

Wraparound, Fidelity, and Outcomes: Putting the pieces together



Eric J. Bruns, Ph.D. & April Sather, MPH
University of Washington
Wraparound Evaluation and Research Team
National Wraparound Initiative
206-685-2085 | wrapeval@u.washington.edu
www.wrapinfo.org

Michigan Wraparound
Conference!
Bellaire, MI
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John D. Burchard, University of Vermont

Agenda

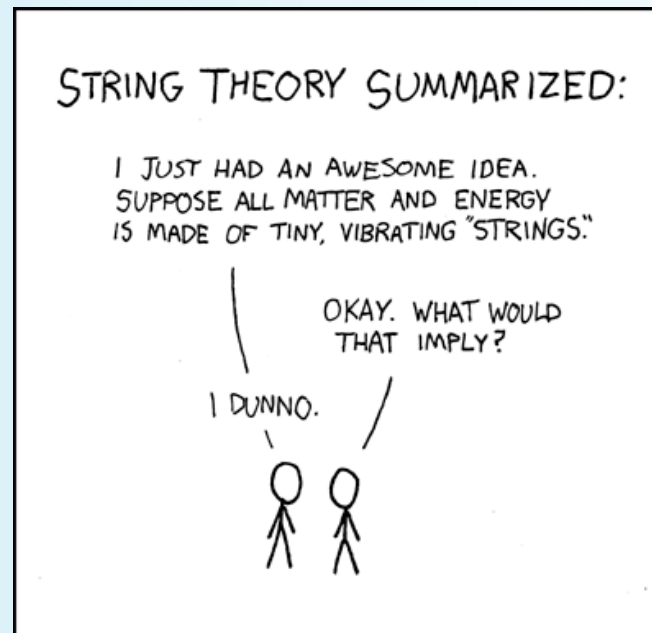
- Introduction to Fidelity Measurement:
 - Why fidelity? Why measurement?
- Overview of the measures of the Wraparound Fidelity Assessment System
- What predicts fidelity? Connections to system supports
- What does fidelity get you? Connections to outcomes
- Q&A and implications for Michigan

The three big ideas

- We need to move from principles to practice in doing wraparound
 - i.e., people who have the skills to accomplish the necessary tasks
- The better we implement the practice, the better the outcomes will be for youth and families
- Measuring the quality of practice can help us accomplish both these goals:
 - Better fidelity
 - Better outcomes!

Quote of the day

- “In theory, there is no difference between theory and practice. In practice, there is.”
 - Dean Fixsen, National Implementation Research Network





What is Wraparound?

- Wraparound is a family-driven, team-based process for planning and implementing services and supports.
- Through the wraparound process, teams create plans that are geared toward meeting the unique and holistic needs of children and youth with complex needs and their families.
- The wraparound team members (e.g., the identified youth, his or her parents/caregivers, other family members and community members, mental health professionals, educators, and others) meet regularly to implement and monitor the plan to ensure its success.

Theory of change for wraparound process

Ten principles of the wraparound process

Model adherent wraparound

- Youth/Family drives goal setting
- Single, collaboratively designed service plan
- Active integration of natural supports and peer support
- Respect for family's culture/expertise
- Opportunities for choice
- Active evaluation of strategies/outcomes
- Celebration of success

Short term outcomes:

- Better engagement in service delivery
- Creative plans that fit the needs of youth/family
- Improved service coordination
- Follow-through on team decisions
- Family regularly experiences success/support

Intermediate outcomes:

- Participation in services
- Services that "work" for family

Intermediate outcomes:

- Achievement of team goals
- Increased social support and community integration
- Improved coping and problem solving
- Enhanced empowerment
- Enhanced optimism/self-esteem

Long term outcomes:

- Stable, home-like placements
- Improved mental health outcomes (youth and caregiver)
- Improved functioning in school/vocation and community
- Improved resilience and quality of life

Phases and Activities of the Wraparound Process

From Walker (2008)

In theory (i.e., when wraparound is implemented as intended), good things happen

- High-quality teamwork and flexible funds leads to better plans, and better fit between needs and services/supports
 - This leads to greater relevance for families, less dropout
- Strengths, needs, and culture discovery leads to more complete partnership with families
- As family works with a team to solve its own problems, develops family members' self-efficacy
 - i.e., skills to get things they need
- Focus on setting goals and measuring outcomes leads to more frequent problem-solving and better plans

In practice, however...

- Until recently, there was no consensus on what wraparound consisted of
- Growing evidence that much “wraparound” was not living up to its promise
- This made it difficult to:
 - Coach, train, or supervise people with responsibility to carry out the wraparound process
 - Do quality assurance or develop evidence of wraparound’s effectiveness

Wraparound Process

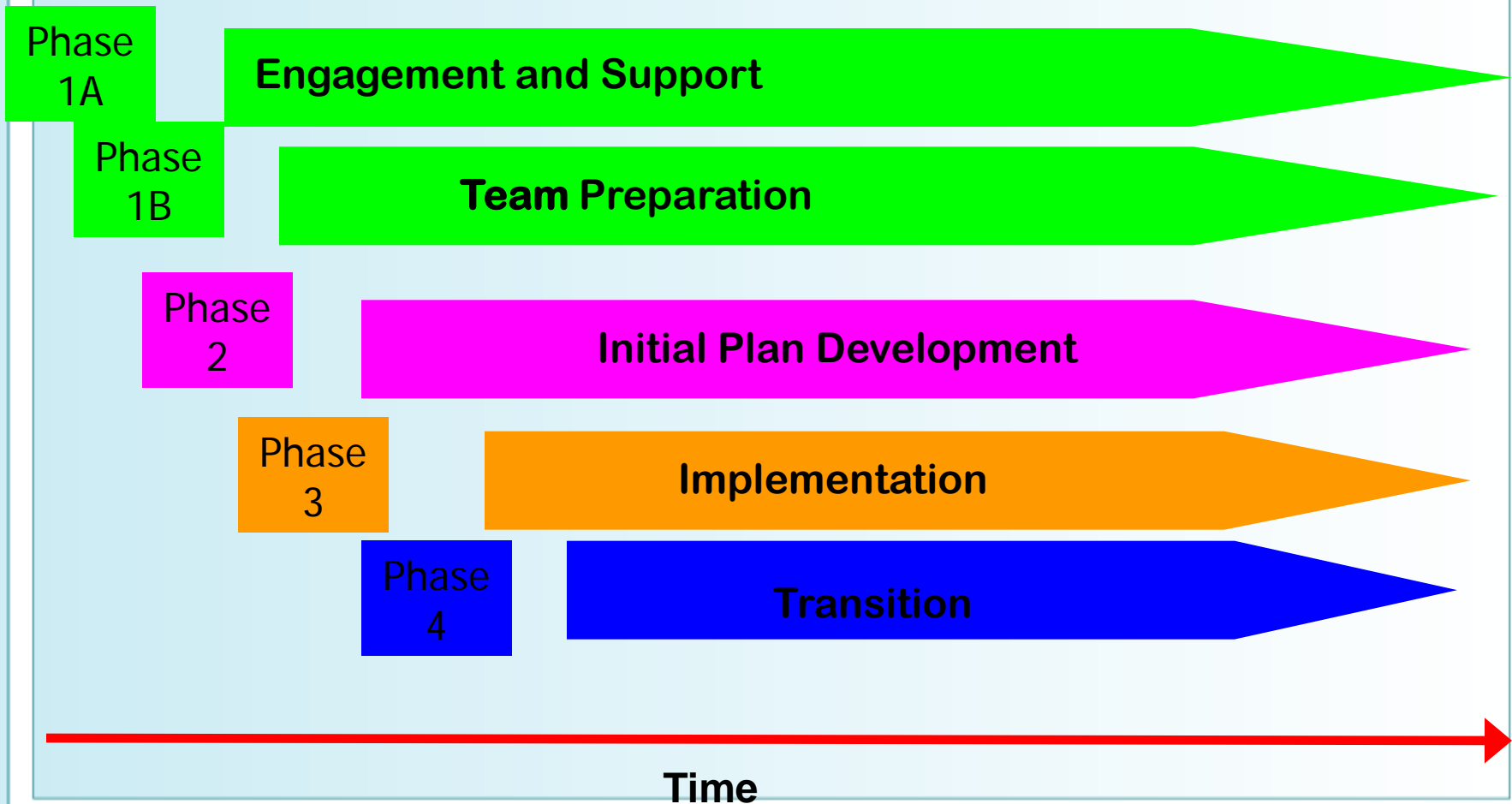
The Principles

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

Walker, Bruns, Adams, Miles, Osher et al., 2004

A practice model:

The Four Phases of Wraparound



Phase 1 : Engagement and Team Preparation

- Care Coordinator & Family Support Partner meets with the family to discuss the wraparound process and listen to the family's story.
- Discuss concerns, needs, hopes, dreams, and strengths.
- Listen to the family's vision for the future.
- Assess for safety and make a provisional crisis plan if needed
- Identify people who care about the family as well as people the family have found helpful for each family member.
- Reach agreement about who will come to a meeting to develop a plan and where we should have that meeting.

Phase 2: Initial Plan Development

- Conduct first Child & Family Team (CFT) meeting with people who are providing services to the family as well as people who are connected to the family in a supportive role.
- The team will:
 - Review the family vision
 - Develop a Mission Statement about what the team will be working on together
 - Review the family's needs
 - Come up with several different ways to meet those needs that match up with the family's strengths
- Different team members will take on different tasks that have been agreed to.

Phase 3: Plan Implementation

- Based on the CFT meetings, the team has created a written plan of care.
- Action steps have been created, team members are committed to do the work, and our team comes together regularly.
- When the team meets, it:
 - Reviews Accomplishments (what has been done and what's been going well);
 - Assesses whether the plan has been working to achieve the family's goals;
 - Adjusts things that aren't working within the plan;
 - Assigns new tasks to team members.

Phase 4: Transition

- There is a point when the team will no longer need to meet regularly.
- Transition out of Wraparound may involve a final meeting of the whole team, a small celebration, or simply the family deciding they are ready to move on.
- The family will get a record of what work was completed as well as list of what was accomplished.
- The team will also make a plan for the future, including who the family can call on if they need help or if they need to re-convene their team.
- Sometimes transition steps include the family and their supports practicing responses to crises or problems that may arise

Does wraparound work?

For whom?

What leads to positive outcomes?

