

Introduction to the CSWI for Regional Coordinators

Thank you for serving as the coordinator for your region's participation in the Community Supports for Wraparound Inventory, or the CSWI. The following document is a brief introduction to the responsibilities of this role, followed by a more detailed description of those same activities. It's important for you to read through **both**.

The survey will be administered in partnership with the Wraparound Evaluation and Research Team (WERT) at the University of Washington. Spencer Hensley from WERT will help introduce you to this process and act as a resource throughout its implementation. If you have any questions at any time, please don't hesitate to contact Spencer at hensleys@uw.edu.

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.

The survey 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. Appendix B contains some sample items from the CSWI.

It typically takes between 20 and 45 minutes.

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.

These goals are deceptively simple; both will require a fair amount of thought, effort, and time.

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. Respondent should be able to answer at least one of the themes in order for the survey to be considered validly completed.
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: members of the RAIC, 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 (those with 100+ families) 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 an **80% response rate**. WERT 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

Appendix A has a sample email that you might send to stakeholders. The information would also be appropriate in a presentation.

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 WERT has 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 WERT 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. The pages below describe these same activities with an additional level of detail. Please read through these as well. And if you have any questions at all, don't hesitate to contact us. hensleys@uw.edu | 206.616.4988.