



## WrapStat: A New System for Evaluating Youth Outcomes and Wraparound Quality Using Measures of the Wraparound Fidelity Assessment System

Taylor Berntson, Marianne Kellogg, Lydia Andris & Eric Bruns  
University of Washington



# Background



Wraparound Fidelity Assessment System

- ▶ A multi-method approach to assessing the quality and context of individualized care planning and management for children and youth with complex needs and their families

- **Interview:** Wraparound Fidelity Index, v. 4
- **Survey:** short form, WFI-EZ

WFI-EZ



- **Observation:** Team Observation Measure, Version 2.0

TOM 2.0



- **Chart Review:** Document Assessment and Review Tool, v.2

DART



- **Program & System Assessments:** Stakeholder Survey / Standards Assessment

CSWI/ WIPS



# EHRs are beneficial to behavioral health



Streamline and automate  
Demonstrate impact

## **They benefit practitioners**

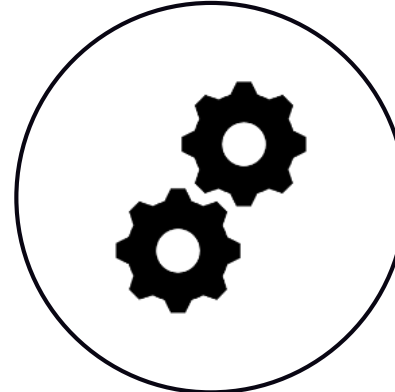
Aggregate and reporting  
Improved access



