
**Wraparound Oregon School-Age Project
Evaluation Report
Service-Level Process and Outcomes**

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Highlights from the Findings

Youth data from the Wraparound Fidelity Index (WFI) indicate that the young people participating in the program are experiencing wraparound that is about average for communities across the United States. There is no evidence from the WFI data that the quality of wraparound being provided has improved over the course of the project's five years.

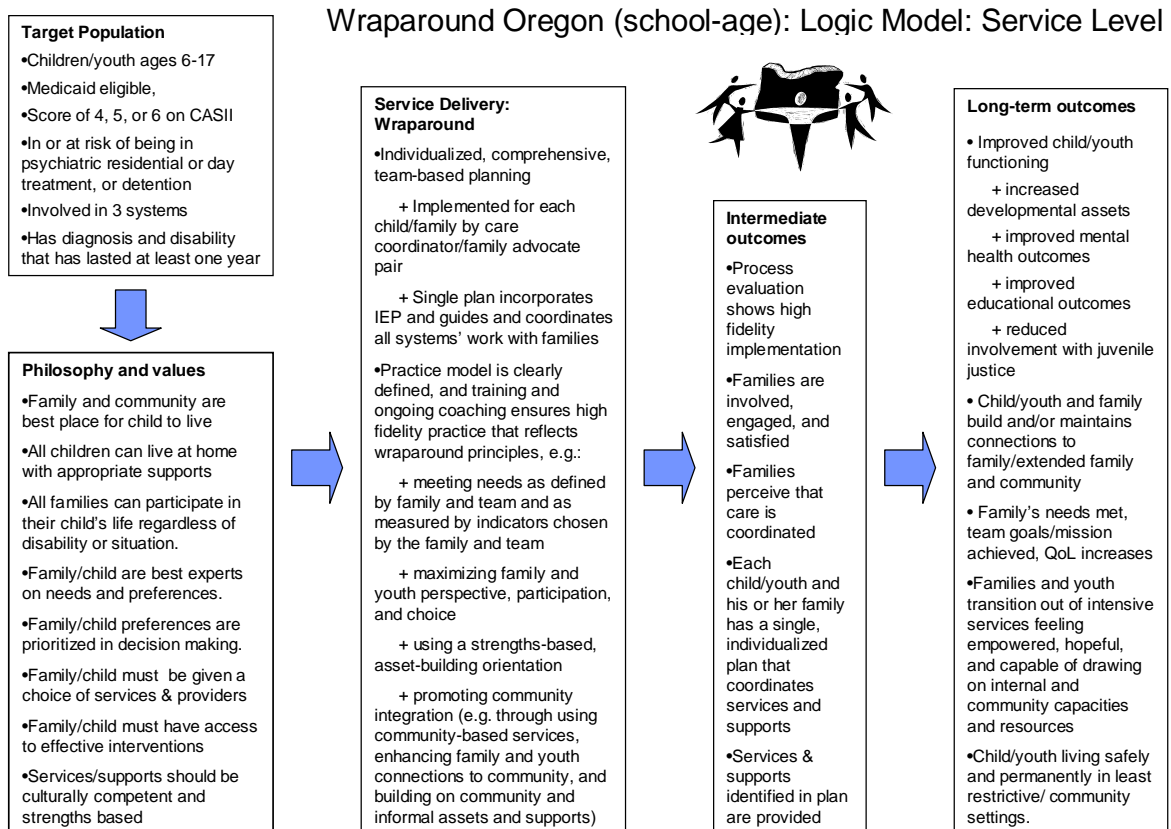
Analysis of other data on “intermediate” or “process” outcomes indicates that youth satisfaction with services, participation in planning, and perceptions of service coordination are all higher in Wraparound Oregon than during the year prior to enrollment; however, the change in service coordination was not statistically significant.

