



Wraparound Maine: Annual Report 2011

*Process & Outcome Measures
Reporting Period January~December, 2010*

*Prepared by the Muskie School of Public Service, University of
Southern Maine, for the Office of Child and Family Services at the
Maine Department of Health and Human Services*

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2011

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Table of Contents

Background.....	1
Format.....	1
Purpose of this Report	2
Participating Sites	3
Table 1: Summary of Participating Wraparound Sites	3
Data Sources	4
Data Analysis.....	5
Strengths and Limitations	5
Figure 1: Evaluation Response Rate Formula	5
Table 2: Data Collection Response Rates at Intake and Discharge.....	6
Enrollments	7
Table 3: Summary of Wraparound Activity Statewide and by Site	7
Figure 2: Cumulative Enrollment Statewide in Wraparound Maine	8
Figure 3: Enrollment by Site, 2010.....	8
Table 4: Summary of Wraparound Enrollment Statistics by Site, 2010	9
Referrals.....	10
Figure 4: Summary of Wraparound Enrollment Statistics by Site, 2010.....	10
Figure 5: Comparison of Referral Source by Site	11
School Performance	11
Figure 6: Caregiver Report of School Performance	11
Table 5: Comparison of School Performance by Site	12
Figure 7: Caregiver Reports of Missed School.....	13
Table 6: Comparison of School Missed at Enrollment and Discharge	13
Figure 8: Changes in the number of Suspensions and Expulsions	14
Table 7: Expulsions and Suspension Change by Site.....	14
Prior Placements and Service Usage	15
Table 8: Differences in System and Service Involvement	15
Table 9: Changes in System and Service Involvement between Enrollment and Discharge 2010 (n=202)	16
Discharges.....	17
Table 10: Summary of Discharged Cases by Site	17

Figure 9: Comparison of Average Length of Stay by Site	18
Figure 10: Summary of Discharges by Site	18
Table 11: Discharge Status Codes by Site 2010 (n=220).....	19
Figure 11: Summary of Reason for Discharge, Statewide (n=237)	20
Table12: Discharge Status by LOS, 2010	20
Living Environment.....	21
Table 13: Living Situation at Enrollment and Discharge (n=202).....	21
Figure 12: Summary of Community vs. Non-Community Living (n=202).....	22
Caregiver Strain	23
Figure 13: Caregiver Strain	23
Individualized Planning Funds	24
Figure 14: Distribution of Funds, 2010	24
Table 14: Individual Planning Funds: Percent Spent by Category and Site.....	25
The Child and Adolescent Functional Scale	26
Figure15: Changes in CAFAS Scores	27
Table 15: CAFAS Score Change by site for Youth Discharged in 2010	27
Wraparound Fidelity Index	28
Site Level Fidelity.....	29
Statewide Fidelity.....	32
Figure 16: WFI Results Statewide (n=333)	32
Key Findings.....	33
Recommendations for Program Improvement and Further Research	34
Conclusion and Next Steps.....	35
References	37

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BACKGROUND

In 2007, the Maine Department of Health and Human Services, Office of Child and Family Services, established a high-fidelity, community-based wraparound initiative to improve the lives of children and families in Maine. The project, commonly referred to as “Wraparound Maine”, is considered to be an intensive level of care for youth with complex needs and is expected to serve as an alternative to residential treatment. The target population includes youth, ages 5 -18, with serious emotional or behavioral disturbance who are either in residential care or at high-risk of such placement. Wraparound Maine began by serving six diverse communities geographically dispersed throughout the state. Gradual expansion continued with the introduction of three new sites in the spring of 2009. Services from these agencies continued throughout the entire year of 2010.

FORMAT

This report is broken into the following sections:

- Background Information, Data Sources & Strengths and Limitations of Data
- Enrollment Data, including Cumulative Enrollment, Enrollment (for this reporting period) & Enrollment Statistics
- Referral Source Information, Statewide and by Site
- School Performance
- Prior Placements and Service Usage
- Discharge Statistics, Average Lengths of Stay and Completion Rates
- Caregiver Strain
- Individual Planning Funds
- Child Adolescent Functional Assessment
- Fidelity Assessment- WFI results from Caregivers, Team Members and Youth
- Summary of Findings
- Conclusion and Next Steps

PURPOSE OF THIS REPORT

This report is an overview of evaluation data collected by the Muskie School of Public Service, University of Southern Maine in partnership with the Maine Department of Health and Human Services, Office of Child and Family Services. The findings are part of an ongoing statewide evaluation as Maine continues to expand its wraparound system of care across the State.

As of December 2010, approximately 691 unique families have enrolled in Wraparound Maine and 467 of those families have been discharged. This report examines the experiences of families between wraparound enrollment and discharge, focusing on those families either enrolled or discharged in 2010. Evidence of family functioning will be provided through the use of administrative data including agency intake and discharge records, as well as family self-report through evaluation surveys.

Results included in this report indicate that Wraparound Maine continues to grow, as indicated by the 306 enrollments in 2010 and is diversifying in referral sources, with a significant increase of referrals from Juvenile Corrections in 2010 as compared to previous years.

Many positive outcomes are reported for families who have received wraparound services including:

- Positive changes in school performance and decreases in absences, suspensions and expulsions from school;
- Decreased system involvement and residential treatment use at discharge as compared to enrollment;
- Discharges from wraparound into a community setting;
- Increased functioning ability (measured by the CAFAS).

In addition, more families are completing the Wraparound Maine process through the transition phase and fewer families are withdrawing from the process. Fidelity to the wraparound model continues to be “above average” as measured by the National Wraparound Fidelity Index, with statewide strengths in the following principles: Culturally Competent, Collaboration, Persistence and Family Voice and Choice. Areas for improvement include Natural Supports and Outcome Based.

PARTICIPATING SITES

There are six agencies currently serving nine wraparound locations, geographically dispersed throughout the State of Maine. Readers of this report should be aware that the start date for the implementation of wraparound services varies among sites. Additionally, sites joined the statewide evaluation in two different phases, meaning that some sites have more data available for cumulative analysis than others. However, all sites were actively serving clients for the entire year of 2010. A summary of the participating sites and their implementation dates can be found below in Table 1.

Table 1: Summary of Participating Wraparound Sites

Wraparound Sites	Lead Agency	Contract Start Date	Evaluation Start Date
Knox/Waldo Counties	Sweetser	May 2007	July 2007
Sagadahoc County	Sweetser	May 2007	July 2007
York County	Sweetser	January 2007	July 2007
Aroostook County	Wings for Children and Families Inc.	March 2007	July 2007
Penobscot County	Wings for Children and Families Inc.	March 2007	July 2007
Cumberland County	Youth Alternatives Ingraham	January 2007	July 2007
Lewiston-Auburn Metro Area	Spurwink Services	January 2009	April 2009
Washington/Hancock Counties	Catholic Charities Maine	January 2009	April 2009
Kennebec/Somerset Counties	Kennebec Behavioral Health	January 2009	April 2009

DATA SOURCES

This report summarizes research and evaluation data with an emphasis on that collected between January and December 2010. Data was obtained through a variety of sources:

- **Wraparound Maine Provider Administrative Data Records** – Providers electronically track the basic elements of service provision and submit these records monthly to OCFS and the evaluation team. These records include: dates of referral, enrollment and discharge; demographics and living situation; the extent of youth involvement with state agencies; and Individualized Planning Fund spending.
- **Family Surveys** – Upon intake and discharge, a designated caregiver completes a survey detailing observations about school performance and service utilization. The instrument was designed by the evaluation team to capture measures requested by the Maine Children’s Cabinet. The instrument is expected to take about 15 minutes to complete.
- **Wraparound Fidelity Index Version 4 (WFI-4)** – After three months of participation in Wraparound Maine, a designated caregiver, a team member and the youth complete the WFI-4 interview with a lead agency staff member (not the youth’s wraparound facilitator). The purpose of these interviews is to assess whether Wraparound Maine is providing wraparound in a manner that is consistent with the ten principles of wraparound (Bruns et al., 2004; Walker, Bruns, et al., 2004).
- **Child & Adolescent Functional Assessment Scale (CAFAS)** – The CAFAS is a rating scale, which assesses a youth’s degree of impairment in day-to-day functioning due to emotional, behavioral, psychological, psychiatric, or substance use problems (Hodges, 1990). Youth and family members do not directly contribute to the calculation of the CAFAS scores. Instead, a staff member who is both well-informed about the child and a reliable rater on the CAFAS completes the form. For this evaluation, CAFAS scores were collected upon intake and discharge.