Better care  
Increased privacy

## **They benefit clients**

Improved access  
Increased accountability



Interoperability  
Care coordination

## **They benefit our health system**

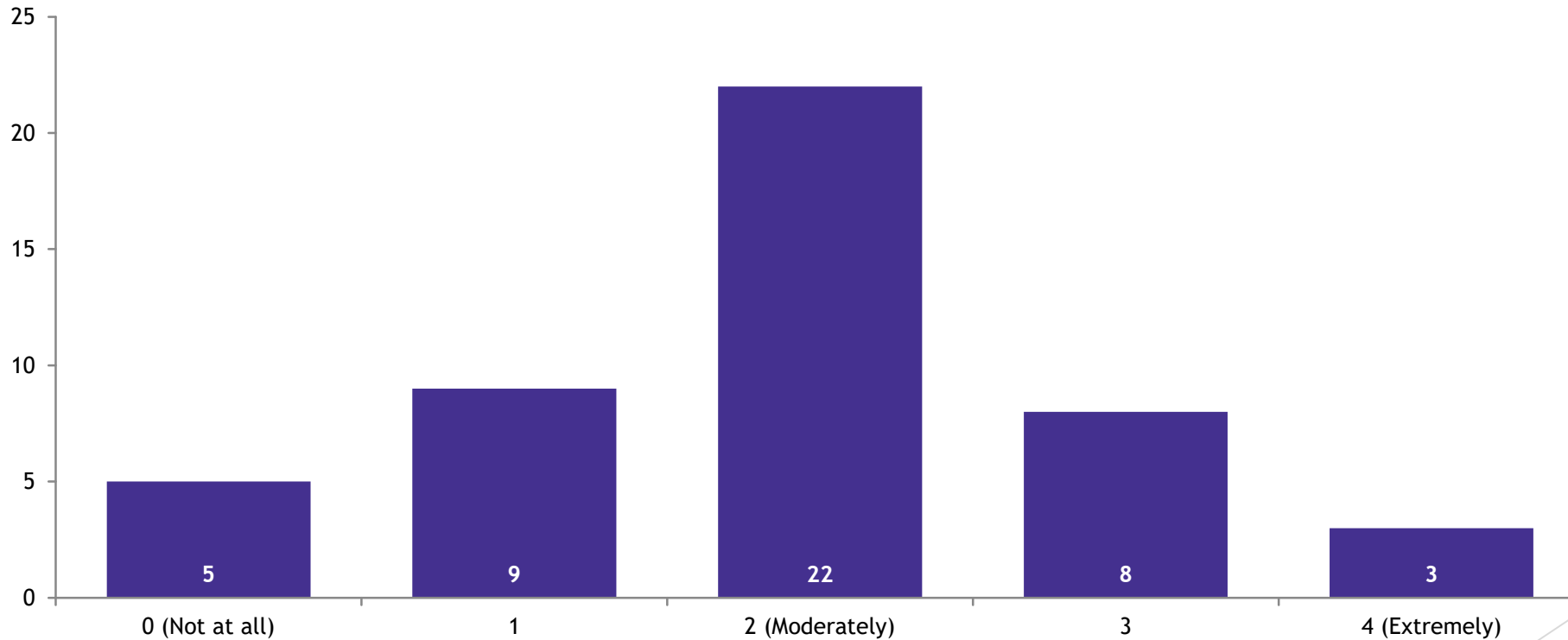
Lower costs  
Increased efficiency

## EHRs may be especially important for Wraparound and Systems of Care

- ▶ They facilitate **cross-system communication**.
- ▶ Youth and families can be more easily transitioned to new staff, especially important when there is **high-staff turnover**.
- ▶ Documentation provides **additional accountability** for difficult work.

# Our surveyed “users” have low opinions of the systems they use

How satisfied are you with your site's EHR?



# We asked “deciders” to rank their motivations for moving to a new EHR system

Reasons to choose a new EHR:	% of times chosen as top 3 reason
• To standardize information/data collection	77.1%
• To make data easily available for analysis and reports	78.6%
• To improve continuity of care	61.4%
• Previous EHR was not meeting needs	41.4%
• Funders/payers required it	17.1%
• To keep up with the times/peers	11.4%



**An EHR is not simply a piece of software. It is a transformation of your business.**

Don't shop for an EHR the way you would shop for other software or IT.

# Introducing WrapStat



- ▶ Why a new system?
  - ▶ Ensure rigorous fidelity and outcomes evaluations
  - ▶ More features in one place
    - ▶ Outcomes
    - ▶ Data collection
    - ▶ Data Tracking
    - ▶ Resources



