



**National
Wraparound
Implementation
Center**

Advancing Systems ○ Enhancing the Workforce ○ Improving Outcomes

National Wraparound Implementation Center

Re-certification Guide



National Wraparound Implementation Center

The National Wraparound Implementation Center (NWIC) supports states, communities, and organizations to implement Wraparound effectively. NWIC uses innovative approaches grounded in implementation science and

incorporating cutting-edge strategies to support Wraparound implementation. NWIC provides support that is intensive yet affordable. The work is focused on building sustainable local capacity to provide model-adherent, high fidelity Wraparound, thereby increasing positive outcomes for children, youth, and their families.

NWIC is a partnership among the three leading universities involved with Wraparound implementation: The University of Washington School of Medicine; Portland State University School of Social Work; and the University of Connecticut, School of Social Work. These three universities collaborate to ensure sites have access to comprehensive support for implementing model-adherent, high quality Wraparound for children and youth with behavioral health needs and their families.

Implementation research tells us that by focusing on the specific drivers/areas of implementation, states and organizations experience consistent program implementation, leading to improved family outcomes. The three main areas of implementation on which the NWIC concentrates are:

- organization and system development, which focuses on policy, financing, and systems structure;
- workforce development, which focuses on processes for training, coaching, and supervision; and
- accountability, which focuses on the measurement of key quality assurance indicators and outcomes.

States, communities, and organizations benefit most from an integrated approach to implementation. In keeping with this, NWIC works with sites at any stage of implementation—from initial planning to established initiatives—using a tailored and intensive approach to implementation support. This process begins with a rigorous assessment of current implementation. Based on assessment results, NWIC will work with the site to design a comprehensive implementation support plan to address identified needs. The comprehensive plan will integrate efforts across the three main areas of implementation.

Implementation support from NWIC is provided using a strategic combination of in-person and technology-enabled strategies. NWIC's expanding array of technology-enabled communication options includes telephone and video conferencing, the Wraparound Virtual Coaching Collaborative (WVCC), a virtual training center, InnovatePractice®. Implementation support is also provided through the use of a variety of online tools including automated tracking and feedback systems, web-based clinical support, and a Wraparound-specific electronic behavioral health record.

Innovations is housed in the University of Connecticut (UConn), a public, non-profit, educational institution and a constituent institution of the University System of Connecticut, an agency of the State of Connecticut. Innovations Institute founded in 2005, has an extensive history of serving as a national training, technical assistance, evaluation, policy, systems design, and finance center focused on children's behavioral health. Innovations has demonstrated capacity for providing technical assistance, to include system design and workforce development support, to state agencies and provider organizations through several national children's mental health and foster care related efforts.

Workforce Development

Successful Wraparound implementation requires careful planning for workforce development. Building from implementation science, NWIC focuses on strategies to build local capacity by offering comprehensive training and coaching to states, communities, and/or organizations implementing a high quality, high fidelity Wraparound approach.

NWIC's training and coaching support is delivered as a package and designed to build sustainability in a state or community for the local Wraparound workforce. The package includes a series of core trainings for practitioners, supervisors, administrators, and community stakeholders with more intensive training for local staff identified as candidates for certification and/or supervisors. Coaching occurs both on-site and virtually, and across multiple settings, including child and family team meetings, supervisory and document review sessions, and community or team engagement meetings. Coaching spans all phases of the Wraparound process, focusing on building a core set of skills needed to support quality practice. The coaching process is supported by Wraparound Practice Improvement Tools and InnovatePractice®, an asynchronous virtual coaching platform.

Workforce development is supported through both in-person and technology-enabled communication. In addition to on-site visits, NWIC uses video and telephonic conferencing to provide coaching, training, and technical assistance. Sites are granted access to the NWIC's extensive library of training modules and related resources through the virtual training center. Staff working toward certification have access to the Wraparound Virtual Coaching Collaborative (WVCC), which provides an online "meeting place" for local certified coaches and coaching candidates. The WVCC allows coaching certification candidates to exchange ideas, ask and answer questions, and share work products related to Wraparound.

