



STATEWIDE
WRAPAROUND
TRAINING &
CERTIFICATION
FLORIDA MODEL



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Statewide Wraparound Training and Certification Florida Model

The implementation of high fidelity Wraparound involves a combination of system engagement, training with facilitators, training with supervisors and then coaching to certification of both supervisors and facilitators. Prior to training with the staff and supervisors an initial assessment of the community and engagement with system leaders must occur. This would involve completing a Community Readiness Assessment and then meeting with community leadership to determine how Wraparound fits into the larger picture. These initial meetings are incredibly important to ensure success of the overall initiative. Once an organization has decided to implement Wraparound the initial step is to complete an organizational readiness assessment.

Assessing Provider/Agency Readiness

Once a provider or agency has committed to implementing the Wraparound process, planning for implementation is required. The provider should complete the *O-WRAP* Organizational Readiness Assessment© to determine strengths and challenges anticipated in the implementation of Wraparound. Organization forms will be reviewed and updated to reflect current Wraparound practice. Support will be provided to assist the organization with moving toward readiness to begin the process. Providers can expect technical assistance and support from Certified Wraparound Coaches to help implement the process. Coaching may occur one on one, in a group situation, in-person, through video or over the telephone. Typically, an initial coaching plan is developed based on the organizational readiness assessment and will be completed with the provider.

Training

There are various training opportunities designed for communities implementing System of Care and organizations implementing Wraparound. Below is a breakdown of the training events with a brief description and a delineation of who should attend each training.

Champions Training. This step is designed to create sustainability across the state. Each community that is implementing Wraparound will identify a local champion or multiple champions.

Who should attend this training event?

- Identified system leader that will move the Wraparound process forward in their own community
- System of Care Coordinator

Training on the Wraparound Process. This step starts with a three-day core Wraparound skills training. This training is a combination of National Wraparound Initiative materials, Vroon VDB materials, Ronik-Radlauer materials, Southeast Florida Behavioral Health Network materials and statewide Medicaid requirements. This step involves direct workshop training to the emerging workforce covering the following learning objectives:

- Understand differences between traditional service planning and Wraparound planning.
- Understand the roles and differences of the Wraparound Facilitator/Facilitator and Family Support Provider (FSP)
- Learn how to apply Wraparound values and principles to actual practice.
- Practice engagement skills.
- Identify family needs, and with the family develop long range vision and short-term goals,
- Acquire skills to conduct an interview for the exploration of a family's life and learn ways to maximize natural support membership on the child and family team.
- Learn elements of strengths, needs, and culture discovery and how to engage the family in this process.
- Learn a method for the critical review of Strength, Needs and Culture Discovery (SNCD).
- Learn steps of crisis planning and demonstrate implementation in development of initial crisis plan.
- Identify potential areas of crisis that need stabilization.
- Learn crisis planning steps and will demonstrate crisis planning skills.
- Strengthen observational skills and identify effective facilitator interventions.
- Gain an understanding of facilitator role and be able to critique Wraparound plans according to Coaching tools.
- Learn and practice child and family team formation skills.
- Identify factors that lead to successful collaboration and develop action plans for improving collaboration with system partner(s).
- Learn basic facilitation skills, practice redirection skills with challenging team

Who should attend this training event?

- Facilitators
- Facilitator Supervisors
- Family Support Partners

Coaches/Supervisory Training. This training is designed for supervisors involved with the implementation of Wraparound within their organization. The training is also available to community coaches that will be supporting Wraparound implementation. A Wraparound Coach is somebody that had experience implementing Wraparound and is going to provide support and technical assistance to new staff learning the process. This training is focused on the following learning objectives:

- Learn about national and state trends in systems of care and team process implementation.
- Review the basic definitions and core principles of system of care and the Wraparound process, and compare current regional direct practice to state and national best practices.
- Identify existing best practices with supervision.
- Learn about key aspects of good supervision.
- Learn about strengths-based culturally competent supervision models.
- Practice strengths-based supervision models.
- Learn techniques of improving supervision and coaching staff to the non-negotiables of the Wraparound process.
- Learn use of supervisor implemented quality assurance and continuous quality improvement tools.
- Learn how to manage the Wraparound coaching tools to help staff move to basic and advanced competency levels, and to full certification.

Who should attend this training event?

