



# Louisiana CSoC WFI-EZ Fidelity Survey 2022 Results

CSoC SGB Meeting, August 2023

Wendy Bowlin, LPC, MBA

Director of Quality and Outcomes

Several colorful triangles of various sizes and colors (blue, green, yellow, orange, purple) are scattered across the bottom right of the slide.

**Magellan**  
HEALTHCARE®

# Objectives

1. Examine the purpose of monitoring fidelity to the Wraparound Model of Care in CSoC.
2. Share results of the 2022 fidelity survey with members of the CSoC State Governance Board and with providers, families, youth, and stakeholders.
3. Analyze strengths and areas of improvement in fidelity across agencies and throughout Louisiana.



The slide features a light purple horizontal band across the middle. Above and below this band are several triangles in blue, purple, and magenta, some pointing left and some right, creating a dynamic, abstract background.

# Wraparound Fidelity Index (WFI-EZ)

# What is Fidelity?



Assess how Wraparound services align with National Wraparound Initiative (NWI) standards.

The Wraparound Fidelity Index, Short Form (WFI-EZ) gauges core activities of Wraparound.

Higher fidelity has been linked to improved outcomes for youth and families.



## Survey Design: WFI-EZ

- **Section A:** Basic Information (All respondents)
- **Section B:** Experiences in Wraparound (All respondents)
- **Section C:** Satisfaction (Only Caregiver and Youth)
- **Section D:** Outcomes (Only Caregiver and Care Coordinator)

