



# High Fidelity Wraparound

## High Fidelity Wraparound principles

Family voice and choice	Family and youth perspectives are identified and prioritized during all phases of the wraparound process. Planning is grounded in family members' perspectives, and the team strives to provide options and choices so that the plan reflects the family's values and preferences.
Team-based	The wraparound team consists of individuals agreed upon by the family and committed to them through informal, formal and community support and service relationships.
Natural supports	The team actively seeks out and encourages the full participation of team members drawn from family members' networks of interpersonal and community relationships.
Collaboration	Team members work cooperatively and share responsibility for developing, implementing, monitoring and evaluating a single wraparound plan. The plan reflects a blending of team members' perspectives and resources and guides and coordinates each team member's work toward meeting the goals.
Community-based	The wraparound team implements service and support strategies that take place in the most inclusive, most responsive, most accessible, and least restrictive settings possible.
Culturally competent	The wraparound process demonstrates respect for and builds on the values, preferences, beliefs, culture and identity of the youth and family.
Individualized	To achieve the goals laid out in the wraparound plan, the team develops and implements a customized set of strategies, supports and services.
Strengths-based	The wraparound process and the wraparound plan identify and build on the capabilities, knowledge, skills and assets of the youth and family, their community, and other team members.
Unconditional	Despite challenges, the team persists in working toward the goals until the team reaches agreement that a formal wraparound process is no longer required.
Outcome-based	The team ties the strategies of the wraparound plan to clear goals for success, monitors progress and revises the plan accordingly.

## Eligibility and enrollment for youth and family

Magellan Healthcare serves youth with behavioral health needs throughout Wyoming. Youth that are eligible for this service include:

- Medicaid youth at risk of out-of-home placement (defined and identified as youth with 200 hundred days or more of behavioral health services within one State fiscal year);
- Medicaid youth who currently meet PRTF (psychiatric residential treatment facility) level of care or are placed in a PRTF;
- Medicaid youth who currently meet acute psychiatric stabilization hospital level of care or are placed in an acute hospital stay for mental or behavioral health conditions;
- Youth on the 1915 (c ) waiver (Children’s Mental Health Waiver); and
- Youth enrolled in the 1915 (b) Waiver (Wyoming Medicaid’s Youth Initiative)
  - Youth ages 6 to 20 must have a minimum CASII composite score of 20
  - Youth ages 4 and 5 must have an ECSII score of 18 to 30 **OR** the appropriate social and emotional assessment information provided to illustrate level of service needs
  - Must have a DSM Axis 1 or ICD diagnosis that meets the State’s diagnostic criteria.

## Referral process

Magellan has a “no wrong door” policy for referrals. We will take referrals over the phone, through email, or via our Referral form. Our referral form can be found on our website, [www.MagellanofWyoming.com](http://www.MagellanofWyoming.com), under “For Providers”, on the “Forms” page

If you have a family interested in High Fidelity Wraparound and ready to begin the application process, you need to get them in touch with an Independent Assessor (IA). To find an IA, follow the steps below:

- Visit [www.MagellanofWyoming.com](http://www.MagellanofWyoming.com)
- Under the tab, “For Youth and Families” find the “Find a Provider,” page
- Click on link titled “Provider Directory – Printed” and there you will find the full list of IA’s in Wyoming.
- Refer the family to the IA that they choose and that IA will help the family through the entire application process.

## Independent Assessor process

Applications need to be completed and turned into Magellan via the Provider website by the Independent Assessor. The following documents need to be included:

- Application Check List
- Application
- Level of Care
- Provider Choice form
- Freedom Choice form
- CASII/ECSII assessment
- Evaluation documenting DSM Axis I or ICD mental health diagnosis

## Next steps

Enrollment will occur once all the above forms and information have been received and it is determined that the youth meets the clinical eligibility requirements.