Youth longer-term outcomes also show improvements in every area measured, including youth mental health efficacy and empowerment at both the self (managing one's own mental health condition) and service (working with providers to optimize services and supports) levels; social support (global, as well as healthy peer, family, and adult support subscales); strengths, and quality of life. (Each of these measures is reported as a percentage of the maximum score.) Youth also reported moving less frequently, and moving less frequently to out-of-home placements (i.e., fewer moves to institutions). Once again, there is no evidence from the outcome data that wraparound is having a greater impact on youths' lives as the project matures.

Overall, the findings indicate that the program is having success in creating positive impacts for a population of young people with high levels of need.

Background: Program Logic Model and Evaluation Approach

At the service level, the program theory for the Wraparound Oregon School Age project is based on propositions summarized in the logic model, below. In essence, the program theory proposes that if Wraparound Oregon succeeds in delivering a high-quality wraparound process, then participating youth and families will realize a series of positive outcomes, including improved youth functioning, increased youth and family connection to the community, higher quality of life, and so on. Evaluating the success of the program thus requires a) knowing the extent to which a high quality wraparound process is indeed being delivered and b) assessing the outcomes that are expected to change as a result.



The primary source for data used in preparing this report was interviews with youth. (Interviews with parents or other caregivers of youth in the program were suspended in 2009 due to cuts to the evaluation budget. Parent/caregiver data was reported on in previous years.) Youth are interviewed in person at intake into the program and at one year. These interviews last about 45 minutes each and focus on selected process indicators and outcomes. Subjective or perception-based outcomes are assessed using multi-item scales with demonstrated reliability and validity. Other outcomes are gathered from objective data.

Additionally, youth are asked to participate in shorter telephone interviews at six months and at exit from the program. These interviews focus on obtaining data about the quality of the wraparound process, and use an assessment called the Wraparound Fidelity Index (WFI).

Data used for this report were collected throughout the life of the program, though there is also a focus on comparing data from earlier cohorts to later/more recent cohorts in the program. The findings reported here should be interpreted in light of the lower than optimal levels of youth participation in the evaluation, as described later on in this report.

Not all of the process and outcome data shown in the logic model are monitored by the evaluation team. The program logic model also includes data that was to be monitored internally by project staff, using reports generated from the management information system. The following list enumerates the various process and outcome data elements included in the logic model, and describes the source of each. This report focuses on data gathered through interviews with youth.

Process/Intermediate Outcomes

- Families and youth are involved, engaged, and satisfied
 - Measured by: Family and youth participation measures, family and youth satisfaction with services measures
 - Source: Intake and one-year interviews administered by evaluation team interviewer

- Families and youth perceive that care is coordinated
 - Measured by: Care coordination measure
 - Source: Intake and one-year interviews administered by evaluation team interviewer

- Each youth and family has a single, individualized plan that coordinates services and supports
 - Measured by: Plan review
 - Source: Program information systems

- Services & supports identified in plan are provided
 - Measured by: Plan review
 - Source: Program information systems

Long-Term Outcomes

- Improved child/youth functioning
 - + increased developmental assets
 - Measured by: Developmental assets
 - Source: Intake and one-year interviews administered by evaluation team interviewer
 - + improved educational outcomes
 - Measured by: EQ-R: school attendance, setting, disciplinary actions
 - Source: Intake and one-year interviews administered by evaluation team interviewer, with information supplemented by school records as obtained by the Education Advocate for the project

- Child and family build and/or maintain connections to family/extended family and community
 - Measured by: Social Support Scale (interview) and family connections (wraparound plan)
 - Source: Intake and one-year interviews administered by evaluation team interviewer and wraparound plan as contained in program information systems

- Family's needs met, team goals/mission achieved, quality of life increases
 - Measured by: Progress on goals as part of team process, Quality of life measure
 - Source: Intake and one-year interviews administered by evaluation team interviewer (QoL), and wraparound plan as contained in program information systems

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- Families transition out of intensive services feeling empowered, hopeful, and capable of drawing on internal and community capacities and resources
 - Measured by: Family empowerment, hope scale
 - Source: Intake and one-year interviews administered by evaluation team interviewer

