

# Facilitators in High Fidelity Wraparound: Research Survey Results

Monica Payne, Evaluation Director

AnnaMaria Segreti, Research Project Coordinator

Ashley Danny, Program Coordinator

Chad Owens, Youth Support Partner Specialist



# Definitions:

- The High Fidelity Wraparound workforce consists of a Coach, Facilitator, Family Support Partner (FSP), and a Youth Support Partner (YSP).
- The Facilitator, FSP and YSP work in equal partnership with enrolled youth and families under the direction of the Coach.

# Training:

- As part of the High Fidelity Wraparound (HFW) workforce, Facilitators attend the Five-Day High Fidelity Wraparound Team Training along with the other members of their workforce team.
- The training provides in-depth learning about the HFW Theory of Change, principles, and phases.
- As a continuation of the training, the Facilitators participate in a year long coaching process that allows them to learn and demonstrate HFW skills with fidelity.
- Upon successful completion, the Facilitators are credentialed.
- The Youth and Family Training Institute provides the training, coaching and credentialing of the HFW workforce throughout the Commonwealth.

# Purpose of Survey:

Our goal is to gain a better understanding of the strengths and challenges of working as a Facilitator. We also hope to discover individual growth, success stories, achievements, and learn of any areas that could use improvement.

# Methods

YFTI selected 5 Facilitators who had been part of the workforce for varying lengths of time to help us develop the questions for the survey in a focus group. Their insight and feedback was invaluable in creating questions that targeted the key issues for Facilitators across the state.

YFTI launched the Facilitator survey on April 1, 2022. Preliminary baseline data was collected from April 1<sup>st</sup> – April 30<sup>th</sup>, 2022.

Past, present, and future information was collected from both current and past Facilitators working (or who had worked) in High Fidelity Wraparound regarding their specific roles in the workforce and how it has impacted their lives.

# Survey Timepoints

## Past Facilitators:

- Complete the entire survey once, which consists of demographics, past, present, and future questions. No follow-up surveys will occur.

## Current Facilitators:

- Complete baseline, follow-ups, and exit surveys.

Baseline Survey: consists of demographics, past, present, and future questions and will be completed initially when receiving the survey for current Facilitators.

Follow-Up Survey: consists of present and future questions only and will be completed yearly after baseline survey.

Exit Survey: consists of present and future questions only and will be completed prior to leaving the Facilitator position.

*\* All data included in the preliminary results are from baseline surveys.*

# Profile: Current Facilitators

Current Facilitators					
<b>Total Completed Surveys</b>	30				
<b>Average Age</b>	36 years (range 22-54)				
<b>Gender</b>	Female: 24	Male: 6			
<b>Race/Ethnicity</b>	Caucasian: 24	African American: 6	Hispanic: 1		
<b>Parental Status</b>	Parent: 19	Not a Parent: 11			
<b>Marital Status</b>	Married: 15	Single: 11	Divorced: 3	Separated: 1	
<b>Living Setting</b>	Urban: 7	Suburban: 18	Rural: 4	Prefer not to answer: 1	
<b>Education Level</b>	Associates: 1	Bachelors: 22	Masters: 6	Prefer not to answer: 1	
<b>Length of Employment</b>	< 6 months: 10	6-12 months: 7	1-2 years: 7	3-5 years: 2	6+ years: 4

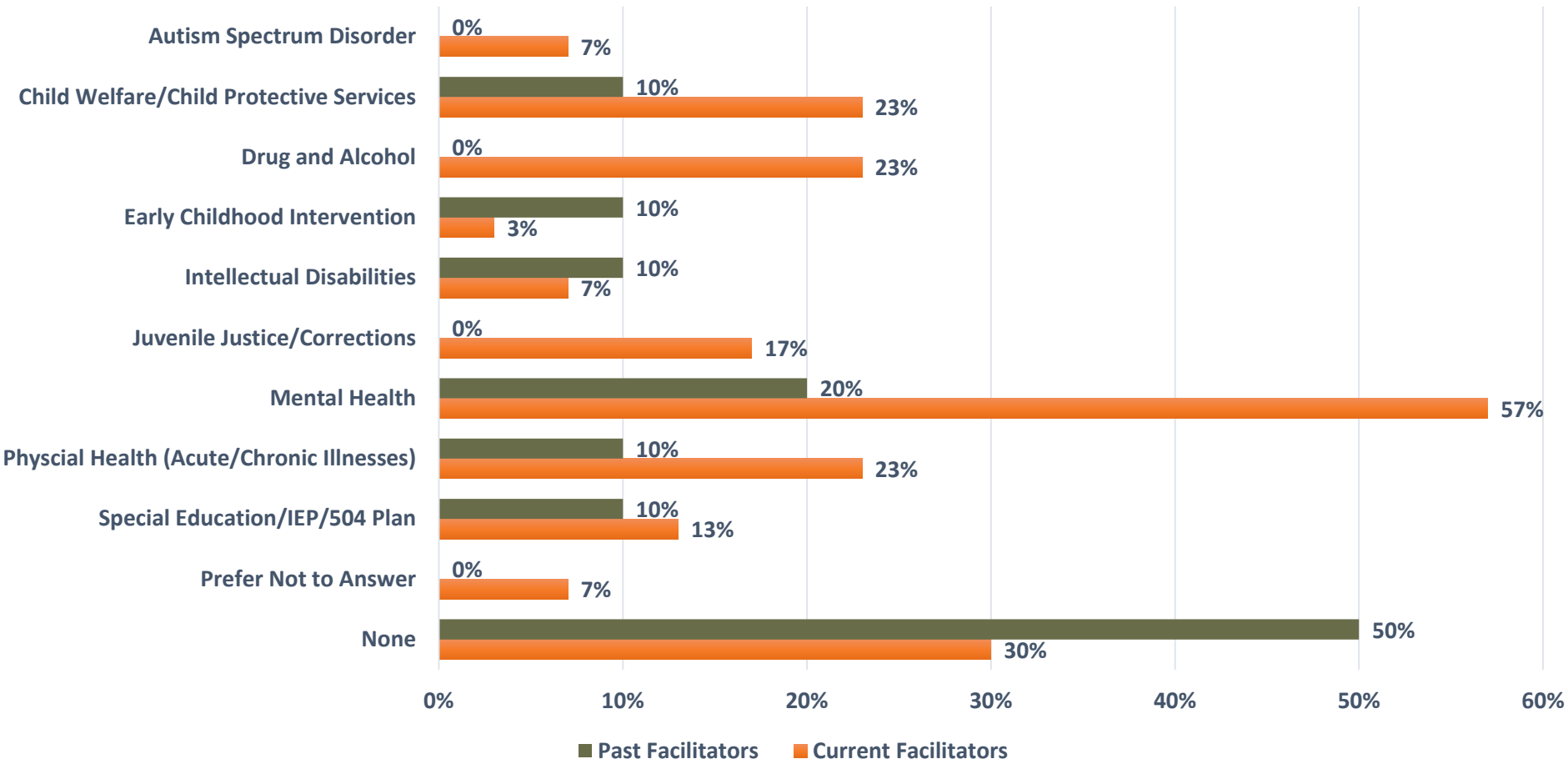
# Profile: Past Facilitators

Past Facilitators					
<b>Total Completed Surveys</b>	10				
<b>Average Age</b>	38 years (range 30-57)				
<b>Gender</b>	Female: 10	Male: 0			
<b>Race/Ethnicity</b>	Caucasian: 8	African American: 1	Multiracial: 1		
<b>Parental Status</b>	Parent: 6	Not Parent: 4			
<b>Marital Status</b>	Married: 7	Single: 3			
<b>Living Setting</b>	Urban: 2	Suburban: 7	Rural: 1		
<b>Education Level</b>	Bachelors: 3	Masters: 7			
<b>Length of Employment</b>	< 6 months: 0	6-12 months: 1	1-2 years: 2	3-5 years: 5	6+ years: 2



