



Advances in Wraparound fidelity monitoring: Pulling it all together

Jennifer Schurer Coldiron, MSW, PhD

Eric J. Bruns, PhD

April Sather, MPH

Alyssa Hook, BS

Tuesday, March 24, 2015 • 10:30-11:30am

Proud co-partners of:



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


Agenda for Today's Symposium

- WFAS Overview
- Reviving the DRM
- Refining the TOM
- WrapSTAR


The Wraparound Fidelity Assessment System (WFAS)

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


- Interview: Wraparound Fidelity Index, v. 4
- Survey: short form, WFI-EZ

WFI 

- Team Observation Measure
- Version 2.0 currently being piloted

TOM 

- Document Review Measure
- Version 2.0 being developed and piloted

DRM 

- Community Supports for Wraparound Inventory

CSWI 

The original suite of 4 tools were developed in 2007 with NIH funding

- National Wraparound Initiative experts, with funding from the NIH, developed four prototype instruments
 - Constructed initial indicator pools and revised using a Delphi process
 - Iterative process of solicitation and receipt of feedback from approximately 15 individuals spanning roles such as national and local Wraparound trainers, researchers, and implementation leaders
- Intended primarily for use by program evaluators, local quality assurance staff, and researchers

Pat Miles

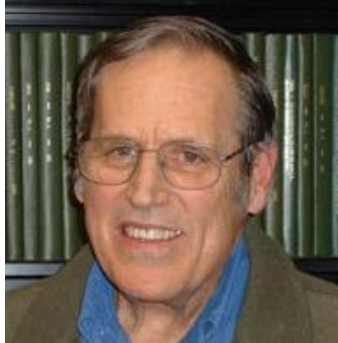
Connie Conklin



Janet Walker
Co-Director



Eric Bruns
Co-Director



Jane Adams



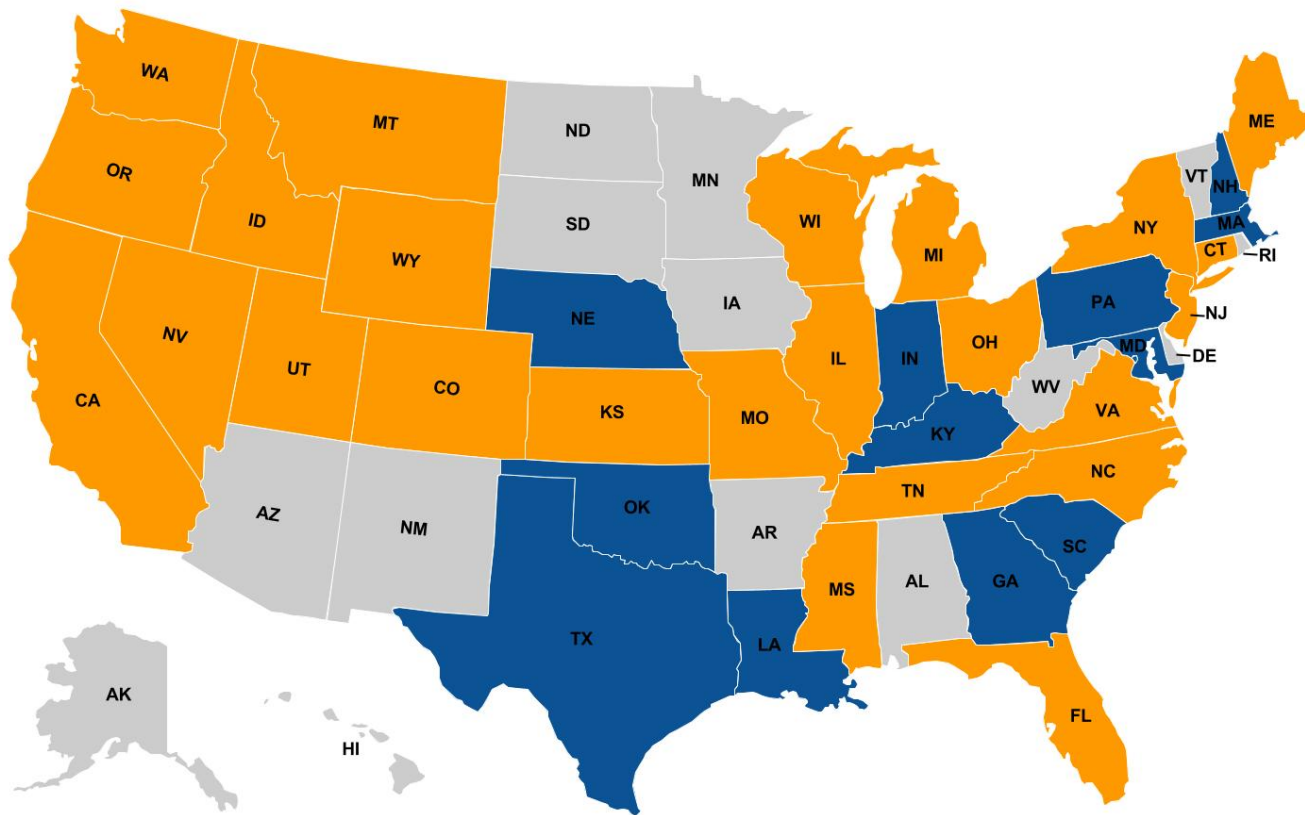
Marlene Penn

Once WFAS was developed, it was pilot tested with NIH (STTR) funding

- User testing (NWI Experts) and pilot communities
 - Focus Groups
 - Items flagged/revised
- Larger sample of sites piloted again
 - 15 sites tested the WFAS tools
 - Psychometric data was gathered (presented later)
 - Feasibility
 - Acceptability
 - Reliability
 - Variance

WFAS Tools are now being used around the country

Wraparound Fidelity Tools Used in the U.S.



Legend: WFAS tool(s) used statewide WFAS tool(s) used by one or more local sites

Agenda for Today's Symposium

- WFAS Overview
- Reviving the DRM
- Refining the TOM
- WrapSTAR



Reviving the Wraparound Document Review Measure (DRM)

Jennifer Schurer Coldiron, MSW, PhD

April Sather, MPH

Alyssa Hook, BS

Proud co-partners of:



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

DRM assesses practice from documentation in Wraparound records

- Employed by supervisors, coaches, and external evaluators to assess adherence to standards of high-quality Wraparound as documented in the case file