NWIC is committed to creating a culture and climate of diversity, equity, and inclusion. It is encouraged that states and organizations demonstrate these values when interviewing and selecting local coach and supervisor candidates. Identified local coach candidates and supervisors should be representative of the diverse racial, ethnic, religious, and socioeconomic backgrounds represented in the Wraparound workforce as well as the youth, families, and communities supported by Wraparound. Identified local coach and supervisor candidates should also understand the specific experiences of historically marginalized racial and ethnic groups in the United States.

Purpose

NWIC is pleased to provide states with the Wraparound Practitioner Certificate Program for locally identified coaches and supervisors. The purpose of the certificate program is to provide local staff with the necessary support and training to sustain a high-fidelity and quality Wraparound practice implementation within their state or organization. The certificate program includes three levels of certification, each individualized and dependent on state and organizational structures and need.

Why Wraparound?

- To ensure caregivers and youth have ACCESS to the people and processes in which decisions are made, as well as access to needed resources and services.
- To ensure family's VOICES are heard, and they are full decision makers in charge of their own lives.
- To ensure the family has OWNERSHIP of the planning process in partnership with the team and is in agreement and committed to carry out the plan.

What is Wraparound?

Wraparound is an ecologically based process and approach to care planning that builds on the collective action of a committed group of family, friends, community, professional, and cross-system supports mobilizing resources and talents from a variety of sources resulting in the creation of a plan of care that is the best fit between the family vision and story, team mission, strengths, needs, and strategies.

Wraparound Practitioner Certificate Program Annual Recertification

Requirements for Local Coaches

Following initial Local Coaching Candidate (LCC) certification, certified local coaches will be required to participate in an annual Local Coach Certification renewal process that includes the following:

1. Participate in at least 3 quarterly Wraparound Virtual Coaching Collaborative (WVCC) webinars with local contributions at least once annually.
2. Continued demonstrated proficiency in the following Wraparound Practice Improvements Tools (WPITs):
 - Wraparound Supervisor Checklist
 - Supportive Transfer of Essential Practice Skills (STEPS)
 - Coaching Response to Enhance Skill Transfer (CREST)
 - Coaching Observation Measure for Effective Teams (COMET)
 - Supervisory Assessment System (SAS)
 - Wraparound Implementation Standards Program (WISP)
 - Wraparound Implementation Standards System (WISS)
3. Participate in monthly coaching calls.
4. Utilize InnovatePractice© for uploading, scoring, and feedback on coaching sessions, trainings, and other Wraparound skill development activities. If data is collected regularly using any of the WPITS, those data will be submitted to NWIC to support ongoing evaluation of the work and contribute to national means.
5. Develop and deliver booster trainings or group coaching activities in response to data indicators demonstrating mastery of model elements as well as the ability to support skill attainment in a group setting.

****Note:** Certification criteria may be adapted to implementation context and any adaptations must be approved by NWIC

Proficiencies: Certified Local Coaches must continue to demonstrate skills associated with transfer of knowledge and building of competencies to support ongoing implementation of quality Wraparound practice. To achieve this, local coaches are required to utilize the WPITs in coaching sessions with supervisors and care coordination staff. Proficiencies are outlined below:

Supervisor Checklist:

- Ability to establish minimum expectations and support initial skill development for frontline staff
- On-line submission/scoring of 3 checklists – must span phases 2-4. Two (2) of the 3 submissions must be full reviews (document review and observation)
- Obtain matching scores on a minimum of 3 Wraparound Supervisor Checklists at 85% matching overall and 80% matching within each Wraparound element

STEPS:

- Ability to move from expert practitioner (advising staff on individual families) to focusing on staff behavior with families and reinforcing practice skills around the necessary Wraparound elements.

CREST:

- A CREST is developed in each supervisory and coaching session.
- A minimum of 6 submissions identifying the task to be completed including the connection of that task to the broader skill, concepts, and values.
- Demonstrate ability to move staff from a task orientation to building skills necessary for staff to practice Wraparound consistently and reliably.

COMET:

- On-line submission/scoring of 3 COMETS – Must span phases 2-4 of Wraparound. Two (2) of the 3 submissions must be from field observations that include face to face contacts with Wraparound teams and families.
- Obtain matching scores on a minimum of 3 COMETs at 85% matching overall and 75% matching within each key element.

SAS:

- Score 9 out of 12 points possible consistently across a minimum of 3 coaching sessions with NWIC coach; 75% (3 out of 4 possible points) minimum in each section (coaching, communication, and analysis).

