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CHAPTER 309

OREGON HEALTH AUTHORITY

HEALTH SYSTEMS DIVISION: BEHAVIORAL HEALTH SERVICES

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RULES:

309-019-0324, 309-019-0326

RENUMBER: 309-019-0324 to 309-019-0162

RULE SUMMARY: This change is being implemented to be able to identify this service on the Certificate as we do the other children's/youth services. The placement of the Wrap rules does not allow for this in their current location.

CHANGES TO RULE:

309-019-0324_162

Youth Wraparound Definitions

(1) "Child and Adolescent Needs and Strengths Assessment" means a multi-purpose tool developed to support decision making, including level of care and person-centered service planning, to facilitate quality improvement initiatives, and to monitor outcomes of services and supports. It utilizes a communication perspective to facilitate the linkage between the assessment process and the design of individualized Wraparound plans of care, including the application of evidence-based practices.¶

(2) "Child-Serving Systems" means agencies that serve children, youth and families. Agencies include but are not limited to: DHS Child Welfare, Intellectual/Developmental Disabilities, Education, Juvenile Justice, Oregon Youth Authority, Mental Health programs, tribal entities, agencies serving homeless youth, and Primary Care.¶

(3) "Crisis and Safety Plan" means a document developed by the youth and family and the Wraparound team to address potential crises that could occur for the youth and their family, and to ensure everyone's safety. It shall include 24-hour, 7-days-a-week response; formal, informal and natural supports; respite or back-up care; details leading to crises; successful strategies that have worked in the past; and strength-based strategies that prevent escalation and maintain safety.¶

(4) "Family Partner" means an individual certified and listed on the registry as a Family Support Specialist in accordance with ORS 410-180-0305, and who has completed specialized training approved by the Authority, in the Wraparound process. A Family Partner is a formal member of the Wraparound team whose role is to support the family.¶

(5) "Fidelity" means the degree to which the principles, phases, core elements and activities of Wraparound, and supports at the organizational and system level, are implemented as recommended through training, consultation and best practices dissemination.¶

(6) "Formal Supports" means services and supports provided by professionals or individuals who are financially compensated for their time.¶

(7) "Informal Supports" means supports provided by individuals or organizations through citizenship and work on a volunteer basis under a structure of certain qualifications, training and oversight.¶

(8) "Linguistic Responsiveness" means that individuals are informed of the availability of language assistance services in their preferred language, both verbally and in writing. Individuals are provided with easy to understand print and multi-media materials and signage appears in the languages commonly used by the populations in the service area.¶

(9) "Natural Supports" means individuals or organizations in the youth and family's own community, social, cultural or spiritual networks, such as friends, extended family members, neighbors, and other individuals as identified by the youth and family, providing supports, who are not financially compensated for their time.¶

(10) "Peer Partner Supervisor or Coach" means an individual with Youth Partner or Family Partner expertise, certified and listed on the registry in accordance with OAR 410-180-0300, who has a specific intentional focus in supporting Youth Partners or Family Partners to ensure the meaningful engagement of youth and family voices in the Wraparound plan, to develop their practice skills in Wraparound principles and participation in the Wraparound process and who works in connection with other Peer Support Specialists or peer delivered services.¶

(11) "Phases of Wraparound" means the four distinct phases of Wraparound: engagement, initial plan development, implementation, and transition. The activities within each phase of Wraparound are part of fidelity practice.¶

(12) "Strength-based" means based on functional assets, skills, capacities, and talents of a person, family or group.¶

(13) "Strengths and Needs Summary" means a comprehensive "strengths and needs" assessment and summary process that begins immediately when a youth and their family are referred into Wraparound. This process is complemented by other Division-approved assessment tools, such as the Child and Adolescent Needs and Strengths Assessment (CANS).¶

(14) "Ten Wraparound Principles" means these principles associated with Wraparound supports: family- driven and youth-guided, collaboration, persistence, culturally and linguistically responsive, community based, team based, natural supports, individualized, strength-based, and outcome-based.¶

