

## How to Administer and Use the Wraparound Parent Partner Fidelity Tool

Sandra D. Williams, Ph.D., Co-Trainer  
Vice President of Programs  
Parents Anonymous® Inc.  
Claremont, California

Jack Spies, Co-Trainer  
Assistant Program Director, Parent Partners  
Vista Del Mar  
Los Angeles, California

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## Webinar Agenda

- Introductory Remarks
- Learning Objectives
- Development of Parent Partner Fidelity Tool (PPFT)
- Overview of PPFT
- Questions & Answers
- Training Competency Measures and Evaluation

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## Welcoming Remarks

Cheryl Treadwell, Chief  
Resource Development and Training Support Bureau  
California Department of Social Services

<http://www.youtube.com/watch?v=9qAZbouKMNY>

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## Learning Objectives

- Learn how to improve family outcomes through fidelity to the Parent Partner Role Description
- Understand the purposes and uses of the Parent Partner Fidelity Tool (PPFT)
- Learn the basic components of the PPFT and its 3 versions
- Learn how to administer and score the PPFT
- Learn how to interpret the PPFT scores
- Understand how to use the PPFT findings to enhance Parent Partner practices

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## Development and Importance of Parent Partner Fidelity Tool

- Collaboration of Parents Anonymous® Inc., the California Department of Social Services, and the Wraparound Parent Partner Work Group.
- The Work Group is committed to building evidence to demonstrate the impact of the Parent Partner. They developed two tools:
  - A Parent Partner Role Description – [www.carentengagement.org/wraparound\\_archive\\_20100427.aspx](http://www.carentengagement.org/wraparound_archive_20100427.aspx)
  - A Parent Partner Fidelity Tool (PPFT)

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## What is a Parent Partner?

- Also known as Family Partner, Parent Advocate, Family Advocate, or other titles within Wraparound Programs.
- Parent Partners have lived the experience, navigated systems, and been directly affected by services with their child.

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## What does the Parent Partner do?

- **The Parent Partner is vital in assisting the Wraparound Team to work effectively with the family to achieve their case plan goals. Some critical roles and responsibilities are to:**
  - Offer peer support to parents/caregivers receiving Wraparound services.
  - Ensure the parent/caregiver's culture, beliefs, experience, voice & choice are heard by the Team.
  - Ensure the Team understands the parent's perspective.

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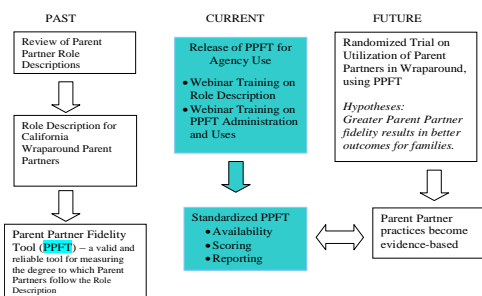
## Parent Partner Fidelity Tool Based on Parent Partner Role Description

- The **Parent Partner Role Description** is a guide for practice and identifies core skills needed by a Parent Partner in the 4 Wraparound phases.
- The **Parent Partner Fidelity Tool** measures the degree to which the Parent Partner demonstrates the core skills identified in the Parent Partner Role Description.
- Long-term goal is to improve Wraparound outcomes for children, youth and families through utilization of evidence-based Parent Partner practices.

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## Model of Development and Uses of the PPFT

OVERALL GOAL: Improve Wraparound outcomes for families through utilization of evidence-based Parent Partner practices.



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## Purposes of the Parent Partner Fidelity Tool

- **To identify** areas for Parent Partner coaching, training and supervision.
- **To demonstrate** that greater Parent Partner fidelity to the role description leads to improved outcomes for families.

