

COLORADO WRAPAROUND GUIDELINES

Guidelines are listed for infrastructure, training and credentialing, 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 September 2020, but may change as the wraparound process is further implemented in Colorado.

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"> • populations of focus are chosen; • a clear referral process is developed; • all key agencies are collaborating; • training and coaching are required and provided; • families have access to and payment for the services on their wraparound plans; • barriers to wraparound plans and wraparound implementation are addressed; and • fidelity and outcomes are monitored. <p>The oversight/governance body should have the following:</p> <ul style="list-style-type: none"> • a basic understanding of the wraparound process among all members; and, • representation from families and youth with lived experience similar to 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 programs should have access to a pool of flexible dollars that can support families’ needs that are not covered by other funding sources.	NWI
Family and Peer Support	Every family should have access to a trained family support partner with lived experience as a caregiver of a youth with a serious mental health condition. Peer support should expand to include youth support partners when funding for such a position becomes available.	NWI, Wraparound Milwaukee, Colorado experience
Conflict Resolution	The wraparound program should have an agreed-upon and	Colorado experience

	clearly identified method of resolving conflict that might arise among agencies, between agencies and families, and grievances among wraparound staff members.	
Clinical Consultation	Wraparound facilitators and support partners should have access to, and ongoing support from, a mental health professional for trauma-informed clinical consultation at least 1 hour a month. This should be someone different from the regular supervisor.	Colorado experience

Training and Credentialing

Content Area	Guideline	Reference
Qualifications of Wraparound Facilitators	Wraparound facilitators must be trained in high-fidelity wraparound as defined by the Cross-Systems Training Institute and should have prior experience working with children and families. Facilitators should 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"
Qualifications of Family Support Partners	Family support partners must have lived experience caring for a child or youth with a serious mental health challenge. Family support partners should have a high school diploma or GED, or experience may be substituted on a year-by-year basis.	Colorado experience
Qualifications of Coaches	Coaches must have experience as a wraparound facilitator or supervisor. Coaches should have a bachelor's degree, or experience may be substituted on a year-by-year basis.	
Credentialing of Wraparound Facilitators	Wraparound facilitators must complete the Colorado Cross-Systems Training Institute Wraparound Facilitator credentialing requirements within 12 months. Coaches may grant 3 months' extension to the timeline. Every 2 years after initial credentialing, facilitators must meet the recredentialing requirements.	Colorado experience, NWI
Credentialing of Family Support Partners	Family support partners must complete the Colorado Cross-Systems Training Institute Support Partner credentialing requirements within 12 months. Coaches may grant 3 months' extension to the timeline. Every 2 years after initial credentialing, support partners must meet the recredentialing requirements.	Colorado experience
Credentialing of Coaches	New tier 1 coaches must be coached and credentialed by a tier 2 coach. Tier 1 coaches must complete the Colorado	Colorado experience

	Cross-Systems Training Institute Tier 1 Coach credentialing requirements within 12 months. Tier 1 coaches are eligible to become tier 2 coaches after 2 years of coaching in Colorado under Cross-Systems Training Institute requirements.	
Coaching of Wraparound Facilitators and Support Partners	Facilitators and support partners must receive ongoing coaching from a Cross-Systems Training Institute credentialed tier 1 or tier 2 coach. The coach must help the wraparound staff reach competence in wraparound practice as demonstrated by 80% or higher scores on each CSTI observation and document tool. Facilitators must achieve and maintain 85% or higher on the Colorado Wraparound Fidelity tool, with input from families, youth ages 11 and older, team members, and support partners. After passing the initial credentialing requirements, facilitators and support partners must still receive coaching a minimum of 1 hour per month and the program must continue to collect fidelity data.	NWI
Supervision of Wraparound Facilitators and Support Partners	Supervisors must meet the Cross-Systems Training Institute Supervisor credentialing requirements with 6 months.	Colorado experience

Practice

Content Area	Guideline	Reference
Caseload for Wraparound Facilitators	8-10 per 1.0 FTE facilitator	National Wraparound Initiative (NWI)
Caseload for Support Partners	10-15 per 1.0 FTE support partner	Colorado experience
Fidelity Monitoring	Wraparound providers must utilize the Colorado Wraparound Fidelity Tool to gather fidelity data from wraparound clients at each phase of wraparound. Fidelity data should be collected from a minimum of 75% of clients for each facilitator. Facilitators must maintain an annual fidelity score of 85% or higher.	NWI
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
Data, Eligibility, and Assessment	Wraparound providers must track youth and family progress on their individualized needs and goals in their wraparound	System of Care TA Network, Colorado

	plans. Additionally, wraparound providers should utilize the Child & Adolescent Needs & Strengths (CANS) assessment tool to determine eligibility and track outcomes for most wraparound clients. A continuous quality improvement approach should be utilized to ensure the families with the most complex needs are referred for wraparound. For CHRP clients, the assessment and eligibility requirements specified by the CHRP waiver rules should be utilized instead of the CANS.	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 relevant groups and activities.	Wraparound Milwaukee, Colorado experience
Family Face-to-Face Contact	At least 95% of families and youth served should have face-to-face contact with their wraparound facilitator a minimum of every month, and weekly contact with some member of the wraparound workforce (the facilitator or a support partner) up until the transition phase of the wraparound process. Due to the Covid-19 pandemic, video conference or phone calls may substitute for face-to-face contact if needed.	Wraparound Milwaukee
Team Meetings	At least 95% of families in a wraparound program should have monthly or more frequent team meetings. Due to the Covid-19 pandemic, team meetings may be held by video conference if needed.	Wraparound Milwaukee, Colorado experience
Transition	Wraparound teams should begin preparing families for transition from the beginning of the wraparound process, gradually building family and youth self-efficacy. Families and	NWI, Colorado experience

	<p>youth should be served until the wraparound team reaches consensus that the family is ready to transition from wraparound. The Transitions Assets Tool should be utilized to facilitate meaningful discussion among the team about the family's readiness to transition. In a typical wraparound program, the average episode of care should be 12-18 months. The CANS may also be utilized to help determine readiness to transition. Graduation from wraparound should be celebrated in a way that is meaningful to the youth and family.</p>	
Wraparound Staff Transfers	<p>Programs should demonstrate continuity of care by low staff turnover and, when necessary, seamless transitions to new facilitators and support partners. 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.</p>	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 should attend school greater than 85% of school days.	Wraparound Milwaukee
Employment or Higher Education	For youth who have completed high school, 85% will have employment or be actively pursuing further education or training upon completion of the wraparound plan.	Wraparound Milwaukee, Colorado experience
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, such as improvement on the Child & Adolescent Needs & Strengths assessment tool.	Colorado experience