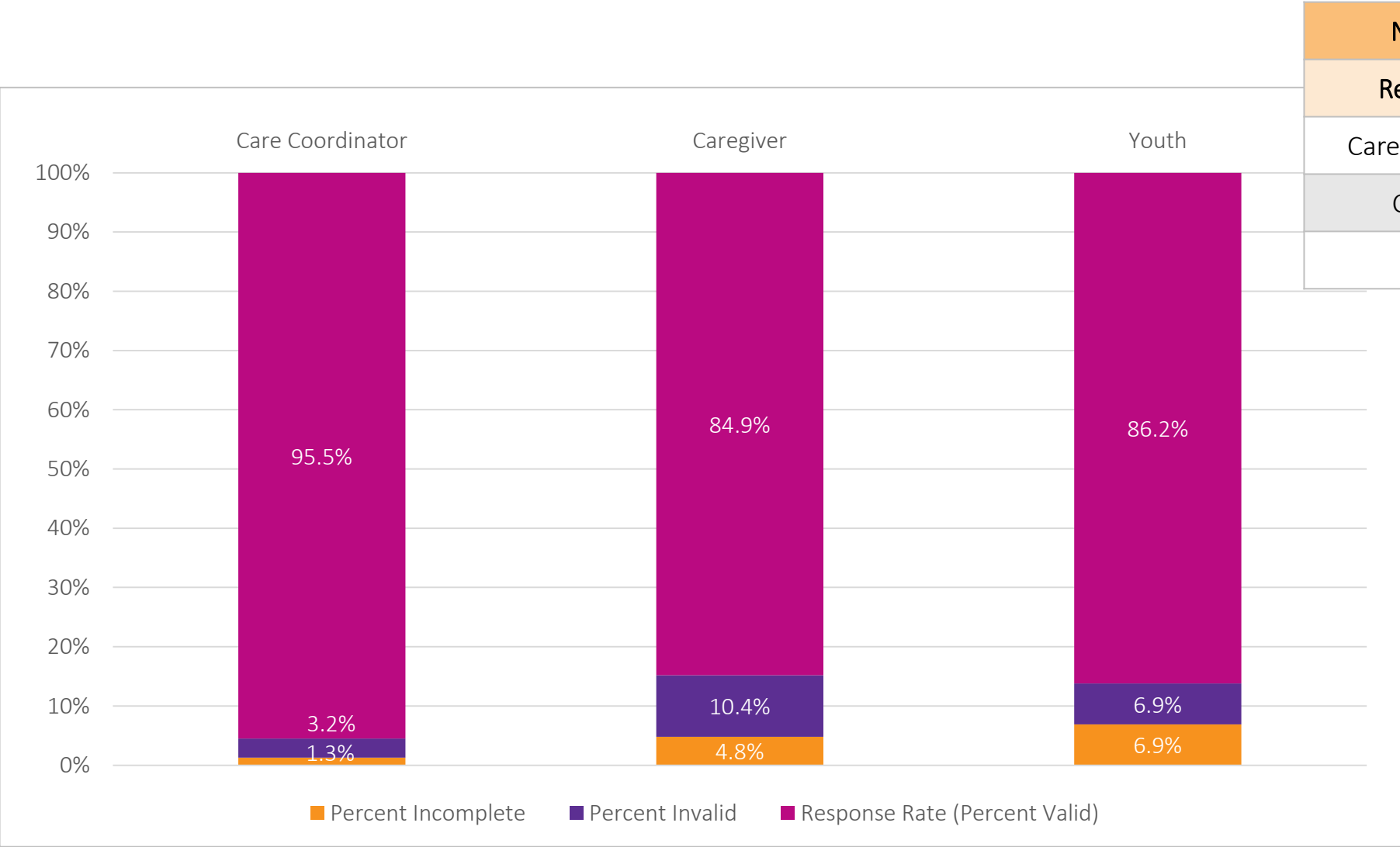
## Procedure

- **Timeline:** Nov 4 - Dec 31, 2022 (57 days/35 business days).
- **Coordination:** Meeting with Wraparound Agencies (WAA) on Nov 2.
- **Platform:** Electronic - WrapStat© (licensed through the University of Washington).
- **Distribution:** In-person or electronic links, with paper surveys as an alternative.

## Sampling Approach

- **Criteria:** Youth in CSoC for 3-12 months.
- **Sample Size:** 228 (from 562 eligible) with a 95% confidence level and +/- 5% error rate.
- **Stratification:** Based on CSoC census from 10/30/2022.
- **Confidentiality:** Use of Wrap IDs for tracking without revealing personal data.

