

WFI-3.0 Training Presentation

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Agenda for WFI-3.0 Training

- Introductions
- *Community Kids* and Evaluation
- What is the Wraparound process?
- What is fidelity?
- The *WFI-3.0*
- How to conduct interviews
- Issues related to conducting interviews
- Practice administration

Brief Background on Wraparound

- Systems of care movement
 - Emerged in the mid-1980s as an attempt to address fragmented systems, overly professionalized service delivery, and overreliance on overly restrictive treatments
 - Core SOC values
 - Child-centered and family focused
 - Community-based
 - Culturally competent
 - (From Stroul & Friedman, 1986)

Wraparound Process

System of Care values applied to an intensive, family-driven care planning and management process

- **Convening/running an interdisciplinary team**
- **Determining family strengths and needs**
- **Engaging the family in goal-setting and treatment**
- **Planning and implementing a set of services specific to the needs of the family**
- **Engaging and leveraging community-based and natural supports**
- **Performing case management duties**
- **Determining indicators of success**
- **Measuring outcomes – clinical and w/resp. to goals**
- **Continually revising care plans based on evidence for their effectiveness**

Wraparound Process

Definition

- “Wraparound is a *family-driven, team-based, collaborative, community-based, culturally competent, individualized, strengths based, unconditional, and outcomes-based* process.
- Through the Wraparound process, a family and their team develop, implement, and fine-tune an plan of care that is individualized to achieve positive outcomes for the family.”

Wraparound Process *Elements*

- Parent and Youth Voice and Choice
- Youth and Family Team
- Community-based Services & Supports
- Cultural Competence
- Individualized Services & Supports
- Strength-based Services & Supports
- Natural Supports
- Continuation of Care
- Collaboration
- Flexible Resources/Funding
- Outcome-based Services & Supports

What is Fidelity?

- *Treatment fidelity* refers to the extent to which a program or service is implemented as intended.
- *Wraparound fidelity* refers to the extent to which the activities of the team and experiences of the family are in keeping with the wraparound principles
- Wraparound fidelity can be measured for an individual family or – by combining fidelity data for multiple families – an entire program or jurisdiction

Why Fidelity?

- So we can determine if an intervention is really Wraparound.
 - Assistance to provider agencies
- So we can determine the "evidence-base" for Wraparound
 - Can't interpret results of evaluations without knowing whether the intervention was implemented as intended

Wraparound Fidelity Index 3.0

- Designed to assess adherence to elements
- 3 respondents
- 11 elements
- 4 questions per element
- Answers are ranked from low fidelity (0) to high fidelity (2)
- Designed to be scored while given