Outcomes of Wraparound

Outcomes from Wraparound Milwaukee

- After Wraparound Milwaukee assumed responsibility for youth at residential level of care (approx. 700-1000 per year)...
 - Average daily Residential Treatment population reduced from 375 placements to 70 placements
 - Psychiatric Inpatient Utilization reduced from 5000 days per year to under 200 days (average LOS of 2.1 days)
 - Reduction in Juvenile Correctional Commitments from 325 per year to 150 (over last 3 years)

(Kamradt et al., 2008)

Results from Clark County, WA

Impact on juvenile justice outcomes

- *Connections* (wraparound) group (N=110) 3 times less likely to commit felony offense than comparison group (N=98)
- *Connections* group took 3 times longer on average to commit first offense after baseline
- *Connections* youth showed “significant improvement in behavioral and emotional problems, increases in behavioral and emotional strengths, and improved functioning at home at school, and in the community”

Pullman et al. (2006)

Other outcomes of wraparound

- Greater/more rapid achievement of permanency when implemented in child welfare (Oklahoma)
- More successful integration of adult prisoners into the community (Oklahoma)
- Reduction in costs associated with residential placements (LA County, Washington State, Kansas, many other jurisdictions)



There have been Seven Published Controlled Studies of Wraparound

Study	Target population	Control Group Design	N
1. Bickman et al. (2003)	Mental health	Non-equivalent comparison	111
2. Carney et al. (2003)	Juvenile justice	Randomized control	141
3. Clark et al. (1998)	Child welfare	Randomized control	132
4. Evans et al. (1998)	Mental health	Randomized control	42
5. Hyde et al. (1996)	Mental health	Non-equivalent comparison	69
6. Pullman et al. (2006)	Juvenile justice	Historical comparison	204
7. Rast et al. (2007)	Child welfare	Matched comparison	67

Findings from our meta-analysis of seven controlled studies

- Strong results in favor of wraparound found for Living Situation outcomes (placement stability and restrictiveness)
- A small to medium sized effect found for:
 - Mental health (behaviors and functioning)
 - School (attendance/GPA), and
 - Community (e.g., JJ, re-offending) outcomes
- The overall effect size of all outcomes in the 7 studies is about the same (.35) as for “evidence-based” treatments, when compared to services as usual (Weisz et al., 2005)

Suter & Bruns (2008)

Positive Outcomes are Not Guaranteed!

Studies indicate that Wraparound teams often fail to:

- Incorporate full complement of key individuals on the Wraparound team;
- Engage youth in community activities, things they do well, or activities to help develop friendships;
- Use family/community strengths to plan/implement services;
- Engage natural supports, such as extended family members and community members;
- Use flexible funds to help implement strategies
- Consistently assess outcomes and satisfaction.



Fidelity is critical to outcomes

- F Higher levels of fidelity to organizational level assessment for **ACT** was associated with greater reductions in days spent in psychiatric hospitals (McGrew, Bond, Dietzen & Salyers, 1994)
- F Improved youth delinquency outcomes for higher fidelity **Teaching Family** model (Kirigin et. al. 1982)
- F Improved youth delinquency outcomes for higher fidelity **MST** (Henggler, Melton, Browndino, Scherer & Hanley, 1997)
- F Better overall outcomes for youth receiving model adherent **FFT** (Alexander, Pugh, Parsons and Sexton, 2000)
- F Better outcomes for **school-wide behavioral management** when implemented with fidelity (Felner et. al. 2001)



What is the connection between fidelity and outcomes with wraparound?

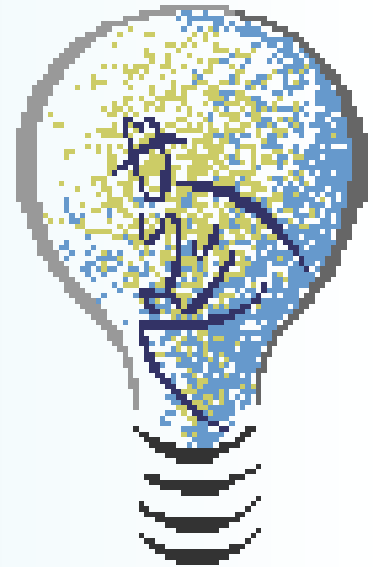
- Families who experience better outcomes have staff who score higher on fidelity tools (Bruns, Rast et al., 2006)



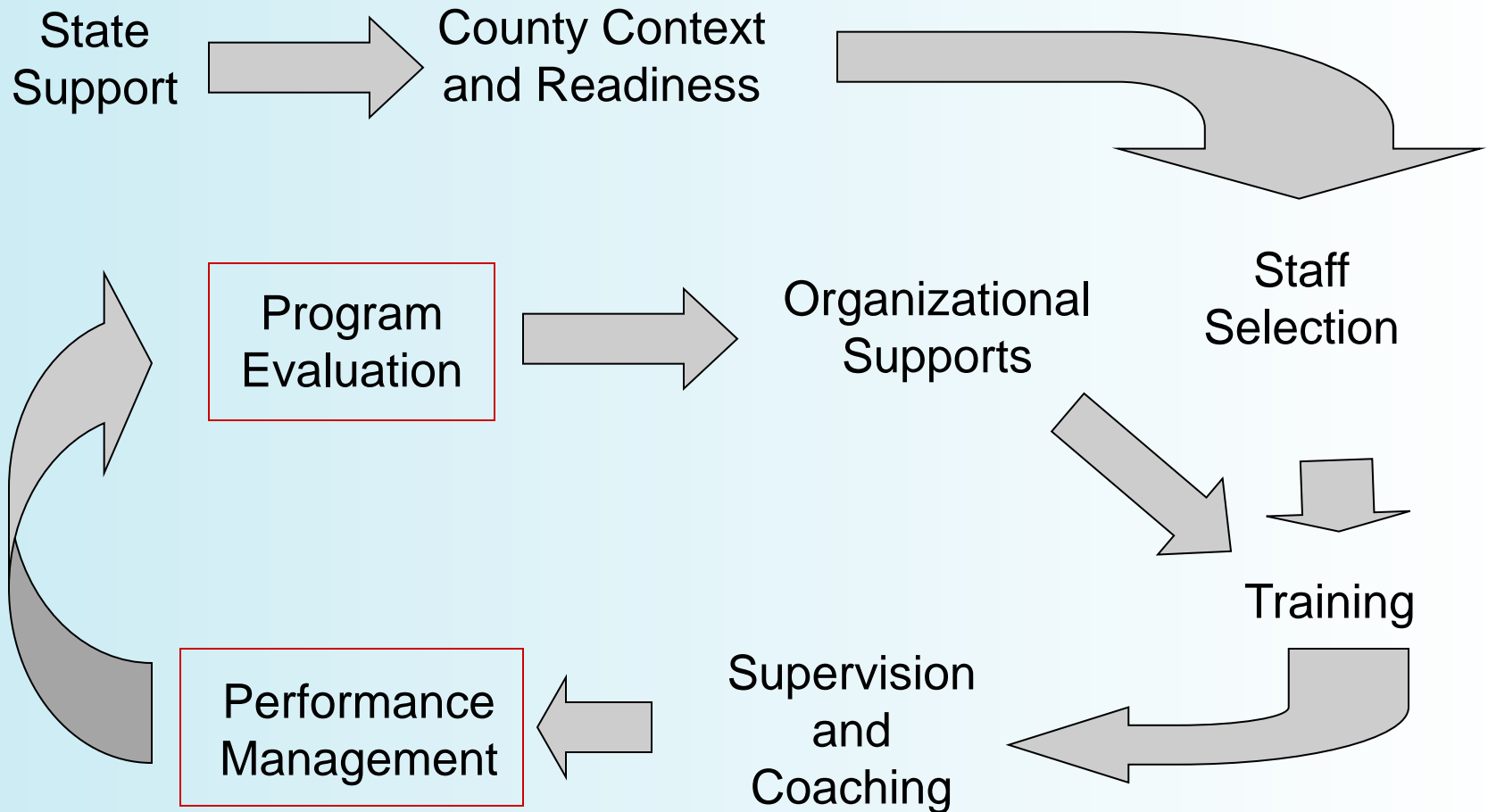
- Wraparound initiatives with positive fidelity assessments demonstrate more positive outcomes (Bruns, Leverentz-Brady, & Suter, 2008)

What does it take to get high fidelity scores?

- Training and coaching found to be associated with gains in fidelity and higher fidelity
- Communities with better developed supports for wraparound show higher fidelity scores
 - Measuring fidelity is a major part of the community's effort to maintain high fidelity
 - “What gets measured gets done”
 - Who should be involved?
 - Trainers and coaches, supervisors, evaluators and community teams

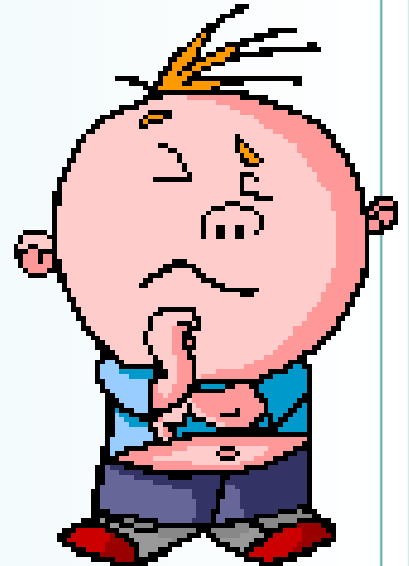


Implementation with High Fidelity Requires...



What are some ways to monitor the quality of implementation of child and family teams???

- 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

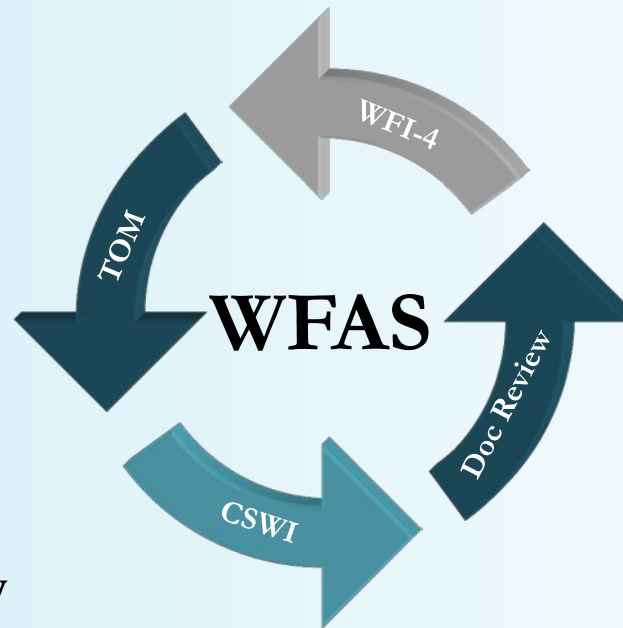


Wraparound Fidelity Assessment System

www.wrapinfo.org or <http://depts.washington.edu/wrapeval>

TOM – Team
Observation
Measure

WFI-4 –
Wraparound
Fidelity Index



CSWI – Community
Supports for
Wraparound
Inventory

DRM - Document
Review Measure

The Wraparound Fidelity Index, version 4

- Assesses implementation of the wraparound process through brief interviews with multiple respondents
 - Caregivers
 - Youths
 - Wraparound Facilitators
 - Team Members
- Found to possess good psychometric characteristics
 - Test-retest reliability
 - Inter-rater agreement
 - Internal consistency
- Used in research on wraparound
- Even more widely as a quality assurance mechanism by wrap programs