# Lived Experience of Current and Past Facilitators

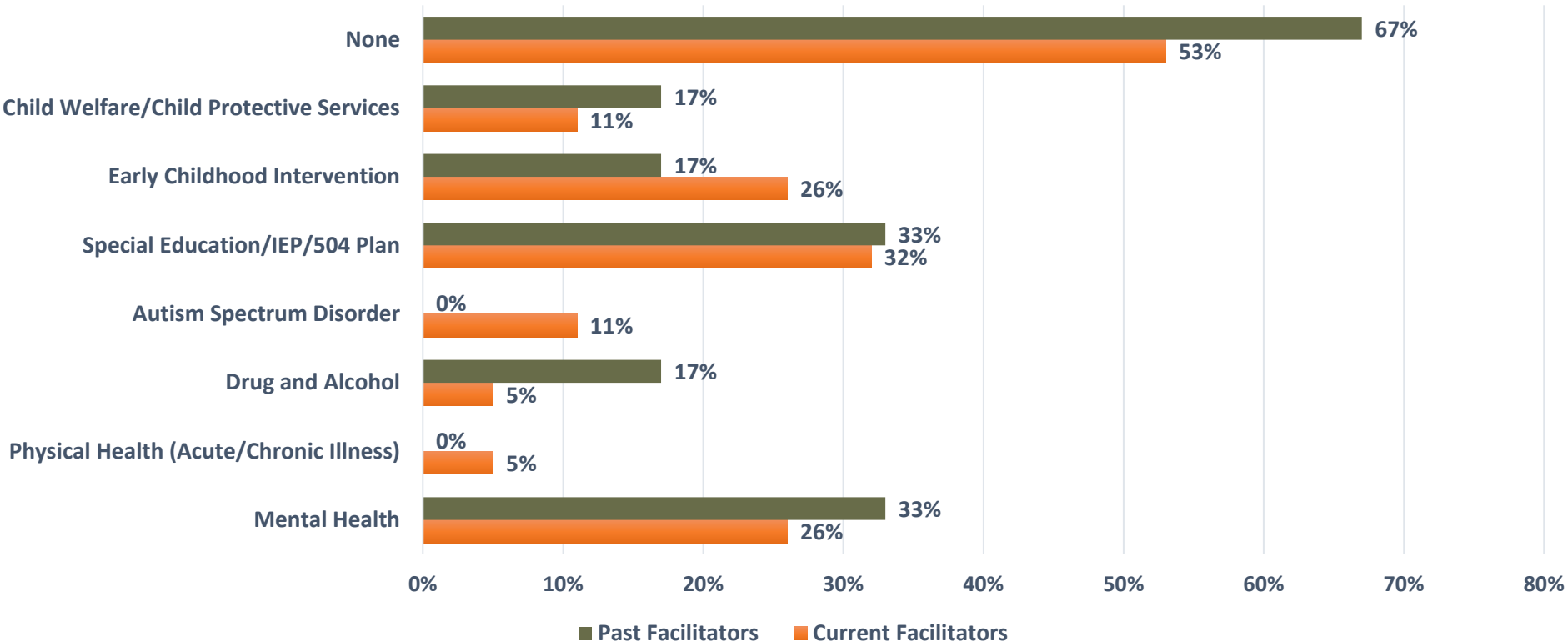
Do you have any prior experience as a youth or young adult in any of the following systems/agencies that may now aid you in your role as a Facilitator?  
(select all that apply)



Current Facilitators N=30  
Past Facilitators N = 10

# Lived Experience of Current and Past Facilitators

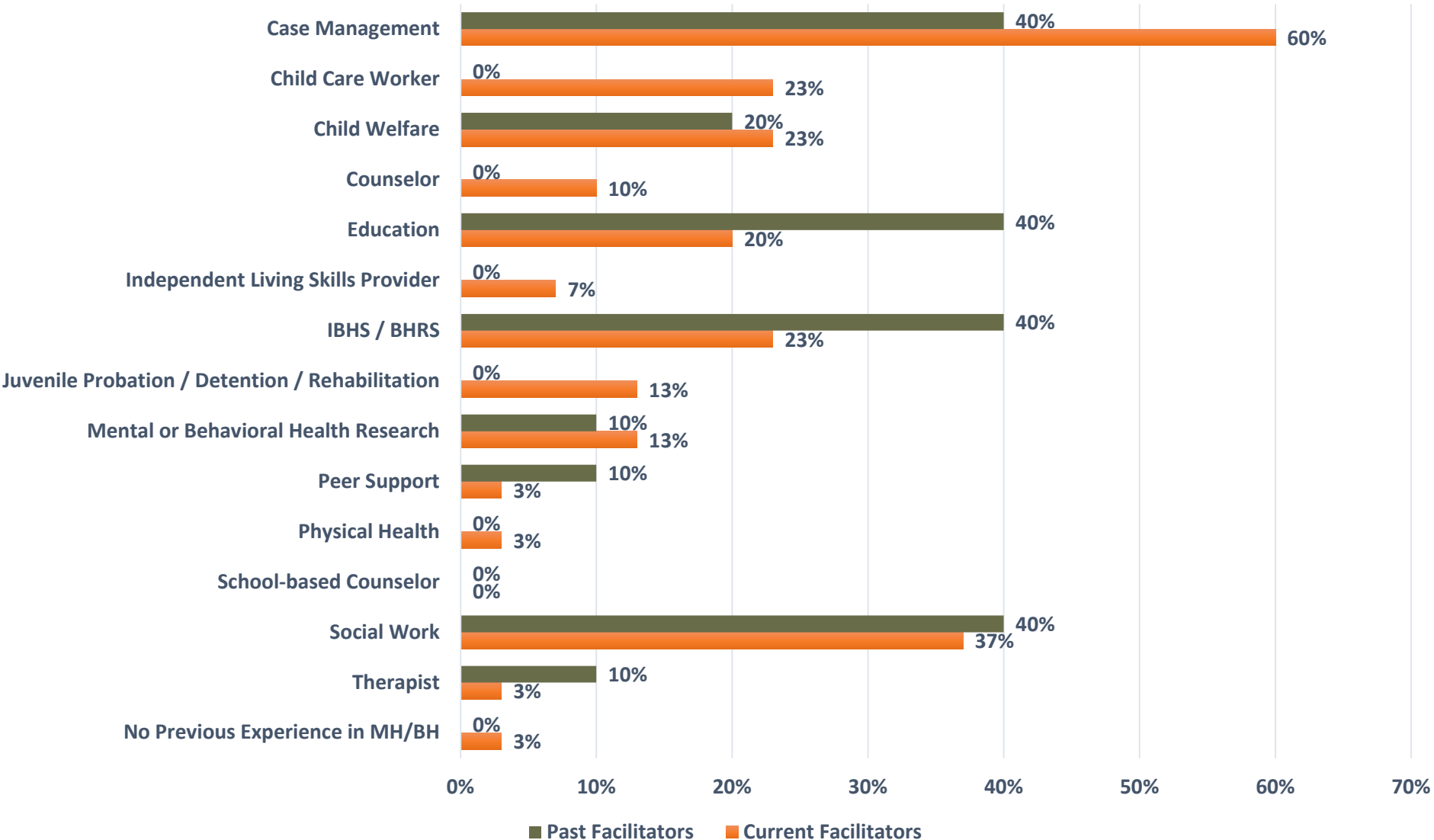
- 25 Current and Past Facilitators are raising children
- Average number of children = 2
- **Do you have any experience raising children through any of the following systems/agencies that may now aid you in your role as a Facilitator? (select all that apply)**



