WFI-4 to WFI-EZ Transition:
Lessons Learned from Implementation

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CONGRATULATIONS

Marisol Lillian McCarthy
Born Wednesday, 3/26 at 5PM
Overview:

The Wraparound Fidelity Assessment System (WFAS) is an approach to assessing the quality of individualized care planning and management for children and youth with complex needs and their families.
Why Track Fidelity?

- Need to Believe in the Model
- Quality of Care
  - Program improvement
- Research
  - Fidelity measurement is a core implementation support to evidence based practices (EBPs)\(^1\)
  - Understand what’s going on

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The Wraparound Fidelity Index 4.0 (WFI-4) is a set of four interviews that measures the nature of the wraparound process that an individual family receives.

Confidential telephone or face-to-face interviews with:

- Wraparound Facilitators
- Caregivers
- Team Members, and
- Youth (11 years of age or older)

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The Wraparound Fidelity Index, Short Version (WFI-EZ) is a brief, self-administered tool that measures the nature of the wraparound process an individual family receives. It is designed to be:

- **Less burdensome** and
- **Less time consuming**

than the full WFI-4 interview procedure.

Utilizes Wrap Track: online data entry system

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**WFI-EZ**

**Introduction**

- We recognized there would be a need to evaluate the transition from WFI-4 to WFI-EZ
- We recognized the need to increase our data collection techniques
- We recognized the trend of New Technology

We Chose to Implement: **WFI-EZ**
In recent years, tablet computer technology has gained prominence as an innovative method for collecting, uploading, and managing survey data\(^2\,^3\,^4\).

\(^2\) Couper, 2005; \(^3\) Laszewski, Hammel, & Durkin, 2011; \(^4\) Wilcox, Gallagher, & Bakken, 2013
This mixed-methods study reports findings from our ongoing process evaluation of collecting, implementing, and reporting Wraparound Fidelity data using the WFI-EZ and tablet technology.

**Methodology**

**Quantitative:**
- Response Rates
- Collected Interview Data from WFI-4 (Time Frame: 08/01/2010-5/21/2013)
- Collect Ongoing WFI-EZ Survey Data (Time Frame: 04/25/2013-Present)

**Mixed Methods Study Design**

**Qualitative:**
- Collected Email from Wraparound constituents on the implementation process.
- Input from Conference Calls and from systematic feedback from Wraparound constituents on the implementation process.
Findings

➢ Evaluation participants described three primary barriers to implementation of the WFI-EZ using tablet technology:

(1) Tablet Adoption and Ease of Use,
(2) Tablet Device Management Resources,
(3) Concern of Wi-Fi Access in the Field.

Findings

➢ Facilitators of successful implementation of the WFI-EZ surveys and Tablet use included:

(1) Comprehensive Training,
(2) Reminders Sent,
(3) Operational Sessions with the Facilitators,
(4) Options for Using Tablet Surveys for Offline (Field) Access.
Findings
Comprehensive Training

• Comments
  • Gathered from systematic feedback
  • Team Member expressed:
    “Don’t know what to click on…”

TEAM MEMBER WFI-EZ INSTRUCTIONS

The Wraparound Fidelity Index - EZ (WFI-EZ) is a self-administered tool that measures the nature of the wraparound process that an individual family receives. The WFI-EZ will be less burdensome by being completed by self-report and web survey, rather than via a telephone interview.

The WFI-EZ Team Member Form is broken down into four sections:

- Understanding: Question explanation
- Demographics:
- Section A: Basic information
- Section B: Your Experiences in Wraparound

A link will be sent to you enabling access to the WFI-EZ survey. Click the URL and enter the PASSCODE at the prompt.

To take the survey, please click on the link below or copy and paste it into your browser address bar:

URL: [Provided URL]

PASSCODE [Provided PASSCODE]
Findings

Reminders

Comment from an Administrator:

➢ “I think we need to send out the weekly reminders.”