# Response Rates

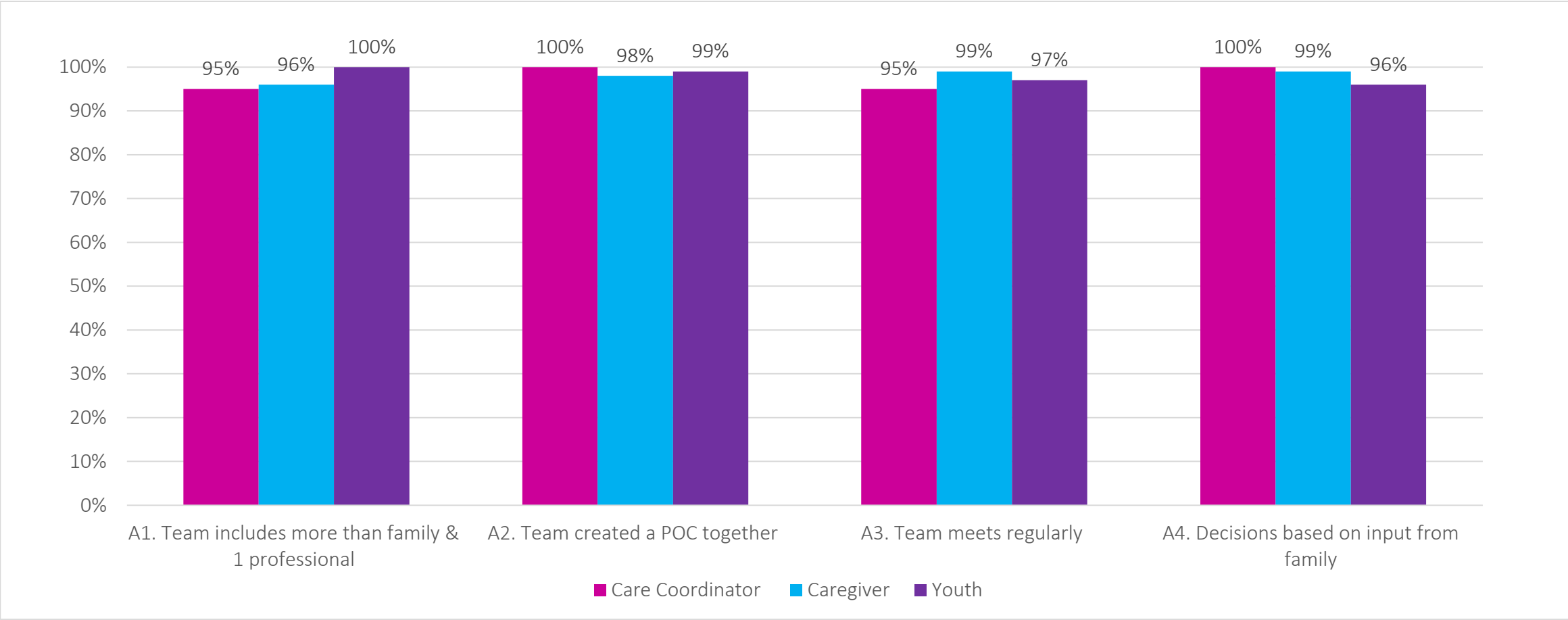


Number of Valid Surveys	
Respondent	Number
Care Coordinator	297
Caregiver	213
Youth	137

The slide features a light blue horizontal band across the middle. Above and below this band are several triangles in blue, purple, and magenta, some pointing left and some right, creating a modern, abstract design.

## Section A: Basics of Wraparound

# Basic Foundations of Wraparound





# Key Takeaways

- High adherence to the basic foundations of Wraparound across all respondent types.
- Some improvements observed from previous surveys.
- Strong foundation for collaborative planning, diverse professional involvement, and family-based decision-making.
- Note: The Wraparound approach remains robust with a commitment to its core principles.



The slide features a light orange horizontal band across the middle. Above and below this band are several triangles in blue, orange, and green, some pointing left and some right, creating a modern, abstract design.

## Section B: Total Fidelity and Key Element Scores



## Total Fidelity Score

- Aggregate of responses from Section B
- Comprehensive insight into Wraparound's effectiveness
- Understand respondent's overall experience
- Assess the average sum of all Section B survey items

## Key Element Scores

- A deeper dive into specific areas of wraparound practice
- Categories: Outcomes-based, Effective teamwork, Natural/Community Supports, Needs-based, & Strength-and-family-driven
- Helps pinpoint strengths and weaknesses  
Allows for targeted improvements and adjustments

# Benchmarking CSoC Performance



Established by WERT; Norm-referencing and criterion-referencing approaches

Benchmark	High Fidelity		Adequate		Borderline		Inadequate	
Type	CC	CG & Y	CC	CG & Y	CC	CG & Y	CC	CG & Y
Overall Fidelity	75+	80+	70 - 74	75 - 79	65 - 69	70 - 74	< 64	< 69
Effective Teamwork	70+	75+	65 - 69	70 - 74	60 - 64	65 - 69	< 59	< 64
Nat./Comm. Support	70+	75+	65 - 69	65 - 74	60 - 64	60 - 64	< 59	< 59
Needs Based	80+	85+	75 - 79	75 - 84	70 - 74	70 - 74	< 69	< 69
Outcomes Based	75+	90+	70 - 74	80 - 89	65 - 69	75 - 79	< 64	< 74
Strength Family Driven	85+	90+	80 - 84	80 - 89	70 - 79	70 - 79	< 69	< 69

# Considerations for Benchmarking CSoC Performance in 2022



## Key Benchmarks Parameters

- Data Range: 2013-2021
- Sample Sizes: Varying for different forms - Caregiver: 15,844 | Care Coordinator: 13,932 | Team Member: 10,688 | Youth: 6,884
- Programmatic Criteria: Data from 6 states; local variations possible.
- Benchmark Refresh Schedule: No fixed schedule; periodic reviews required for adapting to changes.

