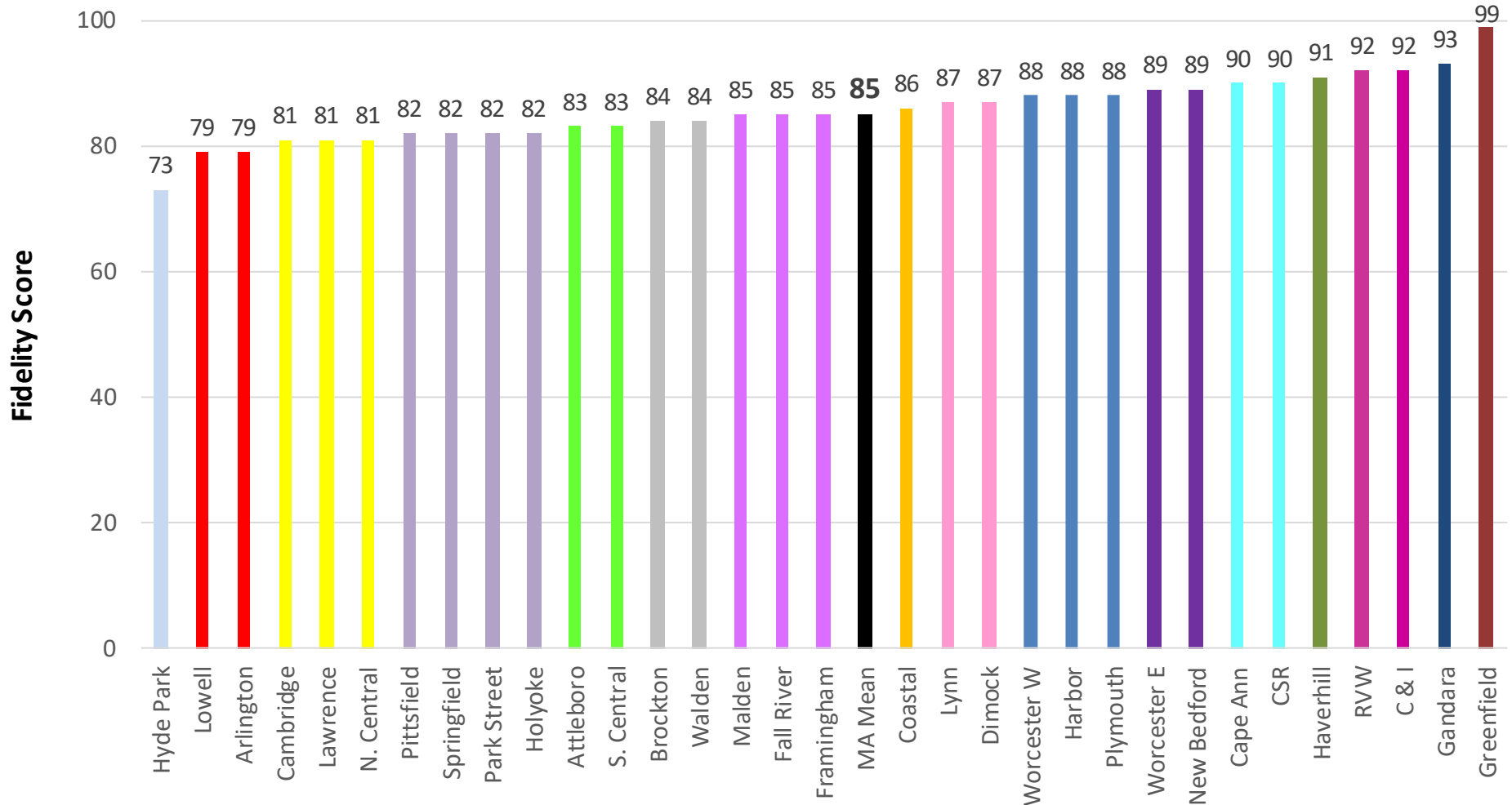


Scores by Subscale





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.

