



2019

Wraparound Implementation Standards – Program (WISP)





The National Wraparound Implementation Center (NWIC) supports states, communities, and organizations to implement Wraparound effectively. NWIC uses innovative approaches grounded in implementation science and incorporates cutting-edge strategies to support Wraparound implementation. NWIC provides support

that is intensive yet affordable. The work is focused on building sustainable local capacity to provide model-adherent, high fidelity Wraparound, thereby increasing positive outcomes for children, youth, and their families.

NWIC is a partnership among the three leading universities involved with Wraparound implementation: the University of Washington School of Medicine, Portland State University School of Social Work, and the University of Maryland School of Social Work. These three universities collaborate to ensure sites have access to comprehensive support for implementing model-adherent, high quality Wraparound for children and youth with behavioral health needs and their families.

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Contact

National Wraparound Implementation Center (NWIC)

Email: nwic@ssw.umaryland.edu
www.nwic.org

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| Enrollment & Engagement | Explanation |
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| Procedures and policies are in place to manage referrals after initial eligibility (5G). | <i>Organizations should develop workflow processes that ensure swift action on behalf of families accessing to Wraparound. Procedures should reflect understanding of the urgent needs of the families and include a single point of access where appropriate. Clear guidelines for contact expectations should be established. These policies and procedures should be written and available for review. Initial procedures and policies may be adjusted as needed</i> |
| Demonstration of a process to support Medicaid application for eligible referrals (5F). | <i>Organizations should have a process that supports eligible families to enroll in Medicaid to access the broadest array of services available. The organization should ensure the process is consistent with state Medicaid eligibility and enrollment protocols and guidance and is updated as regularly as needed. The policies and procedures should be written and available for review.</i> |
| Services & Supports | Explanation |
| Firewalls are established between any internal organizational service provision and care coordination effort (5G). | <i>Families in Wraparound need access to a wide range of services and supports that often exceed the bounds of those provided by a single organization or solely through access to public mental health services. If Wraparound is installed in outpatient mental health providers, a firewall is needed to protect against the inherent conflict of interest present when a provider refers to services that generate their primary source of revenue. Ideally, care coordinators should be housed in a separate section of the organization with different supervision and reporting structures than the outpatient service staff. At a minimum, clear written policies should be in place to ensure Child and Family Team (CFTs) have access to a broad array of community-based supports and services and are not limited to only those provided by the organization. This should also include strong accountability measures that allow a CFT to adjust strategies at any time deemed necessary to ensure positive progress and outcomes. Clear written policies should be in place and available for review.</i> |