DATA ANALYSIS

All data records received by the evaluation team were linked together through the use of a unique identifier. Once linked, files were de-identified for data analysis purposes. Data quality checks and data cleaning then occurred. Evaluators worked with providers on an ongoing basis to address missing data and inconsistencies in reporting. After data entry was completed, descriptive statistics were run to identify outliers and other abnormalities. Analysis was then completed to address the outcome evaluation questions. Analytic techniques included generating frequencies, cross-tabulations and tests of statistical significance.

STRENGTHS AND LIMITATIONS

An accurate interpretation of the report findings requires an examination of the evaluation plan's strengths and limitations. A notable strength of the Wraparound Maine evaluation plan is that it seeks to collect a comprehensive list of variables from a wide variety of data sources. By using this method, the evaluation does not risk an over-reliance on one perspective or data source. Since the goals of Wraparound Maine are far-reaching, the evaluation plan was designed to include a broad list of performance measures.

However, this relative strength can become a weakness when the data collected is incomplete. To address this limitation, the evaluation team calculates response rates to monitor the generalizability of the results (refer to Figure 1 for the response rate formula). Table 1 shows the response rates for each site.

Statewide results suggest there are challenges to data collection, particularly at the three month mark. Overall, the response rates for the initiative tend to be the highest at enrollment and discharge, with statewide rates well above the 70 percent standard. It should also be noted that administrative data was complete for all families at all sites. Exceptions to meeting the standard 70 percent for the Intake and Discharge Family Survey do occur when looking at individual sites. Results that are presented at the site level should be interpreted cautiously based on these rates. As a general guideline, readers of this report should be cautious in their interpretation of results when they are based on less than 70 percent of respondents.

Figure 1: Evaluation Response Rate Formula

$$\text{Response Rates} = \frac{\text{Number Completed}}{\text{Number Expected} - \text{Number Ineligible}}$$

Table 2: Data Collection Response Rates at Intake and Discharge

Site	Intake Family Survey	WFI-4 Youth	WFI-4 Caregiver	WFI-4 Team Member	Discharge Family Survey
Sweetser: Knox/Waldo	100%	100%	96%	100%	92%
Sweetser: Sagadahoc	83%	40%	58%	73%	74%
Sweetser: York	87%	64%	31%	33%	100%
Wings: Aroostook	100%	36%	69%	44%	80%
Wings: Penobscot	100%	48%	80%	67%	79%
Youth Alternatives Ingraham	100%	61%	89%	95%	97%
Catholic Charities Maine	70%	25%	53%	11%	36%
Kennebec Behavioral Health	94%	86%	84%	69%	81%
Spurwink Services	63%	25%	30%	12%	44%
STATEWIDE	91%	58%	64%	53%	81%

ENROLLMENTS

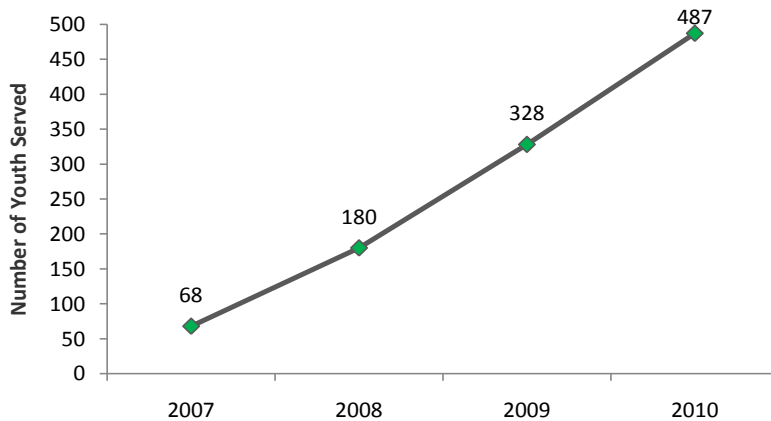
The nine wraparound agencies listed below have the capacity to serve at least 220 families at any given time. The table below shows the number of enrollments and discharges at each site in 2010.

Table 3: Summary of Wraparound Activity Statewide and by Site

Site	# Enrollees	# Discharges	Contract Minimum Enrolled
Sweetser: Knox/Waldo	26	19	60
Sweetser: Sagadahoc	30	22	
Sweetser: York	46	26	
Wings: Aroostook	26	22	45
Wings: Penobscot	41	34	
Youth Alternatives Ingraham	35	36	28
Catholic Charities Maine	21	15	15
Kennebec Behavioral Health	36	32	30
Spurwink Services	45	13	42
STATEWIDE	306	219	220

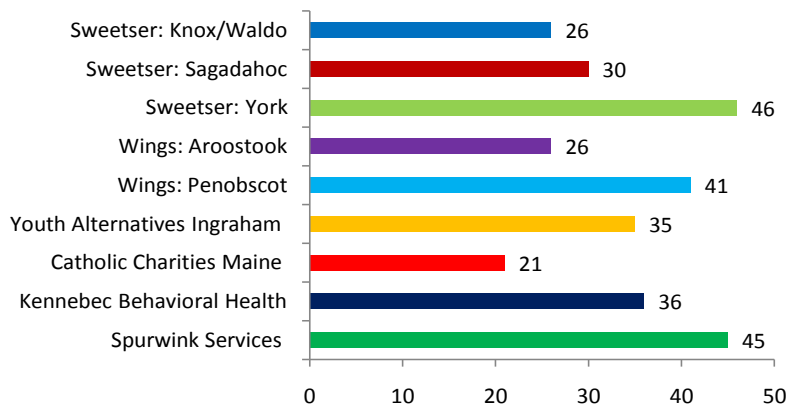
The chart on the following page illustrates cumulative enrollment in the wraparound program in Maine. Numbers shown are based on the total enrollments for the given year combined with the total enrollments from the previous year(s), less any discharges that occurred prior to the start of the specified year. It should be noted that these numbers reflect all enrollments in Wraparound Maine, including youth who enroll in the program multiple times or who are transferred from one agency to another. Not including multiple users or transfers, Wraparound Maine has enrolled a total of 691 unique youth and their families.

Figure 2: Cumulative Enrollment Statewide in Wraparound Maine



In 2010, the nine Wraparound Maine sites enrolled 306 youth and their families, compared to 236 enrollments in 2009. Again, this represents all enrollments, including those of youth who were transferred from one wraparound agency to another and who may have had wraparound services in the past and were re-referred in 2010.

Figure 3: Enrollment by Site, 2010



“My kids have made a lot of gains since wraparound started. The team focuses on success every week.”
 ~A caregiver gives feedback about Wraparound Maine

The table below includes statewide and site level data related to enrollment activity in 2010. Of the 306 families enrolled in Wraparound Maine, the overall average age of youth enrolled was 13 years. With the exception of Youth Alternatives, all sites are serving more boys than girls, with the most substantial differences in Sagadahoc, York, Penobscot, Washington, and Kennebec Counties (enrolled at least 60% boys). Statewide, the majority of youth served continue to be boys, however, the percentage of girl enrollees has increased substantially as compared to 2009 (36% in 2009 compared to 42% in 2010).

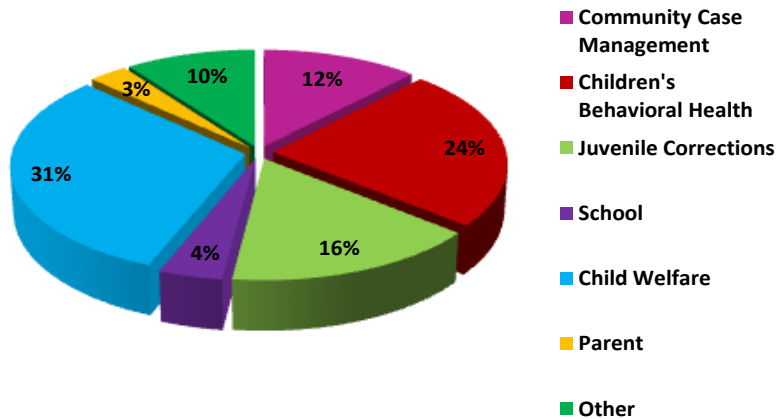
Table 4: Summary of Wraparound Enrollment Statistics by Site, 2010

Site	# Enrollees	Avg. Age at Enrollment	% Male	% Female
Sweetser: Knox/Waldo	26	12	54%	46%
Sweetser: Sagadahoc	30	13	60%	40%
Sweetser: York	46	13	60%	40%
Wings: Aroostook	26	13	52%	48%
Wings: Penobscot	41	13	66%	34%
Youth Alternatives Ingraham	35	14	49%	51%
Catholic Charities Maine	21	12	57%	43%
Kennebec Behavioral Health	36	14	69%	31%
Spurwink Services	45	13	53%	47%
STATEWIDE	306	13	58%	42%

REFERRALS

Youth and their families are referred to wraparound from a variety of agencies including Child Welfare, Children’s Behavioral Health and Juvenile Justice. Other sources, such as schools and families can also make referrals to the program. Child Welfare was the largest source of referrals in 2010, with Children’s Behavioral Health and Juvenile Corrections as major referral sources as well. Referrals from Juvenile Corrections increased substantially in 2010, as they accounted for only nine percent of referrals in 2009 compared to 16 percent in 2010. Parents and school systems continue to be the smallest source of wraparound referrals.

