

Welcome to the CSWI

Janet Walker, PhD, Portland State University | Spencer Hensley, University of Washington

What is the CSWI?

The CSWI is a quality improvement survey developed and administered by the National Wraparound Initiative (<http://nwi.pdx.edu/>). The CSWI assesses the extent to which a local community or system has developed the capacity to support high quality wraparound. Both research and experience has shown that successfully implementing the wraparound process at the team level requires extensive support from and collaboration among the various agencies and organizations involved in the lives of the children and families enrolled who receive services.

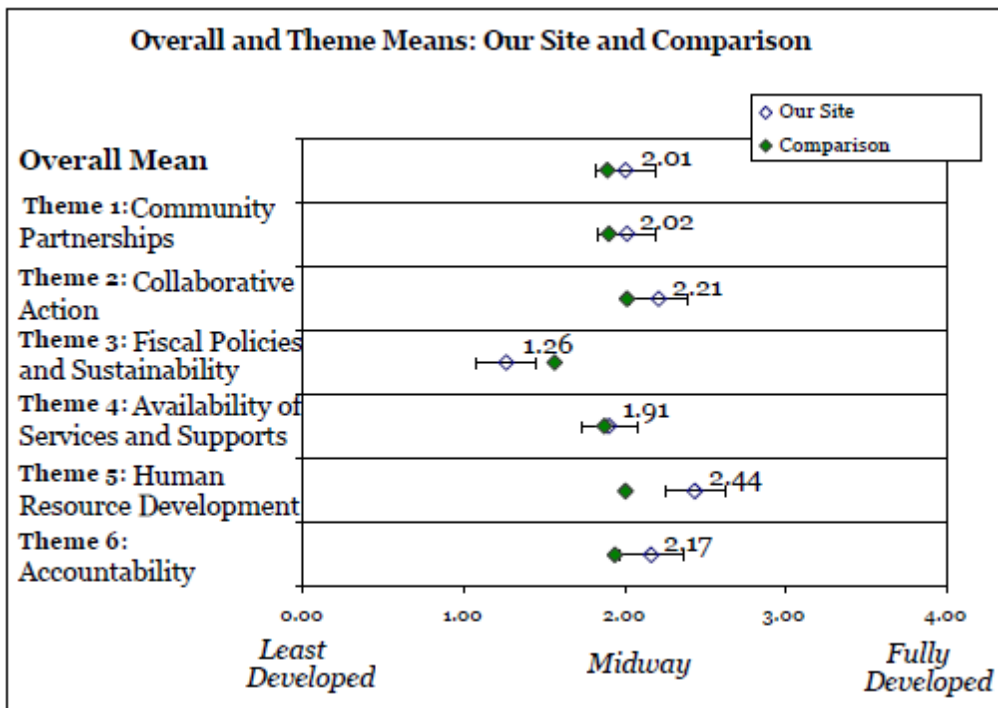
Building this system-level capacity can be a difficult and confusing process, and the CSWI was designed to help communities.

It asks respondents to rate certain elements of system-level support for wraparound as either “least developed” or “fully developed,” using descriptions of what each of

those levels of development may look like. In essence, it is designed to serve as a kind of map or guide for the process. The CSWI helps communities understand the destination (fully developed system support for wraparound) and provides data that tells communities how far they are along the path to that destination.

Item 2.3 Proactive Planning				
Fully Developed System. The wraparound effort is guided by a plan for joint action that describes the goals of the wraparound effort, the strategies that will be used to achieve the goals, and the roles of specific stakeholders in carrying out the strategies.			Least Developed System. There is no plan for joint action that describes goals of the wraparound effort, strategies for achieving the goals, or roles of specific stakeholders.	
<input type="checkbox"/> Fully Developed	<input type="checkbox"/> Almost There	<input type="checkbox"/> Midway	<input type="checkbox"/> Beginning	<input type="checkbox"/> Least Developed

What kinds of information will we learn from the CSWI?



After completing the CSWI, we will put together a comprehensive report of your results, including comparisons to a sample of other wraparound communities around the country. The report will also describe specific areas of strengths and challenge for each of your regions. The figure here is an example of the kinds of results that will be included in your report.

What are we asking you to do?

There are two major goals you'll have as regional coordinator:

1. Put together a list of people who will take the CSWI survey, and
2. Make sure those people complete the survey.

Putting together your respondent list

The first step is selecting who will complete the CSWI. There are no hard-and-fast rules about who should and who should not receive a survey. Working together, we will put together a list of the respondents that will best provide useful information about system-level supports for wraparound in your region. But there are a few general things to consider when thinking about who will complete the survey:

1. **Level of Knowledge.** It's not likely that many of your respondents will be able to answer every single item on the CSWI, but you will want to think about who has the knowledge necessary to answer some of the items.
2. **A Range of Stakeholder Groups.** We'll want to make sure that stakeholders from several different levels in the wraparound process have an opportunity to contribute their thoughts: representatives of state or county departments, people who serve on wraparound teams, caregivers and youth involved in wraparound, and other regional partners familiar with implementation.
3. **The Total Number of Respondents.** Larger regions (~100 families served) typically nominate between 35 and 65 people to complete the survey, but you may nominate more or fewer than that.

Encouraging your respondents to complete the survey

We don't consider results to be representative and useful unless we can achieve at least a **75% response rate**.

Researchers will send the survey, as well as automated reminders, via email. However, because the survey is quite long (up to 45 minutes), the above response rate can be difficult to achieve and almost always requires some prodding of the respondents.

Some work can be done before the survey is distributed. It is usually helpful to introduce the CSWI and stress its importance to potential stakeholders. You might do this by:

- Making presentations to regional stakeholders involved in wraparound implementation, oversight, and evaluation
- Circulating information to stakeholders via email
- Including a blurb in local newsletters or other publications

We will likely have to follow-up with many respondents after the survey has been sent. In our experience, respondents tend to respond better to emails from names and organizations they recognize, and tend to respond better when they are reached out to individually. After we have sent its automated reminders, we ask the regional coordinator to send emails or call those individuals who have yet to complete the survey. It's possible that we will be able to provide some help with this process, but the majority of it will have to fall to you.

Thank you again for agreeing to serve in this role. And if you have any questions at all, don't hesitate to contact us.

hensleys@uw.edu | 206.616.4988.