- The youth will be enrolled into the system. The family and identified HFWA agency/FCC will be notified within two working days of the decision.
- The agency /FCC that the family has chosen will be notified and authorized to the day of the enrollment by Magellan
- The agency needs to attempt initial contact within three working days of the enrollment date

## Covered services

Youth enrolled in the 1915 (b) Waiver (Wyoming Medicaid's Youth Initiative) are eligible for the following services:

- FCC: Family Care Coordinator
- FSP: Family Support Partner
- YSP: Youth Support Partner
- Respite (no more than 30 units/month recommended)
  - One unit is equal to 15 minutes

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- Youth and Family Training (YFT) support
  - YFT is offered in a group setting with 2-5 youth
  - 19 units/month recommended

## Roles

### Family Care Coordinator (FCC)

This is a person who is trained to coordinate the wraparound process for a family. The facilitator role will change over time as the family becomes empowered and takes on the facilitator role themselves.

### Family Support Partner (FSP)

This is a formal member of the wraparound team whose role is to provide direct support for families. They do this by:

- partnering with the FCC,
- role modeling positive behavior,
- advocating and supporting the family to identify their own strengths, needs, culture and vision,
- sharing appropriate personal experiences,
- mentoring families to improve their confidence and ability to advocate for their family,
- mentoring families to help them manage the services available to them, and
- supporting the development, reconnection and strengthening of the family's support system.

They can also provide Youth and Family Training for qualified youth, which is done in groups of 2-5 to work on skills.

### Youth Support Partner (YSP)

A young adult, ages 18 to 26 years old, with personal experience participating in the system of care (mental health, special education, child welfare, juvenile justice) as a youth with behavioral health needs or if they have experience overcoming various systems and obstacles related to mental and behavioral health. They can provide one-on-one support or offer Youth and Family Training for qualified youth, which is done in groups of 2-5 to work on skills.

## Respite

Respite service is intended to be utilized on a short-term, temporary basis for an unpaid caregiver to provide relief from the daily burdens of care and should be primarily episodic in nature. It is one-on-one, for approximately one or two hours, and is not provided overnight.

## Training and Certification

### Family Care Coordinator

#### *Tier One*

- CANS training (web-based training which is provided by a source other than Magellan)
- Wraparound Foundations class – which includes the activities below:
  - Watch how someone:
    - Engages a family

- Gathers information for a SNCD
- Conducts a Functional Assessment
- Prepares a family for a wraparound meeting
- Conducts a planning meeting
- Runs a crisis meeting

Practice the following skills:

- Engaging a family
- Gather information for a SNCD
- Gather information for a Functional Assessment
- Plan a meeting

### *Tier Two*

- Watch how someone:
  - Engages a family
  - Gathers information for a SNCD
  - Conducts a Functional Assessment
  - Prepares a family for a wraparound meeting
  - Conducts a planning meeting
  - Runs a crisis meeting
- Under a supervisor/coach's supervision the FCC:
  - Orient a family to Wraparound
  - Run an Initial Team Meeting
  - Run a Crisis Meeting
  - Run a Follow-up Team Meeting
- With a coach's supervision and support, write the following documents:
  - Strength Needs and Culture Discovery
  - Wraparound Plan (Plan of Care)
  - Functional Assessment
  - Crisis Plan
  - Progress Notes
  - Transition Plan
- Discuss with your coach or write up how you have supported a family in increasing the following:
  - Self-Efficacy
  - Natural Supports
  - Integration

### **Family Support Partner**

#### *Tier One*

- Wraparound Foundations class
- Family Support Partner class
- Watch how someone:
  - Engages a family

- Gathers information for a SNCD
- Gathers information to create a holistic view of a family's life
- Prepares a family for a Wraparound Meeting (Child & Family Team)
- Supports a family in a Planning Meeting
- Practice the following skills:
  - Engaging a Family
  - Gather information for a SNCD
  - Gather information to create a holistic view of a family's life
  - Prepares a family for a meeting
  - Identifies and supports the family in building natural supports
  - Recruit team members

### *Tier Two*

- Under a coach's supervision the FSP:
  - Engages two families
  - Gathers information for two Functional Assessments
  - Share their experiences with two families
  - Supports a family in a Wraparound meeting
  - Debrief a meeting with a family
- With a coach's supervision and support, write or discuss the following documents:
  - Progress Notes
  - Professional Development Plan
  - Evaluation by a supervisor
- Discuss or write up how you have supported a family in increasing the following:
  - Self-Efficacy
  - Natural Supports
  - Do for, Do with, Cheer on

### **Youth Support Partner**

- Training being developed

### **Respite**

- Wraparound 101 - webinar at [www.MagellanofWyoming.com](http://www.MagellanofWyoming.com) or four-day in person Wraparound Foundations course
- Respite class

### **Recertification**

Recertification is required on an annual basis. Providers will need to work with their coach to create a Professional Development Plan (PDP), complete continuing education hours and have a passing score on completed documentation. Continuing education may take the form of webinars, classes and trainings. The specific requirements for recertification for each provider type are below.