- Supervisors
- Facilitators in a lead or supervisory role
- Community leaders with Wraparound experience

Introduction to Wraparound for System Partners. This training is designed to support Wraparound implementation by training other community members who will be impacted by the provision of Wraparound. Introduction to Wraparound or the Initial Engagement with System Stakeholders (three-hour training) is appropriate for anyone interested in learning about Wraparound and who would potentially participate in the Wraparound process. It is customized for system leaders and funders and covers the following information:

- Learn the System of Care Values and how to use them on the job
- Learn how to be an effective team member on child and family teams
- Learn how to support families and youth as members on the team
- Understand the system mandates of system partners
- Learn the rules of team meetings
- Learn their role in the process

Who should attend this training event?

- Dependency Facilitators
- Dependency Facilitator Supervisors
- System Partners
- Juvenile Probation Officers
- Judicial staff
- School Social Workers

Clinicians Role on the Team. Wraparound for Clinicians (three-hour training) is most appropriate for clinicians, (mobile) crisis support and community team members/system partners. Clinicians play a vital role in the Wraparound process. This training provides the opportunity for all team members to understand how they can support the family and the team. Much of this training focuses on the team process and how clinicians can collaborate to develop a more powerful plan that is guided by the family. By all team members being present at the team meetings it will provide the family a more unified support system to build upon. It will also allow for the team to get a better understanding of what is working and what is not working for the family.

Who should attend this training event?

- Clinicians
- Mobile Crisis Team

Family and Youth Support Partners Training. Youth and families with the most complex needs generally do not achieve universally desired outcomes such as: success in school, non-involvement in the juvenile justice system, safety, a stable residence in their home community, productive careers and satisfying relationships. For these youths and their families, often considered “resistant and untreatable”, the Wraparound process has produced hope at the youth and family team level and more frequent attainment of the desired outcomes listed above. The role of the family support providers is essential to the effective delivery of the Wraparound process.

Family Support Partners are parents and caregivers of children with complex behavioral or mental health needs. Family Support Partners provide intensive, individual peer to peer support to families to make sure that the family voice is heard and the family vision is achieved. Family Support Partners are typically someone who has gone through the Wraparound process and can offer support and guidance to the family around the process.

- Provides support directly to the family
- Helps family gain skills to achieve their own outcomes
- Links the family to needed supports and community resources
- Has knowledge of community systems and able to provide that knowledge to families

The Youth Support Partner will work as part of the Wraparound Team providing support and guidance to the youth throughout the process, during meetings, and in completion of the individualized plans developed by the youth and their family.

- Provides support directly to the youth
- Connects youth with other youth
- Helps others to understand the culture of the youth
- Works as a liaison between the team and the youth

Who should attend this training event?

- Family Support Partners
- Youth Support Partners

Ongoing Coaching and Technical Assistance

Fidelity Effort and Developing Local Coaching. When seeking to create a sustainable Wraparound community, technical assistance is generally provided primarily to supervisors as coaches. Direct coaching will be provided to the staff as well as the supervisor to ensure implementation of high fidelity to the Wraparound model.

Coaching is initially provided by certified coaching staff in partnership with the direct supervisor(s) of the **Wraparound facilitator(s)**. It is difficult to estimate coaching hours as the number of hours is correlated to the skill level of the staff hired. On an average it takes approximately ten-fifteen hours of coaching to help a facilitator become certified in the process. Coaching and supervision using the Coaching Tools occurs at multiple levels using the following concurrent processes:

1. **Group Coaching.** Each step of the Wraparound process and corresponding skills are reviewed. Facilitators share their experiences with clients and discuss the application of the Coaching Tools in actual practice. Group coaching includes role-play and mock team planning.
2. **One on One Coaching.** In one on one coaching, the facilitator's progress toward skill attainment is assessed against the Coaching Tools. Supervisors are crucial to this skill assessment process since they know each facilitator's strengths and needs based on the working relationship with the facilitator and the previous opportunities for observation of the facilitator in action.
3. **In-Vivo Coaching.** This coaching method involves direct observation of facilitators working with the identified client. The coach and/or supervisor will observe the facilitator's practice and evaluate skill acquisition against the tools. As above, skill, strengths, and needs are identified by observation of practice.

