

Wraparound Satisfaction Survey

Study Questions

Study Question	Survey Question	Adapted From	Construct
System Level			
Are there any gaps in services delivered?	Are all services that my family needs included in the care plan?	Wraparound Observation Form	Unmet needs in services/supports
	Has the team identified any barriers to getting services?	Wraparound Observation Form	Unmet needs in services/supports
	Has the team discussed solutions for overcoming barriers?	Wraparound Observation Form	Unmet needs in services/supports
	Were there some items on the plan that have not been addressed since the last meeting? **asked to families only & only if had previous wraparound		Unmet needs in services/supports
Is there increased collaboration/cooperation between families, service providers, and supports?	Is it difficult to get all team members to attend the team meetings when they are needed?	Wraparound Fidelity Index 4.0	Perception of collaboration
	Do all members of the team work together to make sure tasks get done?	Wraparound Fidelity Index 3.0	Perception of collaboration
	Is there conflict on the team that has not been addressed?	Wraparound Fidelity Index 3.0	Perception of collaboration
	The team makes sure that all team members present ideas and help make decisions.	Wraparound Fidelity Index 3.0	Perception of collaboration
Are families able to access public and private providers and supports in a timely manner?	Have you been able to access all the services on the plan of care? **asked to families only & only if had previous wraparound		Accessibility to referred providers
	Have you been able to access services in a reasonable amount of time? **asked to families only & only if had previous wraparound		Accessibility to referred providers
Are Harris county residents more aware of available mental health services?	As a result of this Wraparound meeting, I know about more mental health resources in Harris County.		Awareness of services
Practice/Support Organization Level			
Are all service providers who are actively involved with the family present at the wraparound meetings?	I was actively involved in creating the plan of care.		Involvement
	There were people who should have been at this team meeting who weren't here.		Involvement

Are care plans individualized and reflective of SOC principles?	SOC Checklist		
Are relationships between parents and providers collaborative?			Perception of collaboration
Are families actively involved in children's care planning?	Would you say that people other than the family have the highest priority in designing the wraparound plan?	Wraparound Fidelity Index 4.0	Family Involvement
	I am comfortable expressing my opinions at the meeting.	Wraparound Fidelity Index 3.0	Family Involvement
	The family directs the care planning process on this team.		Family Involvement
Do families feel they direct the care planning process?			Family Involvement
Are the needs of the entire family addressed?	The needs of the entire family are addressed in care planning.		
	The team uses language that you can understand (i.e. use of bilingual professionals or translators if necessary, limits use of technical language, jargon, or acronyms)	Wraparound Fidelity Index 4.0	
Was there follow-up on every item in the care plan?			Accessibility to referred providers
Was follow-up done in a timely manner? If not, were barriers identified?			Accessibility to referred providers
	If I have not been able to access services on the care plan, were barriers identified? Were solutions discussed?		Barrier Identification