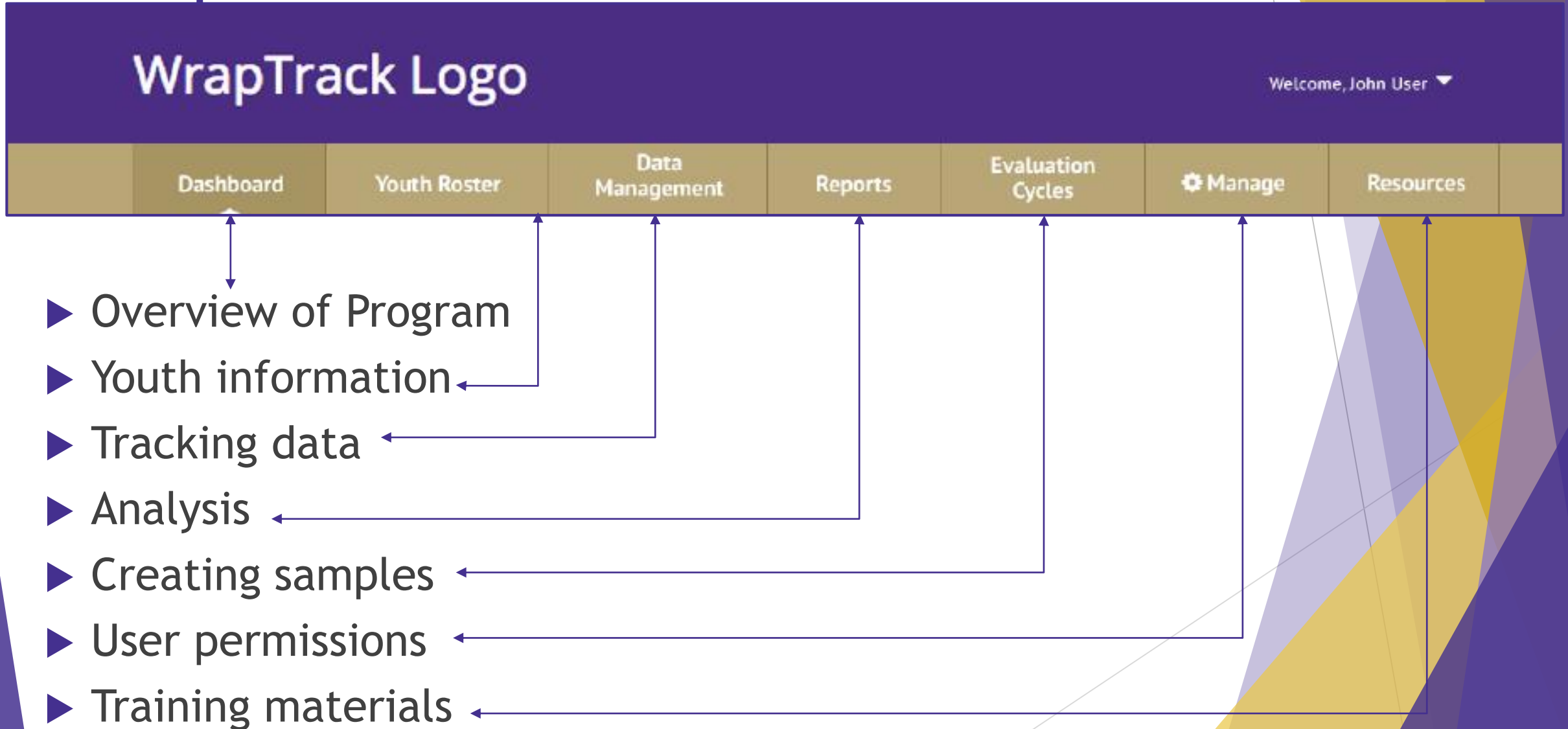


# Overall goals for the new system

- ▶ Storing information for all youth
  - ▶ Not just youth who were administered a tool
  - ▶ Allows for reporting on outcomes and demographics for entire population served
- ▶ All data needs in one place
  - ▶ Collection
  - ▶ Tracking
  - ▶ Reports
- ▶ Information on program
  - ▶ Helps us know what is working (i.e. ideal caseload, staff turnover rates)



# WrapStat Overview





- ▶ Information under these tabs will look different for users at different levels
- ▶ Higher-level users can see all information for any level below them

# System Hierarchy

- ▶ 5 levels
  - ▶ Uber (WERT)
  - ▶ Collaborator (multi-organization)
  - ▶ Organization (multi-agency)
  - ▶ Agency (multi-site)
  - ▶ Site
- ▶ The WERT team will work with you to choose appropriate levels for your program
- ▶ Programs will operate at the lowest number of levels needed, even if titles do not match



# Dashboard



- ▶ Purpose: How are you doing?
- ▶ Information and outcomes at a glance
  - ▶ Youth enrolled
  - ▶ Youth discharge
  - ▶ Discharge outcomes
  - ▶ Mean length of service
  - ▶ Mean fidelity
  - ▶ Snapshot of data collection

# WrapTrack dashboard



Go to Admin Settings April Sather : 19 Wrap Te... Change Password User Settings Log Out

## TMS Behavioral and Integrated Health Record Software

WrapTrack Build 10.0.1 (1,2,3,4,5,6a,7, 8,9,10,11,12) [5.0]

Menu

Dashboard New Tab +

Add Items » Change Settings »

**Quick Links** Edit

**Youth**

Add a New Youth Record

Find a Youth Record

**Configuration Setup**

Organization

User

**Youth Records** Edit

Name	Organization Name	Status
0000, 0000	Org 1	Enrolled
00137137, 00137137	Org 1	Enrolled
00ZZZ, 00ZZZ	Org 1	Enrolled
00ZZZZ, 00ZZZZ	Org 1	Enrolled
012369, 012369	Org 1	Enrolled
0602, 0602	Org 1	Enrolled
100001000100, 1000..	Org 3	Enrolled
123-kj, 123-kj	Org 3	Enrolled

1 2 3 4 5 ... >>

188 Records

# WrapStat dashboard

Dashboard Youth Roster Data Management Reports Evaluation Cycles Manage Resources


Dashboard [REPLACE]