2021	Number of meetings assessed 647			2021	Number of meetings assessed 647		
	# on teams	# attended	% attended		# on teams	# attended	% attended
Youth	465	265	57%	Family support partner or advocate	513	492	96%
Parent (birth or adoptive)	614	564	92%	Mental health provider	1046	878	84%
Foster parent	29	27	93%	Mental health agency representative	44	36	82%
Caregiver (if different from parent or Foster)	111	92	83%	Social services rep/SW	189	165	87%
Sibling	53	22	42%	Medical provider	59	32	54%
Facilitator	612	604	99%	Juvenile justice rep (PO)	13	11	85%
Friend of parent/caregiver	30	17	57%	School representative	328	260	79%
Friend of youth	6	2	33%	Court appointed special advocate (CASA)	7	6	86%
Extended family member	91	35	39%	Attorney	31	29	94%
Community Support or other natural support	66	33	50%				

Gold box denotes natural
support role on the team

Natural/Community Support Team Participation and Meeting Attendance

- **Approximately 29% of the meetings that were observed included NO natural/community supports on the team**
- 12% of the 647 team meetings observed included Extended Family as part of their team (80/647) and of the 80 teams that included extended family, 35 team meetings had extended family in attendance (44% attendance rate)
- 4% of the 647 team meetings observed included Friend(s) of the Caregiver as part of their team (29/647) and of the 29 teams that included friends of the caregiver, 17 team meetings had caregiver friends in attendance (59% attendance rate)
- 1% of the 647 team meetings observed included friend(s) of the youth as part of their team (7/647) and of the 7 teams that included friends of youth, 2 attended the meeting (29% attendance rate)
- 26% of the 647 team meetings observed reported having Community Supports as part of their team (168/647) and 18% (116) of the 647 observed meetings had at least one Community support in attendance.



Item-Level Results

STRENGTHS & AREAS FOR IMPROVEMENT



Item-Level Results

Strengths & Areas for Improvement

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 2021	MA 2020
1a. At least one parent/caregiver was present at the meeting.	100%	100%
1b. The youth was present at the meeting. <i>(N/A for youth age 10 or younger.)</i>	57%	61%
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.	67%	57%
1d. All other service providers who are on the team OR seem integral to the family's plan were present at the meeting.	79%	72%
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.	93%	90%
1f. At least one natural support for the family was present at the meeting.	18%	22%



Effective Teamwork

ITEMS	MA 2021	MA 2020
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.	98%	96%
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.	96%	92%
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.	94%	92%
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.	96%	94%
2e. Team members demonstrated a consistent willingness to compromise or explore further options when there was disagreement.	98%	98%



Driven by Strengths & Families

ITEMS	MA 2021	MA 2020
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).	99%	99%
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>	57%	63%
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.	90%	85%
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.	88%	85%
3e. Team members avoided blaming and remained focused on solutions, rather than dwelling on negative events.	98%	97%



Based on Priority Needs

ITEMS	MA 2021	MA 2020
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.	93%	91%
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.	91%	85%
4c. Planning focused on the underlying needs of other family members, not just the identified youth.	91%	88%
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.	86%	85%
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.	67%	62%



Use of Natural & Community Supports

ITEMS	MA 2021	MA 2020
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.	80%	82%
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=727/371	79%	89%
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.	53%	54%
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.	96%	97%
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.	73%	77%



Outcomes-Based Process

ITEMS	MA 2021	MA 2020
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).	82%	81%
6b. The team reviewed the status of task/action step completion since the last meeting.	94%	93%
6c. The team monitored progress toward meeting needs and achieving outcomes/goals since the last meeting.	96%	96%
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.	85%	81%
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.	84%	81%



Skilled Facilitation

ITEMS	MA 2021	MA 2020
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.	87%	92%
7b. The meeting followed a clear agenda that provided an understanding of the overall purpose of the meeting and the priority agenda items.	90%	92%
7c. The facilitator reflected and summarized team members' contributions, probed for further information, and generally stimulated productive brainstorming and discussion.	93%	92%
7d. The facilitator was dynamically engaged in the process and was able to maintain an appropriate momentum and members' focus throughout the meeting.	97%	94%
7e. The facilitator was able to manage disagreement and conflict and make sure all team members' opinions and ideas were heard.	97%	97%



SUMMARY OF TOM 2.0 FINDINGS



Summary of Results

- Due to COVID, meetings were held virtually.
- There is much greater variance in Total Fidelity scores for the CSAs in the TOM 2.0 (varied by 26 points) compared to the EZ (varied by 10 points). Standard Deviation for EZ =2.71; TOM 2.0 = 5.02. This may be due to the wide variance in the number of meetings observed for each CSA (range = 6-47; mean=20/median=19)
- Effective Teamwork & Skilled Facilitation scores continue to be very high; both above 90%.
- Natural/Community Supports key element is the only element where all items decreased from 2020.
- Meeting attendance continues to be a struggle, particularly natural and community supports; less than 1/3 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 29-59%.