WISP:

- Consistent scoring and submission of each stage (pre-implementation and implementation) of the WISP, as applicable, across sites/organizations being supported and submission of the corresponding WISP Planning document.

WISS:

- Participate in NWIC's scoring of the WISS by sharing challenges, barriers, and successes of Wraparound implementation.
- Support action plan steps, as appropriate, to support increased efficacy of Wraparound installation.

Requirements of Certified Supervisors

Following initial certification, certified supervisors will be required to participate in an annual certification renewal process that includes the following:

1. Participate in at least 3 quarterly Wraparound Virtual Coaching Collaborative (WVCC) webinars with local contributions at least once annually.
2. Continued demonstrated proficiency in the following Wraparound Practice Improvements Tools (WPITs):
 - Wraparound Supervisor Checklist
 - Supportive Transfer of Essential Practice Skills (STEPS)
 - Coaching Response to Enhance Skill Transfer (CREST)
 - Coaching Observation Measure for Effective Teams (COMET)
 - Supervisory Assessment System (SAS)
 - Wraparound Implementation Standards Program (WISP)
 - Participate in monthly coaching calls.

3. Utilize InnovatePractice© for uploading, scoring, and feedback on coaching sessions, trainings, and other Wraparound skill development activities. If data is collected regularly using any of the WPITS, those data will be submitted to NWIC to support ongoing evaluation of the work and contribute to national means.
4. Develop and deliver booster trainings or group coaching activities in response to data indicators demonstrating mastery of model elements as well as the ability to support skill attainment in a group setting.

****Note:** Certification criteria may be adapted to implementation context and any adaptations must be approved by NWIC

Proficiencies: Certified supervisors must continue to demonstrate skills associated with transfer of knowledge and building of competencies to support ongoing implementation of quality Wraparound practice. To achieve this, supervisors are required to utilize the WPITS in coaching sessions with supervisors and care coordination staff. Proficiencies are outlined below:

Supervisor Checklist:

- Ability to establish minimum expectations and support initial skill development for frontline staff
- On-line submission/scoring of 6 checklists – must span phases 2-4. Four (4) of the 6 submissions must be full reviews (document review and observation)
- Obtain matching scores on a minimum of 6 Wraparound Supervisor Checklists at 85% matching overall and 80% matching within each Wraparound element.
- Demonstrate ability to build skill in care coordinators to achieve 70% skill demonstration within 6 months of hire and 90% skill demonstration within 12 months of hire.

STEPS:

- Ability to move from expert practitioner (advising staff on individual families) to focusing on staff behavior with families and reinforcing practice skills around the necessary Wraparound elements.

CREST:

- A CREST is developed in each supervisory and coaching session.
- A minimum of 6 submissions identifying the task to be completed including the connection of that task to the broader skill, concepts, and values.
- Demonstrate ability to move staff from a task orientation to building skills necessary for staff to practice Wraparound consistently and reliably.

COMET:

- Scoring completed by the NWIC or Certified Local Coach
- Demonstrate understanding of the Essential Process Components (EPCs) and ability to build skills in care coordinators through increased scores over time.

SAS:

- Score 9 out of 12 points possible consistently across a minimum of 3 coaching sessions with NWIC coach; 75% (3 out of 4 possible points) minimum in each section (coaching, communication, and analysis).

WISP:

- Participate on the implementation team and in scoring of each stage (pre-implementation and implementation) of the WISP, as applicable, and support addressing identified areas of need within the WISP Planning document.

Requirements for Certified Trainers

1. Maintain certification as a supervisor or coach (outlined above).
2. Ongoing submission of the Impact of Training and Technical Assistance (IOTTA) for each training delivered.
3. Record and upload training of Introduction to Wraparound and Engagement Training
4. Develop training boosters in response to data and needs identified in the workforce. Demonstrate mastery of key concepts and ability to present the material in a manner that supports skill development of the identified concept or element while maintaining the integrity of training expectations modeled for them as well as adhere to adult learning theory principles.

IOTTA Participation

Dates, titles, and objectives of scheduled trainings need to be submitted via email at least one month prior to the training event. Submission of names and email addresses of participants must be submitted at least 2 days prior to scheduled trainings, and final names, sign-in sheets, and email addresses of participants must be submitted within 3 days of the end of training. Sites may also elect to use the NWIC training registration system.