(15) "Wraparound" means a voluntary and definable care planning process that results in a unique set of community services and supports individualized for a youth and family to achieve a positive set of outcomes.¶

(16) "Wraparound Care Coordinator (WCC)" means a QMHA or QMHP, as defined in OAR 309-019-0125, who is completing or has completed a Division-approved Wraparound foundational training program. The WCC is a member of the Wraparound team specifically trained to coordinate and facilitate the components of a Wraparound team meeting to fidelity, in each phase of the Wraparound process, for an individual family. The person in this role may change over time, and may include a parent, caregiver, youth or other team member who takes over facilitating Wraparound team meetings.¶

(17) "Wraparound Coach" means an individual with Wraparound expertise in relation to Wraparound principles and in strategies to facilitate a Wraparound meeting to fidelity. Wraparound Coaches provide clear and constructive feedback regarding fidelity components and facilitation skills to Wraparound Care Coordinators.¶

(18) "Wraparound Flexible Funding" means a financial resource for purchasing one-time or occasional needed goods or services for youth or their families, when the goods and services cannot be provided by another funding source, and the services or goods are directly tied to meeting needs and outcomes in the Wraparound plan of care.¶

(19) "Wraparound Plan of Care" means a dynamic document which describes the youth, the family, the team, and the goals and action plan to be undertaken to meet the youth and family's needs, achieve the team mission and

work toward the family's long-term vision.¶

(20) "Wraparound Review Committee" means a local community group of people representing Child Welfare, Juvenile Justice, Intellectual Developmental Disabilities, Education, Behavioral Health, Federally Recognized Tribes or tribal entities, Youth and Family members or youth and family advocates who convene with the goal of reviewing and determining Wraparound eligibility.¶

(21) "Wraparound Supervisor" means an individual responsible for supervising a Wraparound Care Coordinator, Wraparound Coach, Family Partner, or Youth Partner through their respective agency.¶

(22) "Wraparound Team" means a group of people chosen by the youth and family and connected to them through natural, community, and formal supports. The Wraparound team develops and implements the youth and family's plan, addresses unmet needs, and works toward the family's vision and team mission together with the youth and family.¶

(23) "Wraparound Team Meeting" means a meeting where members of the Wraparound team convene to address the family and youth's mission, vision, strengths and needs identified by the team.¶

(24) "Youth" means a person who participates in Wraparound. Youth is the accepted term in statewide Wraparound to describe children, adolescents, teenagers and young adults. Youth who participate in Wraparound may remain in Wraparound as young adults if they entered prior to age 18.¶

(25) "Youth Partner" means an individual certified and on the registry as a Youth Support Specialist in accordance with OAR 410-180-0305. A Youth Partner is a formal member of the Wraparound team whose role is to support the youth.¶

(26) "Youth Support Specialist" has the meaning defined in OAR 410-180-0305. Family support specialists provide peer delivered services, as defined in these rules.

Statutory/Other Authority: ORS 413.042, ORS 430.630

Statutes/Other Implemented: ORS 413.042, ORS 430.630

RENUMBER: 309-019-0326 to 309-019-0163

RULE SUMMARY: This change is being implemented to be able to identify this service on the Certificate as we do the other children's/youth services. The placement of the Wrap rules does not allow for this in their current location.

CHANGES TO RULE:

309-019-0326163

Youth Wraparound Program Rules

(1) Wraparound providers shall:¶

(a) Make eligibility criteria and referral processes available to the public. At a minimum, the following categories of youth shall be eligible:¶

(A) Youth served in two or more child-serving systems and experiencing complex needs; and¶

(B) Youth who have been approved by a Wraparound Review Committee convened by the CCO or by an authorized Tribal entity;¶

(b) For youth being served under Medicaid, obtain a mental health assessment within 60 days of Wraparound referral;¶

(c) Provide capacity to implement peer delivered services in accordance with OAR chapter 410, division 180 for youth and families participating in Wraparound;¶

(d) Screen for any complex needs and any other factors identified by the Wraparound Review Committee in the local community;¶