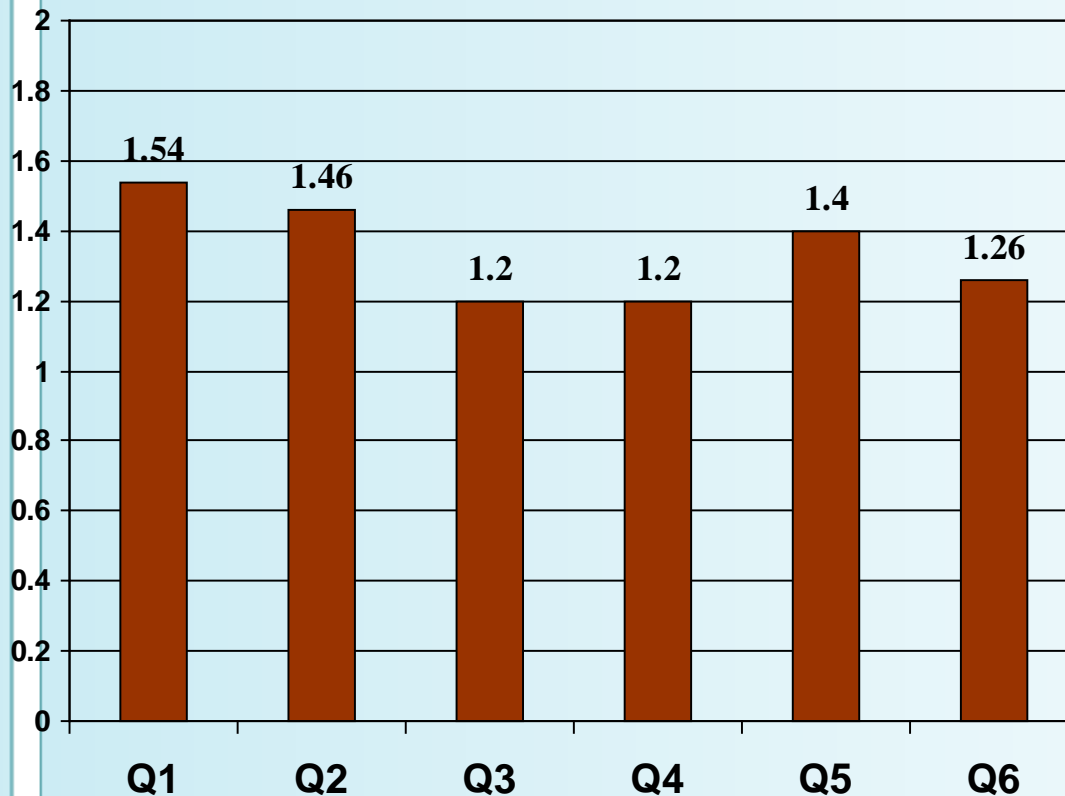
Wraparound Fidelity Index, v.4

- Items on the principles and core activities, organized by the 4 phases of wraparound
 - **Engagement:** Did you select the people who would be on your youth and family team?
 - Principle = Team based
 - **Planning:** Does the plan include strategies for helping your child get involved with activities in the community?
 - Principle = Community based
 - **Implementation:** Does the team evaluate progress toward the goals of the plan at every team meeting?
 - Principle = Outcome based
 - **Transition:** Will some members of your team be there to support you when formal wraparound is complete?
 - Principle = Persistence

WFI Items: Engagement and Team Preparation Phase

Phase 1: Engagement		Yes	SometimesSo mewhat	No
1. CC	When you first met your wraparound facilitator, were you given time to talk about your family's strengths, beliefs, and traditions? <i>Circle one:</i> YES NO	YES to both questions	YES to only the first question	NO to the first question
	Did this process help you appreciate what is special about your family? <i>Circle one:</i> YES NO	2	1	0
2. FVC	Before your first team meeting, did your wraparound facilitator fully explain the wraparound process and the choices you could make?	2	1	0
3. SB	At the beginning of the wraparound process, did you have a chance to tell your wraparound facilitator what things have worked in the past for your child and family?	2	1	0
4. TB	Did you select the people who would be on your wraparound team?	2	1	0
5. TB	Is it difficult to get agency representatives and other team members to attend team meetings when they are needed?	0	1	2
6. OB	Before your first wraparound team meeting, did you go through a process of identifying what leads to crises or dangerous situations for your child and your family?	2	1	0

Reports from the WFI: Individual items (Engagement phase)



Q1. Were you given time to talk about your family's strengths, beliefs, and traditions?

True - 10 Partly True - 3 Not True - 2

Q2. Did your facilitator fully explain wraparound & the choices you could make?

True - 9 Partly True - 4 Not True - 2

Q3. Did you have a chance to tell your wraparound facilitator what has worked in the past for your child and family?

True - 7 Partly True - 4 Not True - 4

Q4. Did you select the people who would be on your wraparound team?

True - 7 Partly True - 4 Not True - 4

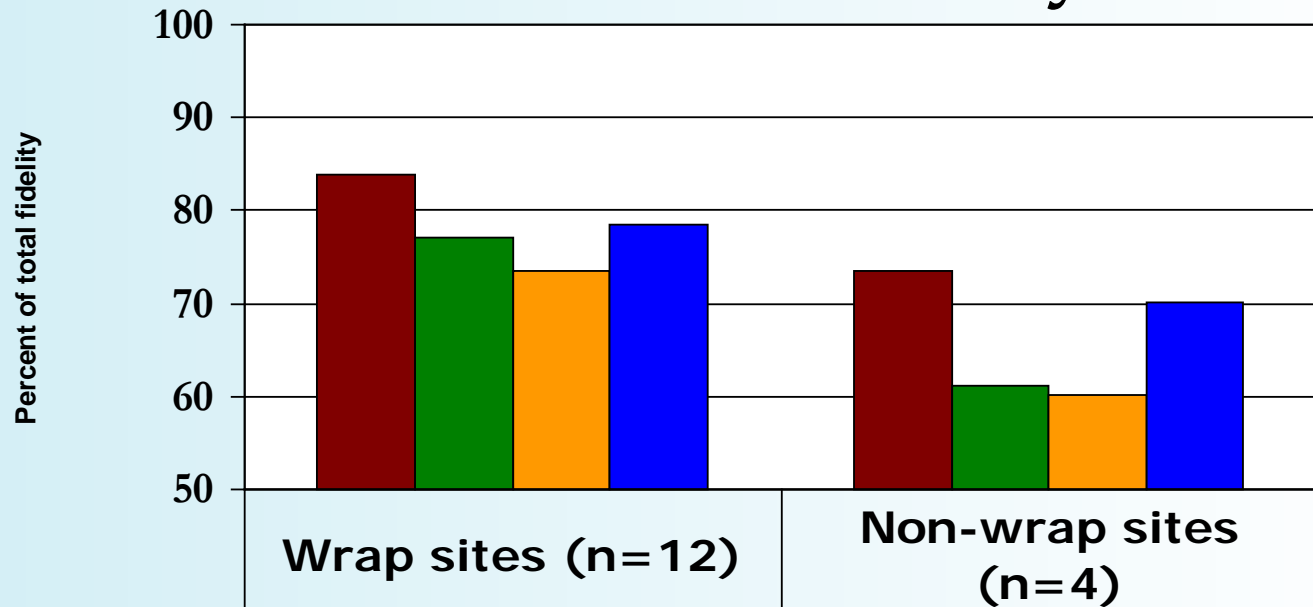
Q5. Is it difficult to get team members to meetings when they are needed?

True - 9 Partly True - 3 Not True - 3

Q6. Did you go through a process of identifying what leads to crises for yr family?

True - 8 Partly True - 3 Not True - 4

WFI-4: Discriminant Validity



■ Facilitator	83.8	73.6
■ Caregiver	77.1	61.2
■ Youth	73.6	60.1
■ Team Member	78.4	70.1

Wraparound Fidelity Assessment System

Team Observation Measure

Team Observation Measure

- The Team Observation Measure (TOM) is employed by external evaluators to assess adherence to standards of high-quality wraparound during team meeting sessions.
- It consists of 20 items, with two items dedicated to each of the 10 principles of wraparound.
- Each item consists of 3-5 indicators of high-quality wraparound practice as expressed during a child and family team meeting.
- Internal consistency very good
- Inter-rater reliability found to be adequate (Average 79% agreement for all indicators)

Sample TOM report:

Most frequently observed TOM indicators

#	Item	Pct.	SD
20a	The team's mission and/or needs support the youth's integration into the least restrictive residential and educational environments possible	96%	.208
1a	Parent/caregiver is a team member and present at meeting	92%	.266
12e	Members of the team use language the family can understand	92%	.271
18d	Serious challenges are discussed in terms of finding solutions, not termination of services or sanctions.	91%	.288
3a	There is a written agenda or outline for the meeting, which provides an understanding of the overall purpose of meeting	89%	.320
11e	Talk is well distributed across team members and each team member makes an extended or important contribution	89%	.320
18e	There is a sense of openness and trust among team members	89%	.320
20d	Serious behavioral challenges are discussed in terms of finding solutions, not placement in more restrictive residential or educational environments	89%	.332

Sample TOM report:

Least frequently observed TOM indicators

#	Item	Pct	SD
8a	In designing strategies, team members consider and build on strengths of the youth and family	28%	.458
13b	The team assesses goals/strategies using measures of progress	26%	.446
5d	The facilitator leads a robust brainstorming process to develop multiple options to meet priority needs.	23%	.429
7c	Community team members and natural supports have a clear role on the team	23%	.429
14a	The team conducts a systematic review of members' progress on assigned action steps	23%	.429
19a	The team is actively brainstorming and facilitating community activities for the youth and family	23%	.429
8b	The plan of care represents a balance between formal services and informal supports	17%	.380
1c	Key natural supports for the family are team members and present	11%	.362

Wraparound Fidelity Assessment System

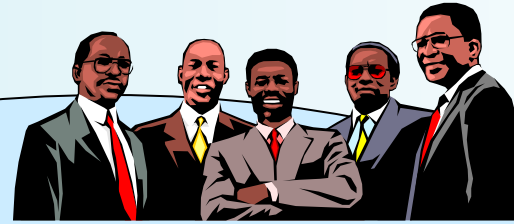
Document Review Measure

Document Review Measure

- Consists of 30 items
- Each wraparound principle linked to 3 items
- Scale = 0-4, with criteria for each point on the scale
- Source material = documentation (electronic or paper) related to youth's wraparound process
 - Strengths, needs, culture discovery documentation
 - Wraparound plan of care
 - Crisis plan
 - Transition plan
 - Progress notes
- Currently being thoroughly revised

Wraparound Fidelity Assessment System

Community Supports for Wraparound Inventory



Hospitable System
*Funding, Policies



Supportive Organizations
* Training, supervision, interagency coordination and collaboration

Effective Team
* Process + Principles



The *Community Supports for Wraparound Inventory (CSWI)*

- The *Community Supports for Wraparound Inventory (CSWI)* is intended for use as both a research and quality improvement tool to measure how well a local system supports the implementation of high quality wraparound.
- The CSWI is based on the Necessary Conditions for Wraparound described by Walker & Koroloff (2007)*
- Further refined through collaborative work undertaken by the National Wraparound Initiative
- Includes 42 community or system variables that support wraparound implementation.
- Requires ~45 minutes to complete

*Walker, J. S., & Koroloff, N. (2007). Grounded theory and backward mapping: Exploring the implementation context for wraparound. *Journal of Behavioral Health Services & Research*.

