

Washington County Health and Human Services (WCHHS)

Behavioral Health Program

Policy and Procedure

Wraparound

Policy Number: WCHHS-BH 055
Responsible Team: Child, Youth and Families
Origination Date: 01/01/2015
Next Review Date: 01/8/21
Revision history: 01/29/14, 02/09/17, 1/8/19

Related Documents: Health Share of Oregon Policy Qual-08 Wraparound Initiative

Approved: _____
Division Manager

OBJECTIVES

- To aid in the development of an integrated system of care in Oregon by participating as a site in the Statewide Children’s Wraparound Initiative.
- To ensure that Wraparound is implemented consistently and in a standardized manner by each of Health Share of Oregon’s (Health Share) Behavioral Health Plan Partners (BHPPs).
- To ensure that services provided are family driven, youth guided, community-based, culturally and linguistically competent, multi-systemic, comprehensive, well-coordinated, outcome driven and provided in the least restrictive setting possible.
- To ensure active family and youth voice at all levels of Wraparound and provide a forum to resolve conflicts that arise within the Wraparound team.

SCOPE/APPLIES TO

- Washington County Wraparound care coordinators

POLICY

I. Policy Statement

Washington County adheres to Health Share of Oregon's Policy for Plan Partners Qual-08 Wraparound Initiative found in the F:\Restricted\BEHAVIORAL HEALTH\POLICIES AND PROCEDURES\HEALTH SHARE, and contractual requirements funding the service. The System of Care values and principles and Wraparound practices will guide program implementation and service delivery for youth and family participating in Washington County Wraparound.

A. The core values of Systems of Care are:

- Family driven and youth guided, with the strengths and needs of the child and family determining the types and mix of services and supports provided.
- Community based, with the locus of services as well as system management resting within a supportive, adaptive infrastructure of structures, processes, and relationships at the community level.
- Culturally and linguistically competent, with agencies, programs, and services that reflect the cultural, racial, ethnic, and linguistic differences of the populations they serve to facilitate access to and utilization of appropriate services and supports, and to eliminate disparities in care.

B. Wraparound refers to a definable, team-based planning process for youth with complex behavioral health problems and their families that result in a unique set of community services and supports individualized for the youth and family to achieve a set of positive outcomes.

Washington County HHS will work with Health Share of Oregon to ensure provision of fidelity Wraparound to youth and families who are participating in the project. Health Share will hold the contract for this initiative and will delegate the implementation to each of the BHPPs.

II. Procedure

Washington County will provide a Wraparound Care Coordinator with a Master's Degree in a behavioral health field to each eligible youth and family. Care Coordinators will have caseloads of 15 or fewer clients and will be trained in the Wraparound model. Youth will be screened for eligibility by the Wraparound Review Committee, which is comprised of representatives from Mental Health, Child Welfare, Juvenile Justice, Developmental Disabilities, Special Education, and family and youth participants. Wraparound Review Committee will adhere to current regional Health Share of Oregon eligibility criteria.

Workforce development provided to Wraparound care coordinators should include, but not be limited to, the following elements of Wraparound:

- Wraparound team meeting facilitation skills
- Family and youth driven care
- Utilizing family partners
- Phases of Wraparound teams
- Conducting Strengths and Needs Assessments
- Developing and using natural supports
- Working with cross-system mandates

- Cultural and linguistic competence
- Engaging transition-aged youth
- Outcome and Fidelity monitoring (WFI-EZ)
- Use of Child and Adolescent Needs and Strengths (CANS) Comprehensive Screening Tool in Wraparound / CANS rater certification
- Oregon Wraparound Coaching Model
- Team-based Utilization review and the regionally adopted Health Share of Oregon Practice Guidelines

Upon admission to Wraparound, youth and their families receive an orientation packet with information about the program, services, philosophy and expectations to include the National Wraparound Initiative Family Guide. The assigned Wraparound care coordinator reviews these materials with the youth and family.

When a youth is found eligible for Wraparound care coordination by the Wraparound Review Committee, a Wraparound Team is established. The Wraparound Team consists of the youth, family members, natural supports identified by the family, youth and family partners, community agencies and partners, providers, and the assigned care coordinator.

The Wraparound Team is responsible for developing an individualized and strengths-based Wraparound Plan of Care informed by the CANS assessment. Goals and services identified by the team should be family-centered, with the objective of maintaining or reintegrating the youth into the home and community and/or treatment in the lowest medically necessary level of care. The care coordinator monitors implementation of the Wraparound Plan of Care and progress toward goals through the Wraparound Team meetings and between meeting contact with team members.

The Wraparound Care Coordinator is responsible for ensuring that the team does robust crisis and safety planning when the CANS assessment indicates that crisis and safety is a prioritized domain for the youth. This will consist of facilitating a team discussion where the current mental health provider plan is reviewed by the team and determined to be effectively functioning, and / or facilitating a team discussion to develop a Wraparound Crisis & Safety plan.

The Wraparound Care Coordinator is responsible for ongoing communication with all team members in order to solicit feedback about differing perspectives, mandates, and actions as well as to foster effective communication and collaboration within the team. The Wraparound Care Coordinator is responsible for updating the Wraparound plan following team meetings and distributing it to all team members along with team meeting summary / minutes within one week of the meeting date. A transition plan will be developed by the Wraparound Team when there is agreement that the youth and family are ready to transition from formal Wraparound.

When there is disagreement within a Wraparound Team regarding the service coordination plan and/or the services needed by the youth and family that is not able to be resolved at the team level, the case can be brought to an ad hoc supervisory group, a Practice Workgroup, or a similar structure within the BHPPs for problem resolution. Health Share members or their representatives may file a grievance when there is a disagreement that cannot be resolved.

All care coordination services are youth and family centered, culturally and linguistically competent and developmentally appropriate based on the youth's age and current level of functioning.

Family and Youth Involvement

Washington County supports family and youth voice and engages in ongoing recruitment of family members and youth interested in providing input to the development of services to youth and families. Washington County endeavors to include youth and family members on the Regional System of Care Practice Level Workgroup, Regional System of Care Advisory Council, Washington County Wraparound Review Committee, and other ad hoc meetings or committees. In addition, Washington County provides Family and Youth Partners to interested families and youth in the Wraparound program in order to assist family members in having their voice drive the service plan.

To support efficient service planning that is both family-driven and team-based, Wraparound Care Coordinators are able to directly authorize medically necessary treatment services and are able to do so independently, within child and family team meetings, in accordance with the applicable practice guidelines currently adopted by Washington County and Health Share of Oregon.

System of Care Governance Structure

The regional System of Care Governance Structure (SOC) is a cross system, multi-tiered group of youth and families, community leaders, service providers, managers and decision makers. It is organized into the following formal bodies: Wraparound Review Committee, Practice level Workgroup, Regional Advisory Committee, and the Regional Executive Committee. This group is committed to the collaborative efforts to advance the Systems of Care approach by working on a strategic plan, addressing system level barriers, and making recommendations to the Oregon Children's Leadership Council to improve the lives of children, youth, and families. Washington County will be actively involved in all levels of the SOC in order to support Systems of Care and Wraparound in the local community.