



HIGH FIDELITY WRAPAROUND COLLABORATIVE

Annual Report
2011-2012



TABLE OF CONTENTS

EXECUTIVE SUMMARY	3
REFERRALS	5
FAMILY AND YOUTH REFERRALS PER MST SITE	5
Referrals that did not open and reason	5
VOLUNTEERISM.....	5
COMMUNITY CAPACITY BUILDING.....	6
Training.....	6
MST Site Visits	6
STAFF RETENTION	6
OUTCOME DATA	6
DATA TRACKING.....	7
ADDITIONAL SIBLINGS SERVED.....	7
WRAPAROUND FIDELITY INDEX (wfi4).....	7
Combined Scores	8
Fidelity.....	8
QUALITATIVE STATEMENTS	9
Youth	9
Caregivers	9
Caseworkers.....	10
RESILIENCY INITIATIVES	10
ADULT “NOM” RESILIENCY QUESTIONARIE COMPARATIVE AGGREGATED REPORT	10
Child Safety	10
Child Well-Being.....	10
Family and Community Support	11
Permanency.....	11
CHILD “NOM” RESILIENCY QUESTIONNAIRE COMPARATIVE AGGREGATED REPORT	11
Child Safety	11
Child Well-Being.....	12
Family and Community Support	12
Permanency.....	12
THE YEAR AHEAD	12

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. The collaborative identified **79** discharges over this past year. In terms of placement, 54 of the 79 children/youth were in less intrusive placements or their placements had been preserved at time of discharge. Furthermore, of the 27 children who were in care, 26 were reunified with their natural families by time of discharge. Of the 29 youth who were residing in residential/group care/shelter settings at intake, 13 returned home, 10 were in less intrusive placements including foster care and independent living, 1 youth remained in residential care and 5 were AWOL. There were 36 sibs identified that had their placement at home preserved and 2 siblings that remained in foster care at time of discharge. 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, 25 of 72 children/youth no longer had status with Children’s Services at discharge. Of the remaining 47 children, 36 experienced no change or less intrusive status. Finally, 7 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	89	15	74
# of Referrals That Didn't Open	16	5	11
# of Clients Served	146	24	122
# Additional clients served (siblings)	74	5	69
Average Length of stay (discharged clients)	420.04	594	351.04
# Days to the Implementation Phase of Wraparound	68.04	90.5	63.04
# of Clients Transferred Into Next Year	76	17	59
# of Discharged Clients	79	15	31

During this reporting period a total of **146** 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 and therefore were documented separately to demonstrate that there were 74 additional clients (siblings). During the year 89 referrals were made by CFSA staff and of those referrals, 16 did not open for reasons described below. On average children, youth and families remained in the program for 351.04 days while the youth who are a part of the Multiple Risk Youth HUB remained in the program for 594 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 implementation 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 continues to present and raise awareness with CFSA and by representation at placement matching. There will be ongoing educational presentations at MST sites and to the greater community. This will keep referrals at a steady rate with the likelihood of a waiting list.

FAMILY AND YOUTH REFERRALS PER MST SITE

<u>Airdrie:</u>	<u>4</u>
<u>High River:</u>	<u>2</u>
<u>Bowness:</u>	<u>10</u>
<u>Dover/Erinwoods:</u>	<u>5</u>
<u>Forest Lawn:</u>	<u>13</u>
<u>Hunterhorn:</u>	<u>7</u>
<u>Marlborough Park:</u>	<u>2</u>
<u>McKnight:</u>	<u>6</u>
<u>Native:</u>	<u>17</u>
<u>South:</u>	<u>14</u>
<u>Strathmore:</u>	<u>2</u>
<u>HUB:</u>	<u>12</u>

Referrals that did not open and reason

- 7 families and youth did not feel the need for services
- 6 youth were AWOL for extended periods of time
- 1 family moved out of region
- 1 could not be reached after several attempts
- 1 not an appropriate referral

VOLUNTEERISM

High Fidelity has continued to utilize members of the community to support the implementation of the process. 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. This year the volunteers that devoted their time and expertise resulting in 25 hours of face time with youth and/or families and attending 8 hours of training.

The collaboration hopes to utilize these members and recruit more to fulfill roles of youth and family support partners this upcoming year. An YSP/FSP subcommittee has been formed of facilitators and the evaluator to meet regularly in planning and maintaining the program. One of the activities this year is to facilitate support group

meetings and information sharing for those already engaged and for others that hope to get engaged this year.

COMMUNITY CAPACITY BUILDING

Training

The Wraparound Supervisors and Evaluator conducted several trainings on Wraparound. Trainers went to Lloydminster in the fall of 2011 by request for 101 wrap facilitator training. Wrap 101 was also offered here in Calgary to the community and people from Manitoba joined in June 2011. Additionally, Wrap was invited by McMan Central to facilitate training in Olds. The evaluator and several facilitators from the collaboration also offered a family support partner training to volunteers.

The collaborative hosted training on Family Finding in the fall of 2011 and opened it to interested agencies and CFSA.

Conferences

The supervisors and evaluator presented at the 2011 Hull Child and Youth Care conference and at the AASCF conference in January 2012.