Current Facilitators N=19  
Past Facilitators N = 6

# What previous job experience do you have?

(select all that apply)

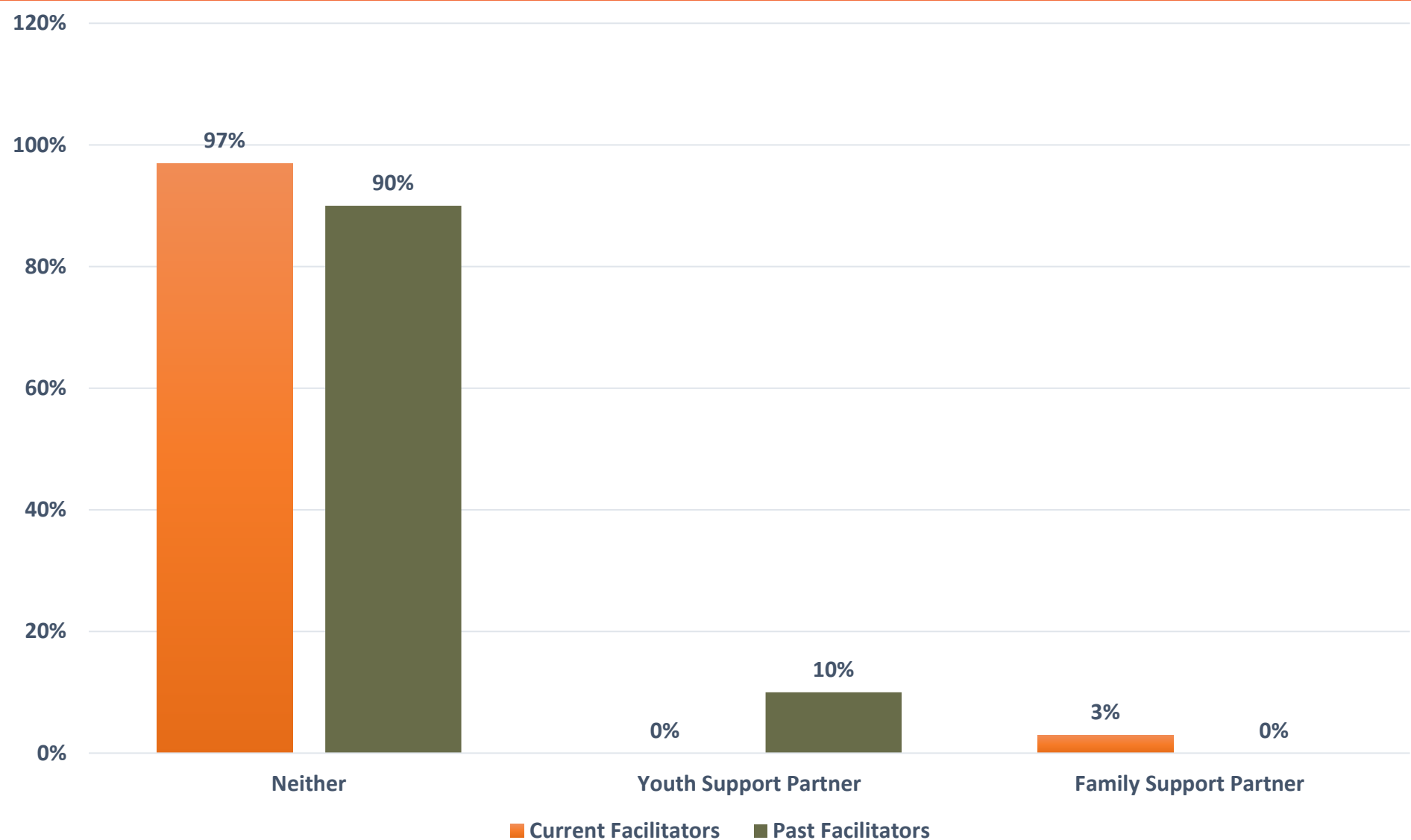


One current Facilitator answered "Other: Group Home Staff & Group Home Caseworker"

Another current Facilitator answered "Other: Legal Assistant Intern"

