



HIGH FIDELITY WRAPAROUND COLLABORATIVE

Annual Report
2010-2011



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EXECUTIVE SUMMARY

High Fidelity Wraparound utilizes a planning process by which families, children and youth with complex needs are empowered to work collaboratively with formal and informal supports to develop a plan that will help the child or youth and family realize their vision for a better life. The goals of wraparound are simple – “helping a family stay safe, stay together, and maintain everyday life and functioning”. Wraparound is the process chosen by many communities as the preferred strategy for implementing an integrated “system of care” for families and children with complex needs. Embedded in wraparound are concepts such as a family-centered team, individualized plans, planning based on strengths and culture, helpful and caring community connections and planning based on needs rather than services.

High Fidelity Wraparound is a partnership between Calgary and Area Child and Family Services, Enviro Wilderness School Association, Hull Child and Family Services and McMan Youth, Family and Community Services Association. The Collaborative continues to promote integration and development of High Fidelity Wraparound through the ongoing Operational and Strategic planning committees of this initiative.

The High Fidelity Wraparound Collaborative has been striving for improved outcomes for children, youth and families since 2007. The Collaborative has demonstrated a significant increase in the positive outcomes being achieved for children and youth particularly in the area of permanence. In terms of placement, 62 of the 64 children/youth were in less intrusive placements or their placements had been preserved at time of discharge. Furthermore, of the 34 children who were in care, 21 were reunified with their natural families by time of discharge. Of the 12 youth who were residing in residential/group care/shelter settings at intake, 6 returned home, 5 were in less intrusive placements including foster care and independent living, and 1 was AWOL. An additional 41 children who were siblings of a referred child had their home placements preserved. High Fidelity Wraparound is a child-centered family-focused process; therefore, all children in the family are engaged and supported in having their needs met.

The need for children and families to require Children’s Services intervention has also been significantly impacted. In terms of legal status, 35 of the 64 children/youth no longer had status with Children’s Services at discharge. (Additionally, 34 siblings no longer had status at time of closure). Of the remaining 29 children, 27 experienced no change or less intrusive status (while 15 siblings had less intrusive status). Finally, 2 children had more intrusive status at time of discharge.

The collaborative has also excelled in its commitment to Fidelity. The collaborative has been measuring its fidelity since 2008 and the results are very encouraging. The results of the Wraparound Fidelity Index (WFI) indicate that the collaborative is exceeding the national averages in all areas and adhering to fidelity as determined by the National Wraparound Initiative.

	<u>Total</u>	<u>HUB</u>	<u>Family/Youth</u>
# of Clients Referred	131	18	113
# of Referrals That Didn't Open	20	5	15
# of Clients Served	141	25	116
# Additional clients served (siblings)	63	4	59
Average Length of stay (discharged clients)		229 days	348.4 days
# Days to the Implementation Phase of Wraparound		101.5	57.4
# of Clients Transferred Into Next Year	75	15	60
# of Discharged Clients	64	19	45

During this reporting period a total of 141 clients were served (some of these clients were carried over from the previous reporting year). These client totals do not reflect the siblings of the referred child. During the year 131 referrals were made by CFSA staff and of those referrals, 20 did not open for reasons described below. On average children, youth and families remained in the program for 348 days while the youth who are a part of the Multiple Risk Youth HUB remained in the program for 229 days. The variance in length of stay is most often a result of youth aging out of Children's Services and the challenges in stabilizing these youth for a long period of time. This is also reflected in the increased time it takes for facilitators to reach the implementations stage with HUB youth. The tendency for these youth to be more transient has impacted the length of time spent in the engagement phase of Wraparound.

REFERRALS

The collaborative has received a lack of referrals over the year. This number has significantly increased over the last few months as educational presentations were conducted at all MST sites in the Calgary area.

