EVALUATING WRAPAROUND IN DETROIT, WAYNE COUNTY

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MOTIVATION FOR RESEARCH

Wraparound is a process based on general principles and tailored to families. This makes the monitoring of the effectiveness of Wraparound unique challenging as implementation can vary widely (Walker et al., 2013). This challenge is further exacerbated by the evidence that Wraparound is only effective when provided with high fidelity (Burla, 2008). Peer reviewed work finding successful improvement of outcomes must often come from small projects with a high degree of oversight, training, and supervision (Burla, 2008). The Detroit Wayne Mental Health Authority (DWMHA) provides WA services to over 500 families annually, through 11 Community Mental Health Contract Providers. In the past, measures of fidelity in Wayne County focused solely on facilitator performance. An important component missing from these evaluations was youth and parent voice. Connections Wayne County System of Care (SOC) conducted focus groups in order to identify areas of excellence and need for growth as described by families receiving Wraparound services.

METHODLOGY

All 11 Contract Providers and the families they serve were invited to participate in the focus groups. Families were recruited via phone call and asked to bring the youth receiving services and a caregiver who is part of the WA team. Families who attended answered questions developed with the 10 principles of Wraparound in mind:
- Family voice and choice
- Team-based
- Natural supports
- Collaboration
- Community-based

The final sample included 28 caregivers and 21 youth from 9 Contract Providers.

ACKNOWLEDGEMENTS

Special thanks to the members of Youth United and the Parent Support Partners from Family Alliance for Change for helping to facilitate the focus groups. In particular, thank you to Tywanne Smith, Shelly Callewaert, Deborah Martinez and Barbara McCawin helping this project succeed.

We would also like to acknowledge the organizations that graciously allowed us to use their space: Phoenix Academy The Guidance Center, Lincoln Behavioral Services, The Northeast Guidance Center and Haggia.

FOCUS GROUP OUTCOMES-CAREGIVERS

A 35-question fidelity survey developed by Michigan State University and approved by the Michigan Department of Health and Human Services was used to evaluate fidelity based on the 10 principles of Wraparound. Statements in the fidelity survey were grouped based on which of the 10 WP principles they represented for comparison to our fidelity data. Each page was then given a score out of 100.

The raw data are as follows:

<table>
<thead>
<tr>
<th>Focus Group</th>
<th>WP Principles</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>FP1</td>
<td>10</td>
<td>85</td>
</tr>
<tr>
<td>FP2</td>
<td>10</td>
<td>90</td>
</tr>
<tr>
<td>FP3</td>
<td>10</td>
<td>80</td>
</tr>
</tbody>
</table>

FOCUS GROUP OUTCOMES-CHILDREN/YOUTH

Children and youth had a less structured discussion. They were asked to describe what they thought was positive about WA, what they would like to change and to come up with any suggestions on how to make WA better.

OUTCOME MATRIX

Table 1

<table>
<thead>
<tr>
<th>SITE A</th>
<th>SITE B</th>
<th>SITE C</th>
<th>SITE D</th>
<th>SITE E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positives/Outcomes</td>
<td>Resources</td>
<td>Positive Outcomes/Resources</td>
<td>Did Not Have Own Voice</td>
<td>Positive Outcomes/Resources</td>
</tr>
<tr>
<td>Full Support by Facilitator</td>
<td>Hooded Voice</td>
<td>Not Receiving Help</td>
<td>Meetings</td>
<td>Team</td>
</tr>
<tr>
<td>Facilitator helped youth</td>
<td>Facilitator is like family</td>
<td>Youth had direct connections with</td>
<td>Team</td>
<td></td>
</tr>
<tr>
<td>Facilitator helped youth get a job</td>
<td>Facilitator is like family</td>
<td>Facilitator helped youth participate in activities</td>
<td>Team</td>
<td></td>
</tr>
<tr>
<td>&quot;Seemed to understand what was going on&quot;</td>
<td>&quot;Youth had clear and consistent communication&quot;</td>
<td>&quot;Seemed to understand what was going on&quot;</td>
<td>Team</td>
<td></td>
</tr>
<tr>
<td>&quot;Youth was able to make choices&quot;</td>
<td>&quot;Youth had clear and consistent communication&quot;</td>
<td>&quot;Youth was able to make choices&quot;</td>
<td>Team</td>
<td></td>
</tr>
</tbody>
</table>

DISCUSSION

Caregiver outcomes: The survey grades map well onto the focus group discussion outcomes. Caregivers scored community-based and natural supports the lowest. During discussion it was clear that the support of friends and family as well as community resources were the things most lacking for families at all stages of WA.

Youth outcomes: Focus group discussion and survey data both showed caregivers feeling more satisfied with Wraparound than youth. However, youth consistently identified at least some positive experience with WA at each site. Despite this, youth were still able to agree with statements relating to the triple threat of invasion, equifinality, and age-appropriate environment when receiving care (Debnam et al., 2013). Feeling a lack of respect from the facilitator and distrust for the format of meetings could lead youth to feeling less satisfied with services and less willing to continue services even when outcomes are improving.

Data Driven Decisions Based on the discussions that occurred throughout the community in response to these results, it was determined the following changes would occur:

To help support youth votes:

- A member of Youth United will become part of the Wayne County Wraparound Project Team (in progress).
- Youth peers will be invited to the Wraparound discussion similar to Parent Support Partners (in progress).
- In FY17-18 Youth Peer Support Services became Medicaid billable. The SOC is supporting agencies as they go through the process to hire and train.

To help improve caregivers stated feelings of abandonment:

- Trainings will be developed to help facilitators build skills around keeping appropriate boundaries and improving the transition phase (Complete: Training occurred July FY15-16)
- Supervision with Wraparound supervisors will now include a focus on appropriate boundaries with the family (Complete and ongoing)
- The Supervisor shadowing tool will be reviewed to better assist with fidelity monitoring (in progress)

REFERENCES


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