All Agencies

6 MO 1YR 5YR


**Youth Enrolled**

152 Current




**Youth Discharged**

99 youth discharged within last 6 months




**Discharge Outcomes**

85 % Successful



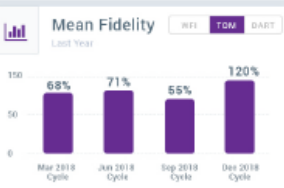
**Mean Length of Service**

167 days for currently enrolled youth



**Mean Fidelity**

Last Year



**Current Evaluation Cycles**

Select Tool Close All Cycles

**TOM JAN - JUNE 2019** Site: Site 1 Agency: Agency A

Total Populations: 112 Cycle Sample: 230 Start Date: 1-1-19 End Date: 6-30-19

105 surveys remaining

27 days remaining

Start: 1-1-19 End: 6-30-19

**DART JAN - JUNE 2019** Site: Site 2 Agency: Agency A

Total Populations: 112 Cycle Sample: 230 Start Date: 1-1-19 End Date: 6-30-19

112 surveys remaining

27 days remaining

Start: 1-1-19 End: 6-30-19

**WFI-EZ JAN - DEC 2019** Site: Site 2 Agency: Agency A


Total Populations: 112 Cycle Sample: 180 Start Date: 1-1-19 End Date: 12-31-19

100 surveys remaining

20 surveys remaining

27 days remaining

Start: 1-1-19 End: 12-31-19



Wraparound Evaluation & Research Team

# Dashboard

[REPLACE]

All Agencies

6 MO 1YR 5YR



## Youth Enrolled

132 Current



## Youth Discharged

59 youth discharged within last 6 months



## Current Evaluation Cycles

Select Tool

Close All Cycles

TOM JAN – JUNE 2019 Site: Site 1 Agency: Agency A

Total Population: 332 Cycle Sample: 230 Start Date: 1-1-19 End Date: 6-30-19



DART JAN – JUNE 2019 Site: Site 2 Agency: Agency A

Total Population: 332 Cycle Sample: 230 Start Date: 1-1-19 End Date: 6-30-19



Agency A (Site 1, Site 2)

☒ Agency A

☒ Site 1

☒ Site 2

☐ Site 3

☐ Agency B

☐ Site 1

☐ Site 2

☐ Site 3

Select Tool

☒ TOM

☒ WFI-EZ

☒ DART

WFI-EZ JAN – DEC 2019

Site: Site 2

Agency: Agency A



Total Population: 332



Cycle Sample: 180



Start Date: 1-1-19



End Date: 12-31-19

[REPLACE]

100 surveys  
remaining

Surveys

180

WFI-EZ Facilitator

20 surveys  
remaining

Surveys

180

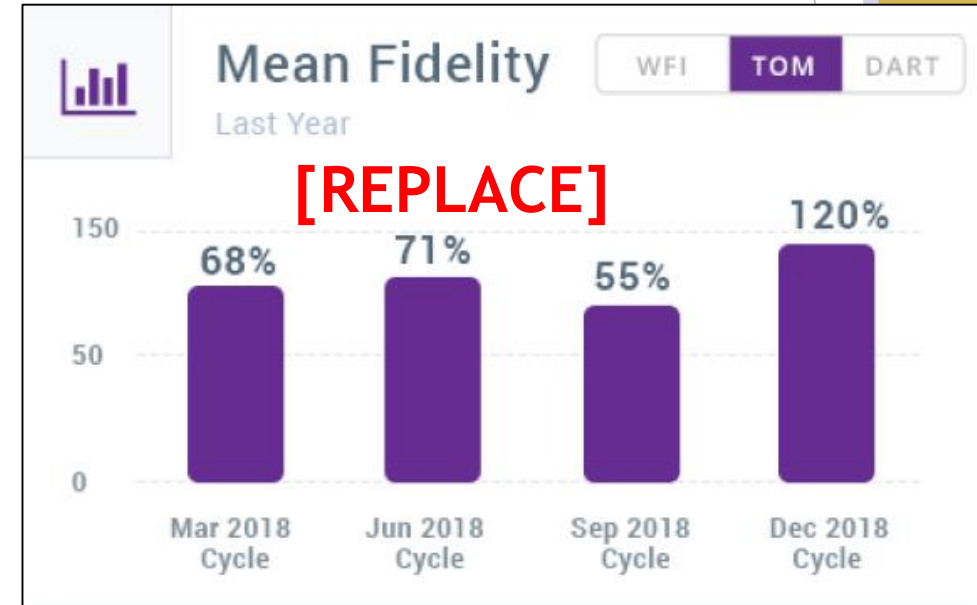
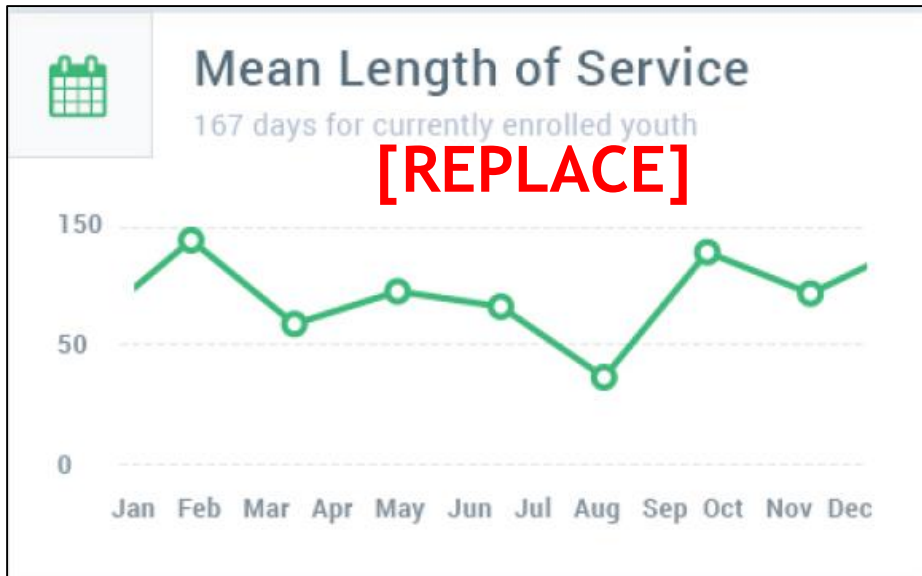
WFI-EZ Youth