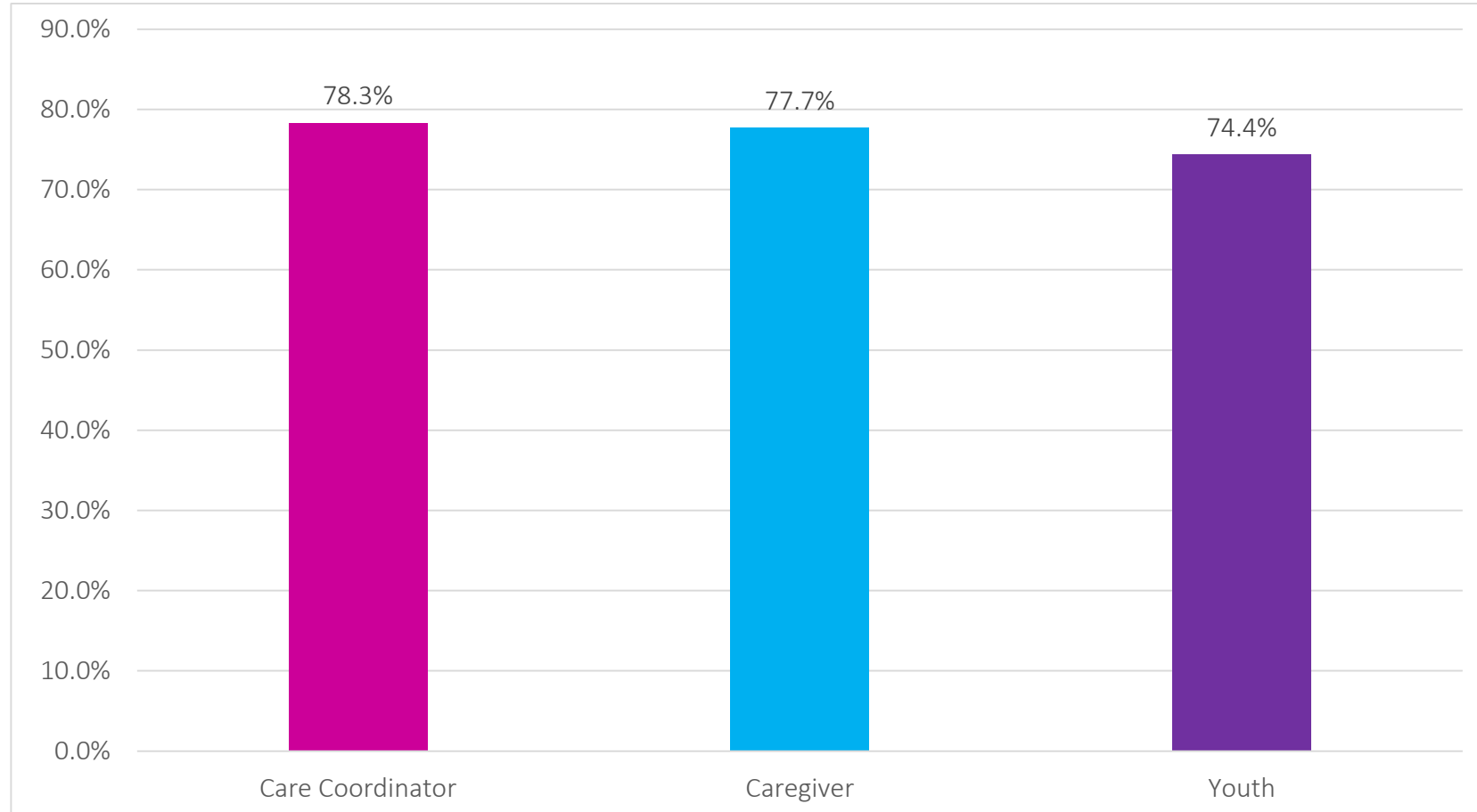
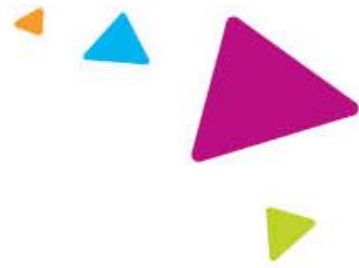
## WERT - Benchmarking and PHE Impact

- Analysis during pandemic using data from multiple states and a closely worked state.
- Time-Series Approach: Studied trends 6 months before and 1 year after pandemic onset.

