

WFI EZ Overview

- The Wraparound Fidelity Index is designed to assess the extent to which the core activities of wraparound are implemented and measures fidelity to the model established by the National Wraparound Institute (NWI).
- Purpose is to determine if services are meeting the youth and family goals and objectives
- Who completes them? Parents or caregivers, youths 11 years of age or older, Family Care Coordinators, Family Support Partners and Youth Support Partners
- Survey is required to be completed 6 months after the family is enrolled in HFWA
- WFI EZ may be completed through the FidelityEHR site or through a link that is emailed.
- Contact Chassity Wiederspahn at WiederspahnC@Magellanhealth.com or WYQuality@Magellanhealth.com for any questions regarding WFI EZ.

Why is the WFI-EZ important?

Quality Assurance: Measure adherence to the wraparound principles and model, also known as “fidelity” – high fidelity is associated with better outcomes

Wraparound process: Part of wraparound process is amplifying family and youth voice, which is why they are key respondents for the team

Program improvement: Improve the quality of wraparound by identifying the strengths and weaknesses to address with training, supervision, and coaching

WFI-EZ Reminders

- At 150 days after a youth enrollment, the FCC and CPD will get a reminder to complete the WFI-EZ
- At 180 days, all team members with emails in FidelityEHR will be sent a reminder to complete the WFI-EZ
- At 210 days, the FCC and CPD will get a reminder to ensure the WFI-EZ has been completed at least by the caregiver and the FCC

Note: If there is a delay in completing the WFI-EZ, such as the FCC has been newly assigned, the FCC and CPD are responsible for noting this in the record and tracking completion as soon as possible.

WFI-EZ Launch

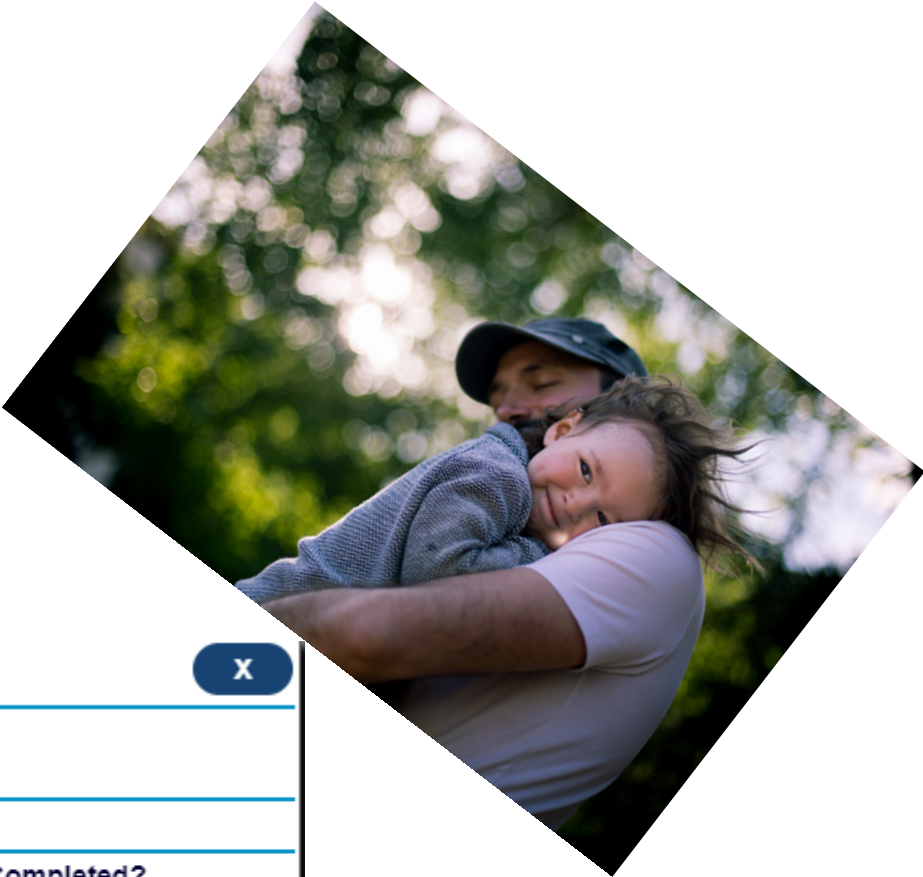
- The FCC should notify the family prior to sending the link to assure the family does not delete or dismiss the link.
- If the family needs assistance in completing the WFI-EZ, the FCC should make a plan with the family on who will assist and how. An FSP, YSP, or a person of the family's choosing who is not the FCC can assist.
- The FCC emails the link to the WFI-EZ to:
 - The caregiver/parent
 - The youth over age 11
 - The YSP and FSP, and other team members
- The FCC should complete their own survey.

WFI – EZ or Wrap Fidelity Instructions

My Reminders

Filter by Reminder Type: From: To:

Item Name	Client Information	Due Date
Team Meeting	Testcase, Example DOB: 01/01/2005 Case No: --	01/02/2021
Send WFI EZ	Test Case, Jason DOB: 01/01/2003 Case No: --	02/06/2021



Configuration Reminder

Send WFI EZ
Enrollment Event (Status) - Enrolled

Client Name: Test Case, Jason

Reminder Date	Description	Completed?
2/6/2021	send WFI EZ	<input type="checkbox"/>

WFI – EZ or Wrap Fidelity Instructions



Dashboard Client Family Team **Assessments** Plan Of Care Contacts/Service Notes Critical Incidents

Client Name: Testcase, Example
Case Number: --
Organization Name: 39 Magellan UAT TEST ONLY