Current Facilitators N=30  
Past Facilitators N = 10

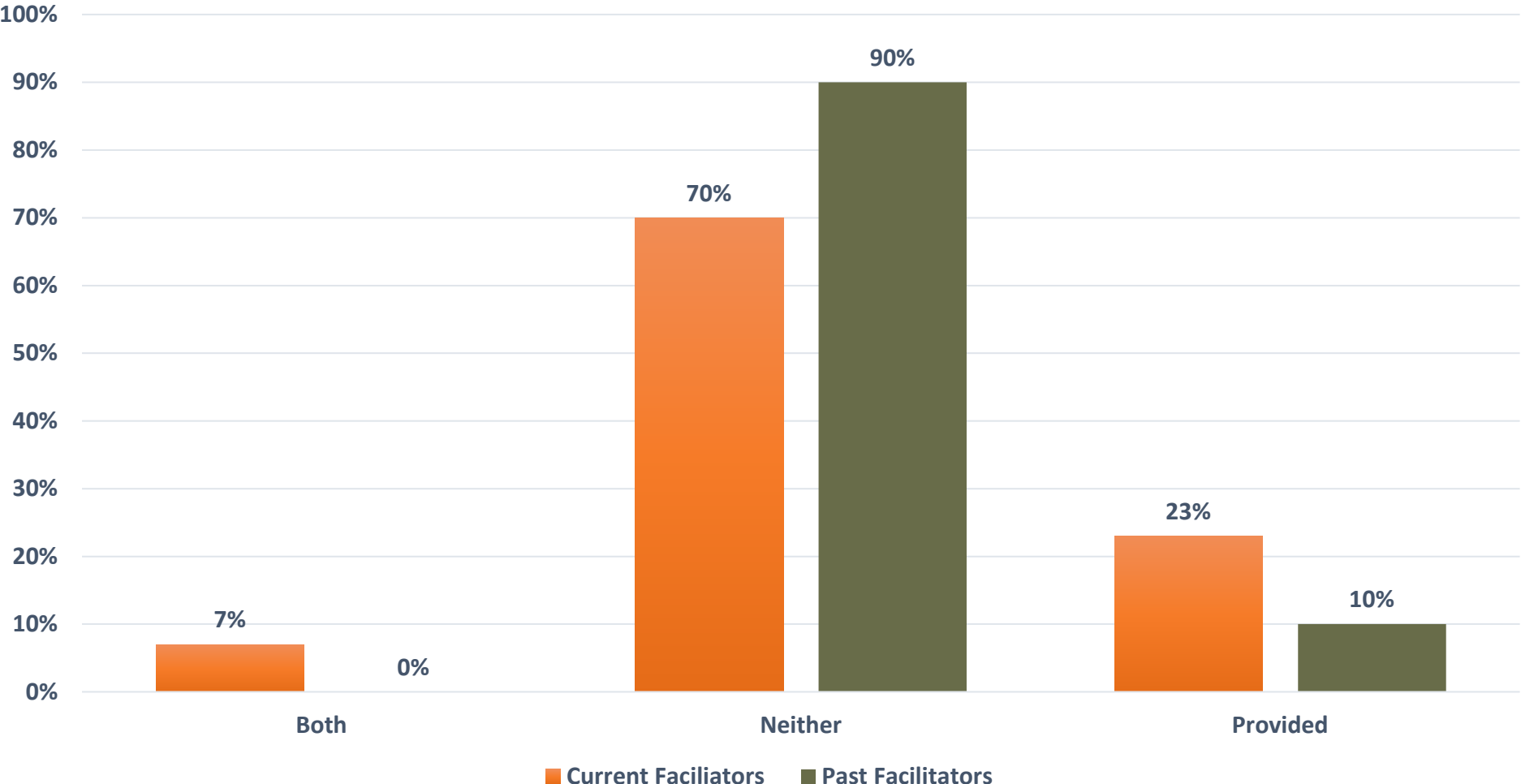
# Were you previously employed as a Youth Support Partner or Family Support Partner?



Current Facilitators N=30  
Past Facilitators N = 10

# Peer Support Experience: Current and Past Facilitators

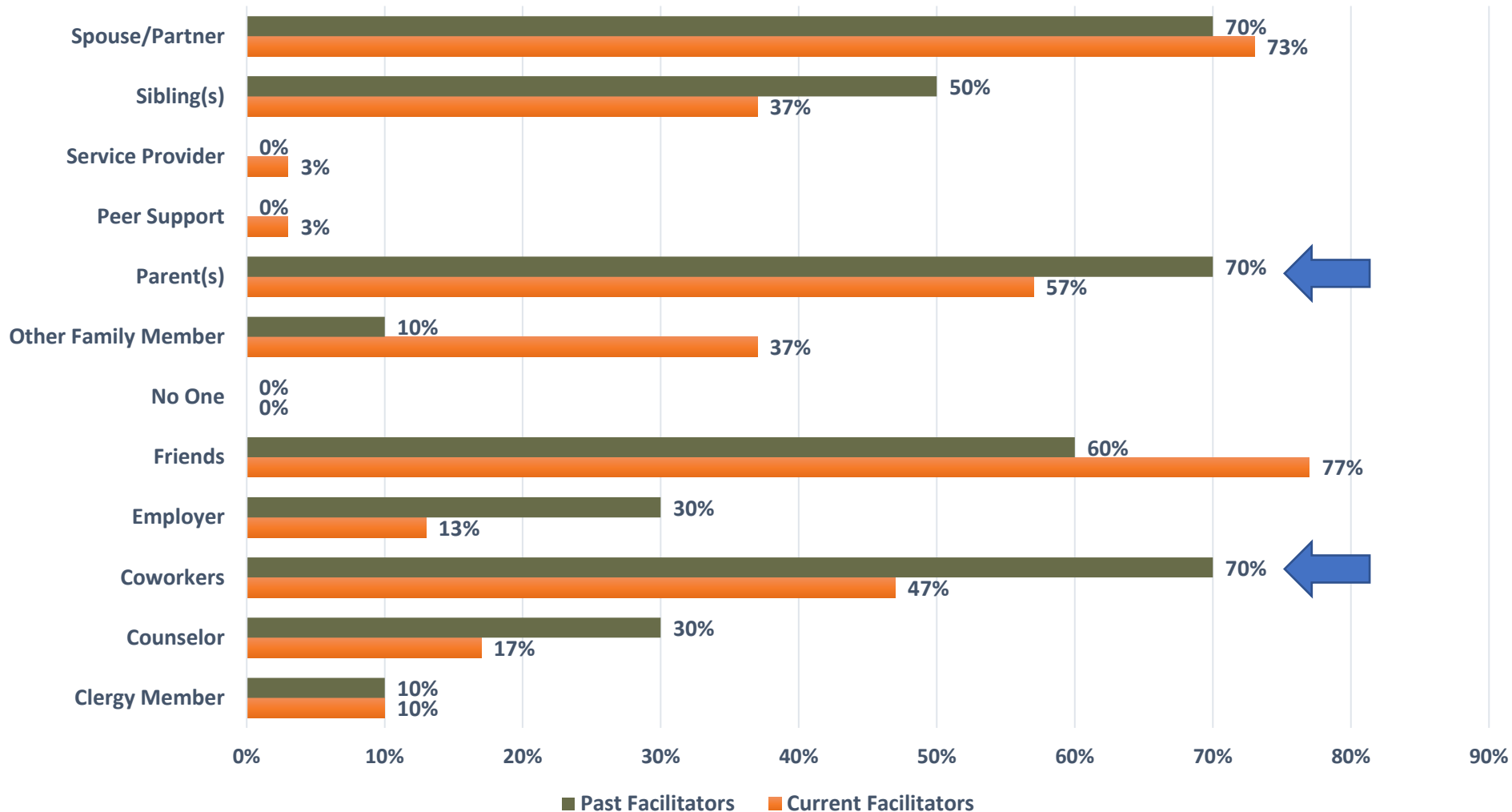
In the past before becoming as Facilitator, did you receive or provide any peer support services?



Current Facilitators N=30  
Past Facilitators N = 10

# Supports

## Supports Utilized by Facilitators



Current Facilitators N=30  
Past Facilitators N = 10

One current Facilitator answered "Other: My Children and another answered "Other: Therapist"  
One past Facilitator answered "Other: Supervisor"

# Personal Skills: Current and Past Facilitators

What are some personal skills that have helped you to succeed when working as a Facilitator?

