



## PERMANENT ADMINISTRATIVE ORDER

### BHS 20-2022

CHAPTER 309  
OREGON HEALTH AUTHORITY  
HEALTH SYSTEMS DIVISION: BEHAVIORAL HEALTH SERVICES

**FILED**

11/30/2022 9:18 AM  
ARCHIVES DIVISION  
SECRETARY OF STATE  
& LEGISLATIVE COUNSEL

FILING CAPTION: Rule Changes To Ensure Fee For Service OHP Members Have Access To Fidelity Wraparound.

EFFECTIVE DATE: 11/30/2022

AGENCY APPROVED DATE: 11/30/2022

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#### RULES:

309-019-0162, 309-019-0163

AMEND: 309-019-0162

RULE TITLE: Youth Wraparound Definitions

NOTICE FILED DATE: 09/14/2022

RULE SUMMARY: Primary change is to allow for Oregon Health Plan Fee For Service to be served in statewide Wraparound programs. Change to number of days a Mental Health assessment is valid in order to make a Wraparound referral. Other changes include amendments to language specific to fidelity practices and providing clarification on rules that providers have had questions about.

#### RULE TEXT:

- (1) "Child and Adolescent Needs and Strengths Assessment or CANS" 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, Behavioral 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. Crisis stabilization occurs during the first phase of Wraparound and crisis and safety planning occurs in phase two.
- (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) "Linguistically Responsive" 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) "Oregon Health Plan or OHP" has the meaning provided for in OAR 410-120-0000(170).

(11) "Peer Partner 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.

(12) "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.

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

(14) "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).

(15) "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.

(16) "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.

(17) "Wraparound Care Coordinator or 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.

(18) "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.

(19) "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.

(20) "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.

(21) "Wraparound Provider" means a certified entity that hires and trains staff to provide coordination and facilitation of Fidelity Wraparound for youth and families.

(22) "Wraparound Review Committee" means a local community group 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.

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

(24) "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.

(25) "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.

(26) "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/ enrolled prior to age 18.

(27) "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.

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

STATUTORY/OTHER AUTHORITY: ORS 430.630, ORS 413.042

STATUTES/OTHER IMPLEMENTED: ORS 430.630, ORS 413.042

AMEND: 309-019-0163

RULE TITLE: Youth Wraparound Program Rules

NOTICE FILED DATE: 09/14/2022

RULE SUMMARY: Primary change is to allow for OHP Fee For Service to be served in statewide Wraparound programs. Change to number of days a Mental Health assessment is valid in order to make a Wraparound referral. Other changes include amendments to language specific to fidelity practices and providing clarification on rules that providers have had questions about.

RULE TEXT:

(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;

(B) Youth who have been approved by the Wraparound Review Committee.

(b) Obtain a mental health assessment within one year of Wraparound referral for youth being served under Medicaid;

(c) Provide Wraparound to Medicaid Oregon Health Plan (OHP) members;

(d) Implement peer delivered services in accordance with OAR chapter 410, division 180 for youth and families participating in Wraparound;

(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;

(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;

(h) Ensure team members are selected with the youth and family's direct involvement and approval;

(i) Provide capacity to serve all eligible OHP members into Wraparound.

(2) Wraparound providers may not:

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

(b) Place any youth on a waitlist.

(3) Wraparound team meetings shall:

(a) Be facilitated face-to-face or by two-way audio-visual conference or by telephone;

(b) 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) Be scheduled with the youth and family's direct involvement and approval;

(d) Ensure decisions are made with the youth and family's direct involvement and approval.

(4) 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.

(5) 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.

(6) 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.

(7) The Wraparound provider shall, 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 as a part of Fidelity Wraparound. Strengths and needs information to gather and compile shall include:

(a) Conversations with the youth and family, which shall be conducted at a reasonable time and location chosen by the youth and family;

(b) Conversations with team members including 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.

(8) 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 started within 30 days of enrollment 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 develop a Wraparound plan of care.
- (9) 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) Include within the initial crisis and safety plan 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.
- (10) A Wraparound Plan of Care shall:
- (a) Include a family vision statement developed by the youth and family;
  - (b) Include a team mission statement developed by the Wraparound team;
  - (c) Include 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(s) for each prioritized need;
  - (e) Include strategies to achieve the desired outcomes;
  - (f) Include action steps that team members will undertake to meet the needs identified by the youth and family;
  - (g) Documented use of Wraparound flexible funding that supports the mission statement, needs and goals;
  - (h) Be reviewed and updated at each team meeting;
  - (i) Be culturally and linguistically responsive;
  - (j) Be approved by the youth and family;
  - (k) 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;
  - (l) If desired by the youth or family, include a blend of formal and informal supports;
  - (m) Include a list of team members and contact information; and
  - (n) Be present and discussed at each team meeting.
- (11) 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 core elements of Fidelity Wraparound such as the ten Wraparound principles and the four phases 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) 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;
- (i) 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.

(12) Wraparound Coaches shall:

- (a) Have at a minimum two years of experience as a Wraparound Care Coordinator;
- (b) Demonstrate understanding of the core elements of Fidelity Wraparound such as the ten Wraparound principles, the four phases of Wraparound, and the activities 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 and be able to observe meetings and perform document review in the family's primary language without impact on the youth, family;
- (i) Seek out additional resources when the Coach does not have shared lived experience to provide culturally responsive 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.

(13) Wraparound Supervisors shall:

- (a) Demonstrate through experience the ability to understand and articulate core elements of Fidelity practice such as 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) Ensure coaching is 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.

(14) A Fidelity Monitoring Tool (FMT) approved by the Division shall be used to assess fidelity to Wraparound;

(a) The FMT shall be offered to youth and caregivers 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.

(15) Transitions from Wraparound:

(a) Upon completing the Wraparound team's mission statement, 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; and

(B) Include a post-transition crisis management plan.

(c) 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;

(d) The team conducts a culturally appropriate activity that acknowledges the end of formal Wraparound;

(e) 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.

STATUTORY/OTHER AUTHORITY: ORS 413.042, ORS 430.630

STATUTES/OTHER IMPLEMENTED: ORS 413.042, ORS 430.630