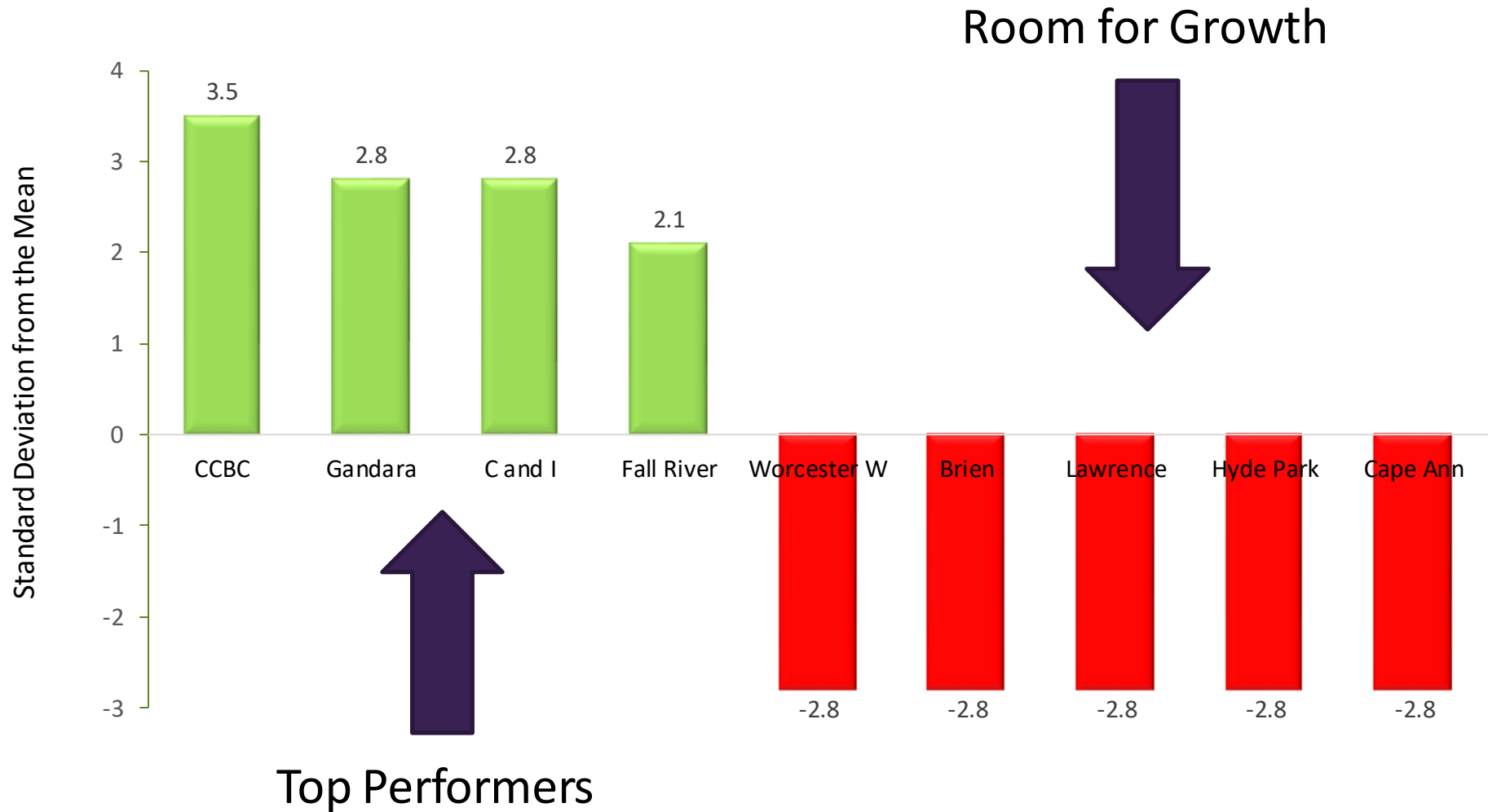
Strengths

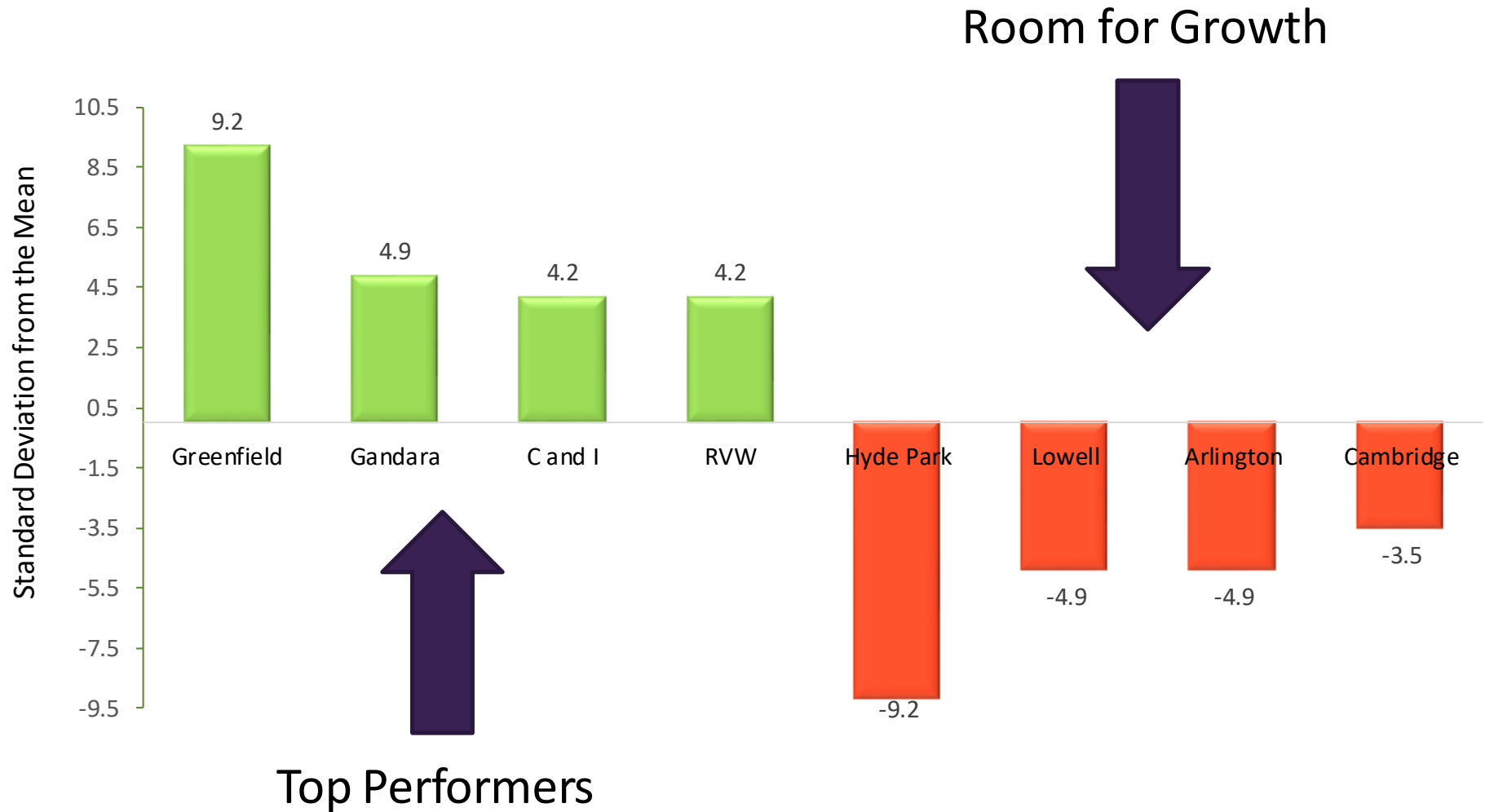
- Effective Teamwork scores are nearly perfect. According to raters, Teams are reported to be working well together, assigning tasks, and following through on responsibilities (2a-2e)
- Similarly, 4 of the 5 items under Skilled Facilitator are over 90%. Raters found the facilitators to be prepared, organized, and engaged (7a-7e).
- Improvements from 2020 were found in team member attendance at meetings, with increases in attendance from all members but the youth and natural supports. This may be a result of virtual rather than in-person meetings.



Areas for Improvement

- Youth are often not present. When they are, they often do not constructively contribute to care planning - 57% (3b). This conflicts with reporting of (2b) - *Talk was well-distributed across team members, and each team member made a meaningful contribution* – 96%. (a review of the data indicates user scoring issues related to 3b that contribute to the lower %; when accounting for user error, 3b = 81%)
- Natural supports also are not a consistent part of teams, and are often not present at meetings, and when they are, do not actively participate in care planning (5c)
- There was a decrease in the team's encouraging the family to connect with community activities...(5b). This may be due to COVID related restrictions on community activities.





