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“Becoming the Spoke in the Wheel”

Wraparound and the Theory of Change:

An Investigation into What Promotes Changes within Wraparound

A thesis presented in partial fulfilment of the requirements for the degree of

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Abstract

The aim of the present study was to explore the changes that young people with high and complex needs and their families' experience through involvement with a Wraparound process. Also, to investigate if these changes aligned with those proposed by the Wraparound Theory of Change (WTOC; Walker, 2008). While there has been qualitative work done within the area of Wraparound, few studies have adopted Interpretative Phenomenological Analysis. Further, little Wraparound work has been done within the context of Aotearoa New Zealand. Finally, the WTOC is yet to be assessed and thus remains a theory. A fidelity measure was administered, and semi-structured interviews took place with five young people and six caregivers at the New Zealand Wraparound Program (NZWP) in the 'plan implementation and refinement' (third) phase of Wraparound. Analysis indicated NZWP families reported experiencing changes in the areas of family connectedness, psychological acceptance, self-efficacy, and supports. These findings were related to the pathways to change proposed by the WTOC which include (1) enhanced effectiveness of services and supports, individually and as a "package" leading to increased commitment to engage with services and (2) increased resources and capacity for coping, planning and problem-solving. Findings suggest the WTOC is accurate in its predictions for how changes come about for families involved in a Wraparound process. Such research supports future Wraparound refinement and evaluation. Additional international qualitative longitudinal research exploring change is required with young people and caregivers involved in Wraparound.

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List of Acronyms

ADHD: Attention Deficit Hyperactivity Disorder

CAMHS: Child and Adolescent Mental Health Services

CYFS: Child Youth and Family Services

CD: Conduct Disorder

DHB: District Health Board

DSM-IV: Diagnostic and Statistical Manual of Mental Disorders Fourth Edition

DSM-IV-TR: Diagnostic and Statistical Manual of Mental Disorders

Fourth Edition Text Revision

DSM-5: Diagnostic and Statistical Manual of Mental Disorders Fifth Edition

HCNU: High and Complex Needs Unit

FGC: Family Group Conferencing

IPA: Interpretative Phenomenological Analysis

I-P-O: Input-Process-Output

NWI: National Wraparound Initiative

NZWP: New Zealand Wraparound Program

ODD: Oppositional Defiant Disorder

PDM: Participatory Decision-Making

PTSD: Posttraumatic Stress Disorder

WFI-4: The Wraparound Fidelity Index 4.0

WFI-EZ: The Wraparound Fidelity Index, Short Version

WHO: World Health Organisation

WTOC: Wraparound and the Theory of Change

I suppose we didn't really know what we were going to gain. But the truth is that the Wraparound process has been absolutely fantastic for us. For the simple reason that before that, we had all these different people involved in this process, and everyone was operating in their own corner. And having the Wraparound, and having the NZWP team in the middle of that, meant that they coordinated everything. 'Cause, before it was up to us to coordinate, and to be the spoke in the wheel. And they actually took over the spoke in the wheel function. So, that was really good... 'cause the services actually don't work together particularly well. So they tend to be quite separate and operate all in their own little boxes. And Wraparound actually made sure that actually everyone was on the same page, that everything was happening in an integrated way that it wasn't all just splintered and siloed all over the place. Yeah, no seriously it's been a huge, huge help.