Figure 4: Summary of Wraparound Enrollment Statistics by Site, 2010

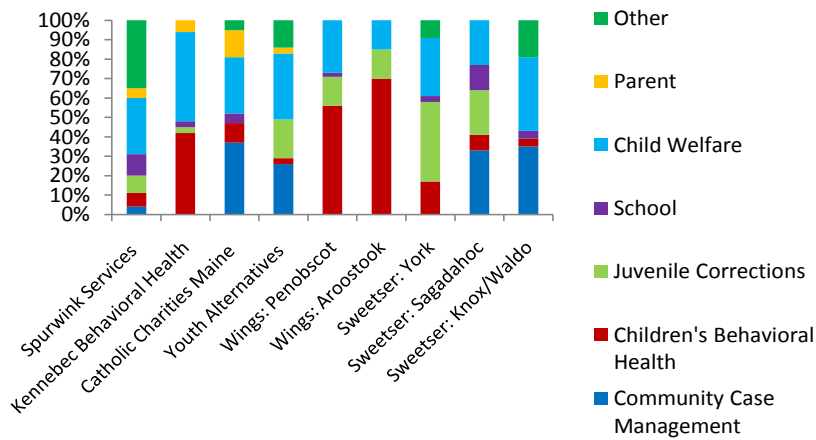


Primary referral sources varied by site in 2010. Wings in Aroostook and Penobscot continue to accept most of their youth from Children’s Behavioral Health. All sites are serving a number of child welfare referred youth and more sites are serving youth referred by Juvenile Corrections, as compared to 2009. Spurwink Services in the Tri-County area was the only agency to serve youth referred by all sources (not including “other”, although Spurwink had a large “other” population, mostly marked in the database as “unknown”). The chart on the following page shows the distribution of referral sources by site for enrollments in 2010.

“Wraparound is going well, I like it. Things are working better for me than they normally would”

~A youth talks about Wraparound Maine

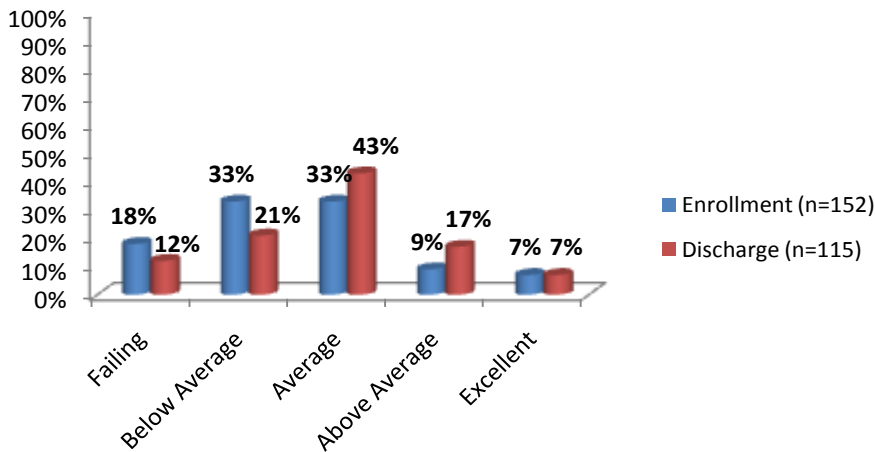
Figure 5: Comparison of Referral Source by Site



SCHOOL PERFORMANCE

When families enroll in the Wraparound Maine program, they are asked to complete an intake survey that asks about the youth's experiences in the 12 months prior to enrollment. Below are results from the survey question, "In the past 12 months, how would you describe your child's performance in school?"

Figure 6: Caregiver Report of School Performance



Results indicate that fewer caregivers are describing their child's school performance as failing or below average and more caregivers are describing their child's performance in school as average or better during wraparound as compared to the 12 month period before enrollment in wraparound. The table on the following page shows the same results by site.

Table 5: Comparison of School Performance by Site

Site	% Average or Better at Enrollment	% Average or Better at discharge	Percent Increase
Sweetser: Knox/Waldo	33%	71%	+115%
Sweetser: Sagadahoc	44%	78%	+77%
Sweetser: York	73%	78%	+7%
Wings: Aroostook	50%	62%	+19%
Wings: Penobscot	45%	53%	+18%
Youth Alternatives Ingraham	48%	82%	+71%
Catholic Charities Maine	55%	75%	+36%
Kennebec Behavioral Health	61%	50%	-18%
Spurwink Services	44%	75%	+70%
STATEWIDE	49%	67%	+37%*

*The change in the number of youth who were performing average or better from enrollment to discharge was found to be statistically significant when looking at statewide results. This analysis used only respondents who answered the school performance question on both the intake and discharge survey. There were a total of 93 respondents who met this criteria (p=.019).

Caregivers are also asked to report on the frequency their child misses school. Responses to the question, “In the last 12 months, how often has your child missed school?” are on the following page.

“The high fidelity wraparound program has prevented us from being in a shelter, it has kept my kids safe and in school”

~A caregiver reflects on their experience in Wraparound Maine

Figure 7: Caregiver Reports of Missed School

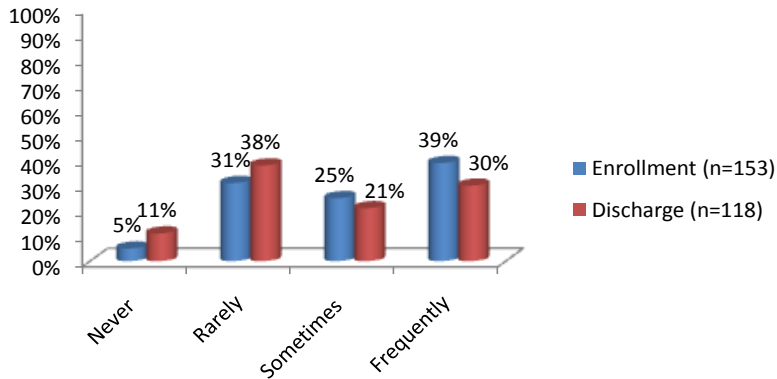


Table 6: Comparison of School Missed at Enrollment and Discharge

Site	% Missing Rarely or Never at Enrollment	% Missing Rarely or Never at Discharge	Difference
Sweetser: Knox/Waldo	37%	63%	+26%
Sweetser: Sagadahoc	34%	54%	+20%
Sweetser: York	55%	56%	+1%
Wings: Aroostook	33%	47%	+14%
Wings: Penobscot	25%	33%	+8%
Youth Alternatives Ingraham	40%	57%	+17%
Catholic Charities Maine	45%	25%	-20%
Kennebec Behavioral Health	45%	40%	-5%
Spurwink Services	13%	80%	+67%
STATEWIDE	36%	49%	+13%

The change in the frequency of missed school was not statistically significant at the statewide level when comparing responses of those who answered this question on both the intake and discharge survey. A total of 92 respondents met this criteria (p=.210).

A final question in regard to school performance asks caregivers if their child has been suspended or expelled in the past year. Results are displayed below.

Figure 8: Changes in the number of Suspensions and Expulsions

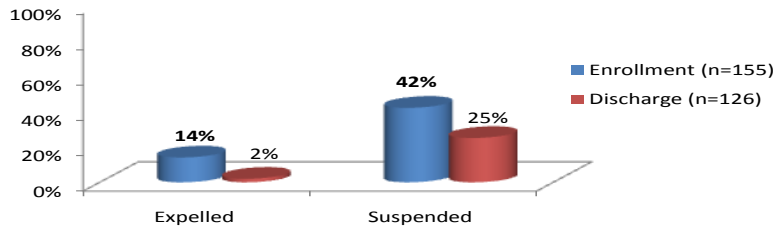


Table 7: Expulsions and Suspension Change by Site

Site	% Expelled Before Wrap	% Expelled During Wrap*	% Suspended Before Wrap	% Suspended during Wrap*
Sweetser: Knox/Waldo	18%	0%	33%	10%
Sweetser: Sagadahoc	44%	8%	44%	25%
Sweetser: York	18%	0%	40%	11%
Wings: Aroostook	5%	0%	44%	33%
Wings: Penobscot	10%	0%	48%	43%
Youth Alternatives Ingraham	12%	4%	48%	19%
Catholic Charities Maine	10%	0%	27%	0%
Kennebec Behavioral Health	6%	0%	44%	29%
Spurwink Services	10%	0%	30%	50%
STATEWIDE	14%	2%	42%	25%

*Differences in Expulsions statewide were significant comparing those who answered this question at intake and discharge. There were 102 respondents who met this criteria (p=.019).