- DRM 1.0 items assessed one of the ten Wraparound principles or one of two additional constructs, access and timeliness
 - Each item was also specific to one of the four phases of wraparound activities
 - Consisted of 33 items scored on a scale of 0 (not met) to 3 (fully met)
- Jim Rast was lead developer of DRM 1.0, along with and other National Wraparound Initiative experts

From the beginning, the DRM was not as highly-rated as other WFAS tools

User Rating of WFAS Instruments*

“To what extent does the tool adequately capture the strengths and weaknesses of your program?”

| Answer Options | WFI-1 (n=8) | TOM 1.0 (n=7) | DRM 1.0 (n=6) | CSWI (n=6) |
|------------------|----------------|------------------|------------------|---------------|
| 1 = Not at all | 0.0% | 0.0% | 20.0% | 0.0% |
| 2 = A little bit | 0.0% | 0.0% | 0.0% | 0.0% |
| 3 = Somewhat | 25.0% | 0.0% | 40.0% | 0.0% |
| 4 = A good deal | 62.5% | 85.7% | 40.0% | 66.7% |
| 5 = Very Much | 12.5% | 14.3% | 0.0% | 33.3% |

User Rating of WFAS Instruments*

“To what extent did your program or site benefit from use of the tool’s approach?”

| Answer Options | WFI-1 (n=8) | TOM 1.0 (n=7) | DRM 1.0 (n=6) | CSWI (n=6) |
|------------------|----------------|------------------|------------------|---------------|
| 1 = Not at all | 0.0% | 0.0% | 33.3% | 0.0% |
| 2 = A little bit | 12.5% | 0.0% | 33.3% | 16.7% |
| 3 = Somewhat | 37.5% | 14.3% | 0.0% | 16.7% |
| 4 = A good deal | 37.5% | 71.4% | 16.7% | 50.0% |
| 5 = Very Much | 12.5% | 14.3% | 16.7% | 16.7% |

“To what extent is the tool feasible for implementation at your Wraparound program or site?”

| Answer Options | WFI-1 (n=8) | TOM 1.0 (n=7) | DRM 1.0 (n=6) | CSWI (n=6) |
|------------------|----------------|------------------|------------------|---------------|
| 1 = Not at all | 0.0% | 0.0% | 33.3% | 0.0% |
| 2 = A little bit | 14.3% | 0.0% | 16.7% | 16.7% |
| 3 = Somewhat | 28.6% | 14.3% | 16.7% | 0.0% |
| 4 = A good deal | 28.6% | 71.4% | 33.3% | 50.0% |
| 5 = Very Much | 28.6% | 14.3% | 0.0% | 33.3% |



*Based on 2007 development and pilot research funded by the NIH (STTR)

Attempts at revising the DRM 1.0 were made in 2010

- Modified using the Delphi process within the NWI members and experts
 - The items were reduced to 22, but the themes and principles remained the same
- Never widely disseminated
 - Was made available to a handful of sites who modified the tool to fit local needs and terminology