CSWI

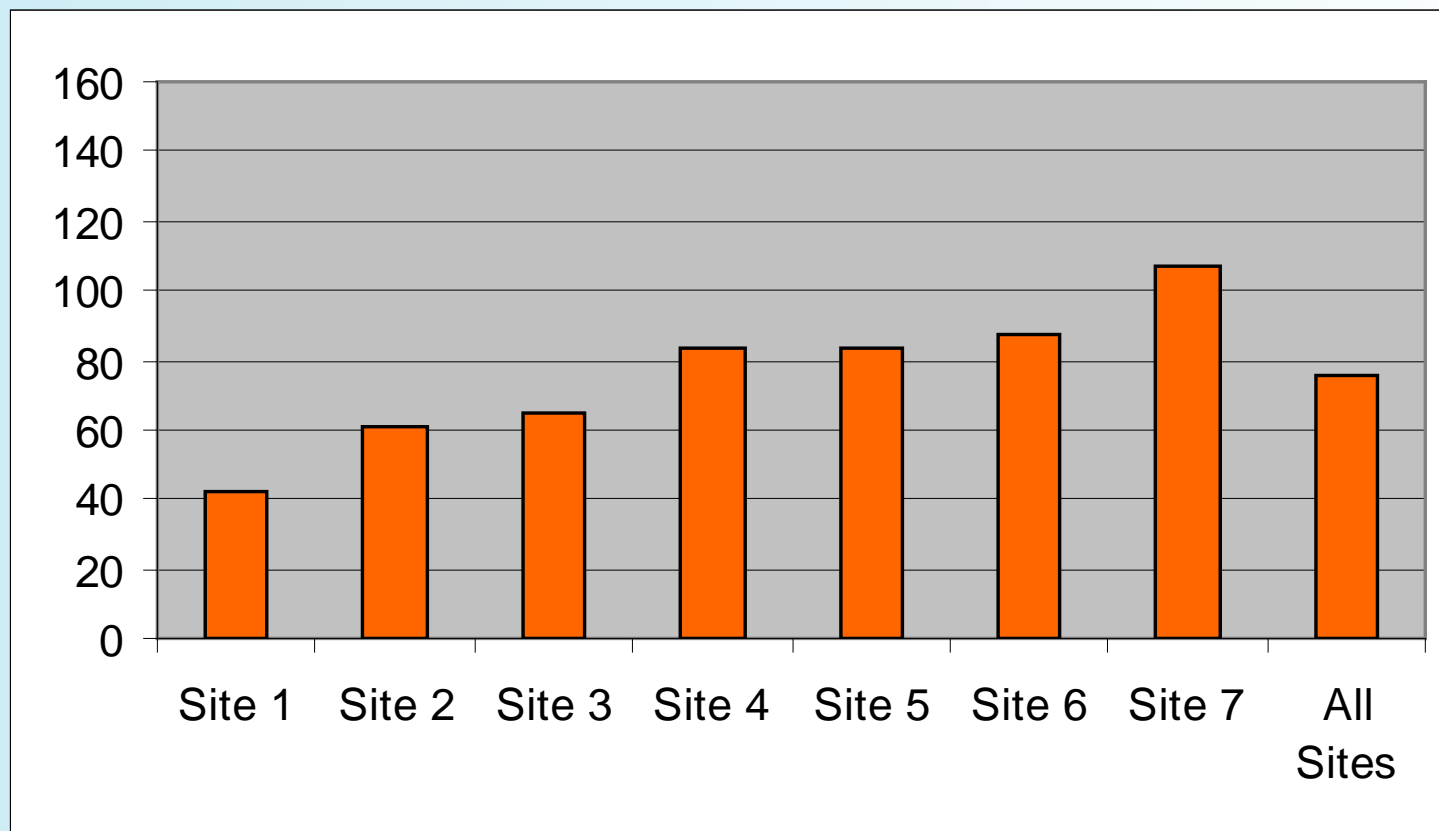
- The 42 items are grouped within 6 themes:
 1. Community partnership
 2. Collaborative action
 3. Fiscal policies and sustainability
 4. Service array
 5. Human resource development, and
 6. Accountability
- Respondents complete the 42 items by rating the development of supports in their community or program on a 5 point scale
 - 0 = “least developed” and 4 = “fully developed”

Community Procedures

- Stakeholders are identified by a local coordinator and invited by email to complete the CSWI via a link to a web survey version
 - Stakeholder groups– family, youth, admin, providers, etc.
 - “key respondents”
 - Project employees
- Local coordinator builds support for participation
- Emails that bounce are removed from the sample
- Reminders sent until research team and local coordinators decide to close the survey

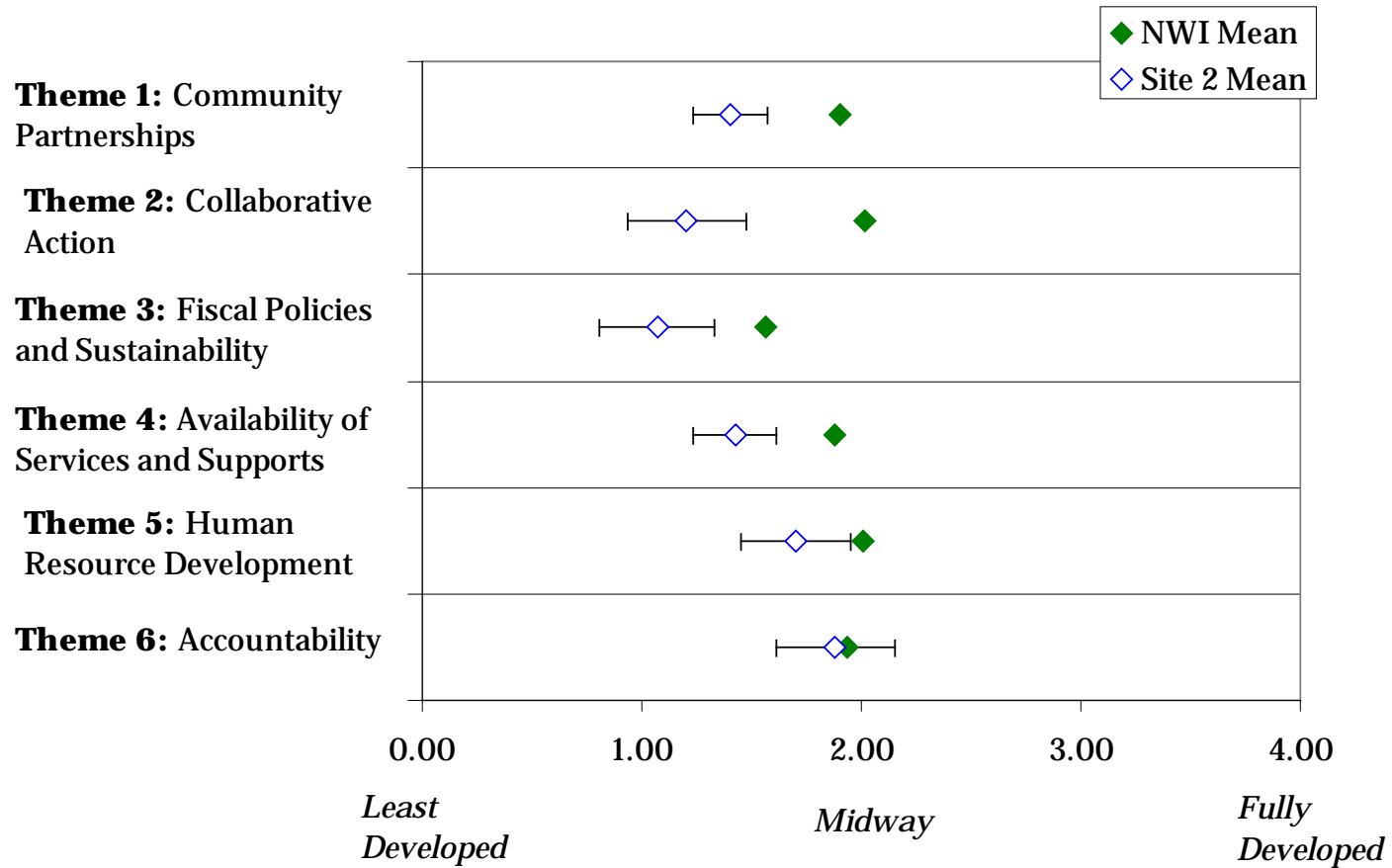
CSWI Total Scores

(Maximum possible = 160)