## Impact Findings

- Pre-Pandemic: Minor score fluctuations.
- Post-Pandemic: Sharp score increase, decrease, and gradual recovery.
- Recent Analysis: Stable scores with slight variations.
- Interpretation: Immediate post-pandemic changes well received, followed by drops due to fatigue and changes. Rebound as restrictions eased.

# Total Fidelity Score

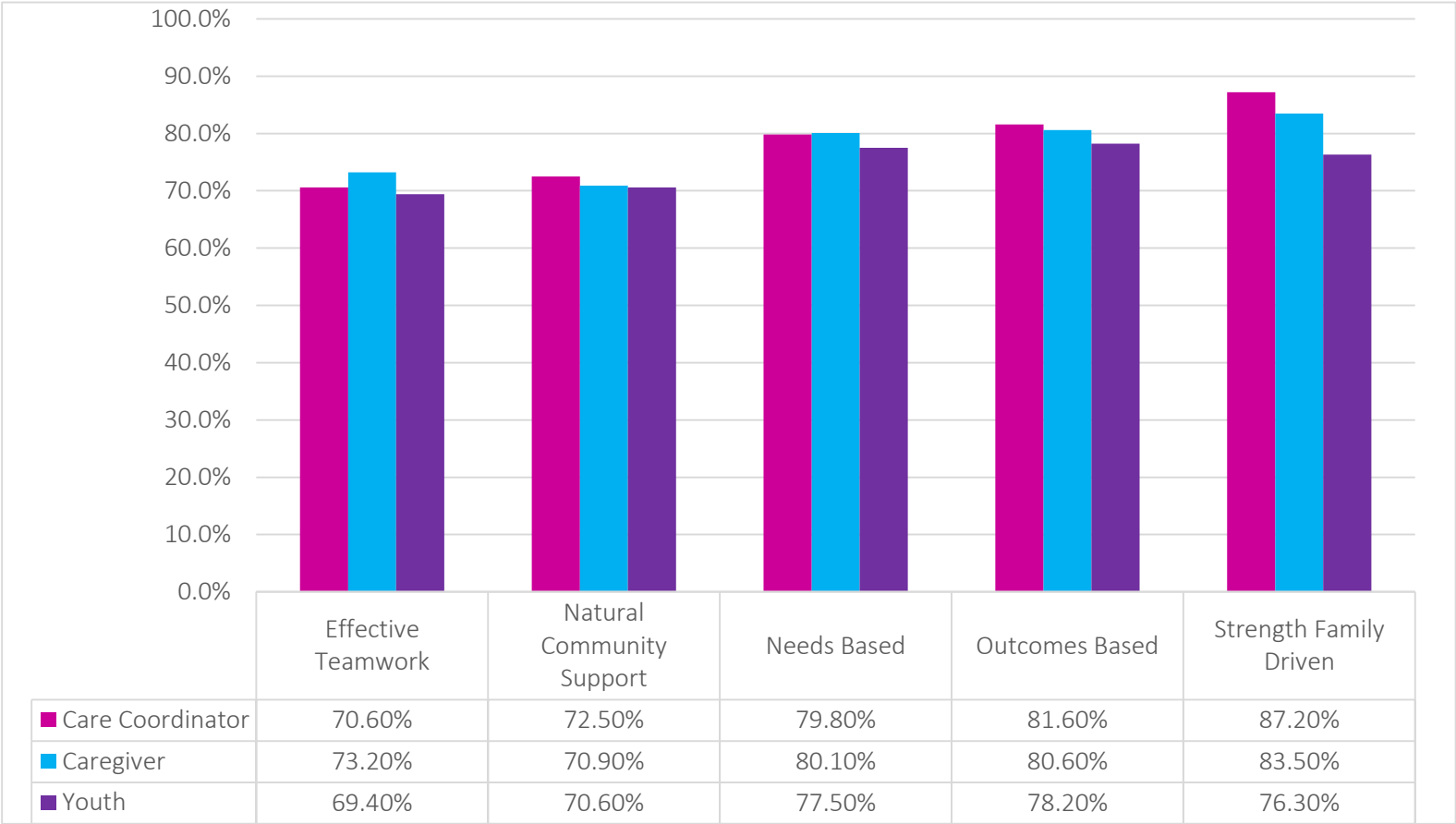


- Care Coordinators: 78.3%, exceeding the benchmark for high fidelity by 3.3 percentage points
- Caregivers and Youth: 77.7% and 74.4%, respectively, falling below the high-fidelity benchmark.

