



Updates to the Wraparound Fidelity Assessment System (WFAS)

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Monday, March 5, 2018 • 10:30-11:00am

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Today's Session

- Wraparound Fidelity Assessment System (WFAS) Overview
- Wraparound Implementation and Practice Standards (WIPS)
 - Overview
- Document Assessment and Review Tool (DART)
 - Pilot test results and next steps
- Wraparound Fidelity Index, Short Form (WFI-EZ)
 - Psychometrics & Fidelity Correlates

Six “Necessary conditions” for Wraparound success



Theme 6: Accountability

According to the Community Supports for Wraparound Inventory, when a wraparound initiative is fully supported in the area of accountability, the community has implemented mechanisms to monitor wraparound fidelity, service quality, and outcomes, and to assess the quality and development of the overall wraparound effort.

This section provides information regarding how stakeholders in the wraparound effort take steps to implement and monitor wraparound fidelity, quality, and outcomes, the quality and development of the overall wraparound effort on the topics presented here, found online in the *Recovery Wraparound*, in the chapter 5e.

1. What are the key factors to consider in implementing accountability wraparound practices?

Communities implement wraparound for a variety of different reasons. Community may be co-

Why do we need implementation quality checks in Wraparound?

- Wraparound teams often fail to:
 - Incorporate full complement of key individuals
 - Engage youth in community activities, things they do well, or activities to develop friendships
 - Use family/community strengths
 - Engage natural supports
 - Use flexible funds to help implement strategies
 - Consistently assess outcomes and satisfaction
- Fidelity data allows you to connect the details of Wraparound practice to youth/family outcomes

Uses of Fidelity/Implementation Tools

- **Formative Assessment**
 - A starting point before launching or re-booting implementation
- **Progress monitoring**
 - To guide implementation efforts, and build action plans
- **Annual Self-Assessment**
 - To facilitate sustained implementation and inform partners
- **Accountability**
 - Hold sites, regions, providers accountable for quality

There are many ways to measure fidelity to the Wraparound model

- Have facilitators and team members fill out activity checklists
- Look at plans of care and meeting notes
- Sit in on and observe team meetings
- Interview the people who know– parents, youth, facilitators, program heads



WFAS

Wraparound Fidelity Assessment System

- 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-EZ



- **Observation:**
Team Observation Measure, Version 2.0

TOM 2.0



- **Chart Review:**
Document Assessment and Review Tool, v.2

DART



- **Program & System Assessments:**
Stakeholder Survey / Standards Assessment

CSWI/
WIPS



www.wrapinfo.org

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Wraparound Implementation and Practice Standards



- **WHAT?**

- A self-assessment and QI Planning Guide.
- Consensus building and planning process
- Infuse evidence-based implementation strategies
- Encourage healthy organizational functioning

- **FOR WHO?**

- Wraparound provider organizations
- The entity responsible for hiring and supervising Wrap Care Coordinators
- States or systems with multiple providers/Care Management Entities (CMEs)



Standards Organized into Seven Areas

Five Wraparound Implementation Standards Areas

Hospitable System Conditions

1. Competent Staff
2. Effective Leadership
3. Facilitative Organizational Support
4. Utility-focused Accountability Mechanisms

Wraparound
provider-level

Two Output-Related Standards Areas

- Fidelity: High Quality Wraparound Practice
- Outcomes: Improved Youth and Family Functioning

Implementation Area 1: Competent Staff

Competent Staff Indicators

1A	Stable Workforce
1B	Qualified Personnel
1C	Rigorous Hiring Processes
1D	Effective Training
1E	Initial Apprenticeship
1F	Ongoing Skills-based Coaching
1G	Meaningful Performance Assessments

Implementation Area 3: Facilitative Organizational Support

Facilitative Organizational Support Indicators

3A	Manageable Workloads
3B	Adequate Compensation and Resources
3C	High Morale and Positive Climate
3D	Fiscally Sustainable
3E	Routine Oversight of Key Organizational Operations

Wraparound Implementation and Practice Standards

Self-assessment and Quality Improvement Planning Guide



Wraparound Implementation and Practice Standards

Wraparound Evaluation and Research Team
University of Washington
Jennifer Schurer Coldiron
Eric Bruns



The Wraparound Implementation and Practice Standards (WIPS) Self-assessment and Quality Improvement Planning Guide will walk you and your colleagues through an easy-to-follow consensus building and planning process to help your Wraparound provider organization infuse and maintain evidence-based implementation strategies to ensure healthy organizational functioning, high-quality staff and services, and the best outcomes for youth and their families

WHO IS THIS PROCESS FOR?

The self-assessment and quality improvement planning process described in this guide is geared toward Wraparound Provider Organizations (WPOs), not larger systems of care or government or oversight bodies. When we use the term “WPO,” we mean the entity responsible for hiring and supervising Wraparound care coordinators (sometimes called facilitators or care managers). A single organization is the focal point of the standards, as many pertain to an organization’s policies, practices, and climate and culture. These things can vary dramatically from office to office; if your WPO has multiple locations that operate in different contexts, consider having each of these units conduct this process separately.

WHERE DID THESE STANDARDS COME FROM?

The Wraparound Implementation and Practice Quality Standards (WIPS) are appended to this document, starting on page 20. Their development is described the 2016 publication by the same name. The document is available here:

<https://nwi.pdx.edu/pdf/Wraparound-implementation-and-practice-quality-standards.pdf>

HOW CAN WE LEARN MORE?