(e) Ensure that youth have access to Wraparound if they are Medicaid-eligible and enrolled in any of the following: Secure Children's Inpatient Program, Secure Adolescent Inpatient Program, Psychiatric Residential Treatment Services, or the Commercial Sexually Exploited Children's residential program funded by the Division; and¶

(f) Ensure that program staff, contractors, volunteers, and interns providing Wraparound programs are trained in and familiar with strategies for delivery of trauma informed and culturally responsive treatment services. At a minimum, completion of an online foundational course for trauma informed care approved by the Division shall be required of program staff, contractors, volunteers and interns.¶

(g) Ensure that Youth Partner and Family Partner services have been offered to the youth and family, and that any selected partners attend Wraparound team meetings;¶

(2) Wraparound providers may not:¶

(a) Require Medicaid-eligible youth to receive services or supports prior to applying for Wraparound;¶

(b) Exclude a youth who is not a CCO member from receiving Wraparound if funding is available from other payors;¶

(c) Place a youth on a waitlist to receive Wraparound.¶

(3) The Wraparound team shall be approved by the youth and family and at a minimum shall include:¶

(a) The youth;¶

(b) Parents or guardians of the youth and any additional family members requested by the youth;¶

(c) Youth Partners or Family Partners, if chosen by the youth or family.¶

(d) Wraparound Care Coordinator;¶

(e) System Partners or formal supports; and¶

(f) Natural and informal supports as requested by the youth and family.¶

(4) Wraparound team meetings.¶

(a) Meetings shall be facilitated face-to-face or by two-way audio-visual conference or by telephone.¶

(b) Meetings shall be conducted in the preferred language of the youth and family. Professional interpretation services must be used, if requested by the youth and family.¶

(c) Meetings are scheduled, and decisions shall be made with the youth and family's direct involvement and approval.¶

(d) The Wraparound team shall maintain the following meeting schedule.¶

(A) The team shall convene a meeting a minimum of one time per month, and as necessary to meet the needs of the youth and family, as determined by the youth, family, and Wraparound team.¶

(B) During Phase Two, the team shall meet a minimum two times each month.¶

(5) The Wraparound team shall include a Wraparound Care Coordinator (WCC). The WCC shall:¶

(a) Facilitate the Wraparound process to fidelity standards, in accordance with any procedures and standards established by the Authority;¶

(b) Implement the Wraparound process in collaboration with Youth Partners, Family Partners, and other Wraparound team members;¶

(c) Facilitate the Wraparound process for no more than 15 families at any time when in a full-time position;¶

(d) Provide other service or support roles for youth on the Wraparound team they facilitate only when a variance has been approved;¶

(e) Complete a Division-approved Wraparound foundational training within 90 days of the hire date;¶

(f) Receive clinical supervision in accordance with OAR chapter 309, division 019; and¶

(g) Receive orientation and shadowing opportunities, be observed, have documents reviewed, and be coached by a Wraparound Coach as defined in these rules and in accordance with any procedures and standards established by the Authority.¶

(6) Family Partners shall meet the requirements for Family Support Specialists outlined in OAR 410-180-0305.

They may receive support or technical assistance from a family organization and shall, at a minimum:¶

(a) Complete a Division-approved Wraparound foundational training within 90 days of the hire date;¶

(b) Receive peer supervision in accordance with OAR 309-019-0130;¶

(c) Provide peer delivered services and supports to no more than 15 families at any time when in a full-time position;¶

(d) Support family members and guardians to:¶

(A) Navigate the child-, youth-, and family-serving systems;¶

(B) Communicate effectively with family members, their support system, and agency representatives; and¶

(C) Make informed decisions to direct the Wraparound process;¶

(e) Provide individual and group support to enable and facilitate meaningful engagement with Wraparound team and service providers; and¶

(f) Assist in connecting the family to resources within the community, support the family through barriers, help family members to acquire tools and strategies for success and advocate for the family's needs, interests, voice, and vision to be heard and thoughtfully considered.¶

(7) Youth Partners shall meet the requirements outlined for Youth Support Specialists in OAR 410-180-0305.