# Key Element Scores



- **Care Coordinator’s Performance:** Care Coordinators met high-fidelity benchmarks for all Key Elements.
- **Caregiver's Performance:** Met benchmarks
- **Youth's Performance:** Achieved adequate fidelity in select areas but showed borderline fidelity in others.
- **Comparison Insight:** Care Coordinators showed highest fidelity





## Strengths

**Effective Teamwork:** Involvement of service providers in the Wraparound team.

**Natural/Community Supports:** Incorporation of community and family into support plans.

**Strength-driven:** Families play a pivotal role in selecting Wraparound team members and strategies.

## Areas to Improve

**Effective Teamwork:** Occasional inability of Wraparound team members to complete their assigned tasks.

**Needs-based:** Emphasis on prioritizing key needs in collaboration with families.



The slide features a light gray horizontal band across the middle. Above and below this band are several triangles in blue, orange, and lime green, some pointing left and some right. The text 'Section C. Satisfaction' is centered within the gray band.

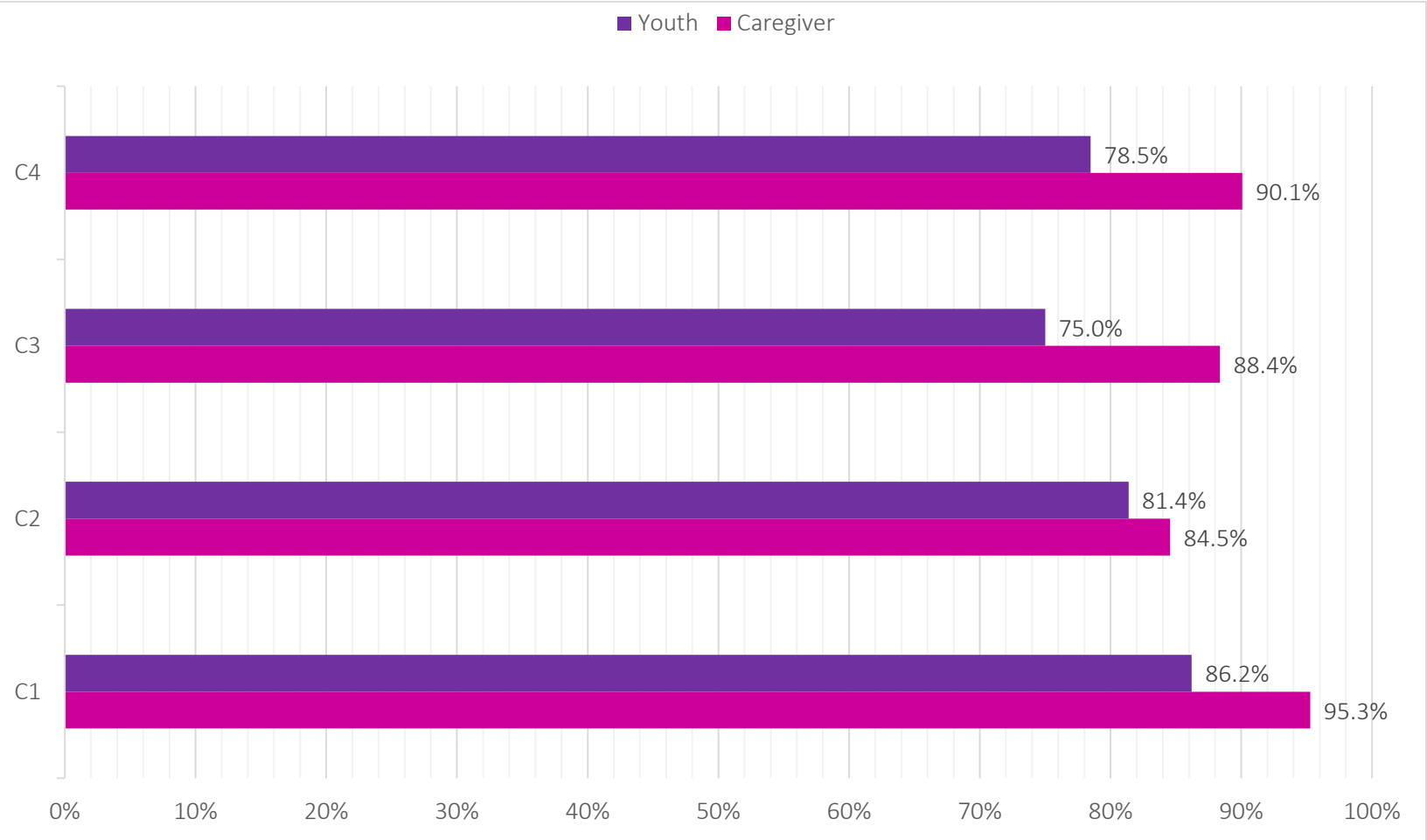
## Section C. Satisfaction

# Satisfaction – Section C

- **Aim:** To assess the engagement and satisfaction levels from a system perspective.
- **Items Assessed:** Satisfaction with the Wraparound process, progress since joining, overall family progress, and confidence in caregiving abilities.
- WrapStat determines item level means, which are the averages of individual item scores.



# Satisfaction Results



- CSoC Youth and Caregivers have reported higher satisfaction levels compared to the national means.
- Caregivers indicate positive reception to the Wraparound process, surpassing both the Youth respondents and the national average for caregiver satisfaction.