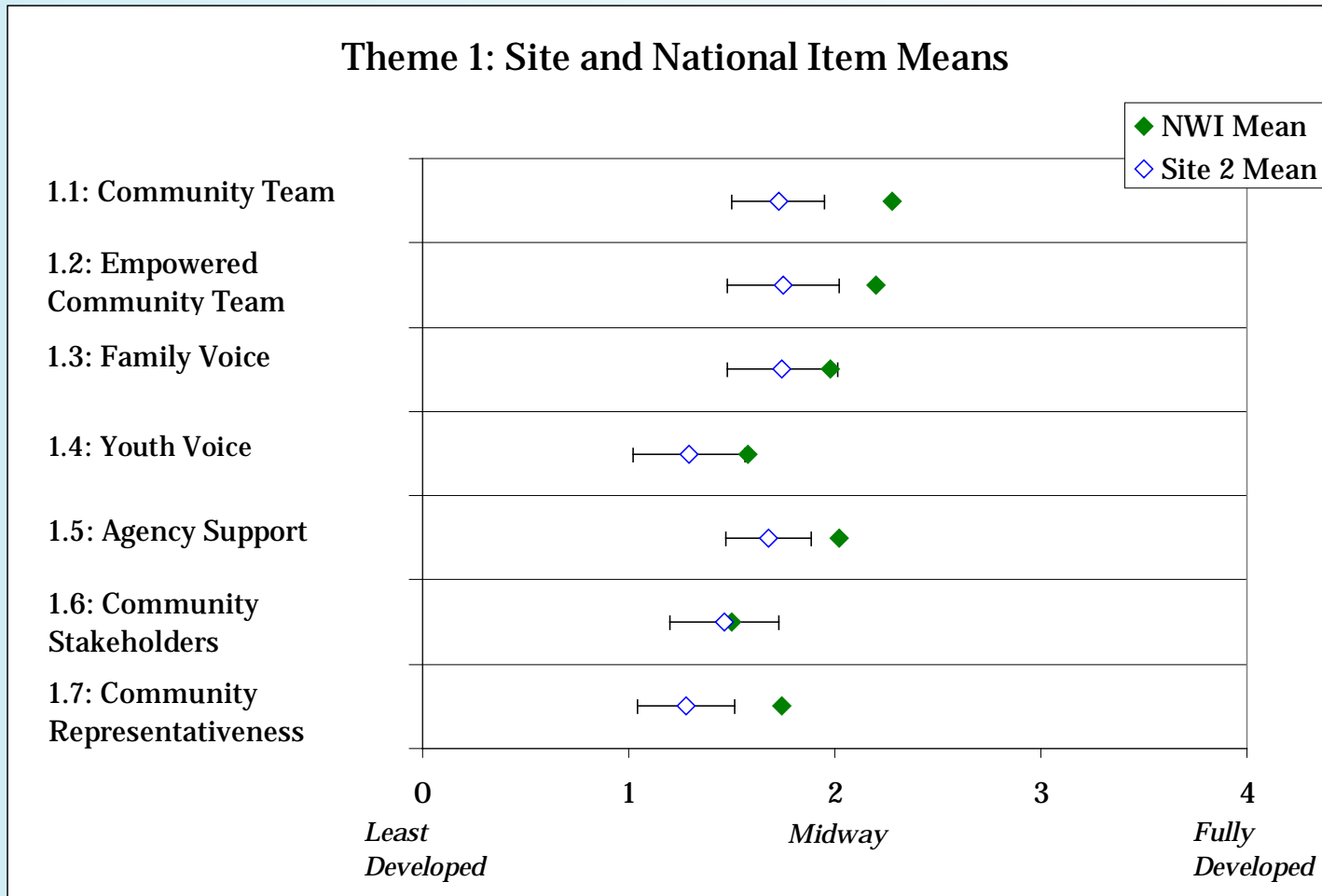


Sample Site Feedback: Themes

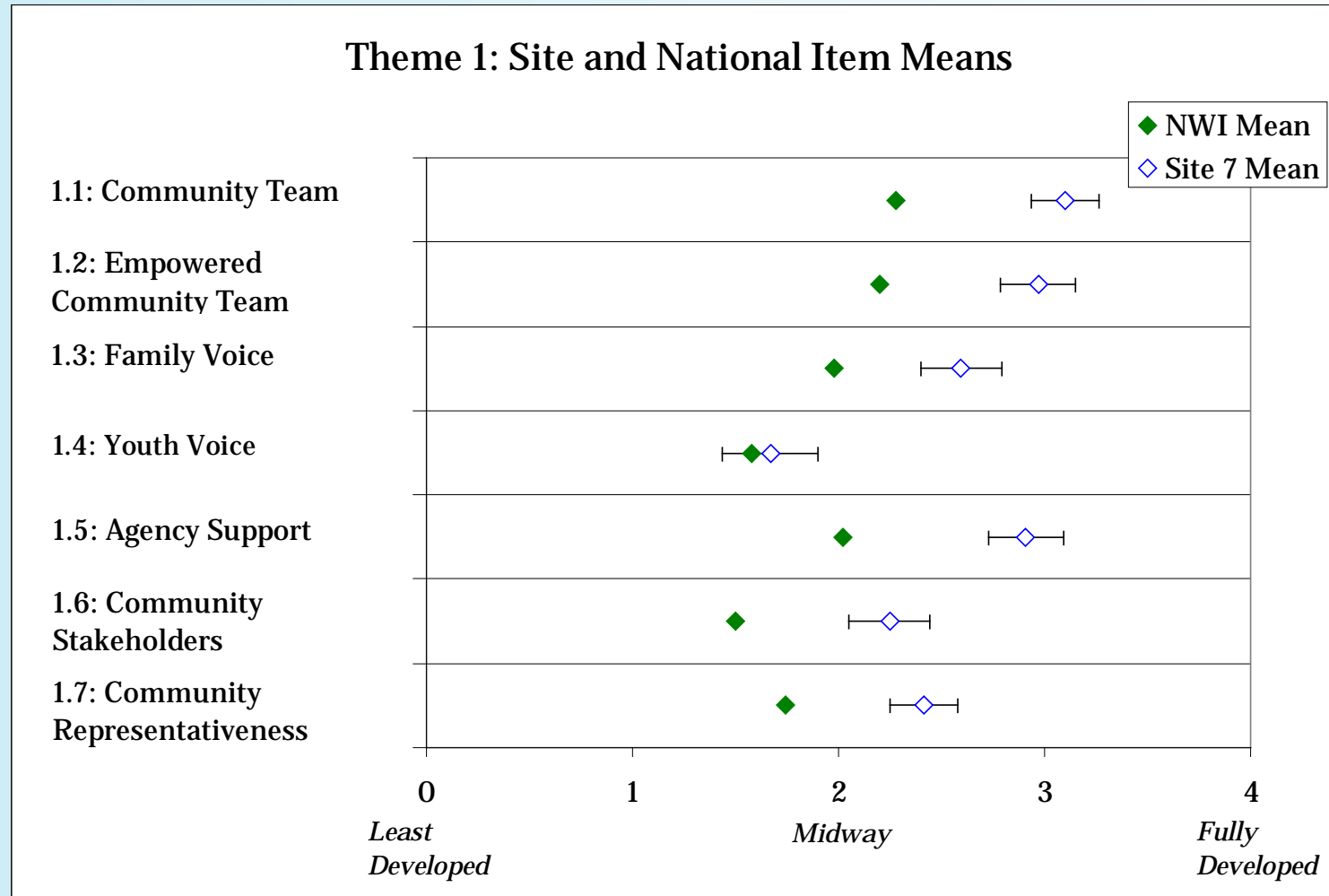
Theme Means: Site and National Comparison



Sample Site Feedback: Theme 1



Sample Site Feedback: Theme 1



What is the evidence on connections between systems, wrap fidelity and outcomes?



1. Youth/families with higher WFI scores show more positive outcomes (but evidence inconsistent across studies)
2. Individual provider staff whose families experience better outcomes have higher WFI scores (Emerging evidence)
3. Wraparound sites/initiatives with higher WFI scores achieve better outcomes (Emerging but consistent)
4. Training and coaching is associated with gains in fidelity and higher fidelity (Consistent evidence)
5. Communities with better developed supports for wraparound show higher WFI scores (Strong and consistent evidence)
6. We are beginning to be able to describe what “high fidelity” wraparound is

Study 1

- N=176, one provider organization
 - Outcomes included goal attainment, CAFAS, and residential restrictiveness
 - Results found positive but weak association between WFI total scores and outcomes
 - Association found between several WFI principles (Community based, strengths based) and outcomes
 - Presence of Natural supports on team predicted residential and goal attainment outcomes

Cox, K., et al. (in press). Wraparound Retrospective: Factors predicting positive outcomes. *Journal of Emotional and Behavioral Disorders*

Study 2: Relationship between fidelity and outcomes

- Caregiver reported fidelity was found to be related to several 6-month outcomes:
 - Restrictiveness of living ($p < .1$)
 - Family resources
 - Caregiver satisfaction
- CG-reported fidelity was associated in the hypothesized direction with all 6-months outcomes
 - Overall, however, few significant relationships were found
- Stronger findings at the site level

Study Findings: Outcomes differences between sites with high vs low WFI scores

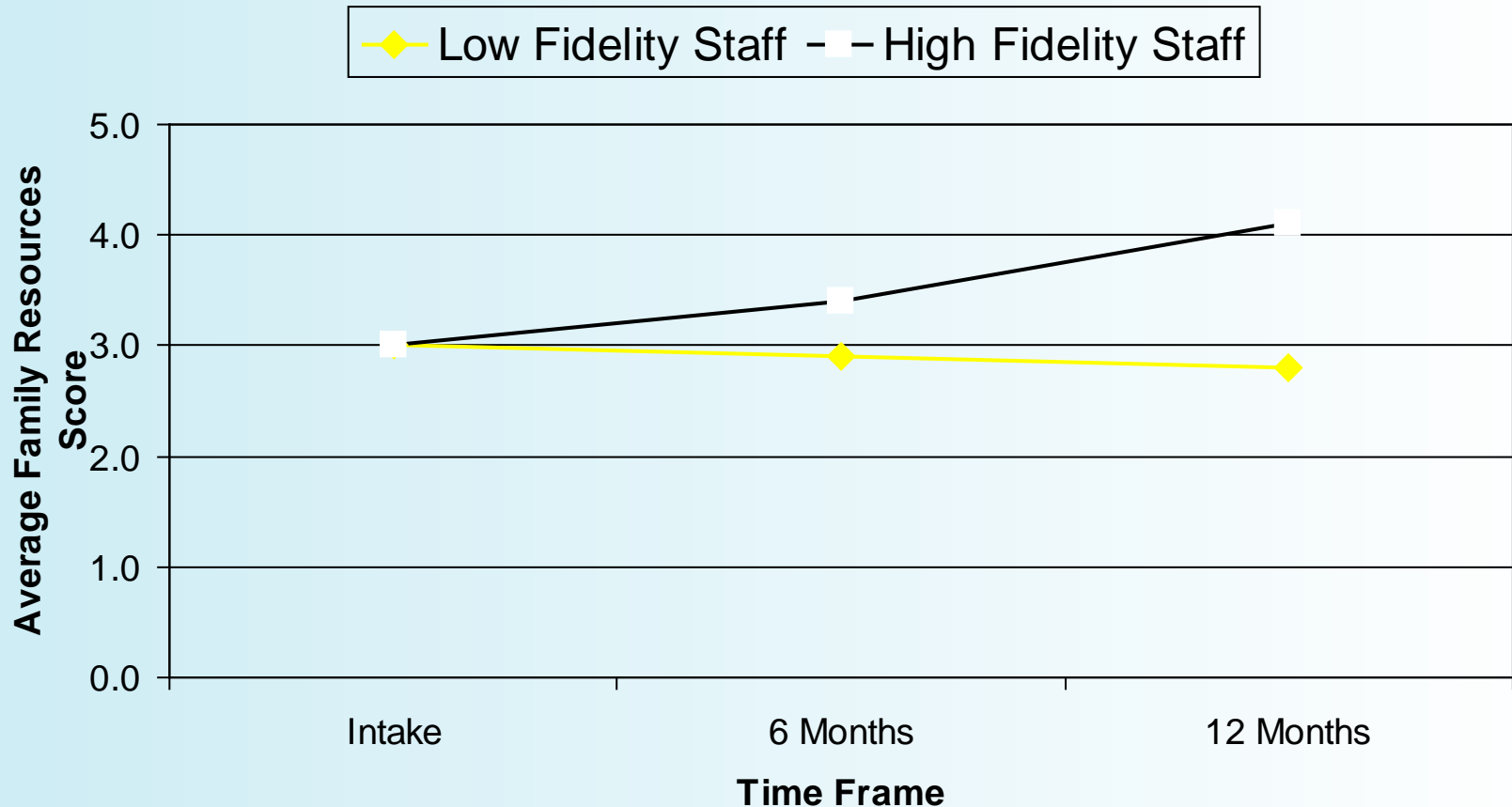
- Significant between-group differences found for:
 - Total services received
 - Caregiver satisfaction
 - Restrictiveness of living environment
 - Placement changes
 - Family functioning
 - All differences in hypothesized direction
- No differences found for:
 - Child functioning
 - Child behavior (CBCL or YSR)
 - Behavioral strengths
 - Caregiver strain
 - Family resources
 - Youth satisfaction

Walker, S.E.C., Bruns, E.J., & Sather, A. (in submission). Wraparound fidelity in systems of care and association with outcomes