27 days  
remaining

Start  
1-1-19

End  
12-31-19





# Youth Roster



- ▶ Purpose: Entering youth into the system
  - ▶ Hosts all youth records (enrolled and discharged)

# Youth Roster

- ▶ Data collection will be pulled from youth on this roster
- ▶ Includes variables on enrollment/discharge dates and discharge status
  - ▶ Allows for tracking of critical outcomes over time:
    - ▶ Length of enrollment
    - ▶ Overall Success of discharged youth/families

# Youth roster variables

## ▶ Basic demographic information

- ▶ \*Youth ID
- ▶ \*Wraparound Start Date
- ▶ Gender
- ▶ Race & Ethnicity
- ▶ DOB
- ▶ Referral Date & Source
- ▶ Legal Custodian
- ▶ Contact information for Caregiver, Youth, and relevant Team Members

# Youth roster variables continued

- ▶ Previous involvement with **Juvenile Justice and/or Child Welfare**
- ▶ History of **expulsion/suspension** from school
- ▶ History of **hospitalization or residential treatment** for mental health reasons
- ▶ Number of: arrests, runaways, hospitalization for MH reason, suspensions & expulsions
- ▶ Exit date and reason
- ▶ Rating of Level of Needs met

# Evaluation Cycles



## ► Purpose:

- Initiates a unique fidelity evaluation project, or “cycle”
- Defines the rules for the cycle
- Fixed vs. ongoing cycles

# Evaluation Cycles

- ▶ Rules for selecting youth
  - ▶ Cannot pick and choose who is in sample
  - ▶ Sample will be stratified by length of care
  - ▶ Can stratify by Care Coordinator
  - ▶ Can include discharged youth when appropriate
- ▶ Automatically pulls your random sample based on rules you set

# Evaluation Cycles: Fixed vs. Ongoing

## Fixed

- ▶ Pulls a sample of eligible youth
  - ▶ Percent of population
  - ▶ Specific number
- ▶ Number in sample remains constant
- ▶ Typically for larger programs with lots of youth

## Ongoing

- ▶ Adds in all youth as they become eligible
  - ▶ i.e. youth added at 6 months of care
- ▶ Number in sample grows as youth are added
- ▶ Intended for smaller programs



## Evaluation Cycles

TOM







DART

WFI-EZ

+ Add Evaluation Cycle

[REPLACE]

⚙ Cycle Default Settings

Cycle Name ▾	Site ▾	Agency ▾	Start Date ▾	End Date ▾	Cycle Type ▾	Sample Size ▾	Population Size ▾	Status ▾	Actions
WFI-EZ Jan - June 2019	Johnson County	Adult-and-Child	06-30-19	12-31-19	Fixed	230	332	Upcoming	 
WFI-EZ Jan - Dec 2019	Johnson County	Adult-and-Child	01-01-19	12-31-19	Ongoing	180	332	Active	 
WFI-EZ Jan - Apr 2019	Johnson County	Adult-and-Child	04-30-19	06-30-19	Ongoing	230	332	Closed	 