They may receive support or technical assistance from a youth organization, and shall, at a minimum:¶

(a) Complete a Division-approved Wraparound foundational training within 90 days of the hire date;¶

(b) Receive peer supervision in accordance with OAR 309-019-0130;¶

(c) Provide peer delivered services and supports to no more than 15 youth at any time when in a full-time position;¶

(d) Have at least one year of relevant lived experience, knowledge of the child- and youth-serving systems, and the ability to navigate the system;¶

(e) Assist the youth to engage in the Wraparound process and support them in expressing themselves to members of their Wraparound team;¶

(f) Assist the youth in identifying community resources, navigating barriers, acquiring tools and strategies for success and bridging the gap between the youth and the adults on the Wraparound team; and¶

(g) Advocate for the youth's needs, interests, voice and vision to be heard.¶

(8) The Wraparound provider shall, during the first phase of Wraparound gather and compile a strengths and needs summary that is complemented by the Division-approved assessment tools for ages 0-5 and 6-20, as described below. Strengths and needs information to gather and compile shall include:¶

(a) Documentation of face-to-face meetings with the youth and family, which shall be conducted at a reasonable time and location chosen by the youth and family;¶

(b) Documentation of interviews with current formal and natural supports;¶

(c) A review of referral documentation; and¶

(d) Consideration of each one of the following domains: family and relationships, home and a place to live, psychological and emotional, health and medical, crisis and safety, financial, educational and vocational, legal, cultural and spiritual, daily living, substance abuse and addictions, social and recreational.¶

(9) The Wraparound provider shall conduct a strengths and needs assessment tool for each youth enrolled in Wraparound services and supports. The assessment tool shall:¶

(a) Be completed within 30 days of documented participation in Wraparound, and updated at least every 90 days thereafter and upon a change in clinical circumstances or other significant event.¶

(b) Be a Division-approved strengths and needs assessment tool for ages 0-5 and 6-20.¶

(c) Be completed by a Wraparound Care Coordinator, Family Partner, or Youth Partner certified in the Division-approved strengths and needs assessment tool.¶

(d) Include strengths and needs of the youth.¶

(e) Incorporate input from the youth, family, and all team members; and¶

(f) Be used to assist in developing a Wraparound plan of care.¶

(10) Wraparound Crisis and Safety Plans shall at a minimum:¶

(a) Be developed and approved by the youth and family in consultation with the Wraparound team.¶

(b) Document the youth and family's definition of crisis.¶

(c) Be completed during the engagement phase of Wraparound; the initial crisis and safety plan shall include at least one strategy to prevent a crisis situation and at least one strategy to use during a crisis situation.¶

(d) Include a list of triggers, warning signs, and recommended de-escalation strategies and supports identified by the youth and family in consultation with the Wraparound Team.¶

(e) Document strategies for risk prevention for existing or anticipated safety concerns; this shall include strategies developed through lethal means counseling to help individuals at risk for suicide and their families to reduce access to lethal means, including but not limited to firearms.¶

(f) Include strength-based strategies for addressing the youth and family's needs when in crisis.¶

(g) Document natural and formal supports approved by the youth and family for crisis response.¶

(h) Be updated at the request of the youth or family, or when clinical circumstances change, including following any placement change, psychiatric crisis, overdose, suicide attempt, police involvement, or other situations identified by the youth or family.¶

(i) Document safety requirements from other child-serving or legal systems.¶

(j) Be culturally and linguistically responsive.¶

(k) Include contact information for resources that the youth and family may use before or during a crisis event.¶

(L) Be provided to the youth and family in a format chosen by the youth and family; and¶

(m) Be available to Wraparound team members.¶

(11) A Wraparound Plan of Care shall:¶

(a) Include a family vision statement developed by the youth and family during the engagement phase.¶

(b) Include a team mission statement developed by the Wraparound team.¶

(c) Include a list of strengths and needs derived from the youth, family, the Child and Adolescent Strengths and Needs Assessment, and the strengths and needs summary.¶