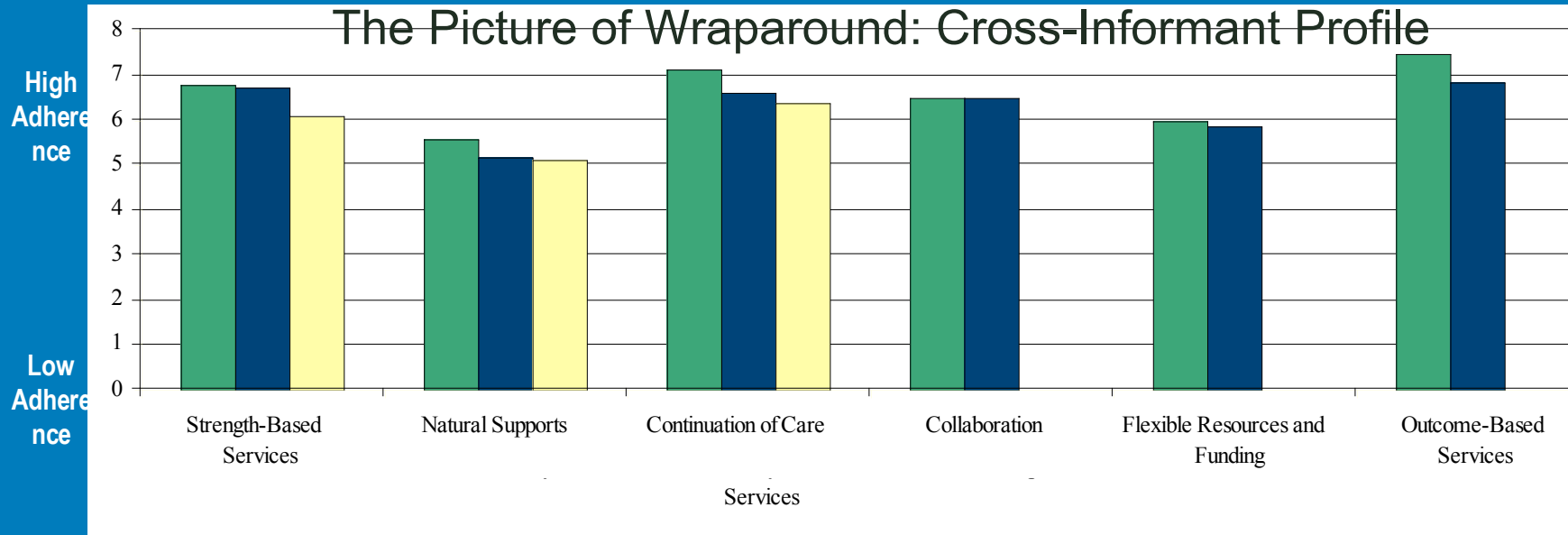
Wraparound Fidelity Index 3.0

Respondent Scheme, by element

Element	<u>Number of items</u>		
	Resource Facilitator	Parent	Youth
Parent/Youth Voice and Choice	4	4	4
Youth and Family Team	4	4	4
Community-based Svs/Suppts	4	4	4
Cultural Competence	4	4	4
Individualized Svs/Suppts	4	4	4
Strength-based Svs/Suppts	4	4	4
Natural Supports	4	4	4
Continuation of Care	4	4	4
Collaboration	4	4	
Flexible Resources/Funding	4	4	
Outcome-based Svs/Suppts	4	4	
Total Items	44	44	32
0-2 scale = Element Scores Range	0-8	0-8	0-8