### Add New Evaluation Cycle ✕

Cycle Settings

Site Selection (3)

Messaging

Cycle Name: WFI-EZ Jan 2019 – Dec 2019 ⓘ

Total Population: 140 ⓘ

Eligible Population: 43 ⓘ

Recommended Sample Size: 41 ⓘ Sample Size: 41 ⓘ

[Customize Sample Size](#)

Cycle Type: ⓘ ☒ Ongoing ☐ Fixed

Start Date: ⓘ 01-01-19 ⓘ End Date: 12-30-19 ⓘ

Distribute equitably across care coordinators: ☐ NO ☒ YES ⓘ

Please select which WFI-EZ forms you would like to administer. ⓘ

☒ WFI-EZ Facilitator  
☐ WFI-EZ Caregiver  
☒ WFI-EZ Youth  
☐ WFI-EZ Team Member

This sample will include only currently enrolled youth ⓘ

Length of Enrollment (months): ⓘ **Minimum** **Maximum**

4 8

☐ Include recently discharged youth? ⓘ

Please indicate which contact information you would like to record about a given WFI respondent. ⓘ

<b>WFI-EZ Facilitator</b> <input type="checkbox"/> Phone Number <input checked="" type="checkbox"/> Email Address	<b>WFI-EZ Youth</b> <input checked="" type="checkbox"/> Phone Number <input checked="" type="checkbox"/> Email Address <input type="checkbox"/> Mailing Address
---	--

Create

[REPLACE ALL]

### Add New Evaluation Cycle ✕

Cycle Settings

Site Selection (3)

Messaging

Cycle Name: WFI-EZ Jan 2019 – Dec 2019 ⓘ

Total Population: 140 ⓘ

Eligible Population: 43 ⓘ

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[Customize Sample Size](#)

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---	--

Add New Evaluation Cycle

Cycle Settings

Site Selection (3)

Messaging

Cycle Name: WFI-EZ Jan 2019 – Dec 2019

Total Population: 140

Eligible Population: 43

Recommended Sample Size: 41

Sample Size: 41

Customize Sample Size

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Total Population

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod

Eligible Population

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod

Org 1

Agency 1

Site 1

Site 2

Agency 2

Site A

Site B

Site C

Org 2

Create

Total Population

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod

Eligible Population

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod

Org 1

Agency 1

Site 1

Site 2

Agency 2

Site A

Site B

Site C

Org 2

Create

## Selected Sample

[Download](#)[Print](#)

[REPLACE]

Youth Name/ID ▾	Site ▾	Agency ▾	Wraparound Enrollment Date ▾	Care Coordinator ▾	WFI-EZ Facilitator Phone Number ▾	WFI-EZ Facilitator Email Address ▾	WFI-EZ Youth Phone Number ▾	WFI-EZ Youth Email Address ▾	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Richard Antrum	Site 1	Agency 1	1/01/18	Lisa Mann	252-315-3443	f1@gmail.com	919-246-4331	ar2@gmail.com	
97531	Site 1	Agency 1	1/25/18	Lisa Mann	252-315-3443	f1@gmail.com			
Jeffery Lion	Site 1	Agency 1	1/01/19	Lisa Mann	252-315-3443	f1@gmail.com	910-316-4331	jll@gmail.com	
Latoya Jackson	Site A	Agency 2	1/08/19	Lisa Mann	252-315-3443		919-216-6424		
01234	Site A	Agency 2	1/01/18	Lisa Mann	252-315-3443	f1@gmail.com	252-246-7878	fav@gmail.com	
Johnathan Mcneil	Site 1	Agency 1	1/14/18	Lisa Mann	252-315-3443	f1@gmail.com	919-315-0933	jme@gmail.com	

[Done](#)

# Data Management



- ▶ **Purpose:** Entering data, sending emails, checking completion status
  - ▶ System internally tracks tool completion status
  - ▶ Contact information and sending forms via email both in one place
- ▶ Bulk invite for WFI-EZ
  - ▶ Can schedule messages
    - ▶ i.e. On 6/13/19 send email to all caregivers who have not completed the form

WrapTrack Logo [REPLACE]