Certification Capacity for the Wraparound Process

Individuals may pursue three paths toward certification. The **facilitator path** is for facilitators and facilitator supervisors and is the initial step towards becoming a coach or a 101 trainer. A next step may be the **coach (Supervisor) path** for individuals who would like to be able to certify other staff and supervise facilitators. Finally, a third path is to become a **trainer** of Wraparound.

Facilitator certification. Individuals seeking certification as a Wraparound Facilitator must participate in Wraparound 101 training and receive coaching towards certification using the Coaching Tools. Coaching may include: shadowing of experienced staff, behavior rehearsals, observation and review, and certification activities. Individuals must demonstrate evidence of skill acquisition by scoring **at least 80%** on each page of the Coaching Tools. This certification is typically achieved in the first six months.

Below is a list of the skills that are required for facilitator certification. A thorough description of each of these skills is included in **Attachment 1**.

- Wraparound 101 training (three days, 18 hours)
- Engagement-- First meeting with a family
- Engagement – Family Preparation for First Team Meeting
- Engagement-- Strengths, Needs, and Culture Discovery (SNCD)
- Engagement– Functional Assessment/Crisis Planning
- Planning– Initial Wraparound Child and Family Team (CFT) Meeting
- Planning– Wraparound Plan
- Implementation– Follow-up Team Meeting
- Implementation – Progress Notes Transition– Transition Plan

Facilitator Supervisor/Coach certification. In addition to the above, individuals seeking to become Certified Facilitator/Coaches must complete the following training and certification activities:

- Coach Training
- Coach Certification
 - Coaching Activities
 - Certification of Staff
 - Participation in Wraparound Learning Community

A thorough description of each of these skills is included in **Attachment 2**.

Trainer/Fidelity Manager. In addition to the above requirements for Certified Facilitators and Certified Supervisor/Coach, individuals seeking to become Trainers/Fidelity Managers must also participate in activities that include shadowing, observation, and review.

Fidelity to the Wraparound Process

It remains critical that we monitor and maintain fidelity to Wraparound practice to deliver high quality services and supports. Research has shown that training is the first step to meeting fidelity in the Wraparound process. After training, coaching utilizing the Coaching Tools of the Wraparound process is the second step to helping ensure fidelity. Certification in Wraparound can only be achieved after training and practical application of the model. This application must be provided while receiving coaching by a certified Wraparound coach/supervisor. Organizations must be committed to providing staff with on-going training, support and supervision to ensure the fidelity of the model is continuously maintained and to prevent drift.

Fidelity to Wraparound is validated by ensuring the use of the Coaching Tools for coaching and use of Wraparound tracking logs, at the provider level. The intention is to use a comprehensive outreach approach to train and certify supervisors to become coaches in provider agencies around the state. The current fidelity tools used are the Coaching Tools for facilitators and the tracking log for certification purposes.

Attachment 1

Outline for Wraparound Certification as a Wraparound Facilitator

The Coach will be meeting with all Wraparound facilitators to discuss every skill and then utilize the Coaching Tools to measure for proficiency. This will be done in actual client situations. Coaching through verbal explanation, written documentation and role play will be provided prior to demonstration and scoring. Additionally, feedback will be provided with a debriefing session after each activity. If the Wraparound facilitator does not receive a passing score of 80% proficiency, the step will be completed again.

Steps to certification as a Wraparound facilitator

Wraparound 101 training (**Mandatory for certification**). This is a 3-day training that is also an AHCA approved course for Targeted Case Management training. Prior to attending this training, the Wraparound facilitator will be oriented to the Wraparound process. **(Within the first 3 months of hire)**

Skill 1: First meeting with the family

This will require practice through role play and discussion prior to completing the skill with an actual family. After the Wraparound facilitator feels comfortable they will schedule a meeting with the family and complete these skills on the Coaching Tools. Wraparound facilitators will then have to complete these skills while being observed by the coach. **(Approx. 2-3 hours)**

Skill 2: Strengths, Needs & Culture Discovery (SNCD) Assessment

The Wraparound facilitator will complete a SNCD with an actual family. This is a narrative and comprehensive assessment of the client and family. This must include information obtained from any known formal and natural supports as well as any collateral documentation received. This skill will be reviewed by the coach for proficiency. **(This can take as long as it takes to write the assessment and corrections if needed).**

