

Assessing Satisfaction and Program Outcomes



Assessing Satisfaction and Program Outcomes

- Satisfaction-WFI-EZ
- Program Outcomes-WFI-EZ and DART



What is the WFI-EZ?

- ▶ The Wraparound Fidelity Index, Short Form (WFI-EZ) is a measure of adherence to the primary activities of the wraparound process on an individual child, youth, or family basis.
- ▶ Family has been receiving wraparound services for at least 3 months.
- ▶ Self-administered surveys for wraparound facilitator and caregiver.
- ▶ Will be doing the same time as the DART Review in 2025.

Wraparound Facilitators and Caregiver Surveys

The Surveys Will Address Five Sections:

- ▶ Youth and Family Information
- ▶ Wraparound Involvement
- ▶ Experiences in Wraparound
- ▶ **Satisfaction (Wraparound Facilitators will not fill out this section)**
- ▶ **Outcomes during Wraparound (Program Outcomes not Individual Goal Outcomes)**

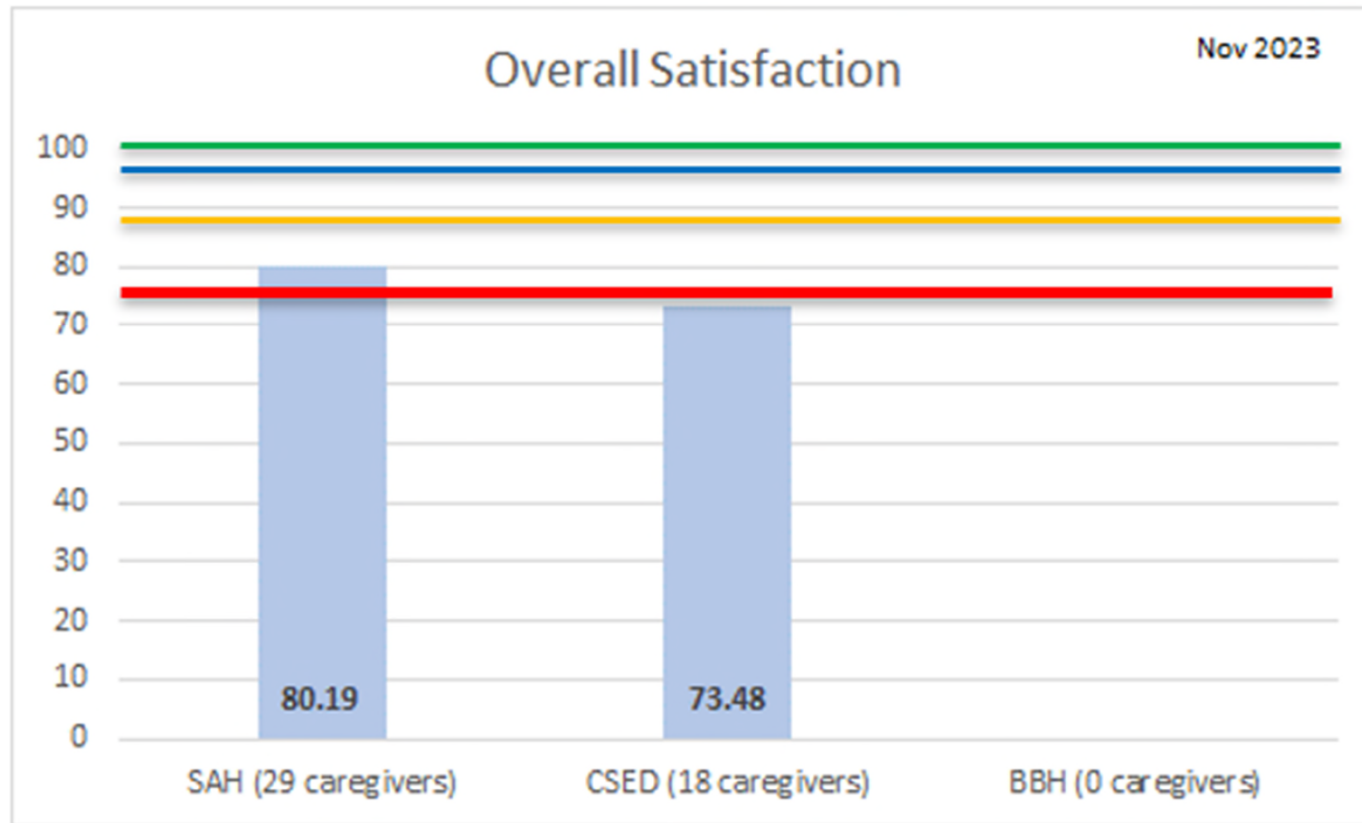
WFI-EZ Satisfaction (Caregiver ONLY)

1. I am satisfied with the Wraparound process in which my family and I have participated.
2. I am satisfied with my youth's progress since starting the Wraparound process.
3. Since starting Wraparound, our family has made progress toward meeting our needs.
4. Since starting Wraparound, I feel more confident about my ability to care for my youth at home.

▶ Family also given the opportunity to comment about their satisfaction.