*Differences in Suspensions statewide were significant when looking at respondents who answered this question at intake and discharge. There were 101 respondents who met this criteria (p=.001).

PRIOR PLACEMENTS AND SERVICE USAGE

Prior to enrolling in Wraparound Maine, many youth had required intensive and expensive services such as hospitalization and residential treatment. In addition, given the increase in referrals from the Justice System, many youth had police involvement or were arrested or adjudicated in the time before enrolling in Wraparound Maine.

According to caregiver reports, the percentage of youth requiring these interventions and services decreases significantly during the wraparound process. The following table highlights the decreases based on data obtained from the intake and discharge surveys. Significance statistics are based only on those who responded to both questions at both points in time.

Table 8: Differences in System and Service Involvement

	The Year Prior to Wraparound	During Wraparound	Significance
ER- Psychological Services	59%	37%	.239
Arrests	33%	13%	.010*
Police Involvement	64%	43%	.056
Adjudicated	26%	16%	.004*
Residential Treatment	35%	21%	.000*

**Indicates statistically significant change*

In addition, many youth enter wraparound with the involvement of agencies such as Juvenile Justice, Children’s Behavioral Health and Child Welfare. Based on data from intake and discharge surveys, the percentage of youth leaving wraparound with the involvement of these agencies decreases from enrollment to discharge.

Table 9: Changes in System and Service Involvement between Enrollment and Discharge 2010 (n=202)

Indicator	Enrollment Status	Discharge Status	Significance
% Juvenile Justice Involvement	55 (27%)	31 (15%)	.000*
% Children’s Behavioral Health Involvement	157 (78%)	117 (58%)	.000*
% Child Welfare Involvement	90 (45%)	62 (31%)	.001*
% In Residential Treatment	48 (24%)	14 (7%)	.000*

**Indicates statistically significant change*

“I would not have been able to bring my son home from residential care if it wasn’t for wraparound.”

~A caregiver describes what Wraparound Maine has done for their family

DISCHARGES

On average, families are being served 297 days in wraparound. This is about 2½ months longer than the average length of stay in 2009, which was 221 days. Of those families that were discharged from wraparound in 2010, 81 percent were discharged into community settings.

Table 10: Summary of Discharged Cases by Site

Site	# Discharges	Of those discharged, # that were transfers/ multi-users	Ave. LOS in days for first time users	% Living in Community
Sweetser: Knox/Waldo	19	2	250	94%
Sweetser: Sagadahoc	22	4	325	73%
Sweetser: York	26	0	267	73%
Wings: Aroostook	22	2	351	90%
Wings: Penobscot	34	3	306	80%
Youth Alternatives Ingraham	36	3	335	91%
Catholic Charities Maine	15	1	311	86%
Kennebec Behavioral Health	32	1	245	74%
Spurwink Services	13	1	292	83%
STATEWIDE	219	17	298	81%

“The process has helped me succeed, helped me find and stay hopeful.”

~A youth describes their Wraparound Maine experience

Figure 9: Comparison of Average Length of Stay by Site

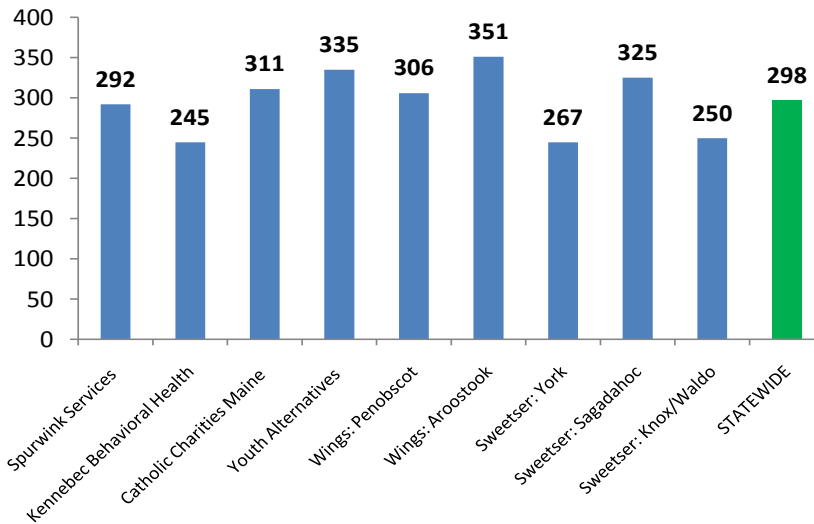
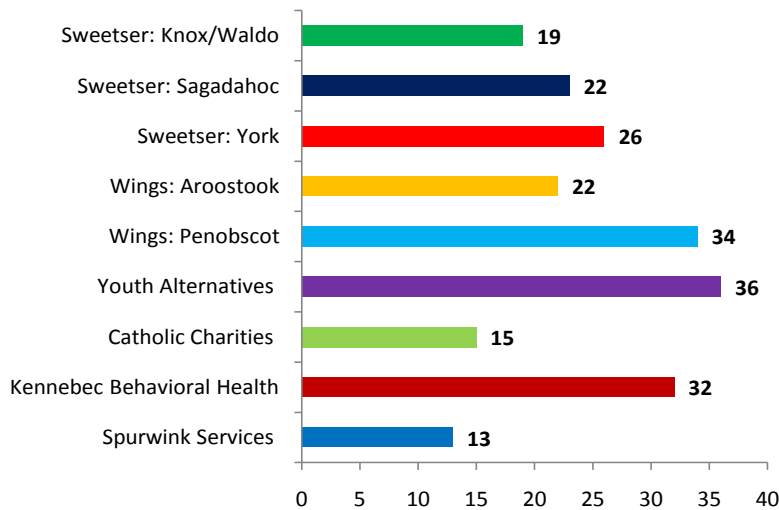


Figure 10: Summary of Discharges by Site



Families are discharged from the Wraparound Program for a number of reasons. Many families complete the program, either with Targeted Case Management (TCM) or without TCM. Other families are discharged early based on a decision by the wraparound agency or the family’s own decision to no longer accept services. A small number of youth experience geographical change in residence and are transferred from one provider to another and an even smaller number of families experience situations other than those listed above.

Statewide, about 67 percent of families are successfully completing the wraparound process (with or without Targeted Case Management). This is a substantial increase from the 45 percent completion rate reported for 2009. In addition, fewer families were discharged by the agency (7%), and there was a drastic decrease in the number of families who withdrew themselves from wraparound services (24% in 2009 compared to only 13% in 2010).

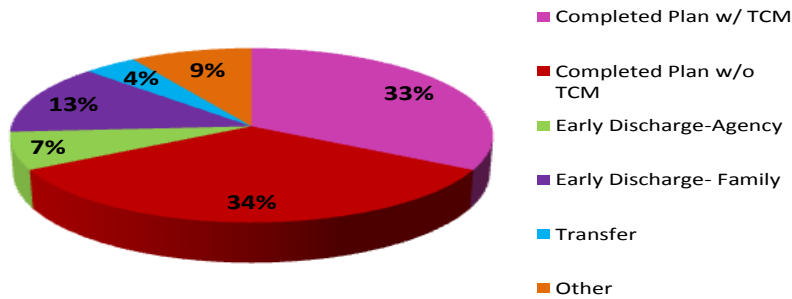
Table 11: Discharge Status Codes by Site 2010 (n=220)

Site	Completed Wrap. Plan		Early Discharge		Transfer	Other
	w/ TCM	w/out TCM	Agency Initiated	Family Initiated		
Sweetser: Knox/Waldo (n=19)	2 (11%)	12 (63%)	0 (0)	4 (21%)	1 (5%)	0 (0)
Sweetser: Sagadahoc (n=23)	5 (22%)	8 (35%)	1 (4%)	6 (26%)	0 (0)	3 (13%)
Sweetser: York (n=26)	5 (19%)	11 (42%)	1 (4%)	5 (19%)	1 (4%)	3 (12%)
Wings: Aroostook (n=22)	12 (55%)	4 (18%)	2 (9%)	0 (0)	0 (0)	4 (18%)
Wings: Penobscot (n=34)	25 (73%)	2 (6%)	3 (9%)	2 (6%)	0 (0)	2 (6%)
Youth Alternatives Ingraham (n=36)	11 (30%)	17 (47%)	3 (8%)	1 (3%)	2 (6%)	2 (6%)
Catholic Charities Maine (n=15)	6 (40%)	1 (7%)	4 (26%)	3 (20%)	0 (0)	1 (7%)
Kennebec Behavioral Health (n=32)	6 (19%)	11 (34%)	2 (6%)	7 (22%)	4 (13%)	2 (6%)
Spurwink Services (n=13)	0 (0)	9 (69%)	0 (0)	1 (8%)	1 (8%)	2 (15%)
STATEWIDE	72 (33%)	75 (34%)	16 (7%)	29 (13%)	9 (4%)	19 (9%)

“Wraparound has made me feel more confident and has supported me in learning to advocate for myself...”