<table>
<thead>
<tr>
<th>Youth &amp; Family ID</th>
<th>DISPLAY NAME</th>
<th>Facilitator</th>
<th>Survey Request Sent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Facilitator</td>
</tr>
<tr>
<td>CLOM02</td>
<td></td>
<td></td>
<td>2/4/2014</td>
</tr>
<tr>
<td>CLOM03</td>
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<tr>
<td>CLOM04</td>
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<td></td>
<td>2/4/2014</td>
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The Following Facilitator Surveys Need Attention

<table>
<thead>
<tr>
<th>Youth &amp; Family ID</th>
<th>DISPLAY NAME</th>
<th>Facilitator</th>
<th>Placed on Tablet</th>
<th>Survey Request Sent</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Platz</td>
<td>Facilitator</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>2/4/2014</td>
<td>YES</td>
</tr>
</tbody>
</table>

The Following Caregiver Surveys Need Attention (within the past 60 days) (They are Located in the Tablets)

<table>
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<th>Youth &amp; Family ID</th>
<th>DISPLAY NAME</th>
<th>Facilitator</th>
<th>Placed on Tablet</th>
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<td></td>
<td>Platz</td>
<td>Caregiver</td>
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<td></td>
<td></td>
<td>2/4/2014</td>
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</table>

The Following Team Member Surveys Need Attention

<table>
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<tr>
<th>Youth &amp; Family ID</th>
<th>DISPLAY NAME</th>
<th>Team Member</th>
<th>Placed on Tablet</th>
<th>Survey Request Sent</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Platz</td>
<td>Youth</td>
<td>Team Member</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>2/4/2014</td>
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</tbody>
</table>

The Following Youth Surveys (within the past 60 days) Need Attention (They are Located in the Tablets)

<table>
<thead>
<tr>
<th>Youth &amp; Family ID</th>
<th>DISPLAY NAME</th>
<th>Facilitator</th>
<th>Placed on Tablet</th>
<th>Survey Request Sent</th>
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<td>Youth</td>
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<td></td>
<td></td>
<td></td>
<td>11/18/2013</td>
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</tr>
</tbody>
</table>
Reminders

Team Monitoring Made Simple

Greetings Xxxxx!

We have 1 New Facilitator survey for this week needing completion. Thank You! Jonathan

Youth: Xxxxxxxxx S
URL: http://wrap-tms.org/EZLogin.a_p?Id=
PASSCODE: xxxxxxx0

There are Caregiver surveys on your Tablet for:
- Xxxxxxxxx S
- Xxxxxxxx G

There are Youth surveys on your Tablet for:
- Xxxxxxxxx S

Findings

Options for Using Tablet Surveys for Offline (Field) Access.

- Gathered from systematic feedback
- Developed an Interactive PDF Format for the Tablet
Using You Tablet Surveys for Offline (Field) Access

The following steps will allow access to the WFI-EZ surveys. It will allow access to files while you are online or offline.

1. Open the SugarSync app on your device with the icon.

2. Choose Synced.

3. Choose Documents.

4. Select Your Facilitator Folder.

5. Select Your Appropriate Survey. The File Will be Saved Automatically as being Completed
Findings

Operational Sessions with the Facilitators

Comment from a Facilitator:

➢ “They [the family] find the tablets difficult to understand and hard to control”
Findings
Options for Using Tablet Surveys for Offline (Field) Access.

- Concern from Research Project Director
  - “My one general hesitation is that we currently have no way for sites to upload these types of files into WrapTrack….this technology, while incredibly useful/effective, will create an extra step at some point when sites have to manually enter the data into WT.”
WFI EZ

Results

Response Rates

WFI-4 to WFI-EZ Transition: Response Rates

WFI-4 Interview


Facilitator 56.6%

Caregiver 18.8%

Team Member 22.1%

Youth 10.1%

WFI-4: (Time Frame: 08/01/2010-5/21/2013)
Using tablet computers to collect Wraparound Fidelity data with the WFI-EZ is both feasible and effective.

Our study highlights a number of factors that system of care administrators, staff, and service providers can use if they choose to implement this technology within their own systems.

Future research based on data from the WFI-EZ.
Questions ? Comments ?
Acknowledgements

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  - Spencer Hensley, B.A., Research Study Coordinator