MST Site Visits

Several presentations to Calgary MST sites were done again this year to help increase awareness and referrals to the program. 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.

STAFF RETENTION

This year there was only one staff turnover to report. This individual went on to a supervisor position in another program where the wraparound principles and values can continue to be utilized with the youth.

OUTCOME DATA

Outcome data is based from the WFI-4 index, as well as, Resiliency Initiatives and the collaborative outcome tracking form. Additional siblings served are referred to in this section.

DATA TRACKING SYSTEM

Placement Changes (Discharged Clients Only):

Less Intrusive	27
No Change	6
More Intrusive	1

Legal Authority Changes (Discharged Clients Only):

Less Intrusive	4
No Change	32
More Intrusive	8
No Intervention Status	23

Preservation:

Adoption	0
Kinship	8
Family Home	20
Group care	4

Reunification:

Home	39
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ADDITIONAL SIBLINGS SERVED

In addition to those children that were identified as the primary client at point of intake, there were 74 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:

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

Permanence:

- 36 siblings' home placements have been preserved as part of the Wraparound process.

- 15 siblings in out of home placements (foster care/residential) were returned home.
- 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 data is based on **22** child and family teams and a total of **124** 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 = 86

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 where a higher score was demonstrated included; youth and family being able to select their own wrap team and wrap plans that don't include mostly professional services. The assessment of areas to enhance included more awareness of the transition phase of High Fidelity Wraparound and a need to increase a youth's ability to solve his or her own problems.

For the 2011-2012 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 86%. Research has indicated that fidelity scores in the 86% 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 87% compared to 73% for the national mean. Facilitator fidelity for the program was 89% 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 93% 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 74% compared to 64% for the national mean. Our score for the principle of Collaboration was 93% compared to 85% for the national mean. Our score for the principle of Community Based was 80% compared to 71% for the national mean. Our score for the principle of Culturally Competent was 97% 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 89% compared to 83% for the national mean. Our score for the principle of Persistence was 91% compared to 82% for the national mean and lastly, our score for the principle of Outcome Based was 67% which is the same as the national mean.

QUALITATIVE STATEMENTS

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

Combined feedback from all respondents includes:

- Youth and families are heard and respected.
- The persistence of the facilitators and their skill in engaging team members.
- The increased support that youth and families received during Wraparound.
- The Wraparound process led to several successful cases of family reunification.
- The process has increased the knowledge and access to resources that the youth and families need.

Youth

“I like my celebrations – it makes my self esteem go up and makes me feel like I have accomplished something.”

“Wrap around helps you get a lot of goals done. It helps with my probation and helps get things done a lot faster than if you didn’t have wrap.

Caregivers

“Wrap has opened my eyes and taught me how to deal with things differently”.

“Nothing gets left out or pushed aside. I get what I need. There’s no judgment. Because of wrap, people know what’s going on and how to support me and my kids”.

“With this team I feel like a human being and not a number on a file”.

“The brainstorming helped, the team thought of ideas I wouldn’t have thought of on my own”.

Caseworkers

“I think this can work with this family. The process is definitely facilitating more communication between me and the family”.

“The facilitator has really helped me be part of the team. It helped create a relationship between me and the youth. The wrap team attended court and it really showed the judge we are invested in this youth”.

“I depend on these meetings for info sharing so that I don’t have to talk to people ten times”.

RESILIENCY INITIATIVES

Resiliency Initiatives Report for April 2011 – March 31st 2012

Due to the establishment of a new questionnaire with Resiliency Initiatives in September 2010, the results date back to 2009 to capture the pre-questionnaires that were entered in this format and to report the follow up at interim and post.

ADULT “NOM” RESILIENCY QUESTIONARIE COMPARATIVE AGGREGATED REPORT

39 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 50% 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 54% 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 the highest increase of 59% and demonstrates significant strength . In the area of Caring Family a 75% increase in growth is reported. 68% increase in the area of family role models and family support a 77% 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 29% increase in growth in this domain. The area of adult relationships shows a 27% growth and the area of neighborhood boundaries reports a 39% increase.

Additional Resiliency reports indicate success in the areas of parenting capacity and at-risk behaviors of parents. In fact, reports indicate a 60% increase in parenting capacity with significant gains in the areas of parenting skills and role modeling.

Resiliency reports indicate that adult at-risk behaviors have decreased by 62% overall. There was a 60% decrease in the area of aggression and 84% decrease in the area of victimization. Reports indicate that there was a 63% decrease in alcohol use.

CHILD “NOM” RESILIENCY QUESTIONNAIRE COMPARATIVE AGGREGATED REPORT

33 child/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 50% 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 6% increase in this domain. Significant gains were sighted in the areas of positive peer influence and the importance of achievement increased by 38%. There was also an increase in growth in the areas of acceptance, planning and decision-making

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 7% increase. Most notable change was a 46% increase in family role modeling and a 26% increase in caring family.

Permanency

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

This area reflects moderate challenge to moderate strength. There was an overall 5% increase in growth in this domain. The area of community values youth reports an increase of 43% and neighborhood boundaries reports a 34% 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.
- Increased use of the Wraparound Fidelity Index outcome measurement tools and fine tuning areas of improvement indicated by WFI4.
- Increasing our public profile through our upcoming website, 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.