IMPLICATIONS

Statewide Fidelity Results

- 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; It is important to note that the way Total Fidelity Scores are calculated for EZ and TOM differs.
- There is a much greater variance in Total Fidelity Scores for CSAs for the TOM compared to the EZ. This may be due to the wide variance in the number of meetings observed for each CSA (range = 6-47; mean=20/median=19)

Team Attendance/Meetings

- Only 29% of teams whose meetings were observed included a natural support as part of the team.(TOM) Slightly higher % of caregivers reported having community/natural supports on their team.(EZ)
- 57% of meetings observed had the youth in attendance.
- TOM scores indicated increases in meeting attendance by various professionals on the team; may be due to virtual meetings.

Satisfaction & Outcomes

Satisfaction with the Wraparound process and youth progress showed slight increases from 2020 on EZ scores.

WFI-EZ and TOM Total Scores

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; 12% of TOM evaluations are done during the initial meeting and 6% are done at the discharge/transitional 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; e.g. 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

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	73%
B18. Our plan includes strategies that don't involve professional svcs (things family can do ourselves or with help from family...)	EZ	75%
4c. Planning focused on underlying needs of other family members, not just youth in svc.	TOM	91%
B6. Our plan includes strategies that address needs of other family members, in addition to youth in svc.	EZ	86%
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	90%
B11. At each team mtg, our team celebrates at least one success or positive event.	EZ	83%
2c. Since last mtg, all team members have followed through with assigned tasks...	TOM	94%
B15. Members of our team sometimes do not do the tasks assigned	EZ	86%

Question Analysis EZ and TOM

Question	Tool	Score
6b. Team reviewed status of task/action step completion since last meeting	TOM	94%
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	86%
B4. Wraparound team came up with creative ideas for our plan that were different than what was tried before	EZ	82%
4e. Team discussed how they will know youth and family's needs have been sufficiently met to transition out of formal wraparound svcs	TOM	67%
B21. Team has talked about how we will know it is time for me and my family to transition out of formal wraparound	EZ	83%
6a. Team reviewed how close youth/family are to achieving vision, mission or wraparound team goal	TOM	82%
B22. At each team mtg, my family and I give feedback on how well wraparound is working for us	EZ	87%
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	69%	68%	63%	71%	74%	72%
Plymouth	20	72%	72%	59%	77%	75%	79%
RVW	20	68%	69%	56%	70%	72%	72%
Springfield	20	68%	67%	59%	69%	73%	70%
Brockton	20	69%	70%	55%	72%	74%	73%
Holyoke	20	69%	65%	64%	67%	76%	73%
New Bedford	20	71%	70%	60%	75%	75%	75%
Lawrence	20	66%	64%	60%	72%	70%	67%
Lynn	20	68%	63%	60%	72%	75%	70%
CSR	20	67%	67%	59%	69%	70%	70%
Greenfield	20	70%	71%	59%	76%	71%	74%
Attleboro	20	75%	74%	61%	81%	81%	80%
N Central	20	71%	69%	61%	74%	76%	74%
Worcester W	20	66%	64%	62%	71%	65%	70%
Worcester E	20	68%	69%	57%	68%	76%	71%
Malden	20	69%	67%	60%	72%	73%	75%
ALL	614	70%	69%	59%	72%	74%	74%

Fidelity by Key Element

	N	Total	ET	NCS	NB	OB	SFD
Fall River	20	73%	74%	62%	76%	76%	77%
Gandara	20	74%	75%	59%	79%	79%	77%
Cambridge	19	69%	70%	60%	67%	74%	75%
Cape Ann	18	66%	65%	56%	70%	68%	70%
Haverhill	20	72%	67%	65%	75%	78%	76%
C and I	20	74%	77%	57%	75%	80%	79%
Walden	3	76%	72%	61%	82%	80%	85%
Dimock	20	68%	66%	55%	68%	75%	74%
Lowell	20	71%	70%	58%	73%	77%	76%
Harbor	20	70%	69%	59%	70%	75%	77%
Arlington	20	68%	69%	53%	72%	70%	75%
Pittsfield	21	66%	65%	56%	68%	75%	66%
Hyde Park	20	66%	67%	55%	69%	69%	71%
Park Street	20	68%	68%	60%	72%	71%	72%
Framingham	20	70%	73%	55%	74%	75%	72%
S Central	13	72%	72%	57%	78%	76%	79%
ALL	614	70%	69%	59%	72%	74%	74%