As an addendum to this guide we have prepared a resource list to highlight websites and documents that can help WPOs learn more about high-quality human services implementation and Wraparound practice. This resource list can be found at: [NWI LINK](#)

[https://nwi.pdx.edu/pdf/](https://nwi.pdx.edu/pdf/Wraparound-implementation-and-practice-quality-standards.pdf)
[Wraparound-implementation-and-practice-quality-standards.pdf.](https://nwi.pdx.edu/pdf/Wraparound-implementation-and-practice-quality-standards.pdf)

This document was prepared for the National Technical Assistance Network for Children’s Behavioral Health under contract with the U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Contract #HHSS280201500007C. However, the contents do not necessarily represent the policy of the U.S. Department of Health and Human Services, and you should not assume endorsement by the Federal Government



WIPS builds a systematic process around the existing standards



PHASE 1: PLANNING

1A. Assemble a Wraparound Quality Team

1B. Identify a Wraparound Quality Champion

1C. Hold a Planning Meeting

PHASE 2: ASSESSING

2A. Complete Individual Self-assessments

2B. Generate a Variation Report

2C. Hold a Consensus-Building Meeting

2D. Generate a Final Team-based WIPS Assessment Report

PHASE 3: ACTING AND MONITORING

3A. Hold an Initial Quality Improvement Planning Meeting

3B. Finalize Quality Improvement Plan

3C. Implement the Plan and Hold Regular CQI Meetings

Sample Report



Understanding this Summary.

This report is generated based on the information Wraparound Quality Team members provided individually and then discussed to come to consensus. The average rating for each domain is the average of your ratings for every indicator within the domain.

Average scores of 0.00-1.33 are classified as "Emerging" areas, 1.34-2.66 are classified as "Progressing" areas, and 2.67-4.00 are classified as areas of "Sustaining."

SUSTAINABILITY DOMAINS

SUSTAINING

Average Rating

4.00 ● Implementation Area 1: Competent Staff

PROGRESSING

Average Rating

2.50 ● Implementation Area 2: Effective Leadership

1.75 ● Implementation Area 3: Facilitative Organizational Leadership

EMERGING

Average Rating

1.25 ● Implementation Area 4: Utility-Focused Accountability Mechanisms

0.55 ● Implementation Area 5: Hospitable System Conditions

SELF-ASSESSMENT OF FIDELITY AND OUTCOMES

Average Rating

1.75 ● Wraparound Fidelity

0.66 ● Youth and Family Outcomes (Scale: 0-2)

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We are happy to announce **a brand new fidelity tool**, the Wraparound Document Assessment and Review Tool (DART).



We have **recently finished pilot testing** the tool with four communities, and are in the process of **revising and finalizing** the tool based on that pilot.

The DART is a document review tool that measures fidelity to the model using Plans of Care and supporting documents

The tool includes **52 items** across **seven major sections**

- Timely Engagement
- Meeting Attendance
- Fidelity
 - Driven by Strengths and Families
 - Natural and Community Supports
 - Based on Underlying Needs
 - Outcomes Based
- Safety Planning
- Crisis Response
- Transition Planning
- Outcomes

The DART is a document review tool that measures fidelity to the model using Plans of Care and supporting documents

Item #	Item	Response	Comments
E1 MA DSF	At least one caregiver or close family member attended every Child and Family Team Meeting.	2 1 0 N/A Miss	<i>N/A if the youth is emancipated or the age of majority or older <u>and</u> has chosen not to have a caregiver involved in planning. Miss if no record of meeting attendance.</i>

E1. AT LEAST ONE CAREGIVER OR CLOSE FAMILY MEMBER ATTENDED EVERY CHILD AND FAMILY TEAM MEETING.

NOTES: The term “caregiver” refers to the person or persons with primary day-to-day responsibilities of caring for the child or youth. This can be a biological, adoptive, or foster parent. In cases where the youth is in group care, the professional in the group home or residential center with primary oversight of the youth’s care should attend Child and Family Team Meetings.

SCORING

2 if at least one caregiver or close family member attended every Child and Family Team Meeting.

1 if at least one caregiver or close family member attended some (50-99%) Child and Family Team Meetings.

0 if there a caregiver or close family member attended fewer than half (<50%) of the Child and Family Team Meetings.

N/A if the youth is emancipated or the age of majority or older AND has chosen not to have a caregiver involved in planning.

MISS if there is no record of meeting attendance in the file, or you are not able to determine a score based on the information provided. Please note what is missing in the comments sections.

What makes the DART different than our other tools?

1. It relies on **documentation**

- a) Also provides an opportunity to evaluate the quality and organization of the documentation itself
- b) Documentation is important!

2. It **covers the entire Wraparound process** for each family, from engagement to transition.

- a) Special attention is paid to how (and whether) things change over time. Are strategies changing? Is progress monitored? Does the team react appropriately to crisis events?

3. It is be **completed by a reviewer alone**

- a) It can be difficult to contact families or attend meetings. The DART requires nothing but access to documents and time.

Generally, our pilot testers were pleased with the tool

When **using the DART**, I thought **of specific improvements that could be made** to Wraparound practice



When **reviewing DART results**, I thought of **specific improvements that could be made** to Wraparound practice



The DART collects **important information that we do not currently capture** otherwise



The DART is **easy to use**



Strongly Disagree

Strongly Agree

Generally, our pilot testers were pleased with the tool

Our site had the **necessary documentation** to complete the DART



Most of the **work done in Wraparound is NOT documented**



It is always **clear how to score items** on the DART



The DART is **similar to other document review tools** I have used



The DART is **too long**. Some items should be removed.