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## Parent Partner Fidelity Tool Design

- Three Versions of the PPFT
  - PPFT for Facilitators
  - PPFT for Parent Partners
  - PPFT for Parents/Caregivers (English and Spanish)
- Differences Among Versions

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## The Data Collection Coordinator - Administration of PPFT

- Assign and Train a Data Collection Coordinator to:
  - Identify Teams ready for PPFT
  - Prepare forms with Background Information for all 3 versions for a Team (Facilitator, Parent Partner, Parent/Caregiver)
  - Distribute and collect all 3 forms for a Team
  - Explain to respondents how and when to complete and return the forms
  - Explain options for completing forms: paper and pencil or interview
  - Follow up with respondents when forms are due or overdue

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## Data Collection Coordinator Materials

- PPFT Tracking Form
- PPFT-Facilitator
- PPFT-Parent Partner
- PPFT-Parent/Caregiver (English & Spanish)
- Wraparound Glossary & References
- Informed Consent or Confidentiality Forms Used by the Agency When Collecting Data

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## Training for Data Collection Coordinator

- Trained on PPFT forms and administration
- Trained on interview format and procedures with Parent/Caregivers
- Familiar with Wraparound
- Not a member of Parent/Caregiver's Team

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## Timing of PPFT Administration

- Administration timing of PPFT forms is to be determined by each agency.
- Suggested minimum administration timing:
  - When Team has worked together for 4 months in Wraparound and
  - At discharge from Wraparound.
- PPFT forms can also be administered whenever the WFI-4 is administered.

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## Confidentiality

- Data collection procedures must respect confidentiality considerations of the agency.
- Data Collection Coordinator must keep identifying information in a secure place.

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## Completion of PPFT by Respondent

- For Facilitators, Parent Partners, or Parents/Caregivers - data completion by scannable form
- Option for Parents/Caregivers only - data completion by interview, upon request -
  - Interview in person or by telephone
  - Interviewer completes scannable form
  - Interviewer returns scannable form to Data Collection Coordinator

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## Interview Preparation

- Appointment with Parent/Caregiver
- Interview setting respects confidentiality
- Packet with data collection materials is assembled
- Ability to explain purposes and uses of PPFT data

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## Video Clip – Data Collection Coordinator administering PPFT to Parent/Caregiver

<http://www.youtube.com/watch?v=hkkkbpDPAu4>

A special thanks to our actors:

Cerves McNeill, Vista Del Mar

Qin Li, Research Associate, Parents Anonymous® Inc.

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## Interviewing Tips

- Be courteous, polite, and on time.
- Ask the questions as they are written.
- Briefly clarify the questions if asked to do so.
- Do not comment on any answers or prompt the respondent to answer in a specific way.
- Do not generate conversation – all you want is a single rating which reflects their immediate response to the question.
- If the respondent wants to chat, you can offer to do that **after** you have gone through all the questions.

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## How the PPFT is Scored

- All scores are on a scale of 1-5, where 1=Not At All, 2=A Little, 3=Some, 4=Much, and 5=Very Much
- Fidelity is rated by average scores as:
  - 1-1.99=Poor Fidelity
  - 2-2.99=OK Fidelity
  - 3-3.99=Good Fidelity
  - 4-5.00=Excellent Fidelity

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## How to Use the PPFT Scores

- Agency Level - Assess for overall Parent Partners' fidelity to the model
- Parent Partner/Supervision Level
  - To assess and discuss places where Parent Partner has done well (Good or Excellent Fidelity)
  - To assess and discuss places where Parent Partner needs improvement and/or additional training (Poor or OK Fidelity)

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## PPFT Reporting

- Three Levels of Reporting
  - By Team perception (average of Facilitator, Parent Partner, and Parent/Caregiver ratings across phases)
  - Individual Team Member perception (average of one person's ratings across phases)
  - Scores on each phase (average ratings of person by Wraparound phase)
- Reports in Aggregate or Detailed Formats

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## Agency Support for PPFT

- It is important to have the support of:
  - Agency Leaders
  - Wraparound Team members
    - Facilitators
    - Parent Partners
    - Parents/Caregivers