DRM has recently been revived to meet needs of sites and evaluators

- Another modified Delphi process with NWI experts
- Goals of 2014 revision included:
 - Make a more comprehensive tool that leverages the rich information a case file may offer
 - Refine the terminology to be generic and/or clear enough that it could be useful, unaltered, in a variety of settings
 - Create a tool that aligns with the National Wraparound Initiative model and other WFAS tools
 - Streamline the tool to make it easier to administer
 - Make the language and terminology clearer and more consistent
 - Strengthen conceptual clarity between subscales

Tool Comparison by Structure

| | DRM 1.0 | DRM 2.0 |
|--|---------------------------------------|--|
| Number of Subscales | None—just total score | 11 5 Wraparound Key Elements subscales, please one each for overall fidelity, full Meeting Attendance, Timely Engagement, Safety Planning, Crisis Response, and Transition Planning |
| Number of scored items/indicators assessing adherence to Wraparound model | 33 | 43 |
| Optional Sections | None | Outcomes Service planning and receipt |
| Aligned with other Wraparound Fidelity Assessment System Tools | No | Yes – assesses fidelity to the same key elements of the Wraparound Fidelity Index (WFI-EZ) and TOM 2.0 |
| Gathers based youth and team information | No | Yes |
| Scoring system | 0 (no evidence) to 3 (clear evidence) | 0 (no evidence) to 3 (clear evidence) |

Next Steps

- WERT in process of using tool in 7 different sites
 - Will revise, if necessary, based on experience
- Also seeking external sites to pilot to assess feasibility and utility in the field

Agenda for Today's Symposium

- WFAS Overview
- Reviving the DRM
- Refining the TOM
- WrapSTAR



Refining the Team Observation Measure (TOM)

Jennifer Schurer Coldiron, MSW, PhD

Alyssa Hook, BS

April Sather, MPH

Proud co-partners of:



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

Initial TOM Development

- **Initial 78-item TOM was developed in 2007 with other WFAS tools**
 - Item pool was developed by reviewing measures such as the Family Assessment and Planning Team Observation Form (FAPT) and Wraparound Observation Form (WOF)
 - Inter-rater reliability analysis showed mean Cohen’s Kappa of only 0.46, indicating only moderate agreement between raters
- **Tool was revised in 2009**
 - Scoring rules were revised to be more objective and clear
 - 7 items that were difficult for the observers to score reliably were eliminated
 - Yielded the current 71-item version, “TOM 1.0”
 - currently used by 45 collaborators

Despite good reliability and reasonable validity, desire to further refine tool

- **Reliability and validity of the TOM 1.0** (Bruns et al., 2014)
 - High inter-rater reliability with pooled Kappa of 0.73
 - Strong internal consistency with Cronbach's $\alpha = .80$
 - Program-level mean total TOM 1.0 scores correlated highly with mean total WFI scores for the same programs
 - Agreement with two observer with external roles was near perfect
- Remaining desire to reduce the burden on the observer, clarify concepts, and increase potential variability

Our goals during the revision included:

- Create a more practice-oriented tool that aligns with the National Wraparound Initiative model
- Streamline the tool to make it easier to administer
- Remove redundant items
- Make the language and terminology clearer and more consistent
- Remove items that require follow-up and/or cannot be readily observed within most team meetings
- Remove non-essential items that show little variability on the TOM 1.0
- Separate assessment of facilitation skills from fidelity to the Wraparound model
- Strengthen conceptual clarity between subscales

Revision and Testing Process

- **2014 Revision**

- Iterative process with multiple rounds of feedback and edits
 - Wraparound experts from The Institute for Innovation & Implementation at the University of Maryland, Baltimore, Portland State University, and the Wraparound Evaluation & Research Team
- Sought to improve items based on face validity, question clarity, and to provide more variance/specificity

- **Testing**

- WERT conducted internal pilots
 - 8 inter-rater reliability data points
 - 13 concurrent validity data points
 - Comparing the TOM, TOM 2.0, and WFI-EZ

Tool Comparison by Structure

| | TOM 1.0 | TOM 2.0 |
|---|----------------------------------|--|
| Organization/Subscales | 10 Wraparound Principles | 6 Wraparound Key Elements |
| Items/Indicators | 20 subscales with 3-5 indicators | 8 subscales with 5-6 indicators |
| Number of scored items/indicators | 71 | 41 |
| Redundant items | Yes | No |
| Follow-up required with facilitator to score certain items | Yes | No |
| Explicitly assesses completeness of team membership and attendance | No | Yes |
| Aligned with other Wraparound Fidelity Assessment System Tools | No | Yes – assesses fidelity to the same key elements of the Wraparound Fidelity Index (WFI-EZ) and DRM 2.0 |
| Wording emphasis | On the facilitator’s behavior | On the team’s behavior |
| Scoring system | Yes, No, N/A | Yes, No, N/A |

