

# WFI-EZ 2018 Administration

## Instructions for Family Care Coordinators

### Purpose

To increase family and youth voice through fidelity measurement, the Family Care Coordinators will be commissioned to ensure every caregiver and youth over age 11 is given full opportunity to complete the WFI-EZ survey after 6 months with wraparound.

### Summary

1. Online Administration (email)
2. Paper Administration NEW
3. Interviewer Administration (phone)
4. Quality Checkpoint NEW
5. Discharged Youth (phone)

### Process

#### 1. Online Administration

- a. The CME will email the WFI-EZ will be emailed via a Wraptrack link at 6 months to the caregivers, youth, FCC, FSP, and YSP. No PHI is sent in the email. The survey digitally links back to the youth within the Wraptrack.
- a. The FCC will use this trigger to know that the caregivers and youth have been emailed the survey and will follow-up to see if assistance is needed completing online.
- b. The FCC can assist the caregiver or youth to be connected at any internet accessed device using the link provided to the member.
- c. The FCC is not to stay in the room or assist during completion of the online survey. The FCC can engage the FSP or YSP in completing the survey if the caregiver or youth prefers or needs further assistance.

#### 2. Paper Administration

The Caregiver and Youth surveys are posted online for the FCC to download and bring to the caregiver and youth. The surveys are available in English and Spanish.

- a. The FCC hands the caregiver and/or youth the survey and an envelope.
- b. The FCC reads the provided instructions to caregivers and youth that describes the purpose of the survey and explains that s/he/they will not look at the answers.
- c. The FCC leaves the room.

- d. The survey is completed, put in the envelope, the envelope is sealed and signed over the seal, and then handed to the FCC.
- e. The FCC gives these sealed envelope to another person (i.e. Program Director, Supervisor, an administrative assistant) who then scans and sends securely to the WY Quality email box.
- f. If the caregiver or youth needs assistance completing the survey, the FCC will support the family in identifying another team member to assist. If there is no individual on the team who can assist, the FCC is responsible to contact the CME for a trained interviewer to administer the survey(s).

### 3. Interviewer administered

For caregivers or youth who have literacy needs and no non-FCC team member, or are more comfortable with an interview outside the team.

- a. The FCC will notify the CME Interviewer timely, i.e. within a week of survey email.
  - b. The CME will have the trained interviewer contact the caregiver or youth prior to the 6 month POC. Three attempts with voice mail messages will be made.
  - c. If unable to complete the interview prior to the 6 month POC, the CME will notify the FCC to complete at the POC meeting.
4. **Quality Checkpoint:** The FCC will mark “WFI-EZ completed” on checklist for 6 month POC completion and attestation with signature of the caregiver, youth over age 11, and FCC.
- a. If the survey has not been completed prior to the 6 month POC CFT, the FCC will offer the survey to the caregiver and youth (See “Paper Administration” instructions above). The POC attestation(s) is then marked completed.
  - b. If the WFI-EZ is not checked, the CME will review the reason given in POC documentation and possibly outreach directly to the caregiver and/or youth to ask additional quality questions on barriers to completion and offer the survey. A quality of care concern will be completed as appropriate.
6. **Discharged Youth:** If the youth is discharged between the 180 day internal report and the 6 month POC, the CME will send emails to team and will attempt to outreach to the caregiver and youth for an interview.

## Resources

- 1. Link to Caregiver and Youth Surveys in English and Spanish
- 2. Instructions for caregivers and youth