Strongly Disagree

Strongly Agree

But our pilot testers also had **crucial feedback** that we need to address before rolling the tool out to the field.

So stay tuned!



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The Psychometrics of the Wraparound Fidelity Index, Short Form and Organizational and Data Collection Correlates of Fidelity Scores

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The **Wraparound Fidelity Index Short Form (WFI-EZ)** was designed to address multiple aspects of the Wraparound process

- Wraparound Involvement (4 Items)
- Satisfaction (4 Items)
- Outcomes (9 Items)
- Fidelity (25 Items)
 - Community Supports
 - Needs-Based
 - Strengths & Family Involvement
 - Outcomes-Based
 - Effective Teamwork

Psychometric properties of the WFI-EZ have not yet been fully assessed

- Pilot testing of the WFI-EZ has not included assessment of reliability and validity using a large sample
- WERT has collected WFI-EZ data from over 50 programs using **WrapTrack** and data-sharing agreements since its release
- These data can be used to answer a series of questions about wraparound fidelity measurement in the real world

Three main research questions

- What are the basic characteristics of the WFI-EZ?
 - Variability & Factor Structure
- What is the reliability of the measure?
 - Internal consistency, test-retest reliability, inter-rater consistency
- What evidence exists for its validity?
 - Construct Validity & Concurrent Validity

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Our team collected **Caregiver & Facilitator WFI-EZ** data from wraparound-providing organizations across the country collected between **January 1, 2015 and June 30, 2017**

n = 4,701

Caregiver WFI-EZ Forms in final dataset

n = 36

National Sites Providing Data

n = 2,399

Facilitator WFI-EZ Forms matched to Caregiver Forms

The sample consisted of caregivers whose youth had been in services for an average of **7.5 months** before fidelity data collection.

Variable	Sample (n = 4,701)
Age, years	
Mean (SD)	11.30 (5.22)
Range	0-21
Missing (%)	99 (2.1)
Length of Service at time of WFI-EZ, months	
Mean (SD)	7.51 (4.19)
Range	3-24
Missing (%)	1292 (27.5)

Variable	Sample (n = 4,701)	
	N	%
Gender		
Male	2815	59.9
Female	1830	38.9
Transgender	26	0.6
Unknown/Missing	30	0.6
Hispanic		
Yes	3806	81.0
No	838	17.8
Unknown/Missing	57	1.2
Race		
White	373	7.9
Black or African-American	124	2.6
Asian American	10	0.2
American Indian or Alaska Native	9	0.2
Bi-Racial	4	0.1
Other	1	0.0
Unknown/Missing	4180	88.9

Factor Structure of the WFI-EZ Fidelity Items

- WFI-EZ Fidelity items are organized into five **key elements**, based on the theoretical underpinnings of Wraparound
- We conducted an **Exploratory Factor Analysis (EFA)** to determine if there are other methods of clustering the fidelity items, and how they compare to the key elements
- The EFA process also allows for the determination of any redundant items or items that do not cluster well together

The final factor structure contained **20 items** “arranged” into **four factors**; three of which had acceptable reliability ratings

Variable	Factor 1	Factor 2	Factor 3	Factor 4	Uniqueness
B9	0.57	0.08	-0.02	0.14	0.54
B10	0.63	0.14	0.03	0.01	0.42
B13	0.61	0.08	-0.01	-0.01	0.57
B14	0.56	0.24	0.04	-0.01	0.42
B19	0.60	0.12	0.06	0.00	0.48
B20	0.72	-0.03	0.07	-0.07	0.49
B21	0.64	-0.04	-0.02	0.00	0.64
B22	0.60	0.13	0.03	0.00	0.49
B24	0.70	0.05	0.00	-0.03	0.47
B25	0.84	-0.09	0.00	0.00	0.40
B3	0.00	0.66	-0.02	-0.01	0.58
B5	0.11	0.66	0.02	-0.03	0.45
B6	0.23	0.42	0.00	0.09	0.59
B8	0.17	0.60	0.06	-0.05	0.44
B11	0.31	0.41	0.02	0.00	0.54
B7	0.05	0.07	0.64	0.07	0.49
B15	0.04	-0.02	0.69	-0.01	0.51
B17	0.05	0.03	0.72	0.00	0.43
B12	-0.10	-0.08	0.19	0.73	0.47
B16	0.10	0.06	-0.19	0.63	0.54

EFA identified **five Items** for removal from factor structure

- B1. My family and I had a major role in choosing the people on our wraparound team.
- B2. There are people providing services to my child and family who are not involved in my wraparound team. (R)
- B4. My wraparound team came up with creative ideas for our plan that were different from anything that had been tried before.
- B18. Our wraparound plan includes strategies that do not involve professional services (things our family can do ourselves or with help from friends, family and community).
- B23. I worry that the wraparound process will end before our needs have been met. (R)

Factor 1 contains **10 items** that incorporate youth and family agency and voice.