~A caregiver describes the impact of Wraparound Maine

Figure 11: Summary of Reason for Discharge, Statewide (n=237)



The table below looks at those who completed wraparound with TCM and those who completed wraparound without TCM and shows the length of stay (LOS) for each of these groups. As is indicated by the table below, of those who completed wraparound with TCM, the majority did so in 6-9 months, the target length of stay for Wraparound Maine. Interestingly, of those who completed wraparound without TCM, the majority of those families had a 9-12 month length of stay, suggesting that a slightly extended service period may lead to higher self-efficacy at the time of discharge.

The table below also shows the number of families that are discharged by the agency and withdraw, both identified by Wraparound Maine as negative outcomes. It is interesting that the majority of these instances occur within the first 6 months, suggesting the importance of quality engagement and screening when families start the process.

Table12: Discharge Status by LOS, 2010

Discharge Status	Less than 6 months	6-9 months	More than 9 but less than 12 months	12 -18 months	More than 18 months	Total
Completed Plan W/ TCM	15%	29%	22%	23%	11%	100%
Completed Plan W/O TCM	20%	21%	28%	17%	14%	100%
Early Discharge-Family	52%	21%	7%	13%	7%	100%
Early Discharge-Agency	37%	19%	19%	25%	0	100%

LIVING ENVIRONMENT

The table below shows the living environment of youth at enrollment and discharge using the Restrictiveness of Living Environment Scale (ROLES). In addition, categories of Independent, Family or Family-based Setting, Emergency Shelter, and Inpatient/Residential were created in order to group many small categories and to determine if the living situation of youth improves after wraparound.

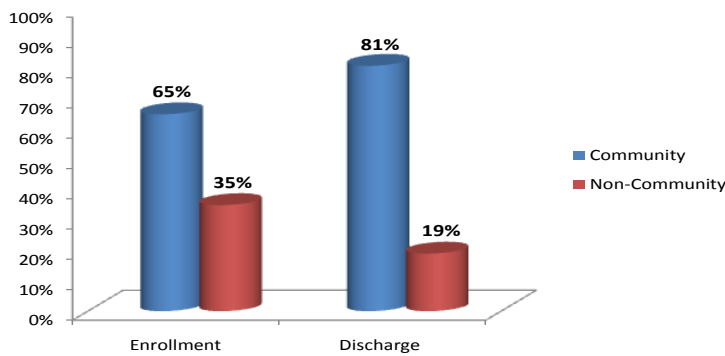
Table 13: Living Situation at Enrollment and Discharge (n=202)

Category of Restrictiveness	Living Environment	Enrollment	Total	Discharge	Total
Independent Living	Independent Living by Self	0%	0%	2%	4%
	Independent Living with Friend	0%		2%	
Family or Family-Based Setting	Home of Natural Parents, for a child	50%	64%	57%	78%
	Home of Natural Parents, for an 18 year old	1%		3%	
	Home of a Relative	5%		11%	
	Home of a Family Friend	0%		1%	
	Adoptive Home	2%		1%	
	Regular Foster Care	5%		4%	
	Foster-Family Based Treatment Home	1%		1%	
Emergency Shelter	Crisis Unit	2%	2%	1%	3%
	Group Emergency Shelter	0%		1%	
	Homeless	0%		1%	
Correctional Facility	Youth Correction Center	4%	5%	3%	4%
	Jail	1%		1%	
Inpatient/Residential	Drug/Alcohol Rehab. Inpatient	0%	25%	1%	11%
	Residential Treatment Center	23%		8%	
	Inpatient Psychiatric Services	2%		2%	

NOTE: At enrollment there were 4% of youth who were not counted (NC: Phase1) and therefore the sum of enrollment percentages is 96%.

To further illustrate the change in living environment from the time of enrollment to discharge from Wraparound Maine, the following graph shows the percentage of youth living in community versus non-community settings at these points in time. Community Settings were defined as: Independent Living by Self, Independent Living with a Friend, Home of Natural Parents for a Child, Home of Natural Parents for an 18 year old, Home of a Relative, Home of a Family Friend, Adoptive Home, Foster Care, and Foster-Family Based Treatment Homes. Non-Community Settings included: Crisis Units, Emergency Shelters, Residential Treatment Centers, Drug/Alcohol Rehabilitation Centers, Psychiatric Hospitals, and youth who were homeless at discharge.

Figure 12: Summary of Community vs. Non-Community Living (n=202)



“The wraparound concept has been fabulous. I think wraparound is the primary reason I can keep my child in my home.”

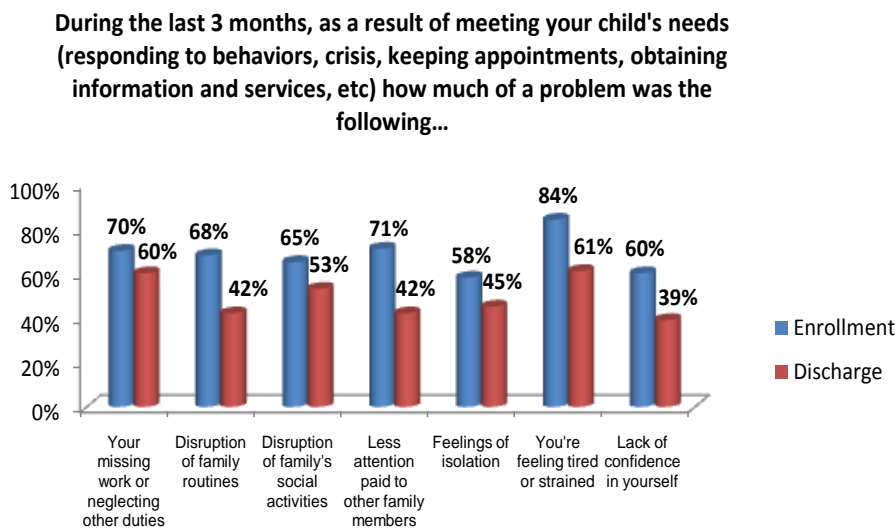
~A caregiver’s thoughts on the effectiveness of Wraparound Maine.

CAREGIVER STRAIN

When caregivers complete the family surveys at intake and discharge, they are asked to rate the severity of the effects of meeting their child’s needs. Caregivers are directed to consider the three months prior to enrollment in wraparound and the three months prior to discharge from wraparound. Below are the results from these survey questions.

Further exploratory research is needed to determine the reason for the high number of missing responses to these questions. Only 44 responses were obtained from completed intake surveys and 91 from completed discharge surveys.

Figure 13: Caregiver Strain



There was a smaller sample (21) of respondents who answered the Caregiver Strain Questions at both Intake and Discharge. A T-Test was used to determine the significance of the changes in those respondents. Only, “You’re feeling tired or strained” was found to be significant ($p=0.034$).

“My children remaining in my home is the most positive thing. My children have connected with the community again...I feel less isolated and my anxiety and depression have lessened.”

~A caregiver’s thoughts on Wraparound Maine

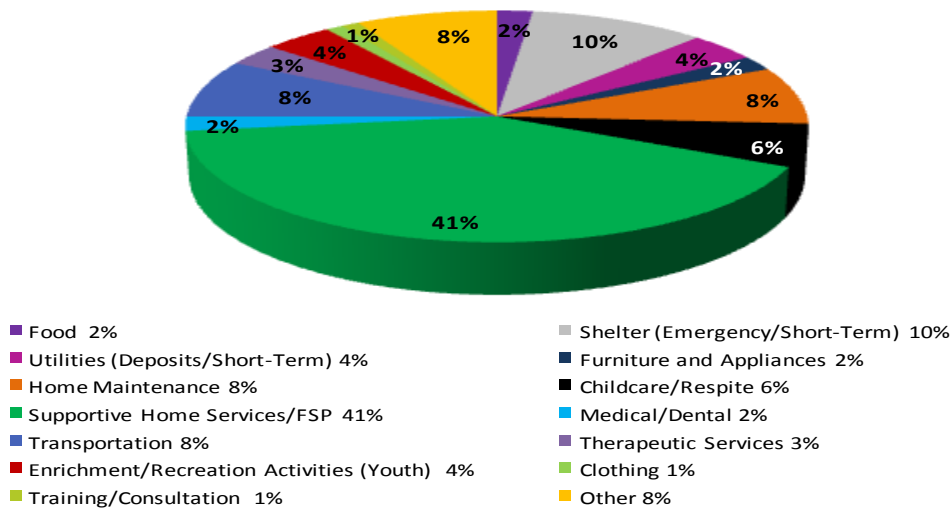
INDIVIDUALIZED PLANNING FUNDS

Individual Planning Funds are used to support short-term needs of youth and families that support the wraparound plan and relate to sustaining the child /youth in his/her home. The purpose of these funds is to jump-start or seed financial need that cannot be met within the family, community, or other funding sources. These needs can include food, utilities, home maintenance, supportive home services (family support partners), transportation, enrichment/recreation, training/consultation, shelter, furniture and appliances, childcare/respite, medical/dental, therapeutic services, clothing and other items or services unique to individual families.

