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LME-MCO Joint Communication Bulletin # J345

Date: November 07, 2019

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

From: Kathy Nichols, Assistant Director for Services and Supports,
DMH/DD/SAS
Deb Goda, Behavioral Health Unit Manager, NC Medicaid

Subject: Starting, Expansion of, Training, Credentialing, and Fidelity Monitoring
of High Fidelity Wraparound Teams

This bulletin clarifies the role of the North Carolina High Fidelity Wraparound Training Program (NC HFWTP) with regards to the establishment and operation of High Fidelity Wraparound (HFW) teams across North Carolina.

It is the expectation of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) that any agency providing HFW services ensures that HFW Coaches, Facilitators, and Family and Youth Support Partners complete the training and credentialing requirements of the NC HFWTP, based at the University of North Carolina at Greensboro (UNCG).

- All HFW team members must successfully complete skill and competency-based training to provide HFW as evidenced by credentialing in their roles.
- Successful credentialing of HFW Coach, Facilitators, Family Support Partners, and Youth Support Partners within 9-12 months is a required element of the service.
- Successful National Certification of HFW Family Support Partners 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 provider will work with the NC HFWTP to complete a readiness assessment. Should a provider wish to open additional teams, written approval

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must be obtained from both the LME-MCO and the NC HFWTP. It is also required that when an LME-MCO or provider agency applies for funding through a grant, the NC HFWTP will be notified of applications and once the award has been granted.

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, if hired, will coordinate with, and include, NC Families United in the interview process for Family and Youth Support Partners.
3. Youth Support Partners hired cannot exceed age 32.

Staff Training and Coaching/Supervision Requirements:

1. Training, monitoring and credentialing tracks:
 - a. There is one training and monitoring track which is provided by the NC HFWTP.
 - b. There are two credentialing tracks:
 - i. NC HFWTP credentials all coaches.
 - ii. NC HFWTP allows credentialed coaches to credential their 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 teleconferences with Coaches based on the schedule for credentialing coaches and as needed for fidelity purposes.
7. Coaches will adhere to the expectations and requirements of coaching, and supervision, as prescribed in the NC HFWTP guidelines.
8. Once a team member is credentialed by the NC HFWTP, the team must adhere to the prescribed re-credentialing 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.

Fidelity and Monitoring Requirements:

The NC HFWTP, on behalf of DHHS and based at UNCG, 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 are as follows:

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 the NC 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 to 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 meetings with their assigned implementation specialist on an as needed basis.

Vacant Coach Position:

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.

If a HFW team fails to meet minimum standards for HFW, the responsible LME-MCO will be notified and a corrective action plan will be put in place. After six months, if little to no improvements have been made, the NC HFWTP reserves the right to discontinue training, credentialing, and fidelity monitoring.

If you have any questions regarding the information in this communication bulletin, contact Petra Mozzetti for issues involving liaison activities and implementation at 919-715-2445 or Petra.Mozzetti@dhhs.nc.gov or contact Wendy Scott, NC HFWTP Program Director, at 919-715-2025 or Wendy.Scott@dhhs.nc.gov.

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

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