Factor 1: Family Involvement (alpha = 0.9055)

Item	Description	Key Element
B9	Being involved in wraparound has increased the support my child and family get from friends and family.	Community/Natural Supports
B10	The wraparound process has helped my child and family build strong relationships with people we can count on.	Community/Natural Supports
B13	My family was linked to community resources I found valuable.	Needs-Based
B14	My wraparound team came up with ideas and strategies that were tied to things that my family likes to do.	Strengths & Family Driven
B19	I am confident that our wraparound team can find services or strategies to keep my child in the community over the long term.	Outcomes-Based
B20	Because of wraparound, when a crisis happens, my family and I know what to do.	Outcomes-Based
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.	Outcomes-Based
B22	At each team meeting, my family and I give feedback on how well the wraparound process is working for us.	Effective Teamwork
B24	Participating in wraparound has given me confidence that I can manage future problems.	Outcomes-Based
B25	With help from our wraparound team, we have been able to get community support and services that meet our needs.	Outcomes-Based

Factor 2 contains **5 items** that focus on creating and maintaining the youth's **plan of care**.

Factor 2: Care Planning (alpha = 0.8001)

Item	Description	Key Element
B3	At the beginning of the wraparound process, my family described our vision of a better future to our team.	Strengths & Family Driven
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.	Needs-Based
B6	Our wraparound plan includes strategies that address the needs of other family members, in addition to my child.	Needs-Based
B8	At every team meeting, my wraparound team reviews progress that has been made toward meeting our needs.	Needs-Based
B11	At each team meeting, our wraparound team celebrates at least one success or positive event.	Strengths & Family Driven

Factor 3 contains **3 items** that assess the **quality** of the Wraparound **team**.

Factor 3: Team Quality (alpha = 0.7604)

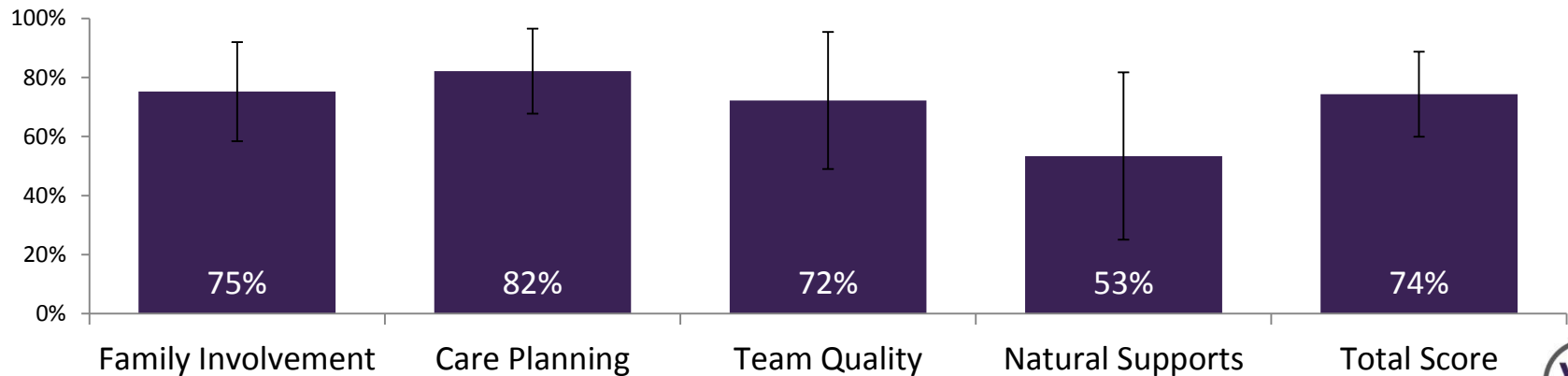
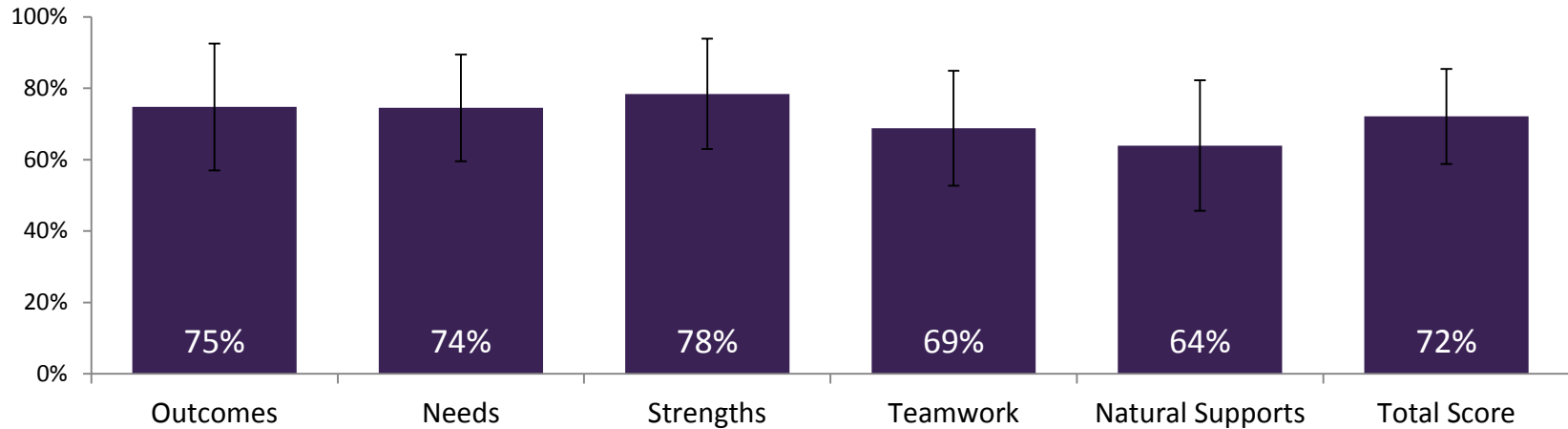
Item	Description	Key Element
B7	I sometimes feel like our team does not include the right people to help my child and family. (R)	Effective Teamwork
B15	Members of our wraparound team sometimes do not do the tasks they are assigned. (R)	Effective Teamwork
B17	I sometimes feel like members of my wraparound team do not understand me and my family. (R)	Strengths & Family Driven