The chart below shows the distribution of planning funds, by category, in 2010.

Figure 14: Distribution of Funds, 2010

Statewide Individual Planning Fund Expenditures: 2010



To provide some additional information about site level spending, the table on the following page shows the percent of spending in each of the spending category by site for 2010. The most substantial difference among the sites is in Supportive Home Services spending, with most sites spending the majority of funds in the area, while Wings in Aroostook spends the majority of funds on Shelter and Wings in Penobscot on Home Maintenance and Transportation. Youth Alternatives also spends less on Supportive Home Services and more on Shelter.

Table 14: Individual Planning Funds: Percent Spent by Category and Site

Individual Planning Expenditures by Site									
Spending Categories	Sweetser: Knox/Waldo	Sweetser: Sagadahoc	Sweetser: York	Wings: Aroostook	Wings: Penobscot	YAI	Catholic Charities Maine	Kennebec Behavioral Health	Spurwink
Food(Emergency)	3%	3%	2%	0%	1%	1%	2%	1%	3%
Shelter (Emergency Short Term)	4%	2%	7%	39%	11%	19%	3%	11%	7%
Utilities (Deposits Short-Term)	2%	1%	3%	10%	6%	4%	7%	3%	5%
Furniture/Appliances	1%	1%	1%	3%	3%	2%	2%	1%	3%
Home Maintenance	21%	5%	3%	2%	15%	18%	4%	13%	1%
Childcare/Respite	2%	3%	0%	22%	9%	13%	10%	1%	7%
Supportive Home Services/ FSP	37%	65%	75%	3%	8%	16%	31%	34%	51%
Medical/Dental	1%	1%	1%	0%	6%	2%	6%	0%	0%
Transportation	10%	6%	3%	3%	15%	9%	15%	13%	4%
Therapeutic Services	1%	4%	1%	6%	8%	1%	6%	9%	4%
Enrichment/ Recreation Activities	3%	3%	2%	7%	11%	4%	10%	3%	2%
Clothing	1%	1%	1%	1%	1%	1%	3%	1%	1%
Training/Consultation	0%	1	0%	1%	5%	1%	0%	0%	4%
Other	14%	4%	1%	3%	1%	9%	1%	10%	8%

THE CHILD AND ADOLESCENT FUNCTIONAL SCALE

The Child and Adolescent Functional Scale is an inventory that measures the day to day functioning of youth and adolescents (Hodges, 1990). The scale asks raters, commonly service providers and clinicians who work closely with the child/adolescent, to rate their functioning in the following domains:

- Role Performance (School/Work, Home and Community)
- Thinking
- Behavior toward Self and Others
- Mood and Emotions
- Substance Use

A rating scale of 0-30 is used to score the assessments with 0 indicating “minimal or no disruption”, 10 indicating “mild disruption”, 20 indicating “moderate disruption” and 30 indicating “severe disruption” (Hodges, 1990). A total score is calculated by adding the sub scores, with a minimum score of 0 and a maximum score of 240. Results are interpreted as follows:

- 0-10: Youth exhibits no noteworthy impairment.
- 20-40: Youth likely can be treated on an outpatient basis, provided that risk behaviors are not present (Risk behaviors include: a serious suicide attempt or considered actively or possibly suicidal, harmful behaviors to self or others, runaway behavior, psychotic or organic symptoms in the context of severe impairment or severe substance abuse).
- 50-90: Youth may need additional services beyond outpatient care.
- 100-130: Youth likely needs care which is more intensive than outpatient and/or which includes multiple sources of supportive care.
- 140 and higher: Youth likely needs intensive treatment, the form of which would be shaped by the presence of risk factors and the resources available within the family and community.

CAFAS scores are used in the State of Maine to determine a youth’s level of need for treatment. CAFAS scores that are higher indicate more functional challenges, whereas lower CAFAS scores indicate fewer functional challenges. It is the goal of Wraparound Maine to decrease CAFAS scores over time, thus improving the functioning abilities of those served.

The figure below shows statewide and site level data showing the change in CAFAS scores from the time of enrollment in Wraparound Maine to the time of discharge.

Figure15: Changes in CAFAS Scores

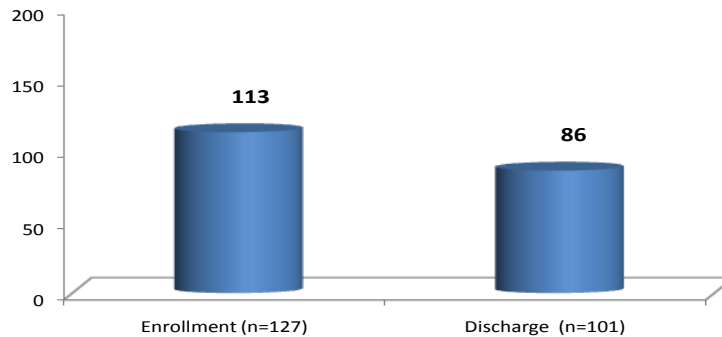


Table 15: CAFAS Score Change by site for Youth Discharged in 2010

Agency	CAFAS at Enrollment	# of Cases	*Response Rate	CAFAS at Discharge	# of Cases	*Response Rate	Point Change	% Change
Sweetser: Knox/Waldo	119	17	100%	76	12	100%	-43 points	-36%
Sweetser: Sagadahoc	122	19	100%	81	14	100%	-41 points	-34%
Sweetser: York	104	16	93%	65	16	100%	-39 points	-38%
Wings: Aroostook	112	18	95%	98	14	70%	-14 points	-13%
Wings: Penobscot	128	18	82%	111	23	79%	-17 points	-13%
Youth Alternatives Ingraham	113	16	89%	91	25	97%	-22 points	-19%
Catholic Charities Maine	82	9	69%	80	3	23%	-2 points	-2%
Kennebec Behavioral Health	123	11	100%	106	20	83%	-17 points	-14%
Spurwink Services	115	8	62%	70	6	50%	-45 points	-39%
STATEWIDE	113	132	89%	86	133	79%	-27 points	-24%

**Agencies were required to enter CAFAS scores into the Wraparound Maine database beginning March, 2010. Response Rates were calculated based on the number of discharged youth less any enrollments or discharges that occurred January through March 2010 (or before) and less the number of youth that were transfers and/or multiple users. However, some sites went back to enter scores for youth enrolled and discharged prior to the collection of scores. These scores were then added back into the overall number of expected scores.*

WRAPAROUND FIDELITY INDEX

The Wraparound Fidelity Index is an assessment tool developed by the Wraparound Evaluation and Research Team (WERT) to assess a wraparound program in regards to using the Wraparound Model and adhering to the principles of wraparound (Bruns, 2008). There are 10 principles to carrying out wraparound (Walker, Bruns, et al., 2004). They are as follows:

1. Family Voice and Choice
2. Team-Based
3. Natural Supports
4. Collaboration
5. Community-Based
6. Culturally Competent
7. Individualized
8. Strengths-Based
9. Persistence
10. Outcome-Based

The Wraparound Fidelity Index, Version 4 (WFI-4) is an interview form trained wraparound staff use to interview youth, caregivers and team members about their experience with wraparound. In order to be interviewed, youth must be at least 11 years of age (Bruns et al., 2009). The interviews take place three months after enrollment in wraparound.

Scores are available for each wraparound principle. An overall score is also calculated for each group of respondents. Data reported here represents all WFI-4 interviews completed between January 1, 2010 and December 31, 2010.

In this period, caregiver reports had the highest response rate (n=130). Youth and Team Member Reports have much lower response rates, 116 and 67 respectively. Caution should be exercised in interpreting those results as response rates do not meet the 70 percent standard.

However, based on the scores available some obvious strengths and weaknesses arise both within agencies and statewide.

SITE LEVEL FIDELITY

Weighted averages were calculated based on scores from all assessments: Team Member, Caregiver and Youth, by site. Individual principle scores were rounded to the nearest whole number, while overall scores below extend two decimal places. Results are presented in the context of overall response rates for all WFI-4 forms. Asterisks before the site name indicate sites with response rates greater than 70 percent, the acceptable standard for generalizability.