Fidelity and outcomes at the staff level

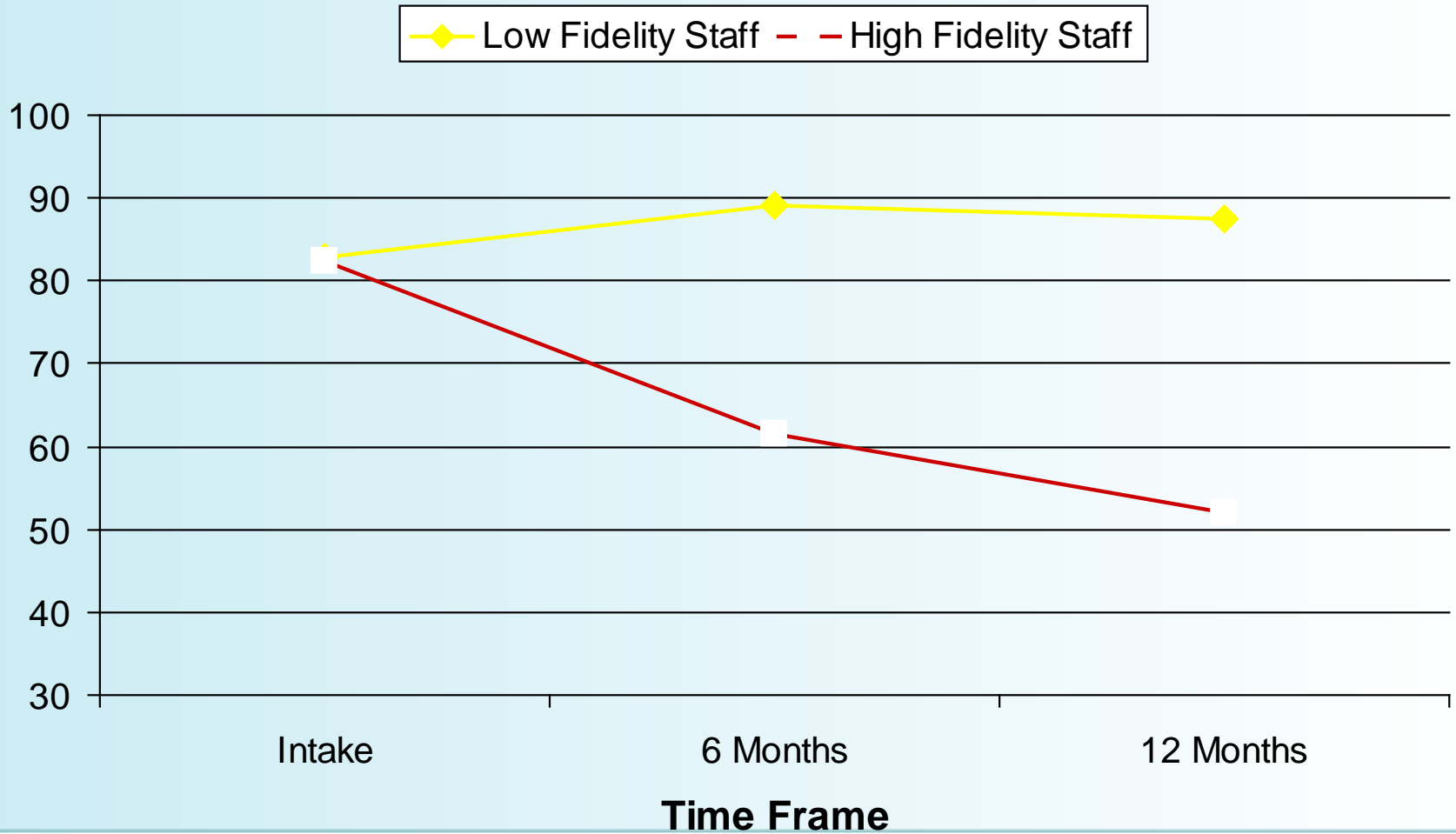
- Studies have been primarily restricted to program evaluations; however one published study:
 - Bruns, E.J., Rast, J., Walker, J.S., Peterson, C.R., & Bosworth, J. (2006). Spreadsheets, service providers, and the statehouse: Using data and the wraparound process to reform systems for children and families. *American Journal of Community Psychology*, 38, 201-212.
- Analyses have been completed in NV, AZ implementation efforts
- Currently possible in MD, CA, WA, NV

Low- vs. high-fidelity wraparound in NV: Family resources

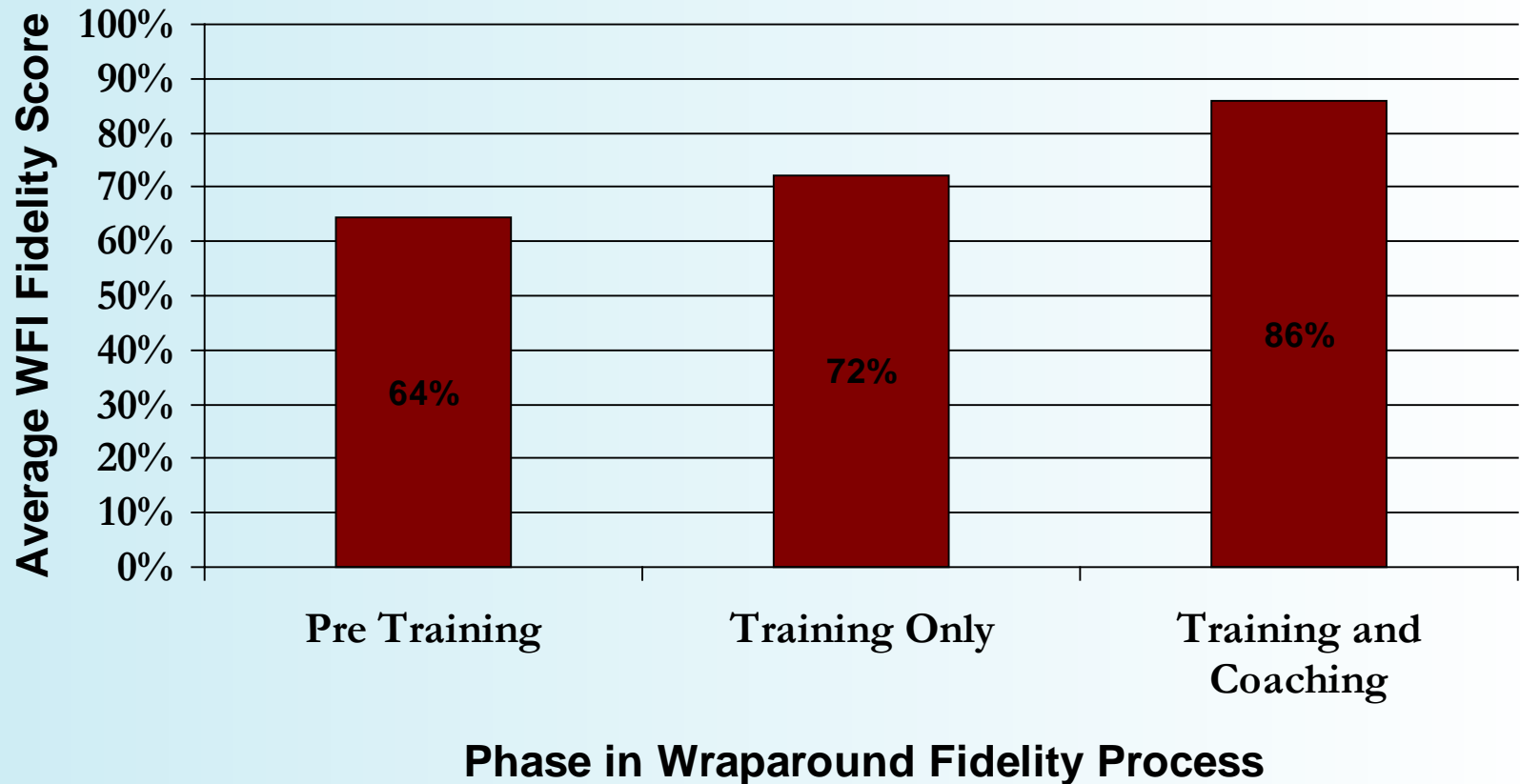


FRS measures a caregiver's report on the adequacy of a variety of resources (time, money, energy, etc.) needed to meet the needs of the family as a whole, as well as the needs of individual family members. Group average on the scale of 1 – 5 1 = Not at all adequate 5 = Almost always adequate

Low- vs. high-fidelity wraparound in AZ:
Child Behavior

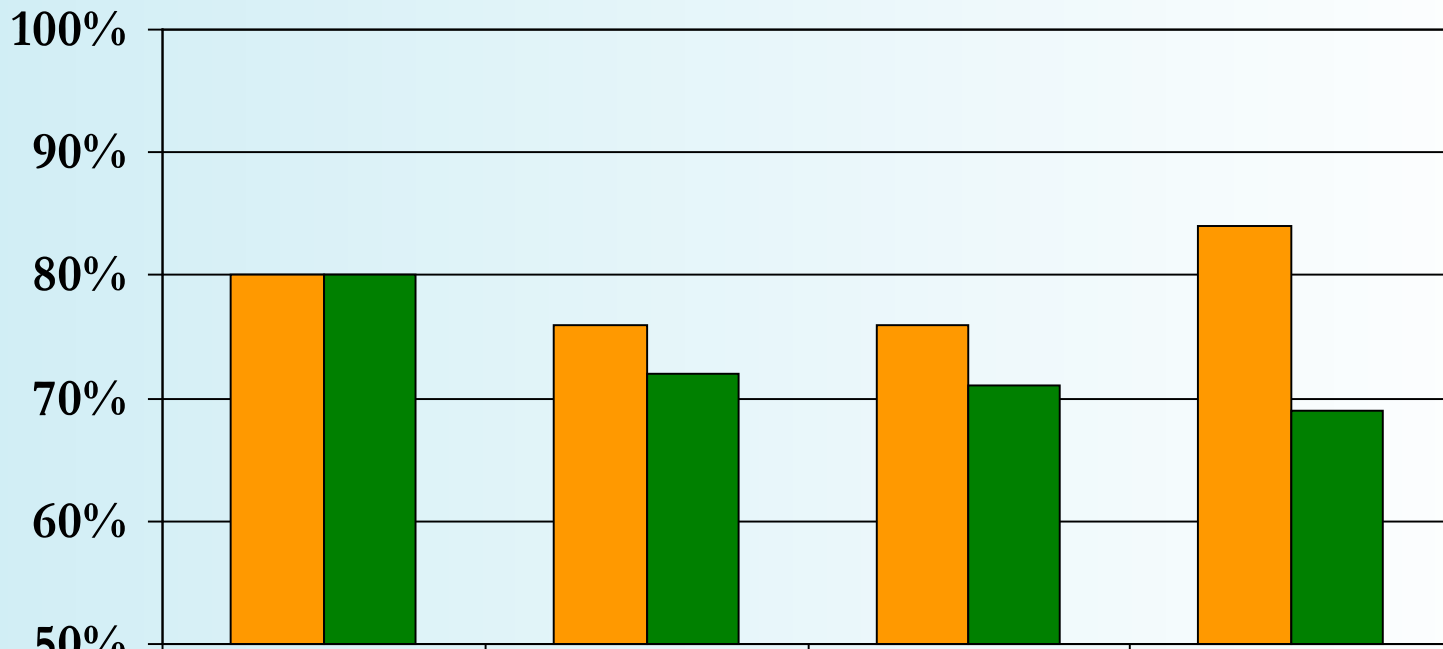


Ongoing training and professional development support leads to higher fidelity



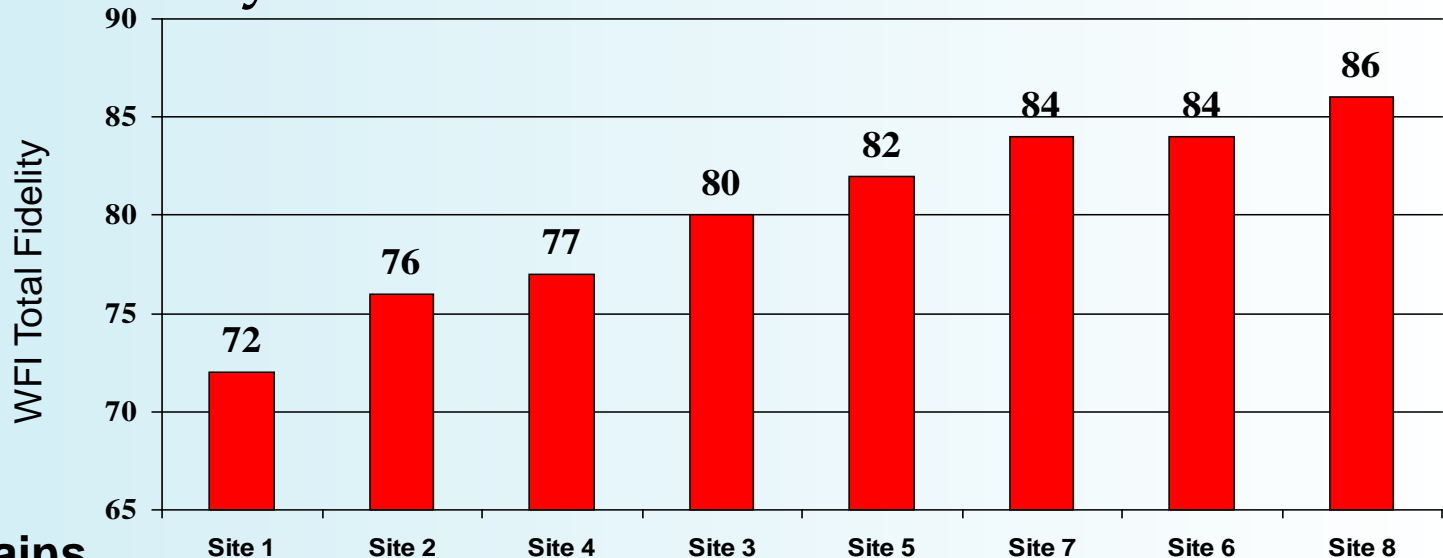
Bruns, Rast, Walker, Peterson, & Bosworth (2006).
American Journal of Community Psychology.