FAMILY AND YOUTH REFERRALS PER MST SITE

<u>Airdrie:</u>	<u>2</u>
<u>Bowness:</u>	<u>17</u>
<u>Central:</u>	<u>6</u>
<u>Dover/Erinwoods:</u>	<u>6</u>
<u>Forest Lawn:</u>	<u>11</u>
<u>FSCD:</u>	<u>1</u>
<u>Hunterhorn:</u>	<u>11</u>
<u>Marlborough Park:</u>	<u>3</u>
<u>McKnight:</u>	<u>12</u>
<u>Native:</u>	<u>19</u>
<u>South:</u>	<u>16</u>
<u>Strathmore:</u>	<u>1</u>
<u>HUB:</u>	<u>18</u>

*Due to staff turnover the collaborative is unable to identify the source of 8 referrals.

Referrals that did not open and reason

6 intervention agreements were not extended by CFSA.

1 foster parent declined; did not see the value in participation

1 child in foster care, mom fighting PGO; did not attend multiple intake appointments to become part of program

8 families and youth did not feel the need for services

2 youth were AWOL for extended periods of time

1 at time of engagement - this family was already at point of transition

1 youth moved out of region

VOLUNTEERISM

High Fidelity has continued to utilize members of the community to support the implementation of the process. A parent mentor from the Parent Support Association continued to participate as a team member with several families this year. This partnership has been very successful and a valuable addition to our service delivery. In addition, a student from the University of Calgary's Social Work program completed their practicum with High Fidelity Wraparound from September-April of this year. Finally, six mentors were utilized to support the needs of children involved with Wraparound.

Their participation included increasing the child's connection to the community by engaging in recreational activities, building positive relationships and increasing self-esteem and positive communication skills.

COMMUNITY CAPACITY BUILDING

Training

The Wraparound Supervisors and Evaluator conducted several trainings on Wraparound to community agency staff this year. Two trainings were conducted in which a total of 24 participants attended the four-day Wraparound 101 Training. The collaborative also presented High Fidelity Wraparound training at the 2010-2011 Annual AASCF conference.

Additionally, several members of the collaborative took part in international wraparound conferences this year. Attendance at both the "Sixth California Wraparound Institute" and "Changing Tides –Innovation in Wraparound" provided the collaborative with increased knowledge and skills in meeting the unique needs of children and families.

The Collaborative is continuing to credential facilitators, coaches and trainers in the High Fidelity model. Two facilitators and two trainers were credentialed this year.

MST Site Visits

The Evaluator presented to all Calgary MST sites this year. As more caseworkers are becoming involved with HFWA process, the feedback is increasingly positive. There are several caseworkers who regularly refer and sit on teams. There are increasing reports of the positive impact of having a team approach to help support the children and families they work with. Caseworkers report that their caseloads are more manageable and that the youth and families are more engaged in receiving support. Additionally, caseworkers have noted the need to be able to utilize HFWA as a prevention process for community families in which formal intervention is not required.

There are still challenges with engaging all CFSA staff members in the process. There are some that regularly refer to HFWA, there are also reluctant participants on these teams, however, benefits can still be seen with these families. Some CFSA staff struggle with an integrated planning approach required in Wraparound and it is in these cases where HFWA is least successful.

STAFF RETENTION

High Fidelity experienced numerous staff changes during the year. One agency supervisor took the initiative to take on the role of an Evaluator. Two credentialed facilitators became supervisors and several staff left to pursue leadership positions or alternative career options. Changes in staffing have impacted the number of clients

served, as the engagement phase in Wraparound is an extensive process and therefore caseloads must be initially limited.

OUTCOME DATA

Outcome data is based from the WFI-4 index, as well as, Resiliency Initiatives and the collaborative outcome tracking form.