Top 3: Confidence (15), Determination (11), Empathy (6)



# Skills: Current and Past Facilitators

**Describe a skill you have learned as a Facilitator and have applied in your personal life:**

1. Utilizing the planning process with achievable action steps (14)
2. Family voice and choice: allowing family members to voice their opinion (10)
3. Identifying strengths in others (5)
4. Brainstorming ideas and think of possible solutions (5)
5. Good listening and communication skills (3)
6. Prioritizing needs (2)
7. Gather natural supports (2)
8. Establishing boundaries (1)
9. Directing questions back to others to answer (1)
10. Scheduling (1)



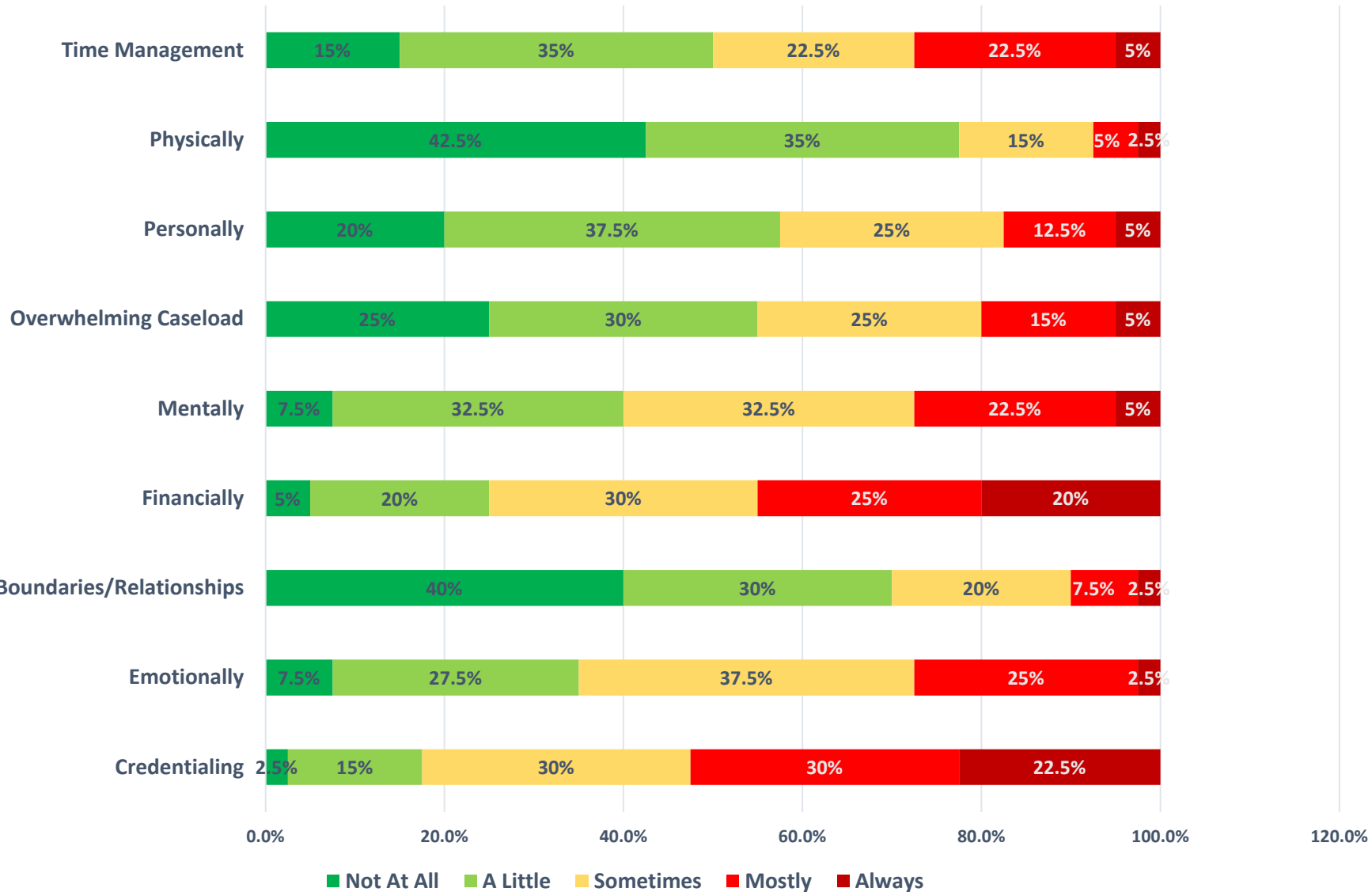
# Positive Aspects: Facilitator Comments

## Describe a positive aspect of being a Facilitator:

**Current Facilitator:** “I've learned how to better multitask and make small plans toward my goals. I have learned greater empathy and understanding for different walks of life and how to see the strengths and positives in others. I have learned how to find resources for myself and advocate for myself through doing so for others. My worldview has expanded since becoming a Facilitator and I've learned the importance of building connections with others, trusting others, and maintaining a strong support system and allowing people to help me.”

**Past Facilitator:** “It has helped me to work through some very stressful times, such as focusing on my needs and individual goals to meet my need. I have learned to take it more step by step. It has also helped me to navigate services for myself.”

# Challenges: Current and Past Facilitators



N=40

# Challenges: Current and Past Facilitators

## What are some of the most difficult aspects of being a Facilitator?

1. Lack of coaching/credentialing support (12)
2. Conducting self-care (11)
3. Setting boundaries (10)
4. Time management and scheduling (10)
5. Financial strains (5)
6. Managing a large caseload (3)
7. Maintaining work-life balance (3)
8. Connecting with difficult families (2)
9. Lack of Support Partners (2)
10. Connecting with professional and natural supports (2)
11. Families not following through with their action steps (1)

# COVID Challenges: Current Facilitators

## How has COVID-19 affected your role as a Facilitator?

1. No change (13)
2. Telehealth/Working from home Challenges (9)
3. Telehealth/Working from home Positives (5)
4. Miss the face-to-face interactions with youth and families (3)
5. Personal Challenges (3)

