

**SOH Wraparound Satisfaction Survey
Summary Report
November 2006 – May 2007
Prepared by Evaluation Team, DePelchin Children’s Center**

- Number of Wraparound Meetings from which surveys were received : 44
- Number and Type of Wraparound Meetings per site:

Table 1. Meetings with surveys per site

Site ID	Type of Meeting		Total
	Initial	Regular	
CPS/CRCG	5	16	21
Juvenile Probation	1	2	3
MHMRA	2	1	3
Key Middle School	7	5	12
DePelchin	1	4	5
Total	16	28	44

Table 2. Clients per site (as of May 31, 2007)

Site	#clients ever enrolled
CPS/CRCG	8
Juvenile Probation	14
MHMRA	10
Key Middle School	13
DePelchin	12
Total	57

Summary:

Given the number of clients ever enrolled per site these results only represent the views of 28% (16/57) of families and their respective teams. Some reasons for this low representation may include the novelty of conducting wraparound meetings early on, time limitations of meetings that affect distribution of the survey and some clients being discharged before having a wraparound team meeting. Increased efforts by care teams to increase distribution of the surveys and encourage completion would help ensure more representative feedback on team members’ perceptions about Wraparound Team meetings held with SOH families.

Overall group results

Table 3. Distribution of Item responses

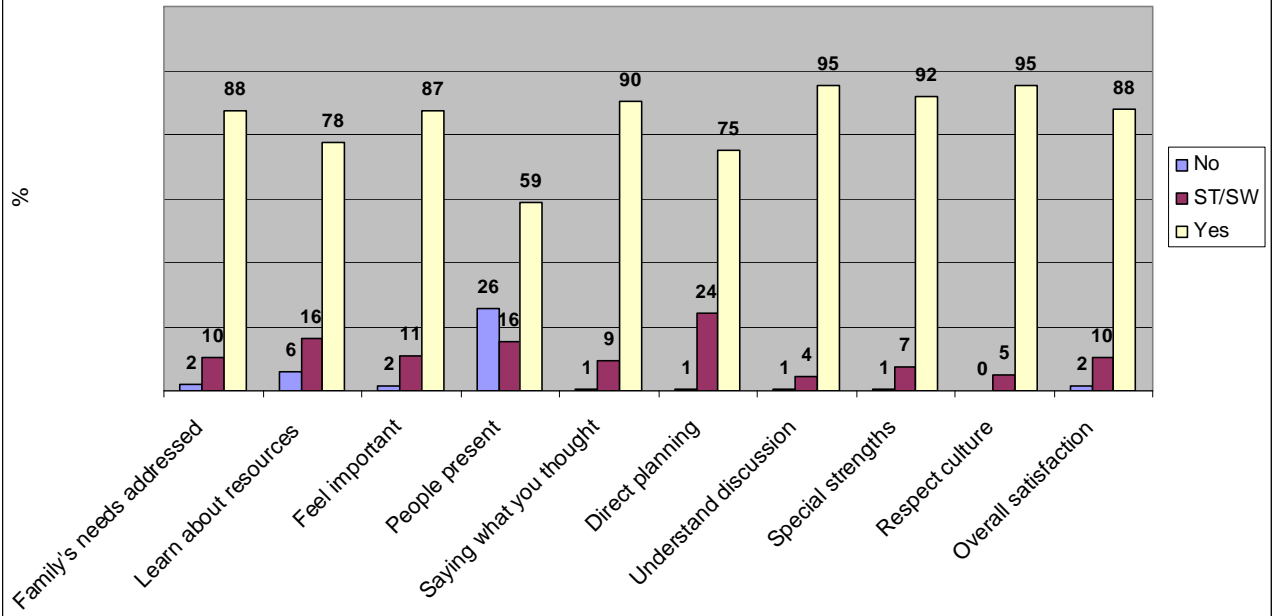
	No		Sometimes/ Somewhat		Yes	
	N	%	N	%	N	%
Are all the needs of the family talked about in the plan?	4	2	19	10	162	88
Did you learn about people, places, and things that could be helpful to families at this meeting?	11	6	31	16	146	78
Did you feel that what you said was important to making the plan?	3	2	21	11	166	87
Were all the people who were needed present at this meeting?	48	26	29	16	110	59
Did you feel okay saying what you thought even if it was different from others'?	1	1	17	9	168	90
Did the family direct the planning process?	1	1	44	24	135	75
Did you understand the discussion during the meeting?	1	1	8	4	180	95
Did the team talk about the family' special strengths and needs?	1	1	14	7	174	92
Did the team act like they respected the family's customs, values, and beliefs?	0	0	9	5	181	95
Overall, were you happy with today's meeting?	3	2	20	10	168	88

Key Findings:

Overall, results indicate that most wraparound meeting participants are satisfied with the meetings they attended and in general most respondents report that meetings they have attended demonstrate the activities and attitudes that are expected in the wraparound process. Note that 95% of the respondents perceived that the team acted in a respectful manner towards the family's culture, and that they understood the discussion during the meeting. These results suggest that the meetings represented were conducted in such a manner that was mindful of the family's culture and that the discussions were appropriate in terms of language and level of comprehension.

One area that may need attention is the expansion of wraparound team membership and ensuring that all team members are able to attend meetings. Over a quarter of the respondents (26%) reported that the people needed at the meeting were not present. These results imply that families may not be getting as much support as they can get beyond what the Care Teams can provide. Reasons for the lack of participation need to be investigated and addressed to facilitate more complete teams participating in the family's wraparound plans.

Wraparound Satisfaction Survey (Nov2006-May2007)



*ST/SW = sometimes/somewhat