Skill 3: Preparing the family for the initial CFT meeting

This will require practice through role play and discussion prior to completing the skills with an actual family. The facilitator will schedule a meeting with the family to complete these skills. The Wraparound facilitator will then have to complete this task while being observed by the coach. **(Approx. 1 ½ to 3 hours)**

Skill 4: Crisis Plan

This will be completed during a face to face session with the family and team. The crisis plan is designed to prepare the family for any future crisis. The crisis must be something the family feels is a crisis to them. The coach will review the crisis plan to ensure that it is a plan that is detailed, measurable and includes a sequential set of action steps that describes who will do what, when, and how. **(Approx. 2 ½ to 3 hours)**

Skill 5: Initial Wraparound Child & Family Team Meeting (CFT)

This will start with role playing and a detailed explanation of the requirements for this skill between the Wraparound Facilitator and the coach. This will be observed by the coach during an actual CFT with the family and their team. **(Approx. 2 ½ to 3 hours)**

Skill 6: Wraparound Plan

The Wraparound Facilitator will finalize the Wraparound Plan utilizing the goals developed during the CFT. The Wraparound facilitator will have the family review for accuracy and make any corrections as needed. The family will sign the plan. The coach will score this through documentation review. **(Approx. time: As long as it takes the Wraparound Facilitator to complete and finalize the plan)**

Skill 7: Follow-up Team Meeting (CFT)

The Wraparound Facilitator will hold this meeting with the family and team to review the progress and achievements over the last 30 days as well as barriers will and plan for new needs. This will be done through direct observation by the coach during a child and family team meeting. Follow up meetings occur with the team every 30 days. **(Approx. 1 ½ to 2 hours)**

Skill 8: Progress Notes

After every step in the process, a Progress Note and other relevant documents must be completed and placed in the client's file. Wraparound language directly related to the skill must be clearly written in all documentation. Some information may be located in other documents found in the client record and will count towards the skills on the Coaching

Tools. **(This will take the Coach 1 hour or less to review and the Wraparound Facilitator will make corrections for proficiency).**

Skill 9: Transition/Graduation

The Coach will score this through observation and document review. The Wraparound Facilitator will facilitate a final meeting, complete the transition plan with the family, and hold a graduation celebration with the family. **(Approx. 3 hours)**

Determination of Proficiency as a Certified Facilitator

All reviewed documentation, the Coaching Tools scoring sheet and the tracking log must be submitted to the identified region representative. The Wraparound facilitator will obtain a certificate as a certified Wraparound facilitator. After becoming a certified Wraparound facilitator, the Wraparound facilitator must continue to provide the Wraparound process with their families and follow the model to fidelity. The supervisor/coach will provide on-going support, training and observation to ensure fidelity.

CEU Requirement

To ensure that on-going Wraparound education occurs, CEU's are required to be completed. Each Wraparound Facilitator and Wraparound Coach will need to complete 10 CEU hours yearly. CEU's must be directly linked to one of the 10 Wraparound principles. If a Wraparound Refresher/Booster training is offered in your region, each certified individual is required to complete the training every 2 years. Copies of all certificates must be retained by each certified individual and available if requested by the regional Wraparound Fidelity Representative.

Attachment II

Outline for Certification as a Wraparound Supervisor Coach

The Wraparound Supervisor who is implementing Wraparound within their organization will oversee the Facilitator certification of their staff with support from a certified Wraparound Coach. The responsibilities of Wraparound Coaching include direct observation, documentation review, and scoring for proficiency on the Coaching Tools. The Wraparound Coach will offer support and guidance to the Wraparound Supervisor. It is then the responsibility of the Wraparound Supervisor to provide training, coaching and support to their staff in the Wraparound process and thus ensure fidelity to the model.

The Wraparound Supervisor will prepare their staff, observe their staff facilitating activities, review staff documentation, score the skills performed by their staff, debrief with their staff and compare the Coaching Tools with the Wraparound Coach. The Wraparound Coach and the Wraparound Supervisor will complete the scoring for the same activity to ensure inter-rater reliability. For the Wraparound Supervisor to be certified as a Wraparound Supervisor Coach, the scoring of the Coaching Tools must be a close match to the scoring completed by the Wraparound Coach. If the compared scoring is not a match or a close match, the skill set will have to be completed again to ensure proficiency.