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## How Parent Partner Supervisors Can Use PPFT Findings

- Identify areas for enhancing skills of Parent Partner
- Supervision (e.g., boundary issues, confidentiality)
- Parent Partner Coaching (areas where Parent Partner did well, needs improvement)
- Parent Partner Training (inform Parent Partner when appropriate trainings are available and facilitate attendance)

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## Overall Benefits of Using the PPFT

- Provides a standard of quality of Wraparound implementation
- Encourages Parent Partner best practices
- Includes Parent Partners and Parent/Caregivers in the evaluation process
- Directly impacts training and coaching strategies
- Influences procedural and systems change

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## PPFT Agency Partnerships

- **Become a PPFT Partner with Parents Anonymous® Inc.**
- **Role of Parents Anonymous® Inc.**
  - Provide training and technical support
  - Store and maintain PPFT database
- **Role of Wraparound Agency**
  - Monitor in-house agency use of password-protected, secure web-based PPFT database
  - Collect data
  - Submit data by faxing in scannable forms
  - Generate reports

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## Frequently Asked Questions

- Confidentiality
- Timing of administrations
- Data collection
- Data submission
- Needed support for data collection and uses

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## Confidentiality



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## Confidentiality



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## Timing of administrations



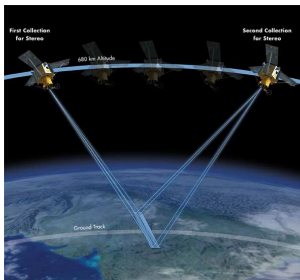
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## Data collection



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## Data submission



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## Needed support



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## ○ Questions & Answers

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## Closing Remarks

Lisa Pion-Berlin, PhD  
President and Chief Executive Officer  
Parents Anonymous Inc.

<http://www.youtube.com/watch?v=4EnU4xBwxWQ>

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## Training Competency Measures and Evaluation

**Parent Assessment for:**  
**WISCONSIN PARENT PARTNER ROLE DESCRIPTION**  
**ROLE:**

**EVALUATION AND FEEDBACK/COMMENTS**

Please provide an overall rating for each item. Please check any number in each box for questions 1-4 and provide a written comment for questions 5-8.

	Excellent	Good	Fair	Poor	Very Poor
1. The information was useful to me.	5	4	3	2	1
2. I was interested in the information.	5	4	3	2	1
3. The information was easy to understand.	5	4	3	2	1
4. The presentation was organized well.	5	4	3	2	1
5. I am confident in my ability to:	5	4	3	2	1
6. Which aspect of the information was especially valuable to you?					
7. Which aspect was NOT particularly valuable to you? All Not Valuable. OR					
8. Please describe any other ideas that occurred to you as a result of this information.					

9. What is the purpose of the Parent Partner Role description? (Check all that apply.)  
 To describe the program, specific roles, and overall function of Wisconsin Parent Partners  
 To describe the responsibilities and functions of Wisconsin Parent Partners  
 To provide information of interest to Wisconsin

10. What were the most important elements/qualifications for Wisconsin Parent Partners? (Check all that apply.)  
 To be highly motivated. To possess a variety of problem-solving skills and critical thinking skills. To have experience in the field with the system such as mental health, probation, court and law enforcement. To possess a minimum of a high school diploma or GED. To demonstrate skills in written and verbal communication. To have a minimum of 18 years of age.

11. What are some of the most difficult tasks for Parent Partners in the Wisconsin Parent Partners? (Check all that apply.)  
 To be able to explain the role of the Parent Partner to family.  
 To be able to explain specific program information to family, professionals, courts, etc.  
 To be able to communicate with the court system.  
 To be able to communicate with the court system.  
 To be able to communicate with the court system.

12. How can the Parent Partner Role Description be applied to practice? (Check all that apply.)  
 To use the information to describe the role of the Parent Partner.  
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