

# What Can Families Expect from the Wraparound Center of Excellence?

Expect the CoE to support providers that administer Wraparound with high fidelity and quality. We support fidelity with *Training, Coaching, Quality Monitoring, and Feedback Data*.

## Training

The CoE provides 20 hours of training in the Idaho WInS model of Wraparound. The training curriculum is provided by the System of Care Institute from Portland State University, who are leaders in Wraparound.

## Coaching

At the start of the Foundation Training, the CoE provides a variety of coaching to Wraparound Care Coordinators to support effective implementation of their Wraparound practice to ensure high quality and fidelity of the program. The coaches may be present during Wraparound team meetings for observation and/or assistance purposes to the coordinator as they build their skills for Wraparound delivery. Families are encouraged to allow coaches to be present during meetings, however, they can choose to decline the presence of the coaches.

## Standardized Tools to Monitor Fidelity

### WFI-EZ, Wraparound Fidelity Index

A self-administered survey given to the youth, caregiver, a team member and the Care Coordinator. Youth and families will be notified if they are selected to complete the WFI-EZ and will have the opportunity to provide consent to participate.

### TOM 2.0, Team Observation Measure

A Program Specialist on the CoE team observes the Care Coordinator during a meeting to rate their delivery to a Wraparound team. Youth and families will be notified prior to an observation to provide consent for this to be completed during one of their meetings. The observer will maintain confidentiality and is strictly there to observe the coordinator in their skills and quality of their Wraparound practice.

## Feedback Data from Wraparound

### Transition Surveys

Youth and families have an additional opportunity to provide feedback about their experience through transition surveys. When a youth and family are about to complete Wraparound, they will have the opportunity to complete a survey about their experience in Wraparound. Like the other quality monitoring activities, the transition survey is voluntary.

### Record Reviews

The CoE conducts a record review once per year to Wraparound enrolled youth as part of Wraparound quality monitoring. The record review includes an interview with the youth and caregiver. Youth and families will be notified prior to this review happening and provide consent to participate in the interview.