DATA TRACKING SYSTEM

Placement Changes (Discharged Clients Only):

Less Intrusive	35
No Change	27
More Intrusive	2

Legal Authority Changes (Discharged Clients Only):

Less Intrusive	7
No Change	20
More Intrusive	2
No Intervention Status	35

Preservation:

Adoption	1
Kinship	2
Family Home	17
Group care	4

Reunification:

Home	21
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Of the 8 discharged children and youth who were residing in group care at time of referral, 5 returned home, 1 transitioned to foster care, 1 transitioned to independent living and 1 youth was AWOL.

Of the 4 youth discharged who were in residential treatment at point of intake, 1 returned home, 2 transitioned to foster care and one transitioned to adulthood.

Of the 34 children and youth who were living in out of home placements (including, foster care, group care, residential treatment and shelters) 21 were returned home.

ADDITIONAL SIBLINGS SERVED

In addition to those children that were identified as the primary client at point of intake, there were 63 siblings served through the Wraparound process. The collaborative has chosen to separate this data as each agency includes these children differently in their reporting data.

Safety:

- 15 siblings have less intrusive status with Children's Services due to involvement in Wraparound
- 34 siblings no longer have status with Children's Services due to involvement in Wraparound.

Permanence:

- 34 siblings home placements have been preserved as part of the Wraparound process.
- 6 siblings placements with extended family were preserved.
- 1 adoption was preserved
- 1 foster placement was preserved.

WRAPAROUND FIDELITY INDEX (WFI-4)

The High Fidelity Wraparound Collaborative has been measuring our fidelity to the High Fidelity Wraparound model since 2008 when the collaborative purchased the Wraparound Fidelity Index-4 (WFI-4). The collaborative also had hired an Evaluator to objectively measure the programs' rigor and fidelity to the model as research indicates that good fidelity leads to positive outcomes for youth and families. The collaborative lost our Evaluator and was unable to replace the position until October 2010. Therefore, the data is reflective of the reporting period of October 2010 - March 31, 2011. The data is based on 23 child and family teams and a total of 60 interviews that reflect caregivers, youth, facilitators and caseworkers feedback.

High Fidelity Wraparound exceeded the National mean of Overall Fidelity Scores in each category.

Combined Scores

National Mean = 77 Collaborative = 85

Fidelity

The combined respondents score contains data from all forms (Facilitator, Caregiver, Youth and Team Member).

In addition, the assessment of overall strengths identified higher than National Mean scores. Some examples include the inclusion of a friend or advocate on the

Wraparound team, confidence that in the event of a major crisis, teams could keep children and youth in the community and that youth and families were getting the help they felt they needed. The assessment of areas to enhance included increased involvement in the community, more awareness of the transition phase of High Fidelity Wraparound and increased crisis stabilization planning prior to engaging the team.

For the 2010-2011 reporting year, our fidelity scores have been very encouraging, especially when combined with our preservation and reunification outcomes. Our overall mean fidelity across all respondents was 85%. Research has indicated that fidelity scores in the 85% range for the WFI-4 represent strong fidelity to the model. The national mean for overall fidelity is only 77%. For caregivers our fidelity was 81% compared to 75% for the national mean. Youth fidelity was 85% compared to 73% for the national mean. Facilitator fidelity for the program was 86% compared to 83% for the national mean and lastly, our Team Member fidelity score was 86% while the national mean was 78%.

Our fidelity to the Principles of Wraparound also exceeds the national mean. Our fidelity scores to the principle of Family Voice and Choice was 94% compared to the 83% for the National mean. For the principle of Team Based our fidelity score was 89% compared to 72% for the national mean. Our score for the principle of Natural Supports was 76% compared to 64% for the national mean. Our score for the principle of Collaboration was 94% compared to 85% for the national mean. Our score for the principle of Community Based was 75% compared to 71% for the national mean. Our score for the principle of Culturally Competent was 94% compared to 91% for the national mean. Our score for the principle of Individualized was 80% compared to 69% for the national mean. Our score for the principle of Strength Based was 88% compared to 83% for the national mean. Our score for the principle of Persistence was 90% compared to 82% for the national mean and lastly, our score for the principle of Outcome Based was 66% compared to 67% for the national mean.