 - Child is living safely and permanently in least restrictive/community settings
 - Measured by: Placement history and moves
 - Source: Intake and one-year interviews administered by evaluation team interviewer

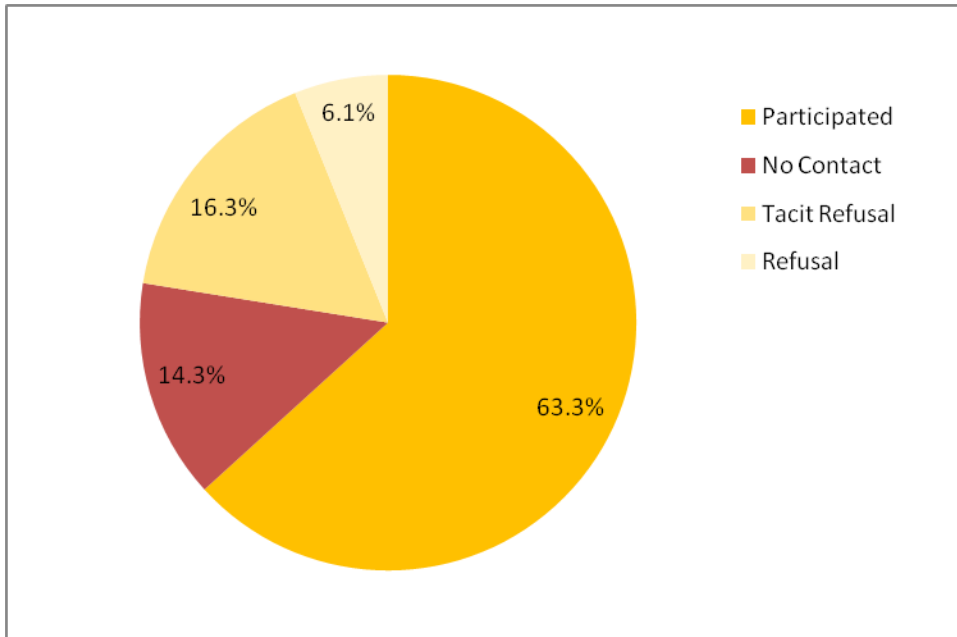
Youth Participation in the Evaluation

The evaluation effort has faced ongoing challenges in engaging eligible youth (and, formerly families) into the evaluation. One source of challenge is the difficulty of knowing when exactly a youth is “enrolled” in the project. One goal of the evaluation is to reach youth and caregivers as soon as possible after enrollment, since a major focus of the intake interview is on capturing retrospective perceptions of services and youth status prior to entry into Wraparound Oregon. On some occasions, however, youth appear to spend a great deal of time pre-engagement; i.e., staff have begun working with the young people, but they are not actually enrolled in the project. Data gathered by interviewers from the youth and families themselves, as well as from the facilitators working with Wraparound Oregon, indicate that a large proportion of these young people never do officially enter the program.

A second challenge arises from the difficulty in communicating with youth and families who are eligible for the evaluation. Some youth and caregivers do not have phones, do not respond to messages from the evaluation teams, and/or are for other reasons difficult to contact or to engage in the evaluation. Some youth have run away, and are out of touch, either temporarily or on a longer-term basis.

Specifically, interviewers were informed about 71 total youth who might be eligible to participate in the evaluation. Of these, 22 were apparently never engaged in Wraparound Oregon, leaving a total of 49 as viable evaluation candidates. Of these, 31 participated in the evaluation and 18 did not. Of the 18 who did not participate, 3 refused participation in the evaluation, 7 could not be contacted by the interviewers (due to running away, no contact information, etc.), and 8 tacitly refused to participate by repeatedly cancelling interview appointments, not returning calls, or no-showing. These figures yield a participation rate of 63.3% in the evaluation for youth enrolled in Wraparound Oregon. This information is presented graphically in the figure on the next page.