▶ **Likert Scale: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, Don't Know**

WFI-EZ Satisfaction in 2023 (Limited Data)



High Fidelity (93.75-100)

Adequate (87.5-93.74)

Borderline (75-87.49)

Inadequate (0-74.99)



WFI-EZ Outcomes (Caregiver)

Since starting Wraparound...

- ▶ My youth has had a new placement in an institution (e.g., detention, psychiatric hospital, treatment center, group home).
- ▶ My youth has been treated in an Emergency Room due to a mental health problem.
- ▶ My youth has had a negative contact with police.
- ▶ My youth has been suspended or expelled from school.

- ▶ **These are yes or no questions**

WFI-EZ Outcomes (Caregiver)

For the following statements, please select the degree to which your youth experienced each, if any, of the problems. In the past month, my youth has experienced...

- ▶ Problems that cause stress or strain to me or a family member.
- ▶ Problems that disrupt home life.
- ▶ Problems that interfere with success at school.
- ▶ Problems that make it difficult to develop or maintain friendships.
- ▶ Problems that make it difficult to participate in community activities

These are on a Likert Scale: very much-a good deal-a little bit-not at all

WFI-EZ Outcomes (Coordinator)

Since starting Wraparound..

- ▶ Since starting Wraparound, this child or youth has had a new placement in an institution (such as detention, psychiatric hospital, treatment center, or group home).
- ▶ Since starting Wraparound, this child or youth has been treated in an Emergency Room due to a mental health problem.
- ▶ Since starting Wraparound, this child or youth has had a negative contact with police.
- ▶ Since starting Wraparound, this child or youth has been suspended or expelled from school.
- ▶ **These are yes or no questions**

WFI-EZ Outcomes (Coordinator)

In the past month, the child or youth has experienced...

- ▶ Problems that disrupt home life.
- ▶ Problems that interfere with success at school.
- ▶ Problems that make it difficult to develop or maintain friendships.
- ▶ Problems that make it difficult to participate in community activities.

- ▶ **These are on a Likert Scale: very much-a good deal-a little bit-not at all**

Outcomes and the DART



Outcomes and DART

- ▶ Time frames are different than the WFI-EZ.
- ▶ Will only review if the youth has been in the program for at least 6 months.
- ▶ In the last six months:
 1. the youth's living situation has been stable—S/he has not been removed from the home or changed placements. If there was a move, it was to a less restrictive setting. (One of the major goals of Wraparound is to keep the youth at home or in the least restrictive setting possible. Residential instability and/or excessive restrictiveness are typically viewed as adverse outcomes.)
 2. the youth has NOT visited the ER and/or been hospitalized for emotional or behavioral difficulties. (The Wraparound process, including the crisis/safety plan, should help stabilize the youth's mental health and behavior and de-escalate crises that may otherwise require emergency psychiatric care.)

Outcomes and DART

- ▶ In the last six months:
 3. the youth has experienced reduced mental health symptoms. **(CANS Items in the Child Behavioral and Emotional Needs Domain)** (Wraparound is specifically designed for youth experiencing complex emotional and behavioral disturbances, with a goal of reducing the mental health symptoms that precipitated a referral to Wraparound.)
 4. the youth has experienced improved interpersonal functioning. **(CANS Item-Family in the Life Functioning Domain)** (Many Wraparound-enrolled youth experience negative and/or volatile interactions with peers, family members, and other people in their lives. For these youth, a common goal of Wraparound is to improve the quality of these relationships.)

Outcomes and DART

- ▶ In the last six months:
 4. the youth has regularly (85%+) attended school and/or has been employed. **(CANS Item- School Attendance)**
 5. the youth has experienced improved school or vocational functioning. **(CANS Items-School Achievement and School Behavior)** (Encouraging a youth's educational and/or vocational engagement is often a key goal for Wraparound teams, especially for youth with needs in this life domain.)
 6. the youth has NOT been arrested or violated probation/parole. **(CANS-Item-Legal)** (Many Wraparound-enrolled youth are also involved in the juvenile justice system. For these youth, a common goal of Wraparound is to prevent their recidivism and encourage positive social interactions)

Outcome Information for the DART Review-10-17-2024.docx

Outcome Information for the DART Review

Child: _____ Date: _____

Facilitator: _____ Agency: _____

In the last six months	Yes	No	NA	Comments
The youth's living situation has been stable—S/he has not been removed from the home or changed placements. If there was a move, it was to a less restrictive setting.				
In the last six months, the youth has NOT visited the ER and/or been hospitalized for emotional or behavioral difficulties.				
In the last six months, the youth has regularly (85%+) attended school and/or has been employed. <i>N/A if the youth is too young to be enrolled in school.</i>				
In the last six months, the youth has NOT been arrested or violated probation/parole. <i>N/A if criminal behavior was not an issue for the youth.</i>				

In the last six months	Significant Change	Moderate Change	No Change	NA	Comments
The youth has experienced reduced mental health symptoms.					
The youth has experienced improved interpersonal functioning. <i>N/A if interpersonal functioning was not an issue for the youth.</i>					
The youth has experienced improved school or vocational functioning. <i>N/A if school functioning was not an issue for the youth, or the youth is too young to be enrolled in school.</i>					



Future Training Dates and Topics

November 12

November 19

December 3

January 7th-Review Starts-Next Steps

- Crisis Plan/Crisis Response
- Needs and Outcome Based
- Transition Plan