# Challenges: Facilitator Comments

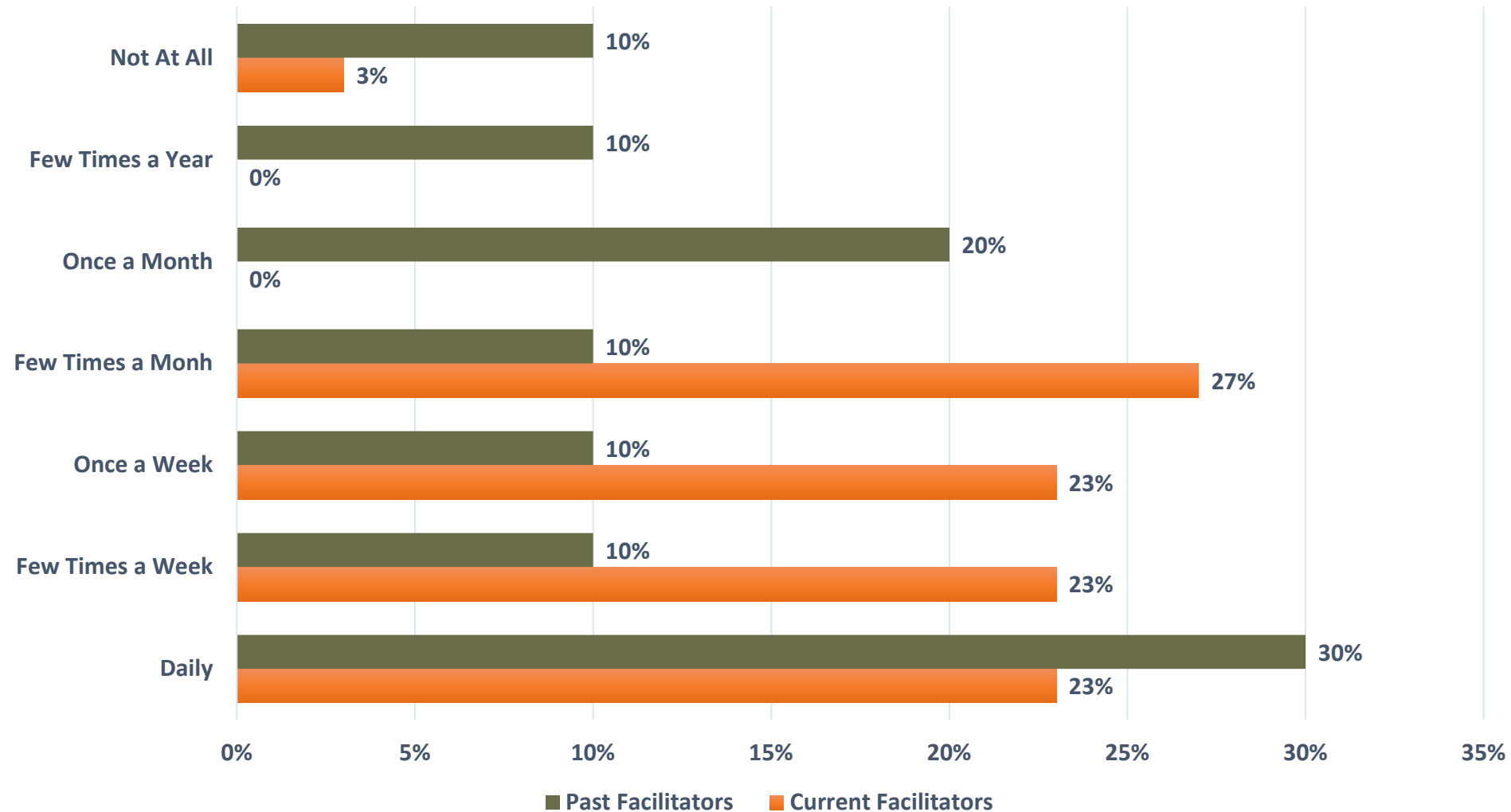
## Describe a challenging aspect of being a Facilitator:

**Current Facilitator:** “Constant feeling of being busy or having something to follow up on. Not always having support staff (in general) or having support staff who are undertrained and having to support them while still needing support yourself. Getting home at a respectable hour (late meetings). Credentialing, feeling as though your work is never good enough.”

**Past Facilitator:** “Facilitating a meeting effectively with challenging teams (including demanding providers, youth and family in disagreement or custody issues, non-engaged youth/family).”