Examples of indicator-level revisions

| TOM 1.0 | TOM 2.0 |
|---|---------|
| 2b. The facilitator assists the team to review and prioritize family and youth needs. | |
| 19b. The team prioritizes services that are community-based. 19c. The team prioritizes access to services that are easily accessible to the youth and family. | |
| 13b. The team assesses goals/strategies using measures of progress. | |
| 3a. There is a clear agenda or outline for the meeting, which provides an understanding of the overall purpose of the meeting and the major sections of the meeting. 3b. The meeting follows an agenda or outline such that team members know the purpose of their activities at a given time. | |

Examples of indicator-level revisions

| TOM 1.0 | TOM 2.0 |
|--|---|
| <p>2b. The facilitator assists the team to review and prioritize family and youth needs.</p> | <p>4a. The team collectively identified, prioritized, and/or reviewed and confirmed the family and youth's needs.</p> |
| <p>19b. The team prioritizes services that are community-based.</p> <p>19c. The team prioritizes access to services that are easily accessible to the youth and family.</p> | <p>5d. If accessibility issues were raised, the team prioritized community-based services and supports that are easily accessible to the youth and family.</p> |
| <p>13b. The team assesses goals/strategies using measures of progress.</p> | <p>6c. The team monitored progress toward meeting needs and achieving outcomes/goals since the last meeting.</p> |
| <p>3a. There is a clear agenda or outline for the meeting, which provides an understanding of the overall purpose of the meeting and the major sections of the meeting.</p> <p>3b. The meeting follows an agenda or outline such that team members know the purpose of their activities at a given time.</p> | <p>8b. The meeting followed a clear agenda that provided an understanding of the overall purpose of the meeting and the priority agenda items.</p> |

TOM 2.0 Internal Pilot

Reliability and Validity

- Very strong inter-rater reliability (n=8)
 - Cohen's Kappa = .93
- Concurrent validity between TOM 1.0, TOM 2.0, and WFI-EZ is mixed; small sample size may have contributed to lower-than-expected correlations (n=13)
 - Concurrent validity is lower at the team-level when compared to correlations of site- or program-level data (Bruns et al., 2014)
 - Internal pilot data currently only available from two sites
 - We are currently collecting more pilot data from several sites

TOM 2.0 Internal Pilot

Pilot Data

- Internal pilot data from two sites in Washington

| Subscale | Site A (n=8) | Site B (n=13) |
|------------------------------|-----------------|------------------|
| Full Meeting Attendance | 55% | 63% |
| Effective Teamwork | 87% | 87% |
| Determined by Families | 95% | 91% |
| Based on Priority Needs | 81% | 75% |
| Natural & Community Supports | 64% | 74% |
| Outcomes-Based Process | 47% | 70% |
| Driven by Strengths | 75% | 76% |
| Skilled Facilitation | 92% | 91% |
| Key Elements Score | 75% | 79% |
| Overall TOM 2.0 Score | 74% | 77% |

TOM 2.0 External Pilot

Status of Pilot Sites

- Based on the internal pilot, modifications were made to 46% of the items.
- 8 sites have signed up to pilot the TOM 2.0
 - 6 are existing TOM 1.0 collaborators
 - Several said that they were eager to pilot a more user-friendly tool
 - 2 are new WFAS collaborators

Improved tool!

- **TOM 2.0 has Increased item variability compared to TOM 1.0**
 - Average non-attendance-related item SD is higher (.33 vs. .20)
 - Number of non-varying items is lower (21.5% vs. 48.6%)
- **Improved end-user experience**
 - Observers universally assessed the TOM 2.0 as being easier to use, resulting in lower cognitive burden than the TOM 1.0
 - End-users also felt that TOM 2.0's data was conceptually clearer and more useful, especially when viewed alongside data from the WFI-EZ

Next Steps

- Continued refinement, testing, and dissemination is warranted
 - TOM 2.0 shows promising signs of providing the field with a robust instrument to rate activities and behaviors observed in vivo, both for training and coaching purposes, and for quality improvement
- Complete external pilots
- Build site-level data set for further analysis
 - By aggregating data from our Indiana pilot into site-level data rather than simply team-level data, we may be able to better measure concurrent validity
- Build tool into WrapTrack

Agenda for Today's Symposium

- WFAS Overview
- Reviving the DRM
- Refining the TOM
- WrapSTAR