(d) Include goals for each prioritized need.¶

(e) Include strategies to achieve the desired outcomes, including identified strategies implemented by Youth or Family Partners.¶

(f) Include action steps that team members will undertake to meet the needs identified by the youth and family, including identified action steps implemented by Youth or Family Partners.¶

(g) Be reviewed and updated at each team meeting.¶

(h) Be culturally and linguistically responsive.¶

(i) Be approved by the youth and family.¶

(j) Be made available to the youth and family within five business days of the Wraparound team meeting in the format and language chosen by the youth and family.¶

(k) If appropriate and desired by the youth or family, include a blend of formal and informal supports.¶

(L) Include a list of team members and contact information; and;¶

(m) Be present and discussed at each team meeting;¶

(12) Peer Partner Coaches shall:¶

(a) Be a certified Family Support Specialist or a certified Youth Support Specialist who has, at a minimum, two years of experience as a Traditional Health Worker as defined in OAR 410-180-0305;¶

(b) Demonstrate understanding of the ten Wraparound principles, the four phases of Wraparound, and the facilitation components associated with each phase of Wraparound;¶

(c) Provide peer supervision in accordance with OAR 309-019-0130, including face to face individual and group coaching to Youth or Family Partners a minimum of one time per month;¶

(d) Uphold Wraparound principles as evidenced by coaching notes;¶

(e) Be rater certified in use of the Division-approved assessment tools for ages 0-5 and 6-20;¶

(f) Ensure that Youth and Family Partners are delivering Wraparound to youth and families in a culturally and linguistically responsive manner;¶

(g) Create documentation which demonstrates that coaching is responsive to diverse cultural beliefs, practices, languages, learning styles, and communication as evidenced by written feedback from Youth and Family Partners and Peer Delivered Service Supervisors;¶

(h) Peer Coaches must be available to provide coaching in the language spoken by the family, when possible, to bilingual Youth and Family Partners and be able to observe meetings and perform document review in the family's primary language without impact on the youth, family or WCC; and;¶

(i) Peer Coach must seek out additional resources when the coach does not have lived experience to provide culturally specific coaching to the Youth or Family Partner;¶

(j) Adapt caseload size to provide adequate time to complete tasks if a WCC is working with a youth or family that requires an interpreter, bilingual services, and other accessibility needs;¶

(13) Wraparound Coaches shall:¶

(a) Have at a minimum two years of experience as a Wraparound Care Coordinator;¶

(b) Demonstrate understanding of the ten Wraparound principles, the four phases of Wraparound, and the activities and facilitation components associated with each phase of Wraparound;¶

(c) Complete a Division-approved Wraparound Coaches and Supervisors training within 90 days of the hire date;¶

(d) Meet with the Wraparound Supervisor at least monthly;¶

(e) Provide the following coaching to Wraparound Care Coordinators:¶

(A) For WCCs with less than one year of Wraparound experience:¶

(i) 20 hours of individual coaching, 10 hours of group coaching, and five hours of document review within one year of the WCC's hire date, using the coaching model approved by the Division;¶

(ii) At least 5 of the 20 hours of individual coaching shall occur within the 90-day period before the WCC receives the Division approved foundational training; if the Division approved foundational training is not available or if the WCC is unable to attend during the first 90 days of employment, the WCC must receive biweekly individual coaching until the foundational training takes place;¶

(iii) Within the first twelve months of the WCC beginning to work with youth and families, observe four Wraparound team meetings for each WCC, including one meeting representing each phase of the Wraparound process;¶

(B) For WCCs with at least one year of Wraparound experience, provide 10 hours of individual coaching, 10 hours of group coaching and two to four Wraparound team meeting observations within one calendar year;¶

(f) Utilize the coaching plan created with the Wraparound coach and document to include the names of the Coach and the WCC, the date, and the content of the coaching session;¶

(g) Create documentation which demonstrates that coaching is responsive to diverse cultural beliefs, practices, languages, learning styles, and communication as evidenced by written feedback from WCC and Wraparound Supervisor;¶