Please note that the time to complete certification varies depending on how long it takes the Wraparound Supervisor to train staff, schedule the observation, review documentation, having the staff make needed corrections and debriefing with the Wraparound Coach. Each skill should be completed with an actual family to fully understand and implement the process.

Prior to certification as a Wraparound Supervisor Coach, the Wraparound Supervisor ***must attend*** the mandatory Wraparound 101 training. **The Wraparound Supervisor should have already completed this mandatory training prior to becoming a Certified Wraparound Facilitator. In the event that a Supervisor is receiving coaching to become certified as a facilitator at the same time as their staff, co-coaching can occur. This means that an external coach will simultaneously work with the supervisor and one identified staff member as they co-facilitate Wraparound with a family. Both the supervisor and the staff person will need to demonstrate proficiency to the coaching tools. Once the supervisor has mastered a new page of the coaching tools, they will then be able to begin the supervisor coaching process outlined below.**

Steps to certification as a Wraparound Supervisor Coach:

Skill 1: First meeting with the family

The Wraparound Supervisor will prepare staff to complete these skills. The Wraparound Supervisor will inform the Wraparound Coach of the time and date of this activity so that the Wraparound Coach can attend. The Wraparound Coach will observe the meeting either in person, video or over the phone.

The Wraparound Supervisor will observe staff conducting the first meeting with the family. The Wraparound Supervisor will utilize the Coaching Tools to monitor proficiency. Both the Wraparound Supervisor and the Wraparound Coach will observe the staff and score the staff utilizing the Coaching Tools. After the activity, the Wraparound Supervisor and Wraparound Coach will discuss their observations and compare scoring. The Wraparound Supervisor is responsible for debriefing the results with their staff.

Skill 2: Strengths, Needs and Culture Discovery (SNCD) Assessment

The Wraparound Supervisor will train their staff how to complete a comprehensive Strengths, Needs and Culture Discovery Assessment. These skills will be scored through documentation review. The Wraparound Supervisor will provide the Wraparound Coach with a copy of the review. Both the Wraparound Supervisor and the Wraparound Coach score the document utilizing the Coaching Tools. After both have reviewed the document and scored, the Wraparound Supervisor and Wraparound Coach will discuss the activity and compare scoring. The Wraparound Supervisor is responsible for debriefing the results with their staff.

If corrections by staff are needed, the Wraparound Supervisor will forward the Wraparound Coach a copy of the revised Strengths, Needs and Culture Discovery Assessment. The Strengths, Needs and Culture Discovery Assessment will be scored again and compared for proficiency.

Skill 3: Preparing the family for the initial CFT meeting

The Wraparound Supervisor will prepare staff to complete this skill. The Wraparound Supervisor will inform the Wraparound Coach regarding the time and date of this activity so the Wraparound Coach can attend. The Wraparound Coach will attend the meeting either in person, video or phone.

The Wraparound Supervisor will observe staff completing the preparation of the family for the initial Child and Family Team Meeting. The Wraparound Supervisor will utilize the Coaching Tools to monitor proficiency. Both the Wraparound Supervisor and the

Wraparound Coach will observe and score the staff utilizing the Coaching Tools. After the activity, the Wraparound Supervisor and Wraparound Coach will discuss what was observed and compare scoring. The Wraparound Supervisor is responsible for debriefing the results with their staff.

Skill 4: Crisis Plan

The Wraparound Supervisor will train staff to complete a Crisis Plan. These skills will be scored through documentation review. The Wraparound Supervisor will provide the Wraparound Coach with a copy of this document. Both the Wraparound Supervisor and the Wraparound Coach score the document utilizing the Coaching Tools. After both have reviewed the document and scored, the Wraparound Supervisor and Wraparound Coach will discuss the activity and compare scoring. The Wraparound Supervisor is responsible for debriefing the results with their staff.

If corrections by staff are needed, the Wraparound Supervisor will forward the Wraparound Coach a copy of the revised Crisis Plan. The Crisis Plan will be scored again and compared for proficiency.

Skill 5: Initial Wraparound Child and Family Team Meeting (CFT)

The Wraparound Supervisor will prepare staff to complete this skill. The Wraparound Supervisor will inform the Wraparound Coach regarding the time and date of this activity so that the Wraparound Coach can attend. The Wraparound Coach will attend the meeting either in person, video or phone.