Wraparound Projects (N=6) with coaching to staff certification: Mean WFI scores



	Facilitator	Caregiver	Youth	Team Observation
■ Fidelity projects	80%	76%	76%	84%
■ Natl Mean	80%	72%	71%	69%

Organizational and system-level supports predict fidelity

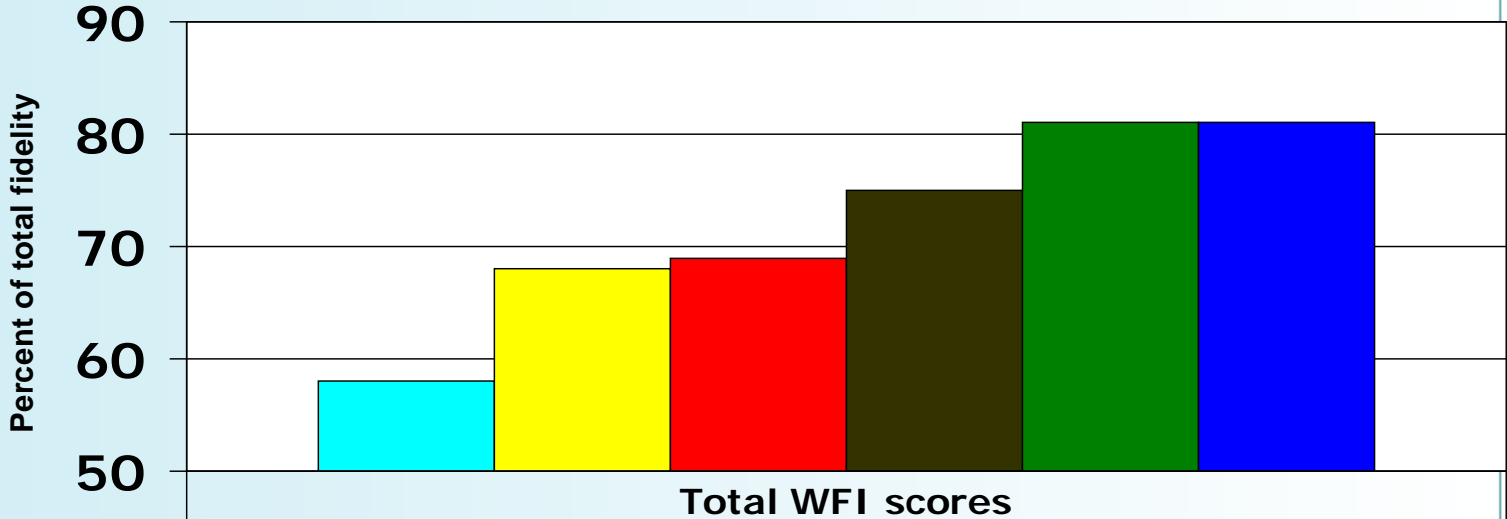



WFI-PA domains

	Site 1	Site 2	Site 4	Site 3	Site 5	Site 7	Site 6	Site 8
Program Longevity	Y				Y	Y	Y	Y
Low Caseload Size		Y	Y	Y	Y			Y
Low Staff turnover			Y	Y		Y		
Interagency collab.	Y		Y	Y			Y	Y
Pooled funding					Y		Y	
Natural supports	Y			Y	Y	Y	Y	Y
Family centeredness		Y		Y		Y	Y	Y
Fund/Serv.Flexibility					Y	Y	Y	Y
Outcomes assessed					Y	Y	Y	Y
TOTAL WFI-PA	3	2	3	5	6	6	7	7

WFI Scores at a State Level

Benchmarks and real-world reality



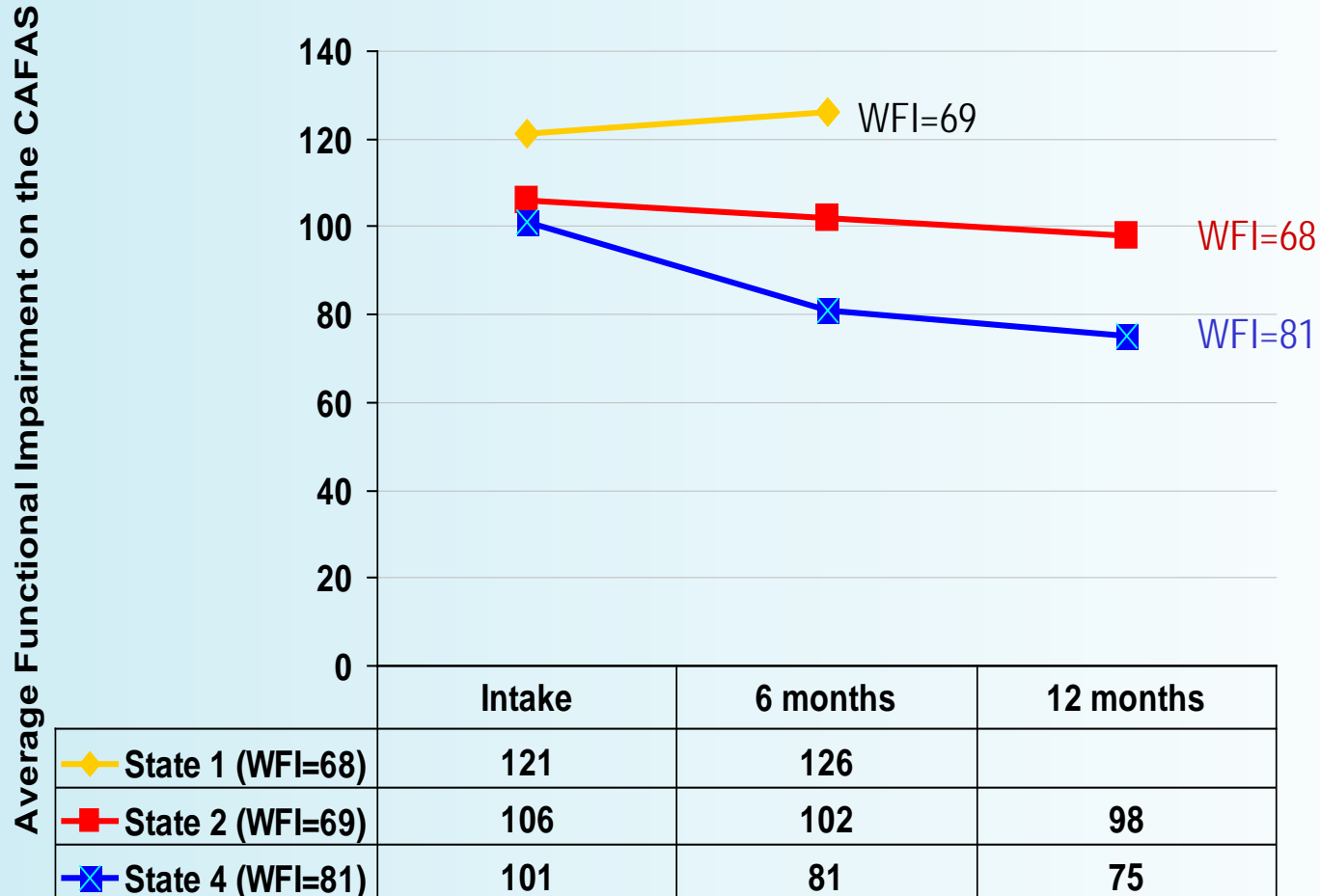
 Non-wraparound comparisons	58
 State No.1	68
 State No.2	69
 National Average	75
 State No.3	81
 State No.4	81

Getting to “high fidelity”

The story of “state number 3”

- Statewide training and TA center
- Consistent availability of family partners (+ youth advocates)
- Certification program for facilitators/FPs
- Referrals from and fiscal responsibility shared by multiple agencies
- Care management entity (CME) that maintains MIS, develops service array, holds some risk for overall costs
 - Allows for flexible funding of team strategies
- 1915c Waiver
- Professional development at SSW and in provider agencies

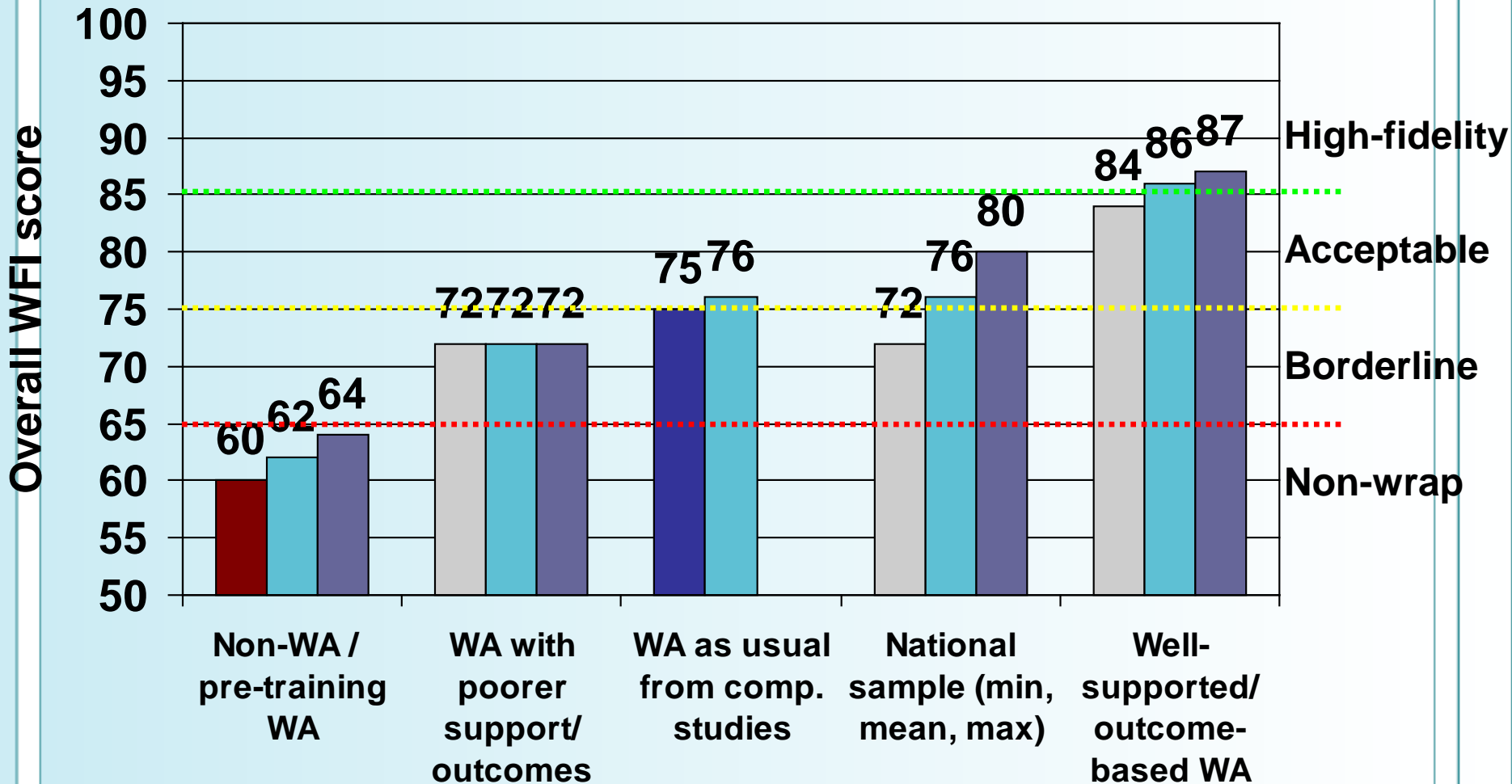
Fidelity's Impact on Outcomes at a state level?