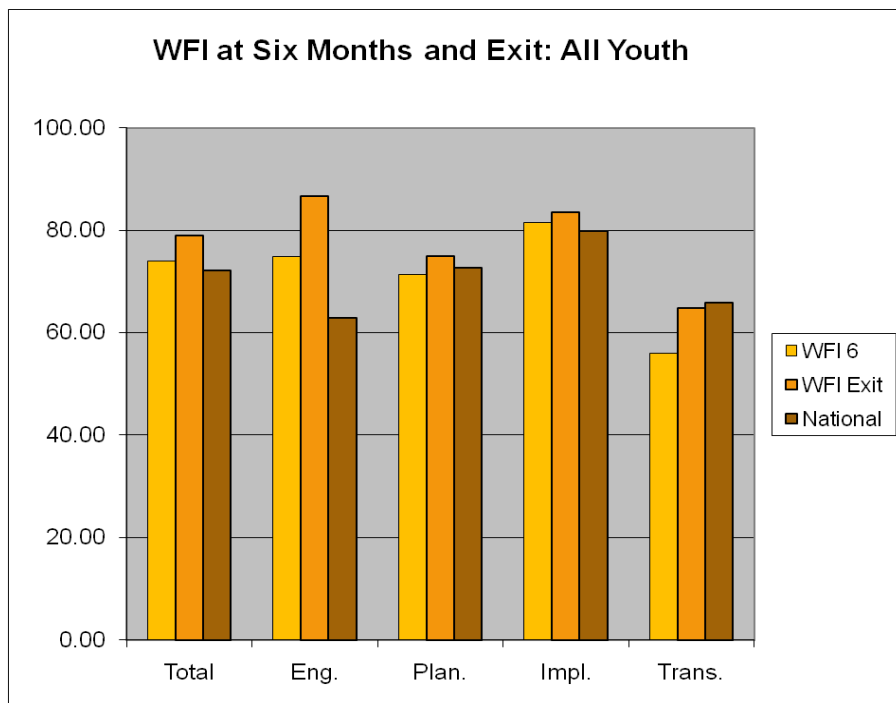
Status in the Evaluation of Youth Enrolled in
Wraparound Oregon



Process Indicators/Intermediate Outcomes

Scores from the Wraparound Fidelity Index. The primary means of assessing the quality of the wraparound process being offered by Wraparound Oregon is through the use of the Wraparound Fidelity Index (WFI). The chart below shows WFI scores for youth with data at six months and exit. The WFI is scored as a percentage of a perfect score (i.e., a score of 80 means 80% of a perfect score). Scores are provided for each phase of the wraparound process—engagement, initial plan development, plan implementation, and transition—and for the scale as a whole.

The WFI scores for Wraparound Oregon youth at six months and exit are provided in the bar graph, below, and the table on the following page. Because engagement and initial planning should be completed by six months, and because implementation and (particularly) transition are not completed until later, the WFI six-month data is more meaningful for the first two phases, and WFI exit data is more relevant for the final two phases (highlighted in the table).



**Youth WFI Scores at Six Months and Exit:
Total Score and Subscores for Engagement, Initial Planning,
Plan Implementation, and Transition**

	Total	Eng.	Plan.	Impl.	Trans.
WFI 6	73.96	74.84	71.33	81.54	56.07
WFI Exit	79.01	86.67	74.94	83.54	64.74
National	72.11	62.94	72.77	79.86	65.94

The scores from WO youth are generally close to or slightly above national averages. What is more, though the transition score is relatively low at six months, it has improved by exit.

Examination of the scores on individual items from the WFI youth data reveal the following apparent strengths of the wraparound process offered by WO (as shown by a relatively high mean item score across all youth):

- When youth first meet with their wraparound facilitators, they are given time to talk about things they are good at and things they would like to do.
- During meetings, the wraparound team brainstorms many ideas to meet youth needs before picking one.
- All the members of the team show respect for the youth and his/her family.
- Youth have the chance to give their ideas during the wraparound team meetings.