Factor 3 contains **3 items** that assess the **quality** of the Wraparound **team**. Factor 4 contains **2 items** on the quality of **natural supports**.

Factor 4: Natural Supports (alpha = 0.6014)

Item	Description	Key Element
B12	Our wraparound team does not include any friends, neighbors, or extended family members. (R)	Community/ Natural Supports
B16	Our wraparound team includes people who are not paid to be there (e.g., friends, family, faith).	Community/ Natural Supports

The national means of these new factors are comparable to the key elements'.



Three main research questions

- What are the basic characteristics of the WFI-EZ?
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The new factors demonstrate good to excellent **internal consistency**.

Factor	Number of Items	Alpha
Factor 1: Family Involvement	10	.91
Factor 2: Care Planning	5	.80
Factor 3: Team Quality	3	.76
Factor 4: Natural Supports	2	.60
Total Score	20	.91

Inter-rater consistency and test-retest reliability.

- We assessed the fidelity factors and total score on $n = 2,399$ matched pairs of caregiver and facilitator WFI-EZ forms completed on the same youth to assess inter-rater consistency using intraclass correlations (ICCs)
- In a separate sample taken from 11 caregivers in Washington state, we assessed test-retest reliability based on two measurements of the WFI-EZ taken approximately one week apart

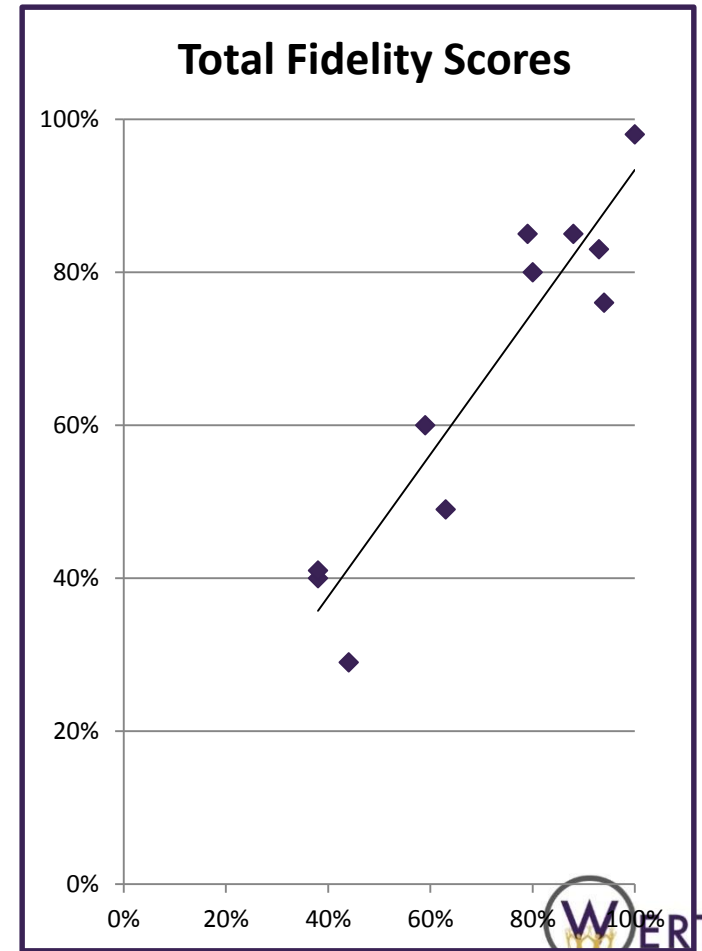
Relatively low ICCs point to some concordance but **differences** in perception of Wraparound fidelity

(n = 2,399)	Average (SD)		Coefficients	
	Caregiver Forms	Facilitator Forms	Correlation	ICC
Factor 1: Family Involvement	0.75 (0.13)	0.76 (0.16)	0.22	0.21
Factor 2: Care Planning	0.86 (0.12)	0.84 (0.14)	0.16	0.15
Factor 3: Team Quality	0.68 (0.2)	0.72 (0.24)	0.15	0.14
Factor 4: Natural Supports	0.61 (0.28)	0.56 (0.28)	0.34	0.33
Total Score	0.75 (0.11)	0.76 (0.14)	0.23	0.22

This pattern is typical of multi-informant measures (e.g., the Child Behavior Checklist or CBCL)

WFI-EZ – CG showed **good to excellent test-retest reliability** across fidelity & satisfaction domains.