The Wraparound Supervisor will observe staff facilitating the initial Child and Family Team Meeting. The Wraparound Supervisor will utilize the Coaching Tools to monitor proficiency. Both the Wraparound Supervisor and the Wraparound Coach will observe the staff and score the staff utilizing the Coaching Tools. After the activity, the Wraparound Supervisor and Wraparound Coach will discuss what was observed and compare scoring. The Wraparound Supervisor is responsible for debriefing the results with their staff.

Skill 6: Wraparound Plan

Skill 6: Wraparound Plan. The Wraparound Supervisor will train staff to complete a Wraparound Plan. These skills will be scored through documentation review. The Wraparound Supervisor will provide the Wraparound Coach with a copy of this document. Both the Wraparound Supervisor and the Wraparound Coach score the document utilizing the Coaching Tools. After both have reviewed the document and scored, the Wraparound Supervisor and coach will discuss the activity and compare scoring. The Wraparound Supervisor is responsible for debriefing the results with staff.

If corrections by the staff are needed, the Wraparound Supervisor will forward the Wraparound Coach a copy of the revised Wraparound Plan. The Wraparound Plan will again be scored and compared for proficiency.

Skill 7: Follow-Up Team Meeting (CFT)

The Wraparound Supervisor will prepare staff to complete this skill. The Wraparound Supervisor will inform the Wraparound Coach regarding the time and date of this activity so that the Wraparound Coach can attend. The Wraparound Coach will attend the meeting either in person, video or phone.

The Wraparound Supervisor will observe staff facilitating a follow up Child and Family Team Meeting. The Wraparound Supervisor will utilize the Coaching Tools to monitor proficiency. Both the Wraparound Supervisor and the Wraparound Coach will observe the staff and score the staff utilizing the Coaching Tools. After the activity, the Wraparound Supervisor and Wraparound Coach will discuss what was observed and compare scoring. The Wraparound Supervisor is responsible for debriefing the results with their staff.

Skill 8: Progress Notes

The Wraparound Supervisor will train staff to write Progress Notes that utilize the Coaching Tools and provide an understanding of how the Progress Notes directly relate to the Wraparound process. After every step in the process, a Progress Note and other relevant documents will be completed and placed in the client's file. The Wraparound Supervisor will review all the Progress Notes and other relevant documents to ensure that all the steps in the Coaching Tools have been completed. The Wraparound Supervisor will ensure that Wraparound language is included in each document and that it relates back to the activity performed.

The Wraparound Supervisor will provide the Wraparound Coach with a copy of the Progress Notes and any other relevant documentation. Both the Wraparound Supervisor and the Wraparound Coach will score the Progress Notes and other relevant documents utilizing the Coaching Tools. After both have reviewed the documents and scored, the Wraparound Supervisor and Wraparound Coach will discuss the documents and compare scoring. The Wraparound Supervisor is responsible for debriefing the results with their staff.

If corrections by staff are needed, the Wraparound Supervisor will forward the Wraparound Coach a copy of the revised documents. The documents will be scored again and compared for proficiency.

Skill 9: Transition/Graduation

The Wraparound Supervisor will train staff to complete a comprehensive Transition Plan. These skills will be scored through documentation review. The Transition Plan must be a clear document covering all the steps in the Coaching Tools. All supporting documentation must be submitted with the Transition Plan for review. The Wraparound Supervisor will provide the Wraparound Coach with a copy of this document and any supporting documentation. Both the Wraparound Supervisor and the Wraparound Coach will score the documents utilizing the Coaching Tools. After both have reviewed the documents and scored, the Wraparound Supervisor and coach will discuss the activity and compare scoring. The Wraparound Supervisor is responsible for debriefing the results with their staff.

If corrections by staff are needed, the Wraparound Supervisor will forward the Wraparound Coach a copy of the revised documents. The documents will again be scored and compared for proficiency.

Determination of Proficiency as a Certified Wraparound Supervisor Coach

Once the Wraparound Supervisor has completed the Coaching Tools with the Wraparound Coach, all documentation reviewed during the process including the Coaching Tool scoring sheet and the tracking log **must be submitted** to the identified **regional Wraparound representative** for review. A determination will then be made whether the Wraparound Supervisor will obtain a certificate as a Certified Wraparound Coach. Subsequent to becoming a Certified Wraparound Coach, the individual must continue to provide ongoing training, support and oversight to ensure the model is continuously being followed to fidelity.