Aroostook: Wings~ The overall fidelity score at Wings in Aroostook County is **83.95**, which is *Above-Average* according to National Standards. However, the overall response rate for completed WFI-4 Assessments was only 50 percent, meaning this may not be an accurate representation of fidelity at the Wings site in Aroostook. Individual principles for which Wings Aroostook is in the High Fidelity range include: Family Voice and Choice, Collaboration, Culturally Competent, Strengths-Based, and Persistence. Wings in Aroostook had no overall principle scores in the non-wraparound range. The lowest scoring principle was Outcome-Based at 73 percent.

***Cumberland: Youth Alternatives Ingraham**~ The overall fidelity score for Youth Alternatives Ingraham is **79.97**, which is in the *Average* Range, only slightly below the cut off for Above Average Fidelity. In addition it should be noted that the overall WFI-4 response rate for YAI was 78 percent, in the acceptable range. Youth Alternative scores in the High Fidelity range in the following principles: Family Voice and Choice, Collaboration, Culturally Competent and Persistence. Outcome-Based was the only principle in the non-wraparound range.

***Kennebec/Somerset: Kennebec Behavioral Health**~ The overall fidelity score for Kennebec Behavioral Health is **79.81**, which is in the *Average* Fidelity Range, approaching the Above Average standard. Kennebec Behavioral Health had an overall response rate of 71 percent. Kennebec Behavioral Health has achieved High Fidelity in the following principles: Family Voice and Choice, Team-Based, Collaboration, Culturally Competent and Persistence. Principles that were in the non-wraparound range were Natural Supports and Outcome-Based.

***Knox/Waldo: Sweetser**~ The overall fidelity score for Sweetser in Knox/Waldo is **85.00**, which is *High Fidelity*. Sweetser in Knox Waldo had an overall response rate of 98 percent and in addition to being an overall High Fidelity site, Sweetser has achieved high fidelity in the following principles: Family Voice and Choice, Team-Based, Collaboration, Culturally Competent, Strengths-Based and Persistence. It is also noteworthy that Sweetser is in the Above Average range for the principle of Natural Supports. There were no principles in the non-wraparound range; the lowest performing category was Outcome-Based at 72 percent.

Penobscot: Wings, Inc. ~ The overall fidelity score at Wings in Penobscot is **84.44**, which is in the ***Above Average*** Range, and very close to achieving High Fidelity. Similarly, the overall response rate at Wings in Penobscot is 66 percent, but quite close to the acceptable standard of 70 percent. Wings in Penobscot is achieving High Fidelity in a number of individual principles, those include: Family Voice and Choice, Team-Based, Collaboration, Culturally Competent, Strengths-Based and Persistence. There were no principles in the non-wraparound range; Outcome-Based was the lowest score at 70 percent.

Sagadahoc: Sweetser~ The overall fidelity score for Sweetser is **82.69**, which is ***Above Average***. Sweetser had an overall response rate of 59 percent, which is approaching the acceptable standard. Individual principles that Sweetser in Sagadahoc has achieved High Fidelity include: Family Voice and Choice, Team-Based, Collaboration, Culturally Competent, Strengths-Based and Persistence. Principles in the non- wraparound range included Outcome-Based and Natural Supports.

Tri-County Area: Spurwink Services~ The overall fidelity score for Spurwink Services is **83.67**, which is in the ***Above Average*** Range, and approaching the High Fidelity standard of 85 percent. The response rate for Spurwink was only 22 percent, so these results should be interpreted cautiously. Individual Principles in which Spurwink has achieved High Fidelity include: Team-Based, Collaboration, Culturally Competent and Persistence. Notably, Spurwink is in the average range for Natural Supports and Outcome-Based. There were no scores in the non-wraparound category; the lowest scores were in the average range.

Washington/Hancock: Catholic Charities Maine~ The overall fidelity score for Catholic Charities is **79.50**, which is in the ***Average*** Range, only slightly below the cut off for Above Average Fidelity. However, response rates were only 30 percent, thus cautious interpretation of results is recommended. Catholic Charities is achieving High Fidelity in the following principles: Family Voice and Choice, Team-Based, Collaboration, Culturally Competent, Individualized and Strengths-Based. It is notable that this is the only site achieving High Fidelity in the Individualized principle. Principles where Catholic Charities was in the non-wraparound range included Outcome-Based and Community-Based.

York: Sweetser~ The overall fidelity score for Sweetser in York is **81.51**, which is in the ***Above Average*** Range. Response rates for York County were 38 percent, so these results should be interpreted cautiously. (Low response rates were attributed to the exercise of extreme caution as consent forms were being revised and updated. This issue has been resolved and response rates at this site have improved. Areas of High Fidelity for York County include: Family Voice and Choice, Collaboration, Culturally Competent, Strengths- Based and Persistence. Notably, York is in the Above Average Range for Natural Supports, a statewide weakness. The lowest scoring principle for York County is Outcome-Based at 51 percent, which is considered non-wraparound.

Wraparound Maine Fidelity Scores by Principle and Site

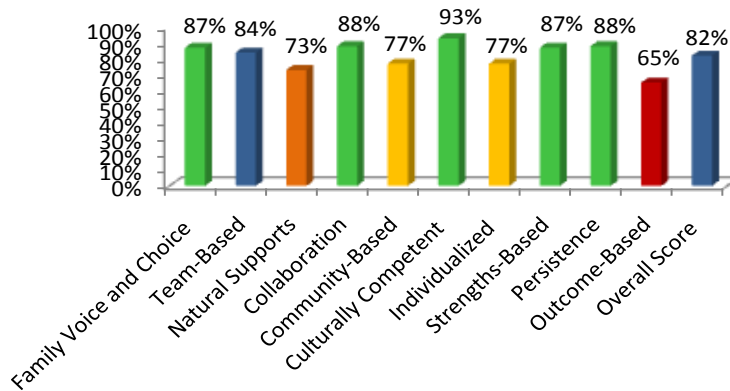
Caregiver Perspective	Family Voice & Choice	Team Based	Natural Supports	Collaboration	Community Based	Culturally Competent	Individualized	Strengths-Based	Persistence	Outcome-Based	OVERALL SCORE
Aroostook: Wings (n=8)	90%	78%	78%	90%	78%	89%	78%	83%	86%	68%	82%
Cumberland: YAI (n=20)	94%	79%	61%	84%	70%	92%	71%	79%	88%	67%	78%
Kennebec: KBH (n=21)	86%	86%	66%	87%	74%	93%	70%	89%	89%	60%	80%
Knox/Waldo: Sweetser (n=26)	92%	81%	86%	88%	79%	94%	77%	90%	91%	72%	85%
Penobscot: Wings (n=19)	91%	83%	76%	93%	78%	95%	82%	93%	96%	77%	86%
Sagadahoc: Sweetser (n=8)	85%	86%	62%	88%	74%	94%	80%	98%	93%	67%	86%
Tri-County: Spurwink (n=5)	83%	88%	74%	89%	85%	86%	80%	80%	100%	76%	84%
Wash./Hancock: CCM (n=9)	93%	91%	71%	83%	76%	96%	83%	95%	73%	50%	81%
York: Sweetser (n=10)	94%	77%	96%	85%	79%	98%	78%	97%	88%	68%	86%
Statewide Average n=130	90%	83%	73%	88%	76%	93%	77%	89%	90%	68%	83%
Team Member Perspective											
Aroostook: Wings (n=3)	96%	96%	83%	88%	88%	100%	83%	92%	100%	83%	91%
Cumberland: YAI (n=17)	74%	83%	78%	82%	74%	90%	77%	85%	86%	67%	80%
Kennebec: KBH (n=23)	82%	89%	57%	90%	72%	91%	70%	84%	85%	53%	77%
Knox/Waldo: Sweetser (n=23)	92%	90%	82%	93%	81%	96%	77%	92%	91%	74%	87%
Penobscot: Wings (n=20)	86%	89%	75%	90%	81%	93%	77%	90%	85%	70%	84%
Sagadahoc: Sweetser (n=11)	85%	95%	70%	93%	83%	94%	86%	94%	85%	62%	85%
Tri-County: Spurwink (n=2)	83%	100%	81%	94%	81%	100%	94%	75%	100%	94%	90%
Wash./Hancock: CCM (n=1)	100%	100%	63%	100%	75%	88%	100%	75%	88%	63%	85%
York: Sweetser (n=14)	92%	78%	69%	82%	77%	91%	58%	88%	81%	55%	77%
Statewide Average n=116	85%	88%	72%	89%	78%	93%	75%	88%	87%	66%	82%
Youth Perspective											
Aroostook: Wings (n=2)	75%	88%	63%	75%	100%	94%	81%	88%	83%	75%	82%
Cumberland: YAI (n=15)	92%	71%	75%	91%	73%	98%	84%	81%	90%	68%	82%
Kennebec: KBH (n=19)	91%	83%	78%	91%	83%	95%	75%	80%	94%	60%	83%
Knox/Waldo: Sweetser(n=11)	89%	90%	74%	90%	63%	95%	76%	73%	95%	66%	81%
Penobscot: Wings (n=10)	86%	81%	77%	80%	89%	93%	80%	90%	93%	56%	82%
Sagadahoc: Sweetser (n=3)	83%	88%	46%	92%	38%	83%	63%	75%	72%	38%	68%
Tri-County: Spurwink (n=4)	71%	78%	72%	100%	75%	91%	84%	88%	79%	63%	80%
Wash./Hancock: CCM (n=4)	67%	79%	78%	92%	50%	88%	92%	68%	83%	50%	75%
York: Sweetser (n=13)	75%	82%	85%	90%	80%	90%	81%	89%	94%	63%	83%
Statewide Average n=87	86%	81%	75%	89%	76%	94%	79%	81%	91%	61%	81%