Fidelity by Subscale

	N	Total	KE	TMA	ET	DSF	BPN	NCS	OBP	SF
Coastal	6	88%	84%	67%	90%	83%	87%	67%	93%	100%
CSR	47	90%	91%	76%	96%	92%	89%	68%	92%	91%
Greenfield	16	99%	98%	98%	97%	100%	99%	98%	99%	100%
Attleboro	20	83%	85%	63%	100%	88%	81%	64%	91%	98%
N Central	24	81%	80%	65%	100%	82%	81%	69%	68%	92%
Worcester W	18	88%	88%	68%	99%	85%	90%	74%	93%	96%
Worcester E	14	89%	91%	64%	100%	86%	93%	77%	100%	100%
Malden	25	85%	85%	68%	95%	82%	86%	71%	92%	93%
Fall River	31	85%	87%	63%	95%	77%	85%	88%	92%	96%
Gandara	27	93%	95%	73%	99%	97%	98%	87%	93%	97%
Cambridge	15	81%	83%	51%	100%	83%	74%	85%	73%	95%
Plymouth	10	88%	91%	66%	100%	80%	94%	85%	94%	94%
Cape Ann	14	90%	92%	79%	91%	89%	96%	88%	96%	91%
Haverhill	13	91%	94%	77%	100%	92%	94%	88%	97%	91%
C and I	28	92%	94%	71%	99%	89%	97%	89%	98%	100%
Walden	10	84%	85%	81%	94%	93%	81%	81%	74%	87%
ALL	647	85%	87%	69%	96%	90%	86%	77%	88%	92%



Fidelity by Subscale

	N	Total	KE	TMA	ET	DSF	BPN	NCS	OBP	SF
Dimock	6	87%	85%	71%	96%	91%	81%	82%	88%	97%
Lowell	30	79%	80%	58%	96%	80%	73%	60%	91%	90%
Harbor	17	88%	90%	78%	96%	89%	90%	82%	95%	89%
Arlington	15	79%	78%	66%	92%	85%	84%	66%	62%	91%
Pittsfield	19	82%	83%	70%	94%	82%	85%	71%	83%	83%
Hyde Park	11	73%	72%	50%	98%	92%	69%	51%	50%	85%
RVW	12	92%	95%	77%	97%	100%	93%	95%	90%	95%
Park Street	10	82%	81%	78%	96%	78%	76%	78%	76%	90%
Framingham	36	85%	85%	67%	95%	82%	80%	77%	91%	91%
S Central	23	83%	81%	71%	97%	83%	80%	64%	78%	94%
Springfield	15	82%	84%	67%	91%	87%	83%	76%	82%	88%
Brockton	18	84%	86%	62%	98%	90%	81%	76%	83%	87%
Holyoke	26	82%	83%	70%	95%	86%	80%	71%	81%	83%
New Bedford	23	89%	92%	62%	99%	84%	96%	80%	100%	98%
Lawrence	22	81%	79%	65%	95%	77%	77%	60%	86%	95%
Lynn	21	87%	88%	73%	99%	93%	89%	68%	92%	91%
ALL	647	85%	87%	69%	96%	90%	86%	77%	88%	92%

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	-0.07	0.17
Plymouth	0.93	0.49
RVW	-0.67	1.32
Springfield	-0.74	-0.68
Brockton	-0.22	-0.31
New Bedford	0.48	0.58
Lawrence	-1.19	-0.82
Carson Center	0.22	-0.68
Lynn	-0.63	0.25
Roxbury	-1.00	0.82
Greenfield/Northampton	0.22	2.57
Attleboro	2.04	-0.43
North Central	0.33	-0.82
Worcester West	-1.15	0.43
Worcester East	-0.52	0.72
Malden	-0.11	-0.10

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	1.26	-0.12
Gandara	1.52	1.38
Cambridge	-0.19	-0.86
Cape Ann	-1.41	0.90
Haverhill	0.97	1.09
Cape and Islands	1.45	1.27
Walden	2.30	-0.41
Dimock St	-0.71	0.17
Lowell	0.41	-1.29
Harbor	0.15	0.54
Arlington	-0.74	-1.34
Pittsfield	-1.33	-0.78
Hyde Park	-1.23	-2.55
Park Street	-0.52	-0.66
Framingham	0.07	-0.16
S. Central	0.97	-0.51