(n = 11)	Pearson Correlation	Significance (p)
Factor 1: Family Involvement	0.95	< .001
Factor 2: Care Planning	0.69	0.019
Factor 3: Team Quality	0.90	< .001
Factor 4: Natural Supports	0.62	0.043
Total Score	0.94	< .001
Satisfaction	1.00	< .001



Three main research questions

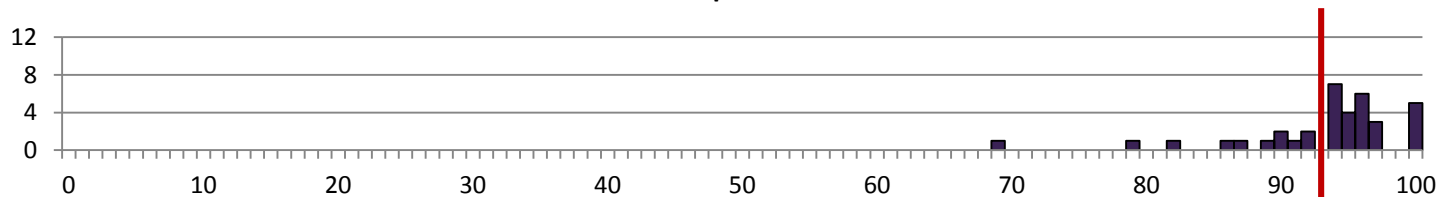
- What are the basic characteristics of the WFI-EZ?
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To assess validity of WFI-EZ, we examined fidelity scores for caregivers in wrap programs with:

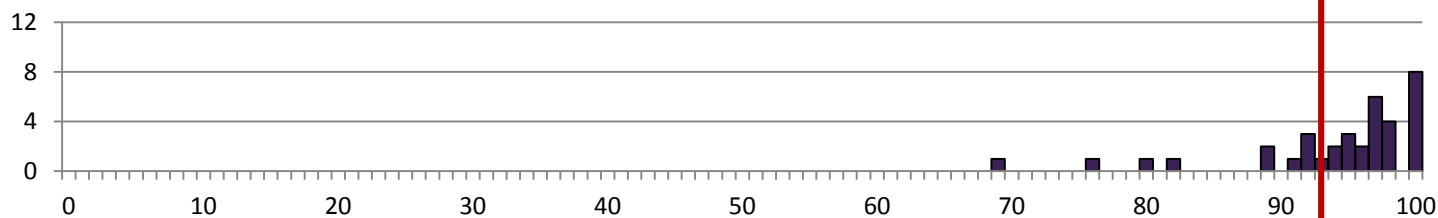
- Lower versus higher scores on initial items about basic wraparound characteristics:
 - My family and I are part of a team
 - Together with my team, my family created a written plan
 - My team meets regularly (e.g., every 30-45 days)
- Lower versus higher facilitator caseloads
 - 1:10 and over
 - 1:9 and under

Median split among organizations on basic wrap questions

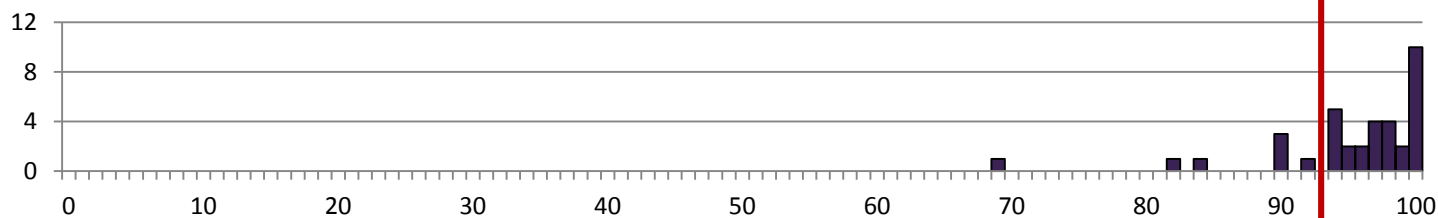
A1. My family and I are part of a team & this team includes more people than my family and at least one professional