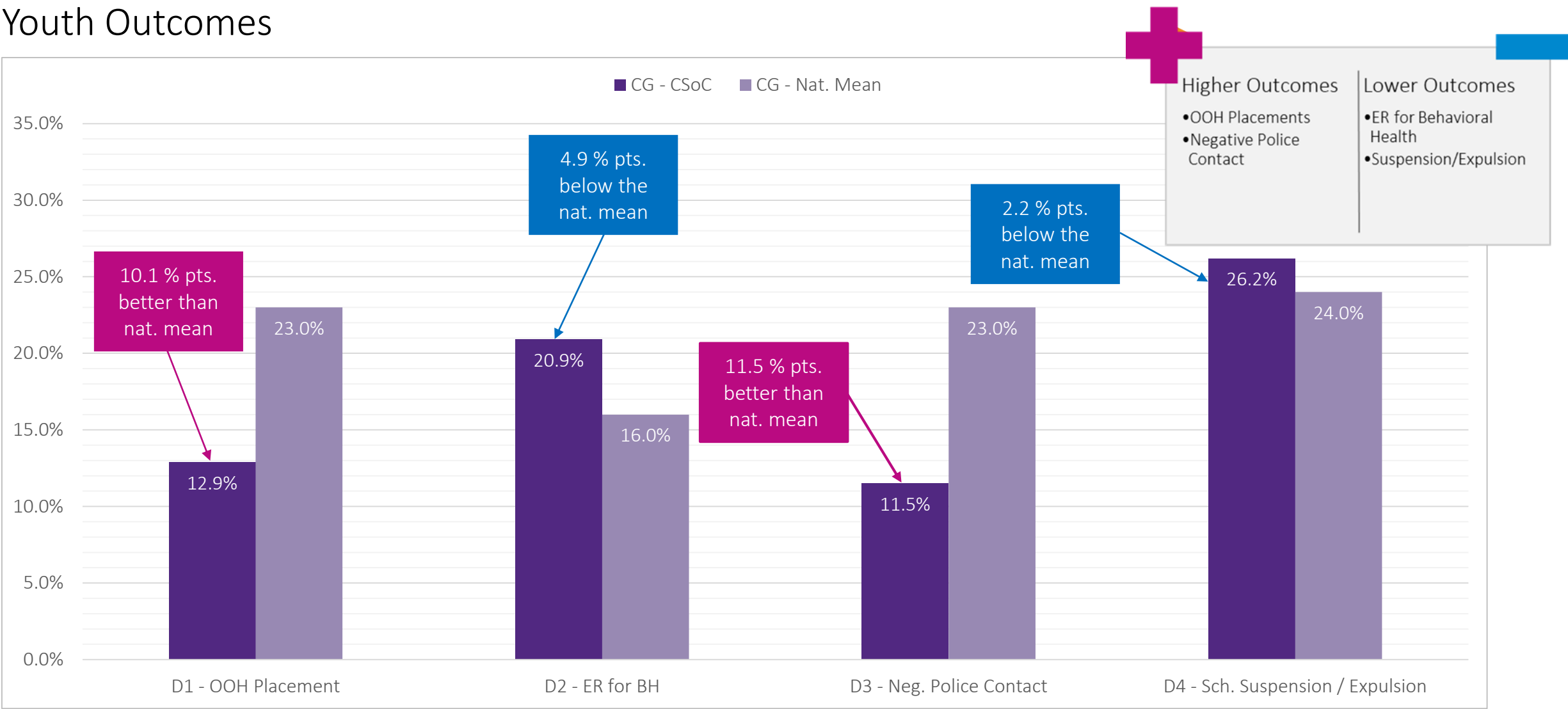
## Objectives

- To measure specific adverse outcomes experienced by Youth since enrolling in Wraparound.

## Key Components

- Gauges key negative outcomes related to school and community experiences.
- Binary response options of "Yes" or "No" for each item.
- Desirable Response: "Not at all" indicating that the youth/family hasn't experienced the negative outcome.

# Youth Outcomes



The slide features a light blue background with a white horizontal band across the middle. Several triangles in blue, purple, and magenta are scattered around the edges of the slide, some pointing towards the center and others away from it.

# Conclusion

# In Summary



## Survey Design

- Comprehensive evaluation in 4 sections.
- Captures insights from caregivers, youth, and facilitators.
- Purpose: Assess program fidelity, satisfaction, and outcomes.



## Section A - Basic Foundations

- Strong agreement on collaborative planning, family input, and regular team meetings.
- Care Coordinators exhibit high fidelity.
- Caregivers showed increased adherence from prior years.
- Youth respondents displayed the highest adherence overall.



## Section B: Total Fidelity

- Strong fidelity and commitment to the Wraparound process evident.
- Continuous improvement required in certain areas.
- Overall positive adherence and feedback from all respondent types.



## Section C - Satisfaction

- High satisfaction among Caregivers & Youth.
- Low percentages of strong disagreement or negative satisfaction.



## Section D - Outcomes

- Higher rates of school difficulties but reduced police contact & out-of-home placements.
- Functional outcomes varied; some areas poorer than the national mean.