WFI 3.0

Feedback to sites: Example



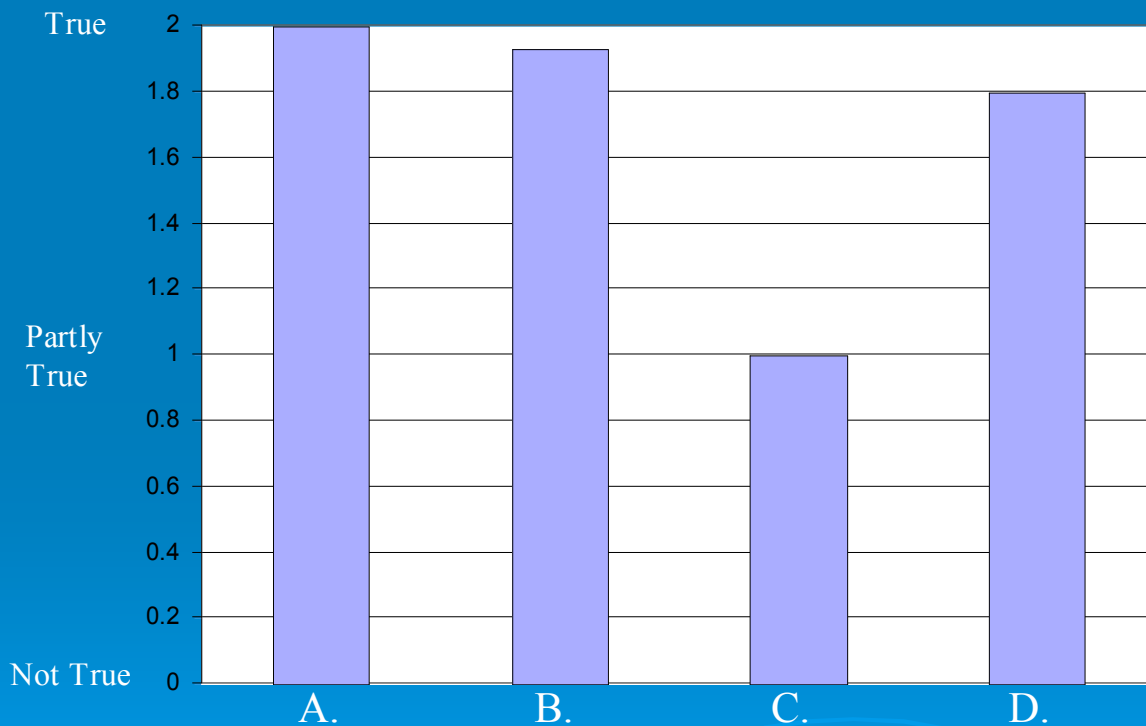
High Adherence

Low Adherence

WFI 3.0

Feedback to sites: Example

The Picture of Wraparound: Resource Facilitators' Mean scores for the four items on the *Youth and Family Team* Element



A. There is a representative from a professional agency on the team

True - 15 Partly True - 0 Not True - 0

B. The child/youth is a member of the team

True - 14 Partly True - 1 Not True - 0

C. There is a friend or advocate of the child/youth or family who is a member of the team

True - 7 Partly True - 1 Not True - 7

D. All major decisions are made by the parent with input from relevant team members

True - 12 Partly True - 3 Not True - 0

Research on Wraparound using the WFI


- Some of the Wraparound principles are hard to do in practice
 - Sites that say they are doing “Wraparound” often are not implementing Wraparound with good *“fidelity”*
- Better Wraparound fidelity leads to better outcomes for families
- There are a number of things that lead to better fidelity
 - Intensity and quality of training and coaching
 - How well the system and program support teams

Key Terms in Wraparound

Page 4 in Manual

- Categorical Services
- Community
- Informal resources and supports
- Natural supports
- Needs
- Plan
- Professional Services
- Professionals
- Resource Facilitator
- Respondent
- Strengths
- Supports and Services
- Team
- Traditional Services
- Written Plan
- Youth and Family Team

How do I conduct the interviews?

- Calling the families and setting up the interview.
 - Parent scripts.
 - How do I engage respondents?
 - How do I use the tracking form?
 - Additional items.
- 

How to conduct the interview...

➤ Getting started....

- Read the manual
- Look at the form
- Ask questions
- Practice sessions

How to conduct the interview...

➤ Important to remember...

- You as an interviewer cannot be directly involved with services or supports.
- You as an interviewer cannot personally know the respondents.
- The WFI should be administered via interview
- Family should have been enrolled at least 30 days
- All respondents ideally are interviewed within 1-2 weeks of one another

How to conduct the interview...

- Interview biological parent, unless parental rights have been terminated
 - Foster parent or caregiver should only be interviewed as an alternative
- Parent scripts
 - Use the introductory script when calling
 - Emphasize confidentiality and extensiveness of evaluation
 - WFI is not a 'performance review' for a provider or team
 - Emphasize questions ask about prior 30 days

How to conduct the interview...


➤ Rapport is crucial!

- Have mastery over administration and scoring procedures.
- Have enthusiasm and appreciation.
- Use the Introductory Script
- Maintain pace and listen for respondents' mood.
- Be skillful in negotiating respondents' desire to share examples or stories
- Have the manual open while conducting interview.
- Read the question word for word; then clarify if needed

How to conduct the interview...

- How do I use the tracking form?
 - Essential to keep accurate records.
 - Write down information
 - Family name
 - Family ID
 - Date Consent Form Received
 - Dates Interview Attempted
 - Status
 - Date Completed
 - Reasons Why Not Completed

Confidentiality and Informed Consent

- Caregivers will have signed Informed Consent forms before you call
 - Answers are confidential
 - Will not be shared as individual answers
 - Collective voice
 - Exceptions to this
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Scoring the WFI

- Have User's Manual on hand
- Score as you go, except for #3d.
- Negative or reverse-scored items
- Missing responses
 - 666 Not applicable
 - 777 Refused
 - 888 Don't know
 - 999 Missing
- Taking notes
 - If a question arises

Scoring the WFI

- Codes on the form
 - Youth ID
 - Caregiver ID
 - Resource Facilitator ID
 - Interviewer ID
 - Project ID
 - Family ID
 - Timeframe
- Score as you go for all items except 3D
- Data entry