Welcome, John User

Dashboard

Youth Roster

Data Management

Reports

Evaluation Cycles

Manage

Resources

Site A

Indiana DMHA / Adult-and-Child / Johnson County

Change Site

TOM

DART

WFI-EZ

Choose Cycle: WFI-EZ Jan-Dec 2019

Total Population: 332

Start Date: 1-1-19

Cycle Sample: 180

End Date: 12-31-19

80/180 Completed

WFI-EZ Caregiver

WFI-EZ Team Member

Showing 6 of 100

+ Bulk Invite

	Client	Status	Manual Entry	Invitation	Date Completed
<input checked="" type="checkbox"/>	Donna Baldwin	1-14-18 In Progress	+ Enter Data	E-mail Needed	—
<input type="checkbox"/>	Johnny Bravo	✓	Edit Data	—	1-14-19
<input checked="" type="checkbox"/>	Velma Dinkley	Not Started	+ Enter Data	Invite	—
<input checked="" type="checkbox"/>	Fred Jones	Not Started	+ Enter Data	Invite	—
<input type="checkbox"/>	David Rogers	✓	Edit Data	—	1-14-19
<input type="checkbox"/>	Mysha Wynn	Not Started	+ Enter Data	12-20-19 Resend	—

Change site

Select tool

Update contact info

Hover for contact info

1-14-18

WFI-EZ Team Member

Contact Information

E-mail: jbravo33@gmail.com

Phone Number: 919-343-2112

Not Started

CONTACT INFORMATION NEEDED

Email Address:

Phone Number:

919-343-4576

Save

## Site A

Indiana DMHA / Adult-and-Child / Johnson County [Change Site](#)

TOM

DART

WFI-EZ

Choose Cycle: WFI-EZ Jan-Dec 2019

Total Population: 332  
Cycle Sample: 180

Start Date: 1-1-19  
End Date: 12-31-19

80/180 Completed

WFI-EZ Caregiver

WFI-EZ Team Member

Showing 6 of 100

	Client	Status	Manual Entry	Invitation	Date Completed
<input checked="" type="checkbox"/>	Donna Baldwin	1-14-18 In Progress	+ Enter Data	E-mail Needed	—
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<input checked="" type="checkbox"/>	Velma Dinkley	Not Started	+ Enter Data	Invite	—
<input checked="" type="checkbox"/>	Fred Jones	Not Started	+ Enter Data	Invite	—
<input type="checkbox"/>	David Rogers	✓	Edit Data	—	1-14-19
<input type="checkbox"/>	Mysha Wynn	Not Started	+ Enter Data	12-20-19 Resend	—

+ Bulk Invite

Email forms

### SEND LINKS

Subject:

New Invitation

Message:

Nulla quam velit, vulputate eu pharetra nec, mattis ac neque. Duis vulputate commodo lectus, ac blandit elit tincidunt id. Sed rhoncus, tortor sed eleifend tristique, tortor mauris elit, et lacinia ipsum quam nec dui.  
<https://wraptrackmockup.com/WFIEZlinktest>

Send to: 42 email addresses

2 email addresses missing

Back

Send Links



# Reports



- ▶ **Purpose:** Aid data visualization and analysis
- ▶ **Example reports:**
  - ▶ Demographics
  - ▶ Fidelity scores
  - ▶ Item-level means
  - ▶ Relative strengths and areas for improvement



# Manage



- ▶ Purpose: administrative functions
- ▶ Add users
  - ▶ Administrator
  - ▶ Data Collection Manager
- ▶ Add Care Coordinators
- ▶ Provide information about your program
  - ▶ Examples: Year created, caseload size, Care Coordinator turnover rate

# Manage: User Roles

## Site Administrator

- ▶ Create and manage users within their site
- ▶ Update program information
- ▶ Set defaults for cycle creation & sample selection parameters per tool within site
- ▶ Create data collection cycles and enter data within their site
- ▶ View all data entered across all users within their site
- ▶ Manage facilitator roles and youth roster
- ▶ Create and view reports

## Data Collection Manager

- ▶ Enter and view all data within their site
- ▶ Manage facilitator roles and youth roster
- ▶ Create and view reports

# Resources

- ▶ Purpose: Provide helpful information on the tools in the system
  - ▶ Link to description of tools and licensing information
  - ▶ Copies of the tools (English and Spanish for WFI and WFI-EZ)
  - ▶ Training manuals and power points



# Questions?

