

**Children's System of
Care**

Practice Review Process

**Wraparound Fidelity Assessment
System (WFAS)**

Wraparound Fidelity Index (WFI 4.0)

- Interviews with the CFT Facilitator, Caregiver, and Youth.
- Conducted by family members through contracts with Family Involvement Center (FIC), and Mentally Ill Kids in Distress (MIKID).
- Completed for a sampling of TXIX children receiving services through the CFT process.
- To review fidelity to the AZ Principles and the Phases of Child and Family Team practice.

**Wraparound Fidelity Assessment
System (WFAS)
Wraparound Documentation Review
(WDR)**

- Documentation review process to assess fidelity to the AZ Principles and the Phases of Child and Family Team practice.
- Conducted by T/RBHA designated staff who have been trained.
- Completed for a sub-sample of the TXIX children for whom the WFI interviews were conducted.

Wraparound Fidelity Assessment System (WFAS)

Team Observation Measure (TOM)

- **Team Observation to assess CFT functioning according to AZ Principles and Phases of the Child and Family Team practice.**
- **Conducted by either family members or T/RBHA designated staff.**
- **Completed for a sub-sample of TXIX children for whom the chart review process was completed.**

Reviewer Qualifications

WFI and Team Observation:

- **Experience with the CFT process.**
- **Successful completion of training related to the Principles, WFI, and team observation.**
- **Successful completion of 3 reviews as determined by individuals designated by ADHS/QM.**

Reviewer Qualifications

WFAS Chart Reviews:

- **Successful completion of training related to the Principles and the Phases of Child and Family Team practice.**
- **Successful completion of 3 reviews as determined by individuals designated by ADHS/QM.**

Oversight

- **RBHA Steering Committees**
 - **Membership to include QM, Children's Clinical Leadership, family members, and providers.**
 - **Limited in scope to oversight of pilot process and first round of reviews.**
- **Statewide Steering Committee**
 - **Membership includes RBHA reps, family members, and ADHS staff.**
 - **Will continue until no longer needed.**

Data Collection

- **Data will be entered into database developed by ADHS.**
- **Data will then be analyzed by ADHS.**
- **Data will be given to the RBHA for feedback to the provider agencies.**

Feedback to Provider

- **Face to face interviews will be conducted with providers to review scores.**
- **Scores will be provided separately for each of the 3 components.**
- **Each tool maps to the Principles and the phases of practice, so feedback will be provided for each Principle and each phase of CFT practice.**

Sampling

- **TXIX children who have had a CFT for at least 90 days are eligible for reviews.**
- **Provider-level sampling based on the number of children served by CFTs.**
- **An annual sample size will be determined and then completed every 6 months.**
- **Goal is to sample each provider twice annually.**

Next Steps

Pilot:

- **5 cases per GSA to be sampled for interview process.**
 - **Scheduled to begin by April 16, 2007.**
- **Training on chart review and team observation to be conducted May 10th and 11th.**
- **5 chart reviews to be conducted per GSA.**
 - **Scheduled to begin by May 15, 2007.**
- **2 Team observations to be conducted per GSA.**
 - **Scheduled to begin by May 15, 2007.**

Next Steps

TRBHA's:

- **TRBHA workgroup to review process for cultural competency.**
- **Begin TRBHA pilot by May 15, 2007.**

Next Steps

- **Process for feedback to providers will be piloted and completed by first week of June.**
- **Results of pilot to be reviewed and discussed with Steering Committee by June 15, 2007 and then presented to the Children's QM, Family Advisory Committee, and Leadership Committees.**

Next Steps

- **Complete database for pilot.**
- **Work with UW to develop standard reports and make changes to database, as necessary.**
- **Finalize sample sizes for first cycle (July - December) by Friday, April 13, 2007.**
- **Pull samples for July implementation by June 5, 2007.**

Children's Statewide Quality Review Process Reviewer Qualifications

Qualifying Characteristics: Interview and Team Observation Reviewers

Individuals (parents, family advocates, siblings, foster parents, behavioral health professionals, behavioral health technicians, clinical liaisons, clinicians, and others) qualifying to conduct CFT team observations or structured interviews using the Wraparound Fidelity Assessment System (WAFAS) tools, as modified for Arizona, must have demonstrated experience participating in the Child-Family Team process.

For professionals (behavioral health professionals/clinicians/clinical liaisons/behavioral health technician) this experience must be reflected by experience of one year or more as an active participant in one or more Child & Family Teams.

For parents, family members, and family advocates this experience must be reflected by active participation for at least one year in one or more CFT's. This experience could be in a role that brings peer support or additional family perspective to the team process. Preference should be given to those individuals who have had experience in advocating in various systems of care including behavioral health, DDD, Education, CPS, Juvenile Justice, etc.

Training Requirements: Interview and Team Observation Reviewers

Individuals qualifying to conduct CFT team observations or structured interviews using the Wraparound Fidelity Assessment System (WAFAS) tools, as modified for Arizona, must have demonstrated knowledge, documented through certificates of attendance or official attendance sheets in workshops on the following topics. Verification of participation in training must be provided by a Regional Behavioral Health Authority, the Family Involvement Center, the Arizona Department of Health Services/Division of Behavioral Health Services, or other entity as designated by ADHS/DBHS Office of Quality Management Operations.

- Child & Family Team practice including the 9 phases of the process.
- Arizona 12 Principles (conducted by a RBHA, FIC or MIKID).
- Team Observation using the Wraparound Fidelity Assessment System (WFAS), as modified - Training will be conducted by ADHS or its designee for individuals serving as chart reviewers.
- Wraparound Fidelity Index 4.0 (WFI) - Training will be conducted by ADHS or its designee for individuals serving as chart reviewers.
- Documentation of Wraparound Process (DWP) - Training will be conducted by ADHS or its designee for individuals serving as chart reviewers.

Additionally, individuals (professionals and family members/advocates) newly serving as a reviewer must participate in a debriefing session with individuals designated by ADHS/QM to review their data collection processes and interpretations from the first three (3) cases of data collection. Finally, individuals will need to attend a refresher

course on an annual basis. Certification requirements will apply to both professional and non-professional participants.

Qualifying Characteristics: Chart Reviews

Staff designated by the Regional Behavioral Health Authorities' Quality Management Units (including RBHA program, coaching, training, QM staff or provider staff who the RBHA selects, however no provider staff can review the charts of their own agency) will complete chart reviews using the WAFAS system. These individuals must complete training on:

- Child & Family Team practice including the 9 phases of the process
- Arizona 12 Principles (conducted by a RBHA, FIC or MIKID)
- WAFAS Chart Review Training (conducted by ADHS or its designee)

Additionally, individuals (professionals and family members/advocates) newly serving as a reviewer must participate in a debriefing session with individuals designated by ADHS/QM to review data collection processes and interpretations from the first three (3) cases of data collection for each reviewer.