# Self-Care: Current and Past Facilitators

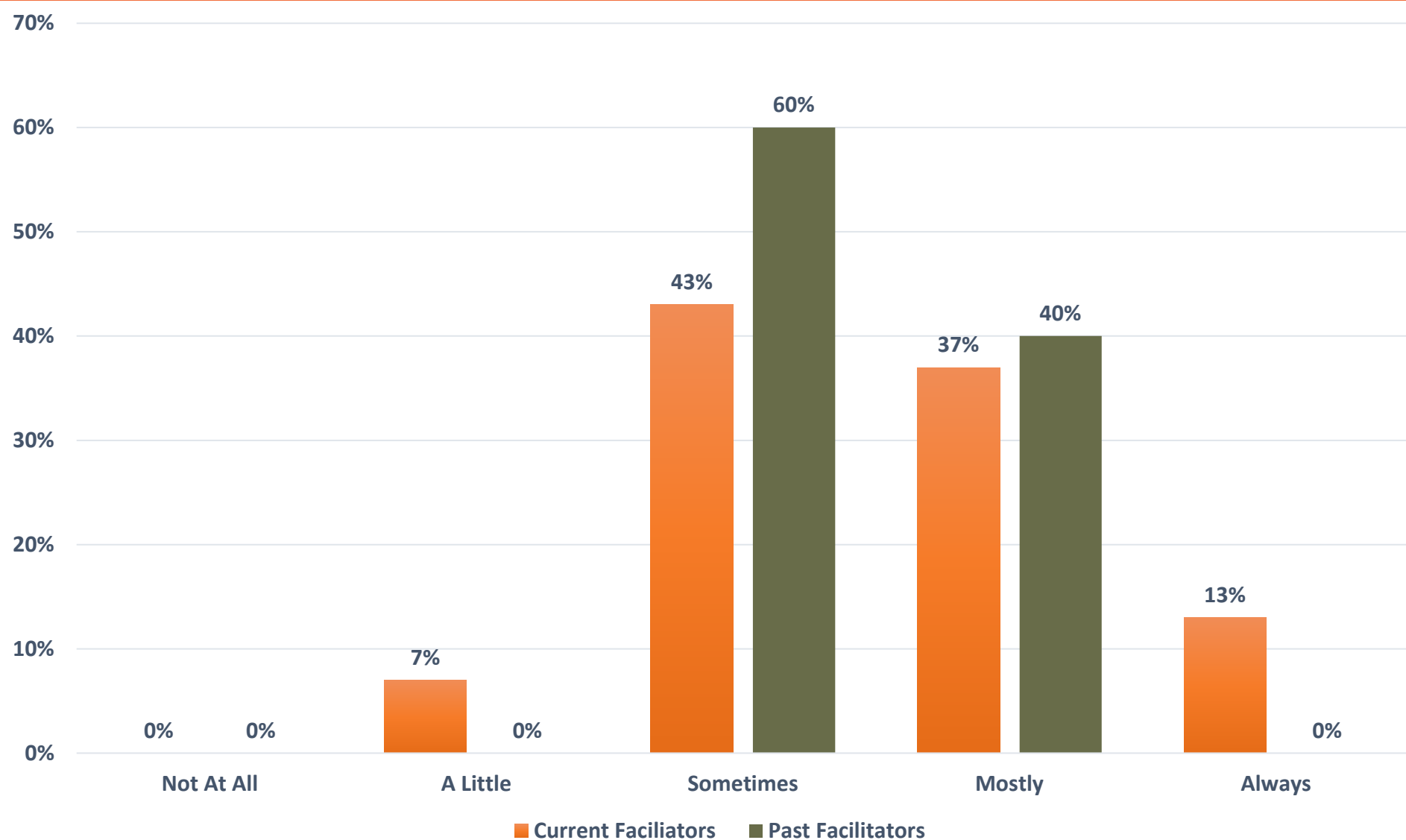
## Self-Care Frequency



Current Facilitators N=30  
Past Facilitators N = 10

# Facilitators Managing Overall Health

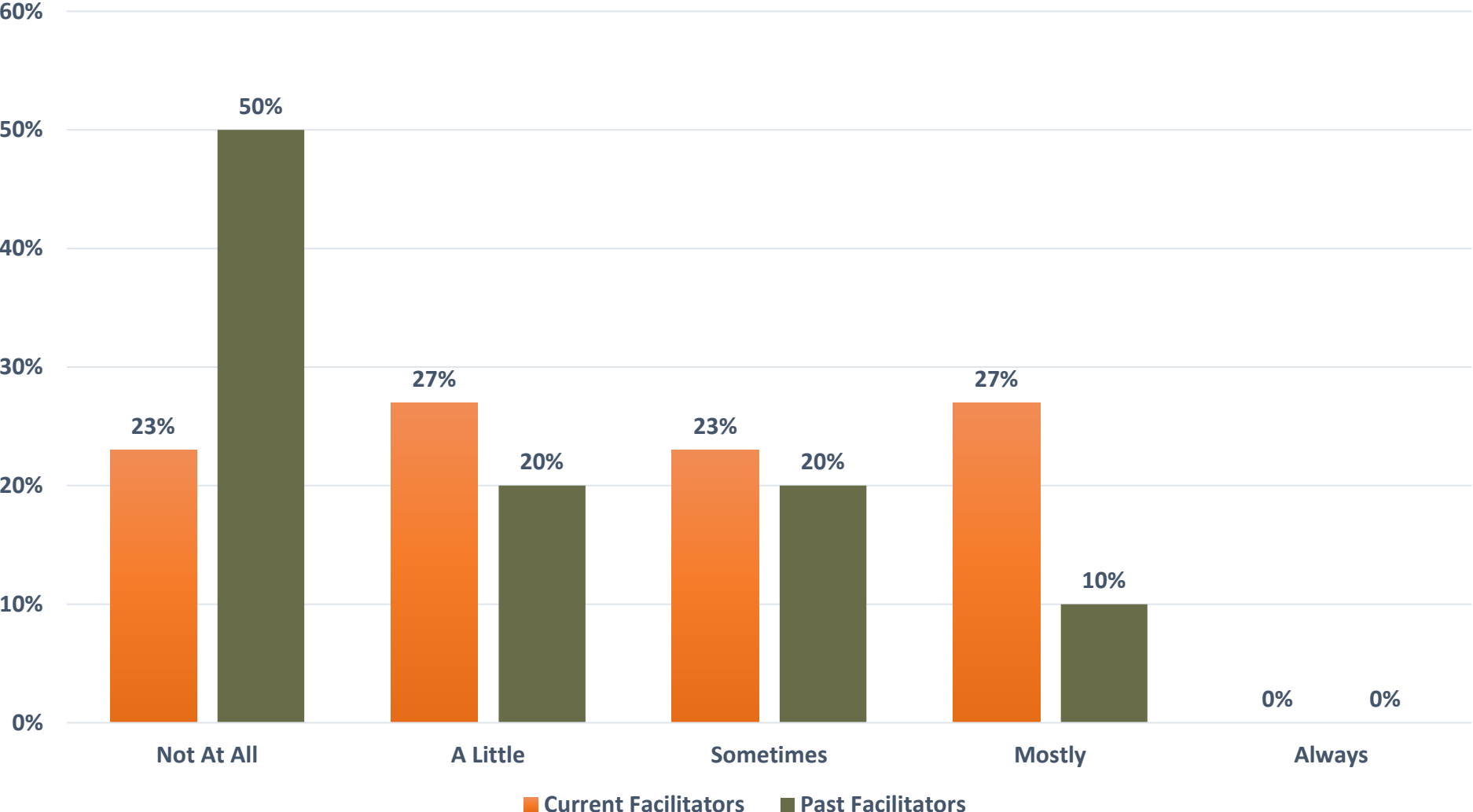
(overall health refers to mental, emotional, & physical health)