In contrast, areas of the wraparound process apparently needing most work are:

- Using the wraparound plan to help youth do things that get them involved with activities in the community,
- Creating plans that do not rely almost exclusively on professional services,
- Helping youth get involved with activities they like and do well,
- Using the wraparound process as a way to help the youth build friendships in the community, and
- Creating and discussing a transition timeline.

It should be noted, however, that this pattern of results on the individual items largely mirrors patterns observed nationally. In other words, most communities do better in the areas identified as strengths above, and struggle,

like Wraparound Oregon, in helping the youth connect with natural and community supports, and become better integrated into the community.

WFI Scores of Early vs. Later Cohorts. Since the project had just begun when the evaluation started, it might be hypothesized that wraparound fidelity, as measured by the WFI, would show improvement during the time that data was being gathered. Thus, due to program maturation, it might be expected that WFI scores would be higher for youth entering the program after the first two years of operation than for youth entering the program in earlier cohorts. The data from the WFI did not provide any evidence that later cohorts were experiencing higher quality wraparound than earlier cohorts. Indeed, both the six-month and exit total WFI scores were marginally lower for youth in the later cohorts, though this difference was not statistically significant. Again, it can be assumed that the engagement and initial planning scores at six months are more relevant than at exit (since these activities take place during the first months of wraparound), and the implementation and transition scores are more relevant at exit. These scores are highlighted in the tables below.

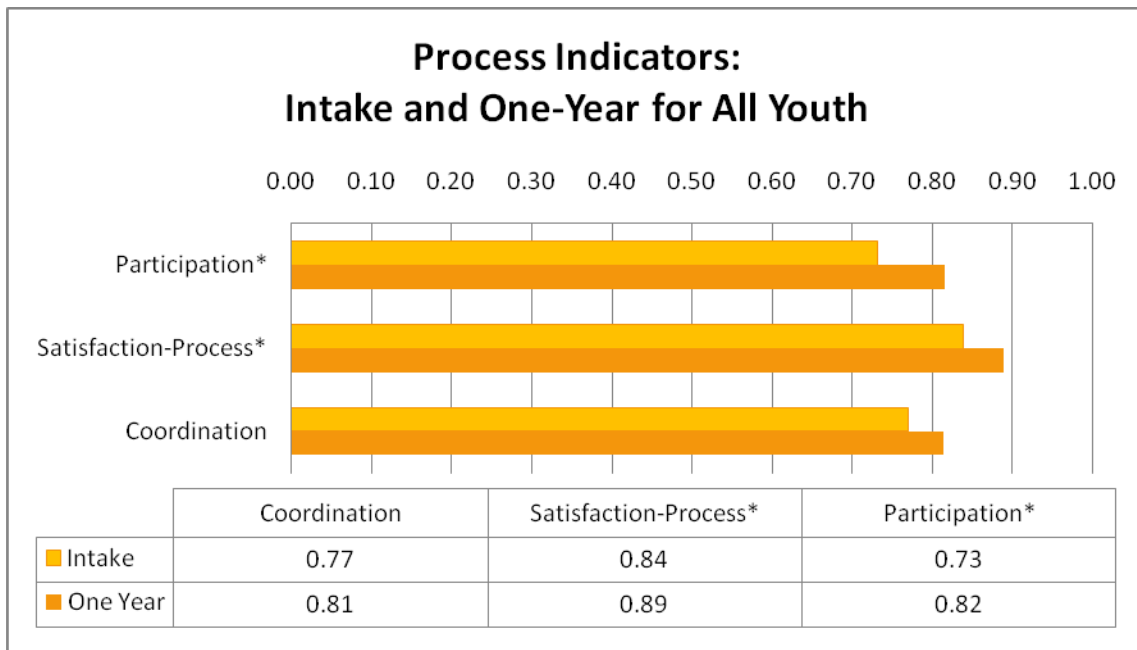
Six-month WFI Scores: Early vs. Later Cohorts

	Total	Eng.	Initial	Impl.	Trans.
2007-08	75.59	78.33	73.79	81.96	57.17
2009-10	69.88	66.11	65.18	80.50	53.33
National	72.11	62.94	72.77	79.86	65.94