QUALITATIVE STATEMENTS

(captured from the WFI interviews with team members, caregivers and youth)

Combined feedback from all respondents includes:

- The value of the strength based focus in Wraparound.
- Youth and families felt empowered by the process.
- The persistence of the facilitators and their skill in engaging consumers.
- The increased support that youth and families received during Wraparound.
- The increased communication between team members and the coordination of their efforts in supporting youth and families.

- The Wraparound process led to several successful cases of family reunification.
- The process has increased the problem-solving skills of the youth and family members.

Youth

“I love my meetings; I like being acknowledged for what I am doing. It’s a special time for me! I know that my facilitator wants me to do well, she is great”.

“I feel like I now have more resources and supports. Before, my grandma would speak for me and take control. Now I feel like I have the control”.

“It was nice to have a meeting all the time - people telling me all the good things I'm doing. Hearing about the good things made me want to do better; it made people pay attention to me. My teacher even cried when talking about the positive things I've done. I look at my celebrations on the wrap plan sometimes”.

“Wraparound is a really good idea but it takes open minds to make it work. Because of Wraparound we now celebrate the good and happy things and not just focus on the negative”.

Caregivers

“Before Wraparound, no one communicated with me and now I am apart of my child’s team and the decision-making process. My son is PGO, but now we are planning towards the goal of having him return home”.

“I feel really supported with Wraparound. It recognized my accomplishments and kept me grounded. It has supported me to utilize services and keep everyone on the same page”.

“My facilitator has gone above and beyond. We've always had professionals in our life but Wraparound really helps coordinate everyone and is crucial for decreasing our stress as caregivers. Wraparound is an absolutely fabulous program. I was overwhelmed before but Wraparound gives us hope”.

“I think Wraparound is a great program. It has helped me a lot. I don't need to keep secrets anymore”.

We have had a lot of support. Because of Wraparound all of my children are coming home. Wraparound has helped me as a parent put everything in place so my kids can come home.”

“Me and my child wouldn't have survived or been together without Wraparound. Wraparound has taught us so much. We have a good team. Our facilitator talks at our level, she explains things to us when the professionals talk a level above us”.

Caseworkers

“Wraparound has been helpful from a case planning perspective, regular meetings are helpful. Wraparound has contributed to returning these kids home instead of PGO”.

“The Wraparound facilitators are able to do what we can't – engage family members and find family. I have had a few families involved in Wraparound that the children were going PGO and are now going to family - I'm a believer”.

“The facilitator provided high quality service. The facilitator is doing everything she can to support this family”.

“This family (who has chronic, long-term involvement) needed an external entity to engage with. This youth was struggling in care and wanted to be with family. I can't imagine anything at this point that will bring this youth or parent back to my door. The process empowered this mother - she can handle it without Child Welfare support. I love Wrap - it should be directed to PGO youth 15+ to help support relationships with family - those kids who have family they are running to”.

RESILIENCY INITIATIVES

Resiliency Initiatives Report for April 2010 – March 31st 2011

These results date back to 2009 to capture the pre-questionnaires that were entered and to report the follow up at interim and post. Due to the establishment of a new questionnaire with Resiliency Initiatives in September 2010, we did not conduct pre-resiliency questionnaires with our clients for a 7-month period of time thus affecting the total completed surveys for this reporting year.

ADULT “NOM” RESILIENCY QUESTIONARIE COMPARATIVE AGGREGATED REPORT

19 adults responded to a pre-final questionnaire during this reporting period.

All four areas of the National Outcome Matrix are reported (NOMS) Child Safety, Child Well Being, Permanency and Family and Community Support.

Child Safety

(In this domain, safety, restraint and resistance skills are identified).

There was a 40% increase in this area. Significant Strength was identified in all areas relating to Child Safety.

