

WRAPAROUND GUIDELINES

Guidelines are listed for infrastructure, practice, and outcomes for wraparound. The guidelines were written for a population of children and youth with a serious behavioral health challenge; however, these same guidelines could be used for other populations with slight modifications. The guidelines are current as of January 2019, but may change as the wraparound process is further implemented in Colorado. It is expected that the wraparound initiative will adhere to the system of care values and principles.

Infrastructure

Content Area	Guideline	Reference
Oversight Body	<p>The wraparound initiative should be guided by an oversight/governance body that, at a minimum, ensures the following:</p> <ul style="list-style-type: none"> • a clear population of focus is chosen; • a clear referral process is developed; • all key agencies are collaborating; • training and coaching are provided; • flexible funds; • provides access to necessary services; • works through any barriers; • monitors fidelity and outcomes; • all members have a basic understanding of the wraparound process; and, • has representation reflecting the demographics of the population to be served. <p>Ideally, the oversight body should have a process establishing joint accountability for child, youth, and family outcomes.</p>	Colorado experience, National Wraparound Initiative (NWI) “Necessary Conditions”
Flexible Funds	Wraparound should have access to a pool of flexible dollars that can support families’ needs that are not covered by other funding sources.	NWI
Family Support	Every family should have access, if needed, to a trained family peer support specialist (e.g., family advocate or family support partner) with experience as a caregiver of	NWI, Wraparound Milwaukee, Colorado experience

	a youth with a serious mental health condition. This position should have training in the wraparound process. This should expand to include youth peer support specialists when such a position is implemented in the state of Colorado.	
Conflict Resolution	The wraparound process should have an agreed upon and clearly identified method of resolving conflict that might arise among agencies or between agencies and families.	Colorado experience
Clinical Consultation	Wraparound facilitators and family peer specialists should have access to, and ongoing support from, a mental health professional for clinical consultation at least one hour a month. Ideally, this is a different person from their regular supervisor.	Colorado experience

Practice

Content Area	Guideline	Reference
Caseload for Wraparound Facilitators	8-10 per 1.0 FTE facilitator	National Wraparound Initiative (NWI)
Qualifications of Wraparound Facilitators	Wraparound facilitators should be trained in high fidelity wraparound as defined by the National Wraparound Initiative and should have experience working with children and families. Facilitators may have a bachelor's degree, or experience may be substituted on a year by year basis.	Colorado experience, NWI "Training, Coaching and Supervision for Wraparound Facilitators"
Training of Wraparound Facilitators	Wraparound facilitators must complete an approved training program in high fidelity wraparound as defined by the National Wraparound Initiative.	NWI
Training of Family Peer Specialists	Family Peer Specialists should either complete the family support partner training or the family advocate training, plus training in the wraparound process.	Colorado experience
Coaching of Wraparound Facilitators	Facilitators must receive ongoing coaching from a person credentialed as a wraparound coach. The coach must help the facilitator reach competence in	NWI



	wraparound facilitation as demonstrated by passing scores on all requirements of the Colorado credentialing criteria.	
Supervision of Wraparound Facilitators and Peer Specialists	Supervisors should have a thorough understanding of the wraparound process and the role of a family peer specialist and youth peer specialist, if one is used. Supervisors must meet the requirements outlined in the Colorado credentialing criteria.	Colorado experience
Fidelity Monitoring	Wraparound providers should utilize the Colorado Wraparound Fidelity Tool for monitoring fidelity to the 10 principles of wraparound, including frequent review of the fidelity data, and should have a process in place (such as coaching) to address areas and/or facilitators with low fidelity.	NWI; Colorado experience
Family Voice and Choice	Family visions drive the plans, and it is evident that families are given choices in services and/or providers. It should be evident that families choose team members and that natural/informal supports are present.	Colorado experience
Strengths, Needs, and Cultural Discovery	The strengths, needs, and cultural discovery process contains a thorough investigation of the role of culture in the family's life. This should go beyond mere description of the family's cultural background, exploring issues such as historical trauma, impact of refugee or immigration status, cross cultural communication and multi-cultural families. Families should be supported in their preferred language and cultural world view.	Colorado experience
Natural/Informal Supports	Natural supports are individuals who are generally not paid to provide services, and include extended family members, friends, neighbors, faith-based supports, and kinship providers. Informal supports are community resources that are available to all, such as community recreation centers or churches. As the wraparound process progresses, at least 50% of the strategies in each wraparound plan should include natural and/or informal supports. This should include culturally focused	Wraparound Milwaukee, Colorado experience

	groups and activities.	
Family Face to Face Contact	At least 80% of families and youth served should have face to face contact with their wraparound facilitator a minimum of every two weeks, and weekly contact with some member of the wraparound workforce (the facilitator or a support partner, advocate, etc.) up until the transition phase of the wraparound process.	Wraparound Milwaukee
Team Meetings	At least 85% of families in a wraparound program should have monthly or more frequent team meetings.	Wraparound Milwaukee
Wraparound Facilitator Transfers	Programs should demonstrate continuity of care by low staff turnover and, when necessary, seamless transitions to new facilitators. In larger programs with 3 or more facilitators, this means less than 10% transfer of youth and families to new facilitators due to staff turnover per year. In smaller communities with 1-2 staff, this means that staff turnover occurs no more frequently than every two years. Programs should plan for overlapping staff when transitions must be made to assure a smooth transition.	Wraparound Milwaukee

Outcomes

Content Area	Guideline	Reference
Community Based	The wraparound process should utilize community based services to the fullest extent possible. On a yearly basis, the program should demonstrate that children and youth in the program reside in a home type non-institutional setting over 75% of the time.	Wraparound Milwaukee
School Attendance	The wraparound process should support school attendance. Upon program completion, children and youth in the program are attending school at a rate greater than 85% of school days.	Wraparound Milwaukee
Employment or Higher Education	For youth who have completed high school, 85% of them will have employment or be actively pursuing further education or training upon completion of the	Wraparound Milwaukee, Colorado experience



	wraparound plan.	
Family Satisfaction	The average level of satisfaction for families within a wraparound program should be greater than 4 on a 5 point scale, or greater than 80%. Measurement of satisfaction should be confidential and administered by a neutral party not involved in the child's/family's care.	Wraparound Milwaukee Colorado experience
Other relevant outcomes	The program should track other relevant outcomes related to the population of focus.	Colorado experience