Current Facilitators N=30  
Past Facilitators N = 10

# Finances: Current and Past Facilitators

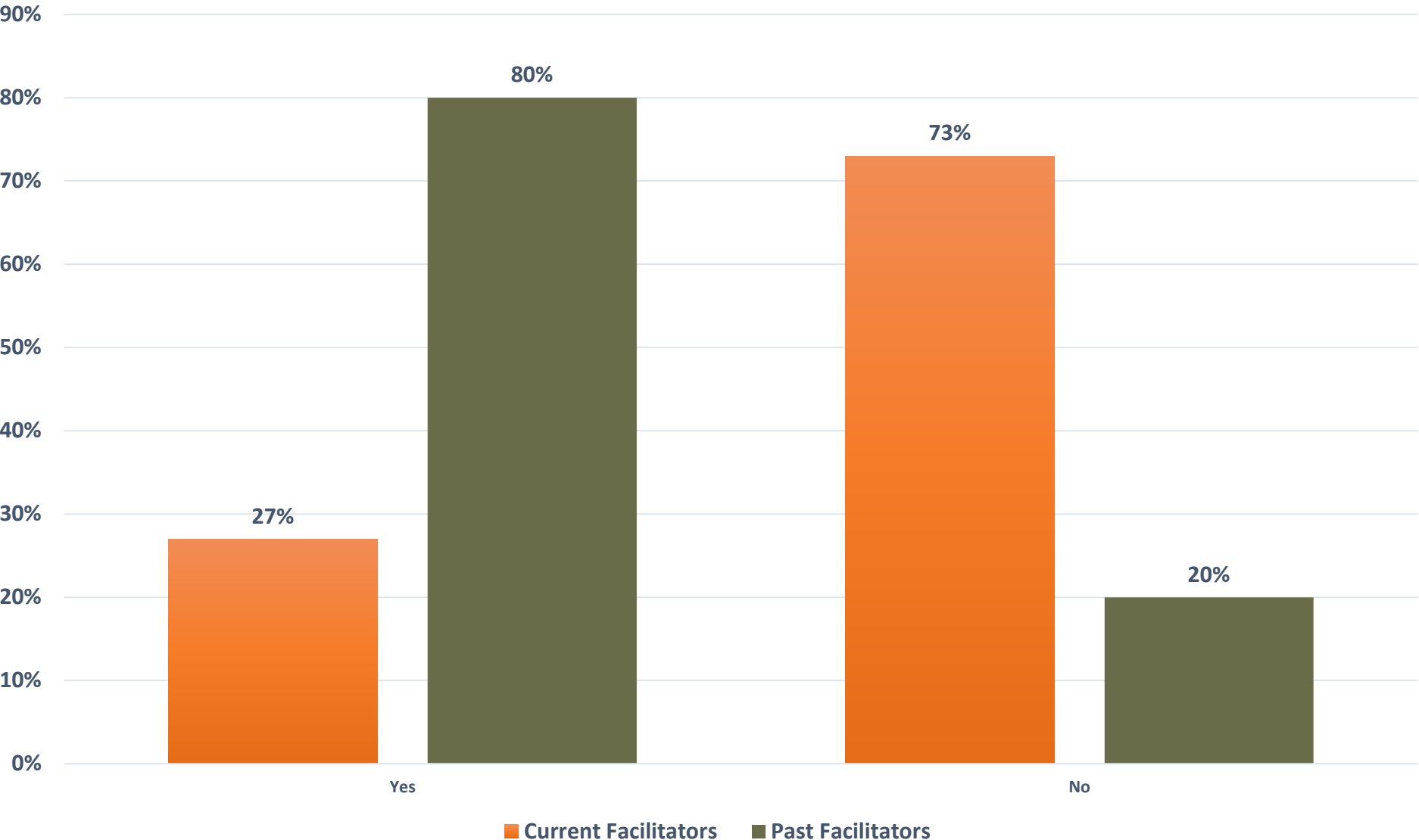
### Meeting Financial Needs



Current Facilitators N=30  
Past Facilitators N = 10



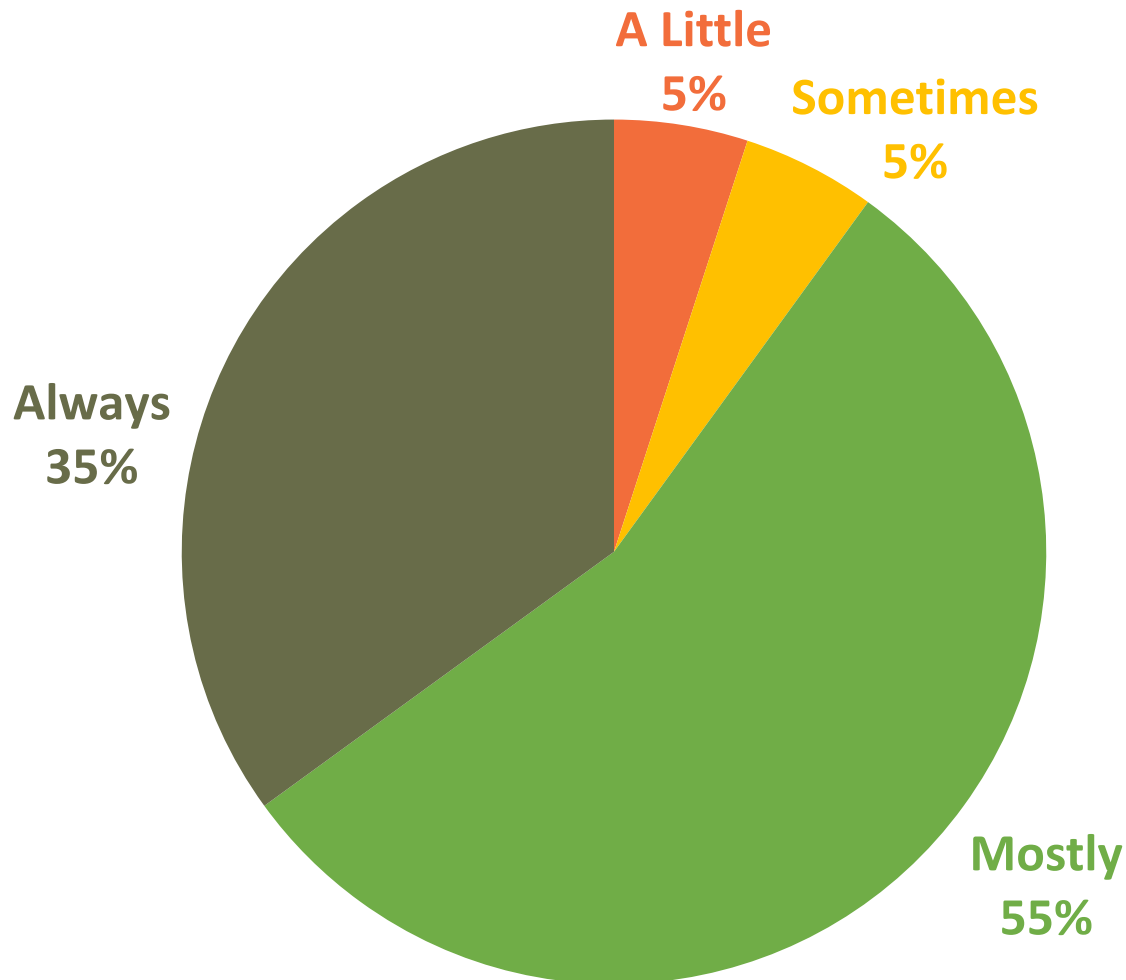
# Do you currently have more than one job?



Current Facilitators N=30  
Past Facilitators N = 10

# Experience of being a Facilitator Helping in the Future

I feel I can use my knowledge and experience that I gained as a Facilitator to help other youth and families in the community with mental/behavioral health concerns in the future.



# Advice: Current and Past Facilitators

## What advice would you give to new Facilitators:

1. Establish good relationships with your workforce team (10)
2. Ask for help (8)
3. Learn the skills to do the job (8)
4. Be patient and understanding (6)
5. Be a good listener and ask questions (6)
6. Schedule time for your own self care (2)
7. Follow and enjoy the HFW process (2)
8. Don't take things personal (2)
9. Practice time management (2)
10. Set boundaries (1)
11. Maintain non-judgmental view of others (1)
12. Keep a flexible schedule (1)

# Advice: Facilitator Comments

## What advice would you give to new Facilitators?

**Current Facilitator:** “To take it one step at a time and to not overthink the process to much. Talk with other team members to share and receive different resources that can help make your job easier to learn.”

**Past Facilitator:** “Give yourself grace and time to figure out your style, flow, learn the skills/job, and do not allow the credentialing to drive you out of the job and away from helping families.”

# Next Steps: Past Facilitators

## What did you do after leaving your role as a Facilitator?

### 1. Moved into another HFW position (5)

- Coach/Supervisor (4)
- YSP (1)

### 2. Obtained another job in the mental health field (3)

- Therapist (3)

### 3. Other Employment (2)

- Vocational services for individuals with disabilities (1)
- Stay at home mom (1)

# Impacts: Past Facilitator Comment

## How has being a Facilitator impacted your life?

**Past Facilitator:** “I learned the confidence to interact with professionals in meetings while supporting families and the youth in advocating for their own needs.”

# Coaching and Training Suggestions

## What other coaching/training would be beneficial as a Facilitator?

1. Additional coaching/credentialling support (8)
2. How to work with difficult families (4)
3. Self-care, work-life balance, and setting boundaries (4)
4. Leadership skills and career development (4)
5. Communication skills (3)
6. Navigating systems and resources (2)
7. Trauma informed care (2)
8. Team building (2)
9. Mindfulness (1)
10. Cultural bias (1)

# Coaching and Training: Facilitator Comments

**What other coaching/training would be beneficial as a Facilitator?**

**Current Facilitator:** “Focusing on persistence/practice with difficult conversations, working through families that struggle to focus and address the topics at hand.”

**Past Facilitator:** “In person trainings on role play with other roles across the state would be helpful in increasing ideas for how to practice each other’s skill set.”