Child Well-Being

(In this domain, positive peer relationship, importance of achievement, planning and decision making, acceptance, caring, positive peer influence, work engagement, self efficacy, cultural awareness, empathy, balanced life style, self esteem, spirituality and equity in social justice were reported on).

There was a 50% increase in overall growth in this domain and all areas reflect significant strength. In the areas of positive peer relationships, positive peer influences, work engagement, self-esteem and empathy there was significant increase in growth

Family and Community Support

(In this domain caring family, connections, family communication, caring work climate, family role models, high expectations, family support, work boundaries, work involvement, high expectations are reported on).

This domain reports significant strength. In the area of Caring Family a 58% increase in growth is reported while a 50% increase is reported in the area of work involvement. In the area of family role models and family support a 76% increase is reported.

Permanency

(In this domain adult relationships, caring neighborhood, neighborhood boundaries and valued by community are reported on).

While this area reflects moderate challenge to moderate strength there was an overall 25% increase in growth in this domain. The area of adult relationships shows a 27% growth and the area of neighborhood boundaries reports a 40% increase.

Additional Resiliency reports indicate success in the areas of parenting capacity and at-risk behaviours of parents. In fact, reports indicate a 40% increase in parenting capacity with significant gains in the areas of parenting skills and role modeling. In the area of expectations there was a 100% increase.

Resiliency reports indicate that adult at-risk behaviours have decreased by 23% overall. There was a 63% decrease in the area of aggression and 67% decrease in the area of victimization.

CHILD “NOM” RESILIENCY QUESTIONNAIRE COMPARATIVE AGGREGATED REPORT

27 youth responded to a pre-final questionnaire in this reporting period.

The 4 National Outcome Measures (NOMS) Child Safety, Child Well Being, Family and Community Support and Permanence are reported.

Child Safety

(In this domain, safety, restraint and resistance skills are identified)

There was a 30% increase in growth overall with an increase from moderate to significant strength in the area of safety.

Child Well-Being

(In this domain, positive peer relationship, importance of achievement, planning and decision making, acceptance, caring, positive peer influence, work engagement, self-efficacy, cultural awareness, empathy, balanced life style, self-esteem, spirituality and equity in social justice were reported on).

Overall, there was a 7% increase in this domain. Significant gains were sighted in the areas of positive peer influence and the importance of achievement increased by 55%. There was also an increase in growth in the areas of acceptance, planning and decision-making. In the areas of community valuing youth – there was a 57% increase in growth and a 20% increase in growth in neighborhood boundaries.

Family and Community Support

(In this domain caring family, connections, family communication, caring work climate, family role models, high expectations, family support, work boundaries, work involvement, high expectations are reported on).

In this domain, overall there was 2% decrease due to the areas noted as having high expectations at school and school boundaries. Most notable change was a 33% increase in family communication, 50% increase in family role modeling and a 25% increase in bonding to school.

Permanency

(In this domain caring neighborhood, community values youth, adult relationships and neighborhood boundaries are reported on).

This area reflects moderate strength. There was an overall 22% increase in growth in this domain. The area of community values youth and neighborhood boundaries reports a 40% increase.

THE YEAR AHEAD

The High Fidelity Wraparound Collaborative is continuing to look forward and identify areas of growth. In the upcoming fiscal year, High Fidelity Wraparound will be focusing on the following areas of development:

- Increasing the number of credentialed trainers and coaches within the initiative.
- Increasing the number of credentialed facilitators within the initiative.
- Recruitment, training and implementation of Family/Youth Support Partners.

- Increased use of Resiliency Initiatives and the Wraparound Fidelity Index outcome measurement tools.
- Increasing our public profile through the distribution of a quarterly newsletter, presentations at annual conferences and providing training and consultation to other Canadian sites offering Wraparound.
- Gaining knowledge and skill in the area of Family Finding and further implementing this into the High Fidelity process.