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LME-MCO Joint Communication Bulletin # J394

DATE: May 25, 2021

TO: Local Management Entities-Managed Care Organizations (LME-MCOs)

FROM: Renee Rader, Assistant Director for Policy and Programs, DMH/DD/SAS
Deb Goda, Behavioral Health Unit Manager, NC Medicaid

SUBJECT: **Revision to Joint Communication Bulletin #J345 – Clarification Regarding Expansion of High Fidelity Wraparound Teams and Provider Expectations**

This is a clarification of the previously published [Joint Communication Bulletin #J345](#) released on Nov. 7, 2019. This communication bulletin will provide additional guidance to providers and local managed entities-managed care organizations (LME-MCOs) for the expansion of High Fidelity Wraparound (HFW) teams across the State or the initiation of HFW Teams in a new county. This bulletin will also address the expectations of providers when the coach position is vacant.

HFW is an evidenced-informed and standardized supportive care coordination service for youth (3-20 years old) with serious emotional disturbance or youth with serious emotional disturbance and a co-occurring substance use disorder and/or intellectual/developmental disability. “In lieu of service definitions” have been developed to promote the use of HFW services across the State.

It is the expectation of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) that providers of HFW services ensure that HFW coaches, facilitators, Family Support Partners, and Youth Support Partners complete the North Carolina High Fidelity Wraparound Training Program (NC HFWTP) training and credentialing requirements. The NC HFWTP operates out of UNC Greensboro (UNCG).

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

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All HFW team members must successfully complete skill and competency-based training to become credentialed to provide HFW. Successful credentialing of HFW coach, facilitators, Family Support Partners, and Youth Support Partners within 9-12 months is required. Certification of HFW Family Support Partners by the National Federation of Families for Children’s Mental Health within 18 months of employment is also required.

New Teams or Expansion:

The provider must obtain via an application process written approval from the NC HFWTP and LME-MCO to open a new HFW team. Prior to approval, the NC HFWTP will work with the provider to complete a readiness assessment. Should a provider wish to open additional teams, written approval must be obtained from both the LME-MCO and the NC HFWTP. Should an LME-MCO or provider agency apply for funding through a grant, the NC HFWTP will be notified of the application and once the award has been granted.

New County Expansion Revision:

An LME-MCO and/or provider agency that wishes to expand beyond the county or counties in which an existing HFW team currently serves must submit a letter of intent to the NC HFWTP. The letter will need to include the name of the provider agency that will deliver HFW in the identified county or counties and a justification for expansion that includes:

- Why the identified county was selected for expansion;
- A plan describing how the site will ensure an adequate referral stream; and
- Identify established partnerships that are essential for HFW success.

After receiving the letter of intent, the NC HFWTP Project Manager will arrange a meeting between the LME-MCO, provider agency and the NC HFWTP to discuss timelines and any additional technical assistance that will be needed during the expansion. The NC HFWTP Project Manager will provide a letter to the LME-MCO, copying the provider, acknowledging the addition of the new county or counties that will be served by the HFW team.

Staff Hiring:

1. Providers will coordinate with and include the NC HFWTP Implementation Specialist in the interview process for coaches and facilitators.
2. Providers and coaches will coordinate and include NC Families United in the interview process for Family Support Partners and Youth Support Partners.
3. Youth Support Partners hired cannot exceed the age as set forth by the NC HFWTP.

Staff Training and Coaching/Supervision Requirements:

1. Training, monitoring, and credentialing tracks:
 - a. There is one training and monitoring track provided by the NC HFWTP.
 - b. There are two credentialing tracks:
 - i. HFWTP provides credentialing for new teams and non-credentialed coaches
 - ii. HFWTP allows credentialed coaches to credential team members
2. All HFW staff, including coaches, must complete NC HFWTP foundational training with a NC HFWTP approved trainer.
3. The HFW coach must complete HFW coach credentialing within 9-12 months of employment.
4. The HFW facilitator, Family Support Partner, and Youth Support Partner must complete their role-specific credentialing within 9-12 months of employment.
5. The Family Support Partner will complete the Federation of Families National Credentialing for Parent Family Peers as a Certified Parent Support Provider (CPSP) within 18 months of employment.
6. The NC HFWTP will observe and engage in coaching calls with coaches based on the schedule for coaching credentialing and as needed for fidelity purposes.
7. Coaches will adhere to the expectations and requirements of coaching and supervision as prescribed by the NC HFWTP guidelines.

