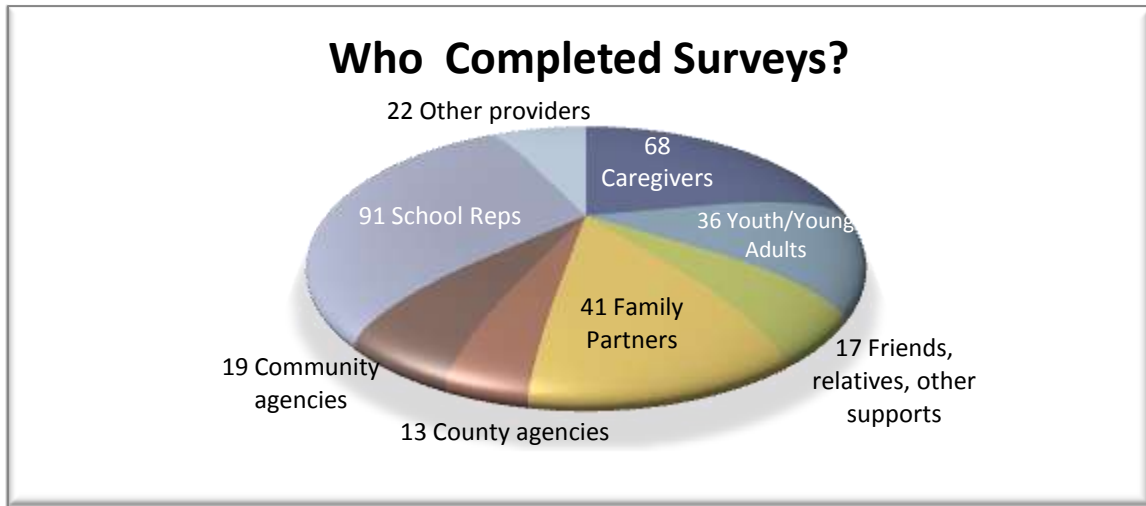


Stats Blast #3 August 2010 Wraparound Team Satisfaction Surveys

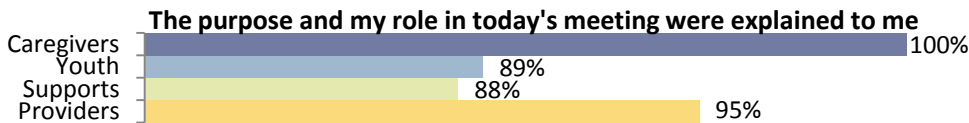
As part of the Continuous Quality Improvement (CQI) efforts in the Orange County System of Care (SOC), every person who attends a wraparound meeting is asked to fill out a satisfaction survey. The survey is optional and confidential.

**From March through July, 323 individuals completed surveys.
This represents 63 wrap team meetings!**

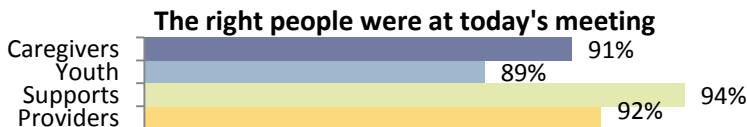


**Overall, team members were satisfied with the meetings,
although there are some differences of opinion between team members.**

Each team member was asked to respond to the following six statements. The bars under each statement represent the level of agreement for each type of team member (strongly agree or agree).



Youth and supports did not fully agree that the purpose and their roles were fully explained to them. This indicates an area for improvement so that everyone on the team is fully informed of the process and expectations of wraparound meetings.



Who should have been in the meeting? One youth answered “my dad, my teacher”, another youth answered “CPS”. Four caregivers indicated they wanted additional providers at the meeting. Of the 11 providers who answered this question, 4 said they wanted more family and youth at the table; the remainder suggested additional providers be present.

Who should not have been at the meeting? Only 2 responses were received, “Mom” and “the nurse”. Both were reported by a youth.



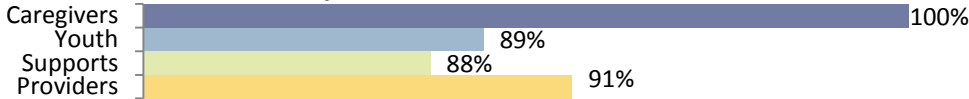
Caregivers, supports and providers highly agreed with this statement. Three youth were neutral, four providers were neutral and one provider strongly disagreed.

Team accomplished what it needed to in today's meeting



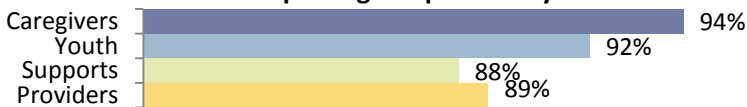
About 10% of all team members were neutral on this statement. Two providers disagreed; one provider and one youth strongly disagreed. This latter group of respondents also did not agree that the action steps were clear and that a good plan was developed as a result of the meeting (questions #5 and #6).

The action steps were clear



Caregivers agreed 100% that the service plan had clear action steps. Youth, family supports, and providers were about 90% in agreement. Most who did not agree were neutral.

We developed a good plan today



There was about 90% agreement across all team members on this statement. The remainder were mostly neutral.

The Wrap Team Meeting would be better if...

When asked to complete this sentence, 64 team members provided suggestions for improving wrap meetings (six people stated they would not change anything). These suggestions were then categorized into the following four groups.

Logistics

23 people suggested logistical changes such as time and location of the meetings.

Meetings would be better if...

- "...meetings need to start on time so that meetings can be effective."
- "...need to consider time of school people. I don't want to leave meeting early but also need to keep meeting to an hour."
- "...there was food and drinks."

The Wrap Process

13 people had comments about the wrap process.

Meetings would be better if...

- "...I got to speak without being interrupted (youth)."
- "...names of providers [were] listed on wall so everyone can remember who was present."
- "...don't concentrate on the format/charting next time. Maybe not as rigid."

Team Members

16 respondents said the meeting would have been better if some other people came.

Meetings would be better if...

- Teams mentioned family members or friends by name as well as specific providers.

The Wrap Plan

6 people remarked about the plan or planning.

Meetings would be better if...

- "...it focused on goals for mental health and dad and [son's] relationship struggles."
- "...clear action steps are needed, especially for home."

For additional information about the evaluation program, contact:

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