Core Assessments Licensed Assessments Custom Assessments Family Timeline **Wrap Fidelity**

Wrap Fidelity

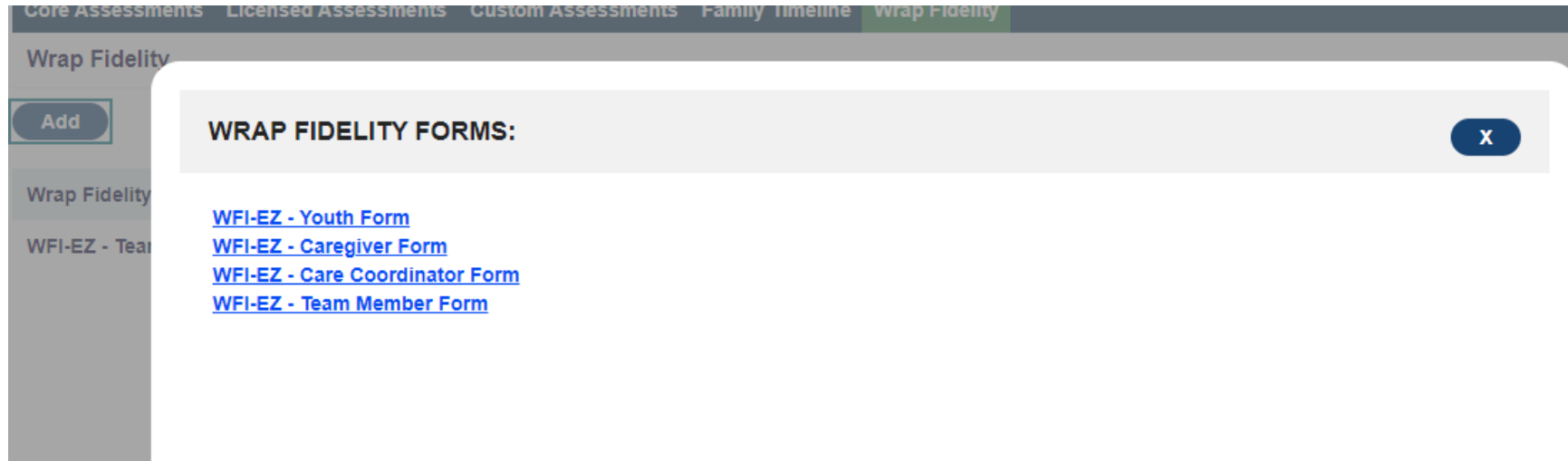
Add



Only FCC and CPDs can "Add"
Wraparound Fidelity Measures



WFI – EZ or Wrap Fidelity Instructions

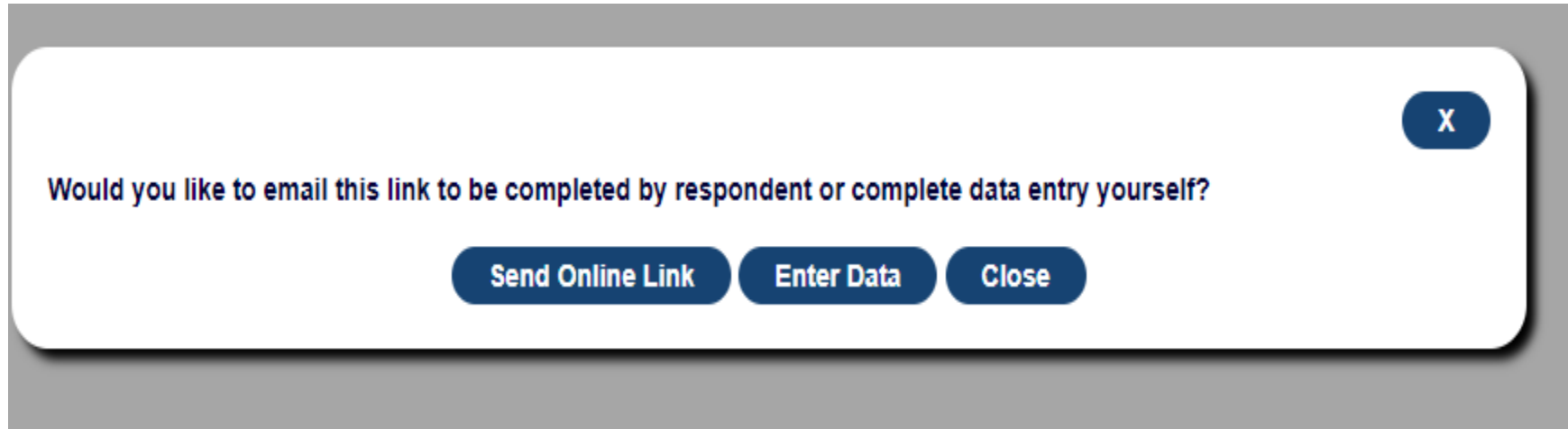


Chose the correct form.

Team member form to be completed by FSP and YSP.



WFI – EZ or Wrap Fidelity Instructions



Option to send online link OR Enter data.

As a reminder: Always email the link. If a survey is started using the enter data option, it must be completed as you will not be able to go back to edit or complete if not finished.



What can you do to help?



Always ensure that email address of the family is on file and correct.



Explain the importance of the survey and what it provides.

Script: You will be receiving an email from Fidelity EHR regarding a survey that we are asking you to do. It helps to show how we are doing in meeting your family's goals and objectives. It will state how satisfied you are with the process and considers all voices on the team and lets us know if the services we are providing are meeting your expectations. It is a great way for your voice to be heard.



Ensure that the WFI EZ is completed within the required time frame.