- Caregivers express higher satisfaction levels, indicating positivity about services/support.



# Conclusions and Recommendations

- **Strong Points:** Evident strengths in the Wraparound process, especially with engagement and incorporating community supports
- **Areas for Improvement:** Addressing team accountability and understanding factors contributing to higher rates of suspension and expulsion post-enrollment in CSoC
- **Overall:** Positive satisfaction reported by both Youth and Caregivers





The image features a solid blue background. Scattered across the top and bottom edges are several triangles of various sizes and colors, including light blue, orange, yellow-green, and green. These triangles are arranged in a way that suggests movement or a trail.

THANK YOU!



*This presentation may include material non-public information about Magellan Health, Inc. (“Magellan”), a subsidiary of Centene Corporation. By receipt of this presentation each recipient acknowledges that it is aware that the United States securities laws prohibit any person or entity in possession of material non-public information about a company or its affiliates from purchasing or selling securities of such company or from the communication of such information to any other person under circumstance in which it is reasonably foreseeable that such person may purchase or sell such securities with the benefit of such information.*

*The information presented in this presentation is confidential and expected to be used for the sole purpose of considering the purchase of Magellan services. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential. The attached material shall not be photocopied, reproduced, distributed to or disclosed to others at any time without the prior written consent of Magellan.*