A2. Together with my team, my family created a written plan



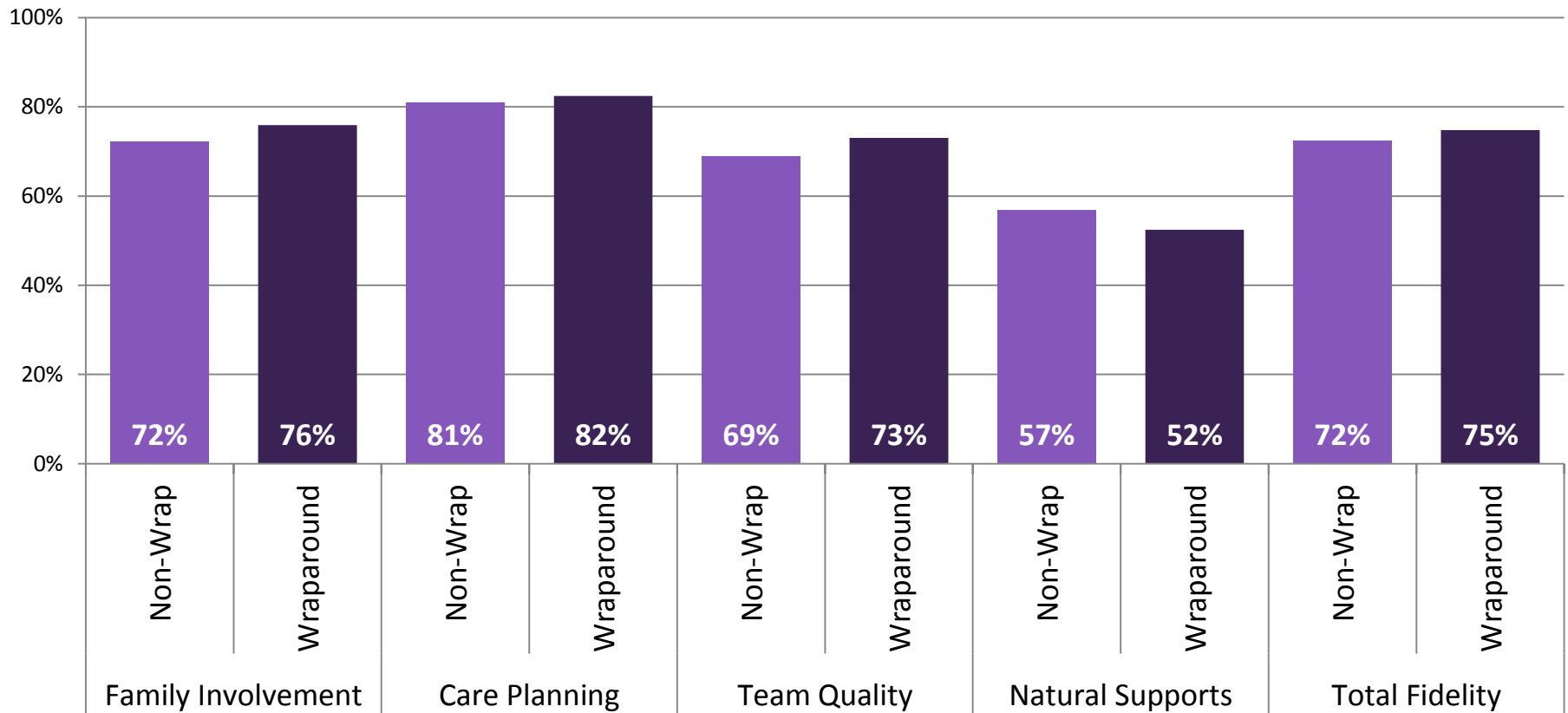
A3. My team meets regularly (e.g., every 30-45 days)



“Standard wrap: N=24 sites, N=3749 WFI-EZ forms

“Non-wrap”: n=12 sites, n=952 WFI-EZ forms

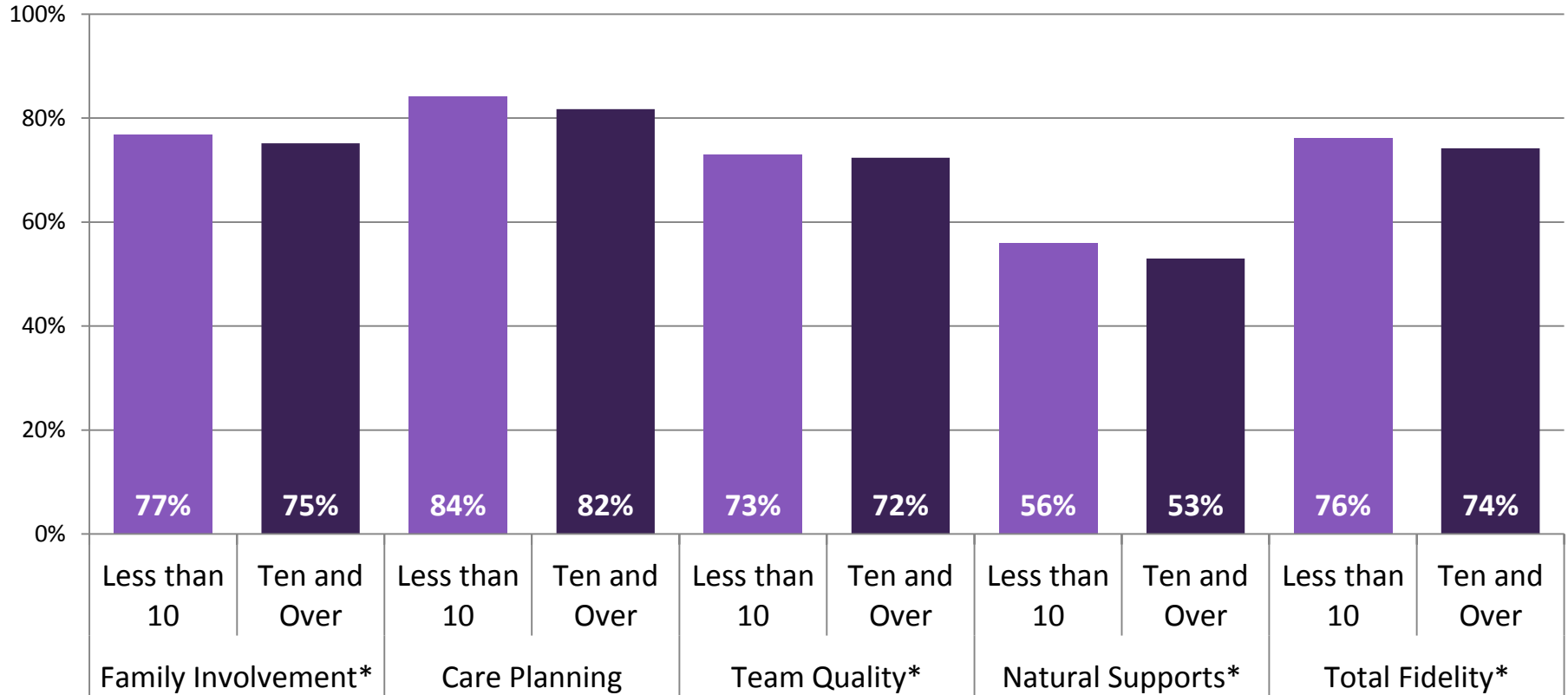
“Standard Wraparound” had **significantly higher** ($p < .01$) fidelity scores (except for natural supports).