STATEWIDE FIDELITY

The following chart shows statewide results of fidelity scores by principle. Please note that the bars are color coded indicating the level of fidelity at the principle and overall score level. Green indicates High Fidelity, Blue indicates Above Average Fidelity, Yellow is Average Fidelity, Orange is Below Average Fidelity and Red is considered Non-wraparound.

Overall scores were calculated based on weighted averages of the three assessment forms: Caregiver, Team Member and Youth.

Figure 16: WFI Results Statewide (n=333)



As shown in the chart above, the overall score statewide is 82 percent, which is Above Average. Strengths of Wraparound Maine appear in Family Voice and Choice, Collaboration, Cultural Competence, Strengths Based and Persistence. Areas for improvement include Natural Supports and Outcome Based, most notably, as well as Community Based and Individualized.

“Using family voice and choice and “no blame, no shame” I’ve gained a lot of confidence and self-esteem that will help my family solve our problems in the future.”

~A Maine caregiver talks about the importance of Family Voice and Choice

KEY FINDINGS

Data from this report suggests the following:

- Prior placements and CAFAS scores suggest that Wraparound Maine continues to serve the most at-risk youth in the State. (However, data suggests that Catholic Charities of Maine in Washington and Hancock counties are serving slightly higher functioning youth as measured by an average CAFAS score of 82, at the time of enrollment).
- Wraparound continues to enroll youth at a growing rate and is accepting more referrals from Juvenile Corrections. Wraparound Maine continues to enroll a large number of youth referred from Child Welfare and Children's Behavioral Health.
- There are currently more boys enrolled in Wraparound Maine (58% boys). However, the percentage of girls is increasing as compared to last year. The average age of youth receiving wraparound services is 13 years.
- According to caregiver report, school performance tends to improve while youth are receiving wraparound. In addition, caregivers report that youth miss fewer days of school and are expelled and suspended less.
- More youth and their families are completing the program (67%) and fewer families are withdrawing early (only 13%).
- Interestingly, of those families that do withdraw, 52 percent do so within the first six months. Of those families that are discharged early by the agency, 38 percent of those cases occur within the first six months.
- Of those families who are completing the program with TCM, the majority (29%) do so within 6-9 months, the targeted LOS for Wraparound Maine. However, of families that leave wraparound not requiring continuing case management services, the majority of those families complete in 9-12 months.
- Approximately 80 percent of youth discharged from Wraparound Maine are discharged to the community into either independent living or a family-like setting.
- Interventions such as the Emergency Room (for psychological services), Police Involvement, Arrests, Adjudications, and Residential Treatment occur less frequently during wraparound as compared to the year prior.
- System Involvement from Child Welfare, Children's Behavioral Health, and Juvenile Justice all decreased from the time of enrollment to discharge in Wraparound Maine.
- Caregivers reported that they felt less strained at the time of discharge from wraparound as compared to how they felt at enrollment.

- Individual planning funds (IPF) have increased along with an increase in the use of Family Support Partners.
- Most sites spend the most in the category of Supportive Home Services. This includes payment for Family Support Partners. Exceptions to this occur at Wings in Aroostook and Penobscot and Youth Alternatives Ingraham.
- Based on the CAFAS scores, there is an average decrease of 27 points on the CAFAS at discharge from wraparound as compared to enrollment. This exceeds national expectations of wraparound programs performing with high fidelity to the model.
- Several sites met the overall response rate criteria for the WFI-4. Those sites were: Youth Alternatives Ingraham in Cumberland County, Kennebec Behavioral Health in Kennebec/Somerset Counties, and Sweetser in Knox and Waldo Counties.
- All sites had overall fidelity scores at least in the average range. Of those that were in the average range, scores were approaching the above average standard. Only one site had an overall score in the high fidelity range, but many sites in the above average range were very close to the high fidelity standard.
- Statewide fidelity is Above Average, 82 percent. Strengths include: Family Voice and Choice, Collaboration, Cultural Competence, Strengths Based and Persistence.

RECOMMENDATIONS FOR PROGRAM IMPROVEMENT AND FURTHER RESEARCH

- In this reporting period data collection at intake continues to be a strength of wraparound agencies and data collection at discharge has improved significantly since the last reporting period. In addition, CAFAS scores were entered at 70 percent or above at seven of the nine agencies at both intake and discharge. The Evaluation Team should continue to work closely with sites to track and complete data such as Wraparound Fidelity Interviews at the 70 percent standard.
- Parents and schools continue to be the smallest source of referrals. While it is expected that parents make up the smallest source of referrals (because it is a requirement for eligibility to have systems involvement, and systems tend to make referrals for the parents), if more referrals are to be sought from these groups, further outreach and education may be needed.
- Given the completion rates and Lengths of Stay of those that complete the program with or without Targeted Case Management, careful consideration should be taken when defining a target Length of Stay. It appears that a slightly longer length of stay (9-12 months) may lead to higher self-efficacy and prevent Targeted Case Management Involvement.

- Areas identified by the Wraparound Fidelity Index as non-wraparound or below average were Natural Supports and Outcome Based. Natural Supports refers to increasing supports from friends and family members and having these supports on the wraparound team. Wraparound also defines and measures Natural Supports based on whether the youth has developed positive friendships during the course of wraparound and if the family has strengthened supports in preparation for when wraparound ends. Outcome based refers to the process of identifying triggers to crisis and unsafe situations prior to the first wraparound meeting, the process of assigning tasks to all team members at the end of a meeting and following up on those tasks at the next meeting, transition planning within the first three months and helping the youth to solve their own problems.

CONCLUSION AND NEXT STEPS

Wraparound Maine has operated in Maine for the past four years as an alternative to residential treatment for the State's most at risk youth and their families. Wraparound Maine is performing at the above-average level of fidelity and has shown improved outcomes related to overall school performance and attendance, behavior and functioning, restrictiveness of living environment and systems involvement for the hundreds of youth they have served.

However, there have been limitations to the evaluation effort based on data-collection response rates, self-report data, and agency administered interview protocols. Therefore, the evaluation team is working to incorporate the Team Observation Measure (TOM), a tool designed by the National Wraparound Initiative (NWI) to observe fidelity to the wraparound process during team meetings, which will be administered by both agency staff and members of the evaluation team. Evaluation staff will also be observing a random sample of WFI-4 Interviews at each site, to ensure adherence to the script and scoring of these instruments. Other evaluation tools to be explored for future evaluation reports include the addition of child well-being measures on the Intake and Discharge Surveys. To address the issue of data response rates as well as the overall quality of data, evaluators will be working more closely with agency-identified "data collection staff" to train and teach skills related to utilizing the database and available reports, administering in-person surveys and interviews and how to use data to improve performance. This will be accomplished through statewide meetings to be held six times per year.

Wraparound Maine is also focusing on the importance of training, coaching and ongoing quality assurance. In the upcoming year, Wraparound Maine will be utilizing the Impact of Training and Technical Assistance (IOTTA), developed by the National Wraparound Initiative, to measure the quality of trainings and trainers, skills and principles learned in training, perceived transfer of training content into the wraparound workplace and the overall perceived impact of training on outcomes for children and their families (Walker and Bruns, 2011). In addition, Wraparound Maine is instituting a data driven performance measurement process to monitor progress and provide technical assistance and support to agencies and/or facilitators that show areas of improvement related to fidelity, the wraparound process and indicators of identified outcomes.

“They came up with ideas I wouldn’t have thought of. They came up with resources I wouldn’t have been able to get. They helped us get a better picture of our finances. They have been really great supports and I don’t feel alone when I’m stuck.”

~Comments from a caregiver about Wraparound Maine

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