### Family Care Coordinator Recertification Requirements

- Professional Development Plan for the next year
- Complete four hours of Wraparound continuing education
- Complete a minimum of 10 hours of Wraparound-related continuing education
- Passing Score on the following documentation
  - Strengths Need Culture Discovery
  - Functional Assessment and Crisis Plan
  - Wraparound Plan (Plan of Care)
  - Progress Notes
  - Transition Plan
- If there are concerns with documentation, it may be required to tape a Wraparound meeting

### Family Support Partner Recertification

- Complete a new Professional Development Plan (PDP) with the assigned Coach annually
- Updates to the PDP must be documented by the Coach
- Complete four hours of Wraparound specific continuing education
- Complete two hours of specific training on boundaries
- Complete eight hours of other continuing education, this will be outlined in the PDP
- Serve as a FSP for at least one family during the 12-month period. This would include the same activities as initial certification
- If there is any question regarding fidelity to model, the Coach will observe (in person or by video) and score a wraparound activity. A Family Support Partner who is not able to work with a family during the course of the current year will develop a PDP with the Coach indicating how recertification requirements will be met in the following year

### Timelines and activities for High Fidelity Wraparound

Name of required documented activity	Due Date	By Whom	Place for entry
Review of application for Waiver eligibility which includes CASII, ESCII, LOC	Three days for urgent and 14 days standard, with possible extension of 14 days to request additional information	Magellan in Wyoming	Magellan IP system  A letter will be generated to the approved FCC and family
CASII, ESCII	Required at admission and every 12 months	Independent Assessor	Magellanprovider.com
Notification of enrollment into Magellan in Wyoming	Within three working days of the final eligibility determination	Magellan in Wyoming	Approval letter sent to FCC and family

Initial Contact from HFWA/FCC	Three working days after chosen as the FCC to arrange the first CFT meeting	FCC	Notes in Magellanprovider.com
Plan of Care	30 days after enrollment and every 90 days thereafter. Due date is 14 days before 90 day authorization expires.	FCC	Magellanprovider.com
Crisis Plan	30 days after enrollment and updated with the 90 days POC or as needed to support the youth and family	FCC	Magellanprovider.com
SNCD	Prior to the initial child and family team meeting and with the 90 day POC update.	FCC/FSP	Magellanprovider.com
Child & Adolescent Needs and Strengths - CAN's Scoring	30 days after enrollment and every 90 days thereafter	FCC	Magellanprovider.com
Family Empowerment Tool - FET	Before the first POC and again at Discharge	FCC/FSP	Magellanprovider.com
California Healthy Kids Inventory - CHKS	Before the first POC and again at Discharge	FCC/FSP	Magellanprovider.com
WFI-EZ	At three and nine months after the initial CFT meeting	Specified Agency and trained Families	Complete contact sheet and return to survey vendor for entry into Wrap-Track
Child Family Team - CFT (Wraparound Team)	Initial 30 days after enrollment and 90 days/or based on emergency need. <i>*Due 14 days before 90 day deadline</i>	FCC/FSP	Notes in Magellanprovider.com
FSP and YSP Participation in CFT	Time at the CFT team meeting should be reflected in CFT attendance	FCC/FSP	Notes in Magellanprovider.com



FCC/FSP contact caregiver via phone	FCC/FSP contact caregiver at least once per week via phone	FCC/FSP	Notes in Magellanprovider.com
FCC/FSP contact caregiver face –to-face	FCC/FSP contact caregiver at least two times per month face-to-face	FCC/FSP	Notes in Magellanprovider.com
FSP and YSP	Youth and Family Training as services provided	FSP/YSP	Notes in Magellanprovider.com
Respite	Respite provider as determined by the CFT. The need for respite needs to be outlined in the Plan of Care.	Respite provider	Notes in Magellanprovider.com