Non-Wraparound Group: 12 Sites, 952 forms

Wraparound Group: 24 Sites, 3,749 forms

Caregiver-reported **total fidelity** was **significantly higher** in organizations where the average Wraparound facilitator caseload size is **less than 10** youth.



Caseload < 10: 7 Sites, 419 forms

Caseload 10+: 19 Sites, 3,576 forms

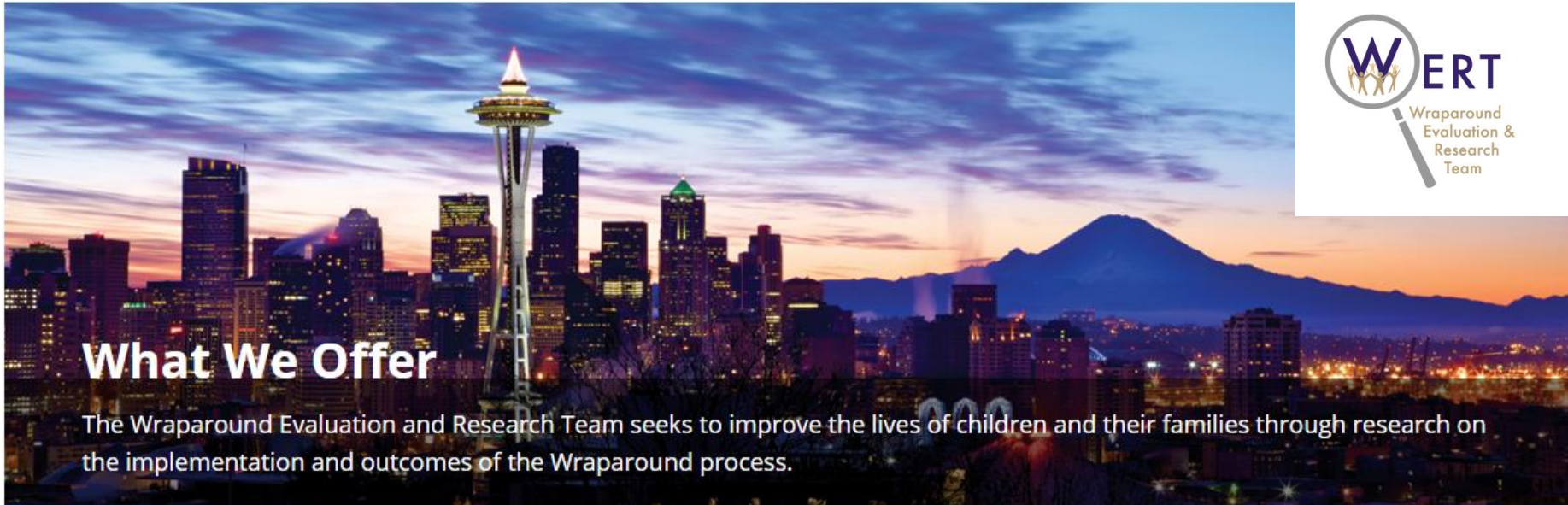
Discussion: WFI-EZ

- EFA revealed latent dimensions of Wraparound fidelity that differ from the key elements
- Strong test-retest reliability and internal consistency
- Lower inter-rater consistency underscores the importance of multiple respondents for the tool
- Evidence for validity found, but not strong – more research needed
 - Association with alternate sources of data (e.g., expert ratings, coaching tools)?
 - Impact of training and coaching on fidelity?
 - Impact of organizing as a Care Management Entity?

Future Directions:

- Process will aid in item reduction
 - Remove confusing, redundant items and those that show little variability
- Consistently collect data on organizations, initiatives, characteristics of the workforce (supervision, turnover)
- Assess reliability and validity of facilitator, youth, and team member forms
- Examine fidelity's association with youth outcomes

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What We Offer

The Wraparound Evaluation and Research Team seeks to improve the lives of children and their families through research on the implementation and outcomes of the Wraparound process.

Quality Assurance and Fidelity Monitoring

The Wraparound Fidelity Assessment System (WFAS) is a multi-method approach to assessing the quality of individualized care planning and management for children and youth with complex needs and their families.

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National Technical Assistance

WERT is a core partner of the National Training and Technical Assistance Center for Child, Youth and Family Mental Health, providing TA to states and communities to expand and sustain evidence-based systems of care.

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Research

Wraparound initiatives from around the country contract with WERT to conduct utilization-focused evaluations of their implementation and outcomes. WERT also advances Wraparound with rigorous research projects on topics of interest to the wider field.

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Evaluation of Training and Coaching

High-quality training is an essential component of successful Wraparound implementation. WERT and the NWI have developed tools to evaluate these services.

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Electronic Behavioral Health Information Systems

WERT has partnered with FidelityEHR to develop and test a web-based data collection, management, and feedback software package designed specifically for the Wraparound process.

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