8. Once a team member is credentialed by the NC HFWTP, the team must adhere to the prescribed recertification criteria set by NC HFWTP.
9. Once a coach is credentialed by the NC HFWTP, he/she is permitted to credential new team members, with the exception of new coaches.

Credentialing Requirement Timelines Revision:

The target date for obtaining the coach credential is one year from completion of HFW Foundations Training. Individual team members must be credentialed within one year from the date they were first assigned a youth/family.

Fidelity and Monitoring Requirements:

The NC HFWTP, on behalf of the Department of Health and Human Services (DHSS), shall track adherence to the NC HFW model and determine HFW performance outcomes through the teams' participation in the use of both the Wraparound Fidelity Index – EZ (WFI-EZ) and NC HFWTP-specific monitoring tools.

Specific requirements:

1. Providers and their coaches will ensure HFW Teams prepare and collect WFI-EZ surveys at prescribed intervals according to the NC HFWTP WFI-EZ Protocol. Sites will submit collected surveys to UNCG HFWTP for data entry and generation of reports per the WFI-EZ Survey Collection Instructions.
2. Coaches will ensure additional relevant data of youth and families is entered and/or uploaded into the designated website according to NC HFWTP protocols.
3. Coaches will adhere to the required coaching observation schedule set forth by their assigned Implementation Specialist.
4. Coaches will engage in calls and/or meeting with their assigned Implementation Specialist on an as needed basis.

Fidelity and Monitoring Revision:

Coaches will ensure all youth Chart Forms are submitted according to NC HFW Team: Coach Timelines and Tracking requirements.

Each site will have an onsite audit two times per year. During the audit, the NC HFWTP will review youth records and Coaches' Coaching and Supervision Records.

Loss of a Coach:

Should a site lose a coach due to resignation or dismissal of any kind, the NC HFWTP may provide coaching to the team for a period of 30 days. After 30 days, if the site has not hired a new coach, and if capacity allows, the site will be invoiced by the NC HFWTP, for the time of the Implementation Specialist who provides the coaching for a period of no longer than 60 days.

Loss of Coach Revision:

Provider agencies are responsible for developing a written plan for how they will manage the HFW team in the event of a planned or unplanned coach absence. The provider agency will be responsible for the administrative and clinical supervision of the team, regularly communicating with the NC HFWTP Implementation Specialist, tracking team activities, and ensuring all required timelines are met.

If the agency has a Credentialed Support Coach within the agency, the Credentialed Support Coach will complete credentialing activities as needed to avoid missing target credential dates and conduct group coaching. If the agency does not have a Credentialed Coach Support, the assigned NC HFWTP Implementation Specialist will complete credentialing activities and group coaching with the team for 30 days. After 30 days, if the site has not hired a new coach or existing coach has not returned, and capacity allows, a meeting will be held to negotiate continued NC HFWTP Implementation Specialist support. The site will be invoiced by the NC HFWTP for the Implementation Specialist's credentialing and coaching time for a period of no longer than 60 additional days.

If a HFW team fails to meet minimum standards for HFW, the responsible LME-MCO will be notified, a corrective action plan will be put in place. After six months, if insufficient improvement has been made, the NC HFWTP reserves the right to discontinue training, credentialing and fidelity monitoring.

If you have any questions, please contact Petra Mozzetti at 984-236-5066 or via e-mail petra.mozzetti@dhhs.nc.gov.

Previous bulletins can be accessed at: www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins

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