Exit WFI Scores: Early vs. Later Cohorts

	Total	Eng.	Initial	Impl.	Trans.
2007-08	81.63	90.00	78.27	84.43	70.00
2009-10	77.48	84.72	72.99	83.01	61.67
National	72.11	62.94	72.77	79.86	65.94

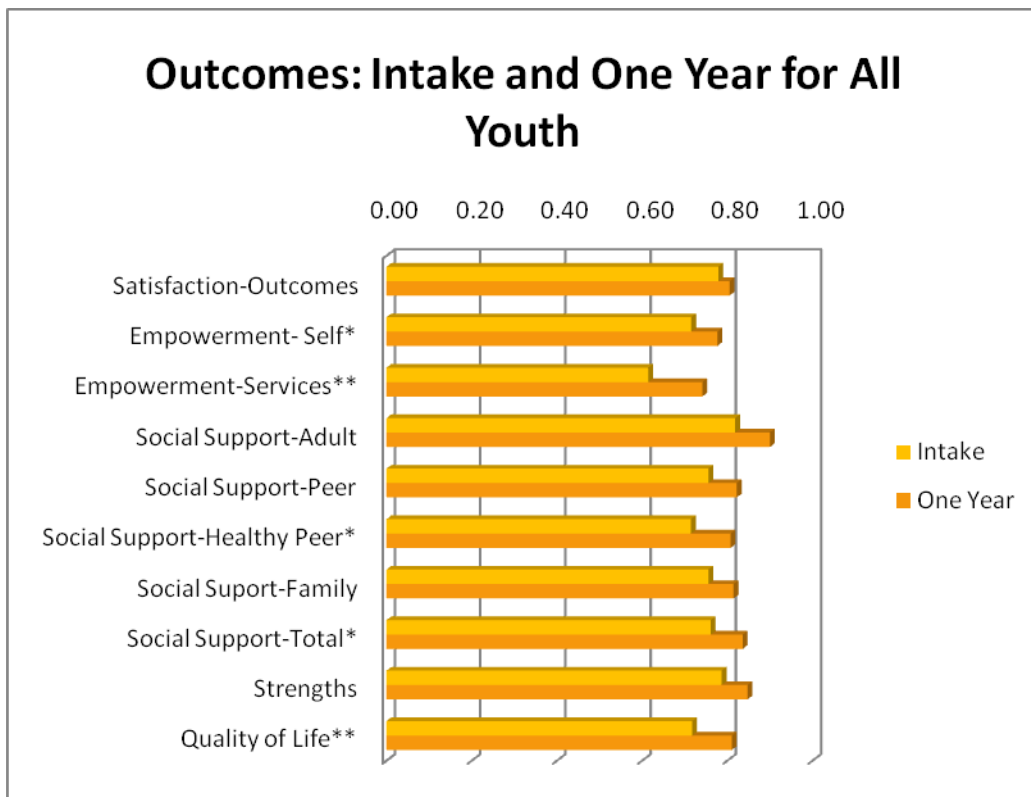
Other Process Measures. Youth data revealed that youth evaluated the process of receiving services from Wraparound Oregon more positively than their experiences during the year prior to enrollment. Their scores were higher for their perceptions of participation in planning, satisfaction with interactions with service providers, and service coordination. However, the increase in scores between intake and one year was significant only for participation and satisfaction. (Significant changes in scores are noted with an asterisk. All scores are reported as a percentage of the maximum total score.)



* $p < .05$; ** $p < .01$

Longer-Term Outcomes

Youth scores on the various outcome measures showed improvement between intake and one year; however only some of these improvements were statistically significant. Data showed increases in youth mental health efficacy and empowerment at both the self (managing one's own mental health condition) and service (working with providers to optimize services and supports) levels; social support (global, as well as healthy peer, family, and adult support subscales); strengths, and quality of life. (Each of these measures is reported as a percentage of the maximum score.)