What is the evidence on connections between fidelity and outcomes?

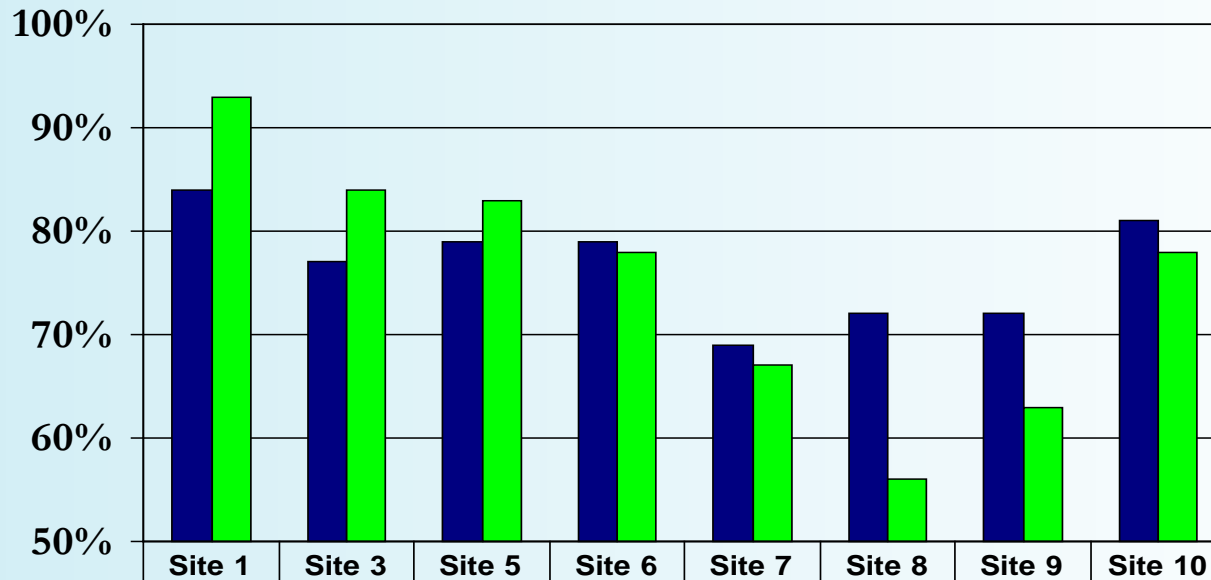
1. Do youth/families with higher WFI scores show more positive outcomes? (Inconsistent)
2. Do individual provider staff whose families experience better outcomes have higher WFI scores? (Stronger)
3. Do wraparound sites/initiatives with higher WFI scores achieve better outcomes? (Emerging)
4. Is training and coaching associated with gains in fidelity and higher fidelity? (Growing)
5. Do communities with better developed supports for wraparound show higher WFI scores (Strong)
6. Can we say what “high fidelity” wraparound is yet?

What is High-Fidelity???



Bruns, E.J., Leverentz-Brady, K.M., & Suter, J.C. (2008). Is it wraparound yet? Setting fidelity standards for the wraparound process. *Journal of Behavioral Health Services and Research*, 35, 240-252.

Association between WFI and TOM scores



■ WFI Combined	84%	77%	79%	79%	69%	72%	72%	81%
■ Team Observation	93%	84%	83%	78%	67%	56%	63%	78%

Site 1 WFI n=19 / TOM n=4

Site 3 WFI n=19 / TOM n=14

Site 5 WFI n=17 / TOM n=10

Site 9 WFI n=110 / TOM n=39

Site 6 WFI n = 22 / TOM n=13

Site 7 WFI n = 3 / TOM n=3

Site 8 WFI n = 50 / TOM n=24

Site 10 WFI n = 207 / TOM n=16

Findings

- Fidelity-outcomes associations are tenuous and inconsistent at the family/youth level
- At the site/program level, there is a discernable pattern of WFI Fidelity scores across studies
 - Wraparound vs. non-wraparound programs
 - Wraparound programs with different levels of system support and that achieve different degrees of impact
 - Site-level scores from the national WFI dataset show significant variability, but fall logically within the pattern
- Beginning to be able to interpret the “level of fidelity” WFI scores
- Team Observations correlate with WFI scores and may be even more sensitive to quality

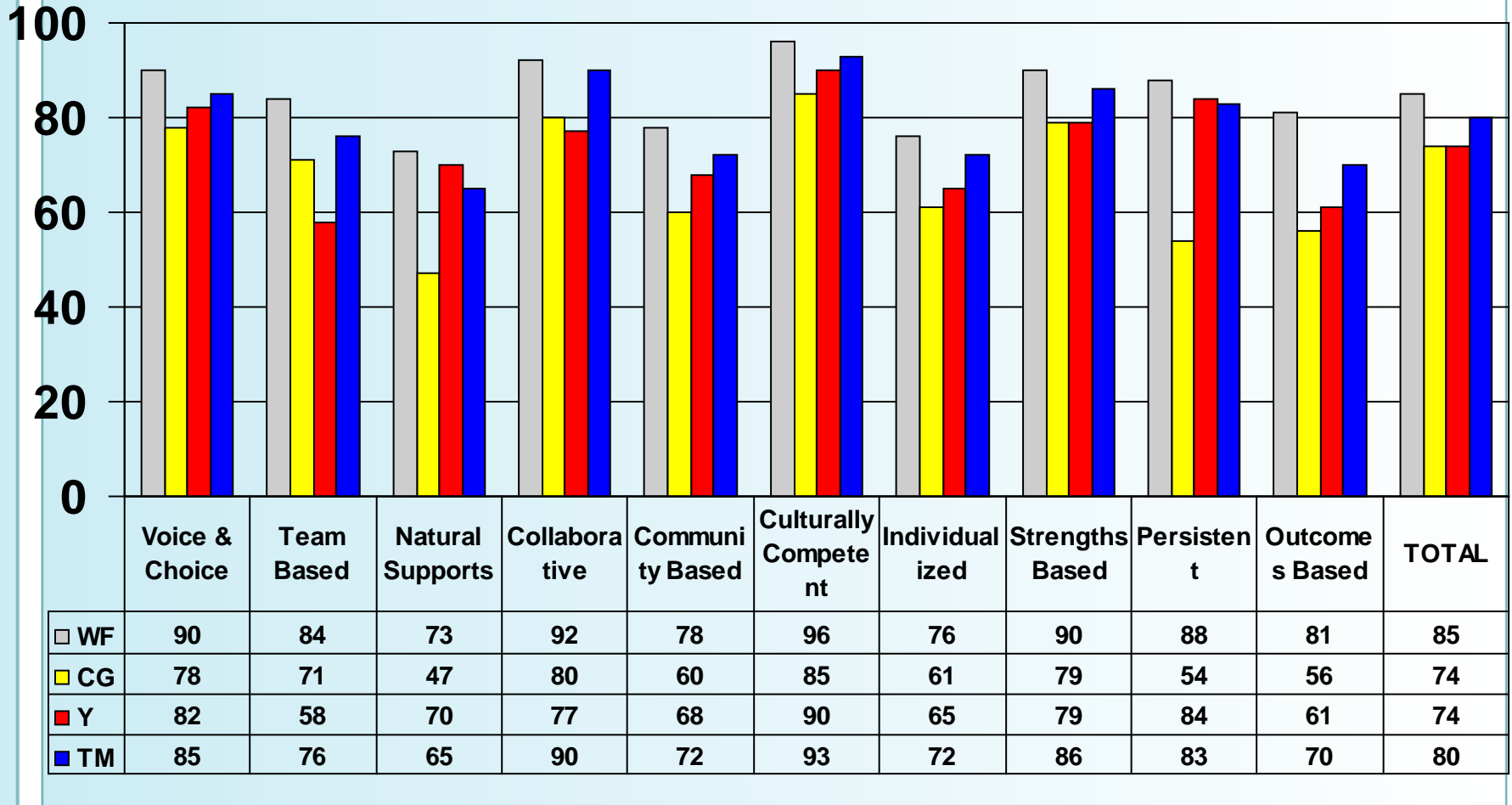
Conclusions/Implications

- Factors at the youth/family level make WFI scores difficult to interpret reliably at that level
 - This is the nature of interviews
- WFI scores may be most reliable, valid, and useful at a staff and program level
- WFI scores should be helpful in interpreting research results
- The TOM is emerging as a reliable and valid instrument

Mean WFI scores by Principle and Respondent (N=2200)

Principle	WF	CG	Y	TM
1 Voice & Choice	90	78	82	85
2 Team Based	84	71	58	76
3 Natural Supports	73	47	70	65
4 Collaborative	92	80	77	90
5 Community Based	78	60	68	72
6 Culturally Competent	96	85	90	93
7 Individualized	76	61	65	72
8 Strengths Based	90	79	79	86
9 Persistent/Unconditional	88	54	84	83
10 Outcomes Based	81	56	61	70
TOTAL	85	74	74	80

Mean WFI scores by Principle and Respondent (N=2200)



Is Fidelity Happening Nationally?

WFI Items with 5 Highest Scores (From National WFI-4 dataset)

Item	Item means (CG form; range = 0-2)
3.11 Does your team create a positive atmosphere around successes and accomplishments at each team meeting?	1.79
2.4 Are there supports and services in your plan connected to the strengths and abilities of your child and family?	1.73
1.3 At the beginning of the wraparound process, did you have a chance to tell the WF what things have worked for you in the past?	1.68
3.15 Does your child have the opportunity to communicate their own ideas when it comes to decisions?	1.63
3.12 Does your team go out of its way to make sure all members present ideas and participate in decisions?	1.62
2.11 During the planning process, did the team make enough time to understand your values, and is the plan in tune with those values?	1.62

WFI Items with Lowest Scores (From National WFI-4 dataset)

Item	Item means (CG form; range = 0-2)
2.3 Does your plan include mostly professional services?	.63
3.6 Is there a friend or advocate of your child or family who actively participates on the team?	.78
4.1 Has your team discussed a plan for how wraparound will end, and when?	.79
3.3 Does your team get your child involved with activities they like and do well?	.80
3.8 Are the services and supports in your plan difficult for you to access?	.82
3.9 Does the team assign specific tasks to all members at the end of the meeting, and does the team review follow-through at the next meeting?	.83
3.7 Does your team come up with new ideas when something isn't working?	.92
3.4 Does the team find ways to increase the support you get from friends & family?	.94