(h) Be available to provide coaching to bilingual WCCs in the language spoken by the family, when possible, and be able to observe meetings and perform document review in the family's primary language without impact on the

youth, family, or WCC;¶

(i) Seek out additional resources when the Coach does not have lived experience to provide culturally specific coaching to a WCC; and¶

(j) Be rater-certified in the use of the Division-approved assessment tools for ages 0-5 and 6-20.¶

(14) Wraparound Supervisors shall:¶

(a) Demonstrate through experience the ability to understand and articulate the ten Wraparound principles, the four Wraparound phases, and facilitation components associated with each phase of Wraparound;¶

(b) Be informed of and implement their agency's Wraparound policies and procedures;¶

(c) Complete a Division-approved Wraparound foundational training and Wraparound Coaches and Supervisors training within 90 days of the hire date;¶

(d) Conduct or provide for clinical supervision, in accordance with OAR 309-019-0130, of Wraparound Care Coordinators, Wraparound Coaches, Family Partners, and Youth Partners, and uphold Wraparound principles as evidenced by notes in a supervision log that includes: name, date, and content of supervision;¶

(e) Coordinate coaching provided by the Wraparound Coach and Peer Support Coach;¶

(f) Ensure a coaching plan is written for each WCC, Family Partner, and Youth Partner per the Division-approved Coaches and Supervisor training;¶

(g) Ensure that the provision of Wraparound is culturally and linguistically responsive to the needs of Wraparound Care Coordinators, Youth Partners, Family Partners, youth and families;¶

(h) Adapt caseload size to provide adequate time to complete tasks if a WCC is working with a youth or family that requires an interpreter, bilingual services, or if there are other accessibility needs;¶

(i) Ensure Wraparound Coaches implement coaching plans that are culturally and linguistically responsive; and¶

(j) Be rater-certified in use of the Division-approved assessment tools for ages 0-5 and 6-20.¶

(15) A Fidelity Monitoring Tool (FMT) approved by the Division shall be used to assess fidelity to Wraparound.¶

(a) The FMT shall be implemented no sooner than six months after a youth has been enrolled in Wraparound;¶

(b) Any youth over the age of eleven may complete the FMT;¶

(c) A parent, guardian, or legal caregiver who knows the youth best and has also participated in Wraparound may complete the FMT;¶

(d) The youth and parent, guardian or legal caregiver shall complete the FMT without the team's Wraparound Care Coordinator present;¶

(e) The FMT shall be offered to wraparound team members when approved of by the youth or family;¶

(f) The FMT shall be administered electronically or in written form, as chosen by the youth and family; and¶

(g) Other approved fidelity tools in addition to the FMT may be administered by the Division.¶

(16) Transitions from Wraparound.¶

(a) Upon completing the Wraparound team's mission statement, during the fourth phase of Wraparound, the team shall create a transition plan outlining the tasks required for Wraparound to be completed and shall implement the plan.¶

(b) The Wraparound transition plan shall:¶

(A) Outline the mix of formal and natural supports that the youth and family have chosen;¶

(B) Include a post-transition crisis management plan;¶

(C) Include referrals and coordination of formal services; and¶

(D) If the youth and family have chosen to no longer participate in Wraparound, they shall be informed that Intensive Care Coordination is a potential option.¶

(c) Youth, family members, or a chosen community member may conduct the Wraparound meetings.¶

(d) The WCC supports the team in creating a transition document that summarizes and highlights the youth and family's functional strengths, lessons learned and successfully used strategies.¶

(e) The team conducts a meaningful and culturally appropriate activity that acknowledges the end of formal Wraparound.¶

(f) A young adult shall not be made to transition out of Wraparound solely due to attaining the age of 18. Young adults who reach the age of 18 while enrolled in Wraparound shall be offered the option to remain in Wraparound

until their mission statement is achieved.¶

(17) Flexible funding is a funding stream meant to supplement available resources for carrying out the Wraparound Plan of Care and shall be documented as related to a need, on the Wraparound plan of care.

Statutory/Other Authority: ORS 430.630, ORS 413.042

Statutes/Other Implemented: ORS 430.630, ORS 413.042