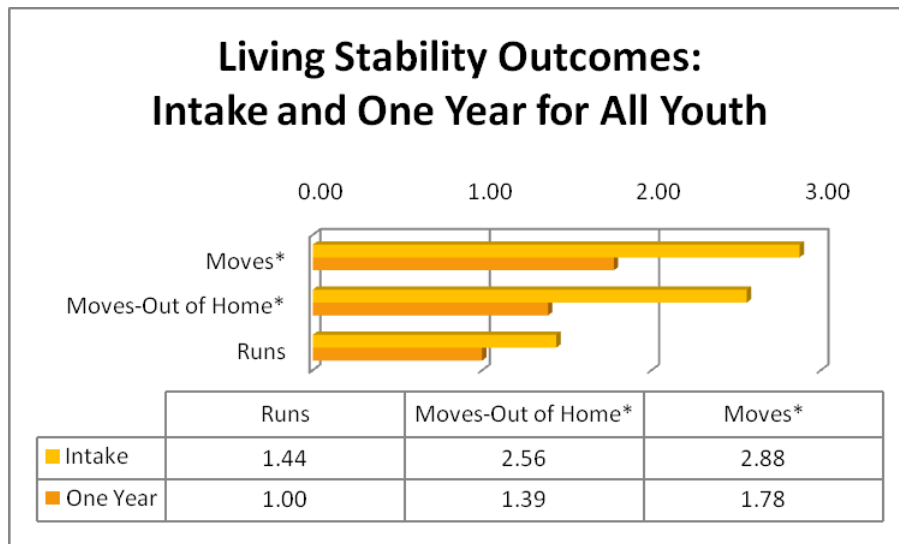
* $p < .05$; ** $p < .01$

**Scores on Outcome Measures:
Intake and One Year for All Youth**

	Intake	One Year
Satisfaction-Outcomes	0.78	0.81
Empowerment-Self*	0.72	0.78
Empowerment-Services**	0.61	0.74
Social Support-Adult	0.82	0.90
Social Support-Peer	0.76	0.82
Social Support-Healthy Peer*	0.71	0.81
Social Support-Family	0.76	0.81
Social Support-Total*	0.76	0.84
Strengths	0.79	0.85
Quality of Life**	0.72	0.81
Moves	2.88	1.78
Moves-Out of home	2.56	1.39

* $p < .05$; ** $p < .01$

Youth also reported moving less frequently, moving less frequently to out-of-home placements (i.e., fewer moves to institutions), and running away less frequently during their first year in wraparound versus the year prior to entering wraparound; however, the decrease in running away was not statistically significant.



* $p < .05$; ** $p < .01$

Outcome Improvements of Early vs. Later Cohorts. Since the project had just begun when the evaluation started, it might be hypothesized that improvement in outcomes would be greater for youth entering the program during the last two years of operation than for youth entering the program in earlier cohorts. On the other hand, given the slight, though not statistically significant, decrease in fidelity scores on the WFI, it might be thought that outcome scores might also show a downward trend.

The data from the outcome measures did not provide any evidence that later cohorts were experiencing greater positive impacts from their participation in wraparound than earlier cohorts had experienced. Neither did the outcome data provide clear evidence that later cohorts were experiencing *less* positive impacts. While both cohorts had increases in each of the outcome scores listed in the table on the previous page, there were fewer statistically significant positive impacts measured for the later cohort than for the early cohort.

Conclusion

Youth data from the Wraparound Fidelity Index (WFI) and other “intermediate” or “process” outcomes indicate that youth are experiencing a wraparound process that is of slightly above average quality. There was no evidence from the WFI data that the quality of wraparound offered to youth improved substantially between the earlier and later years of the project.

Youth scores on the various outcome measures showed improvement from intake to one year, and many of these improvements were statistically significant.

Overall, the findings from the project show that the wraparound that was provided had a positive impact for youth who participated in the evaluation.

When interpreting these findings, it should be kept in mind that a substantial portion of the youth who were served by Wraparound Oregon did not participate in the evaluation.