

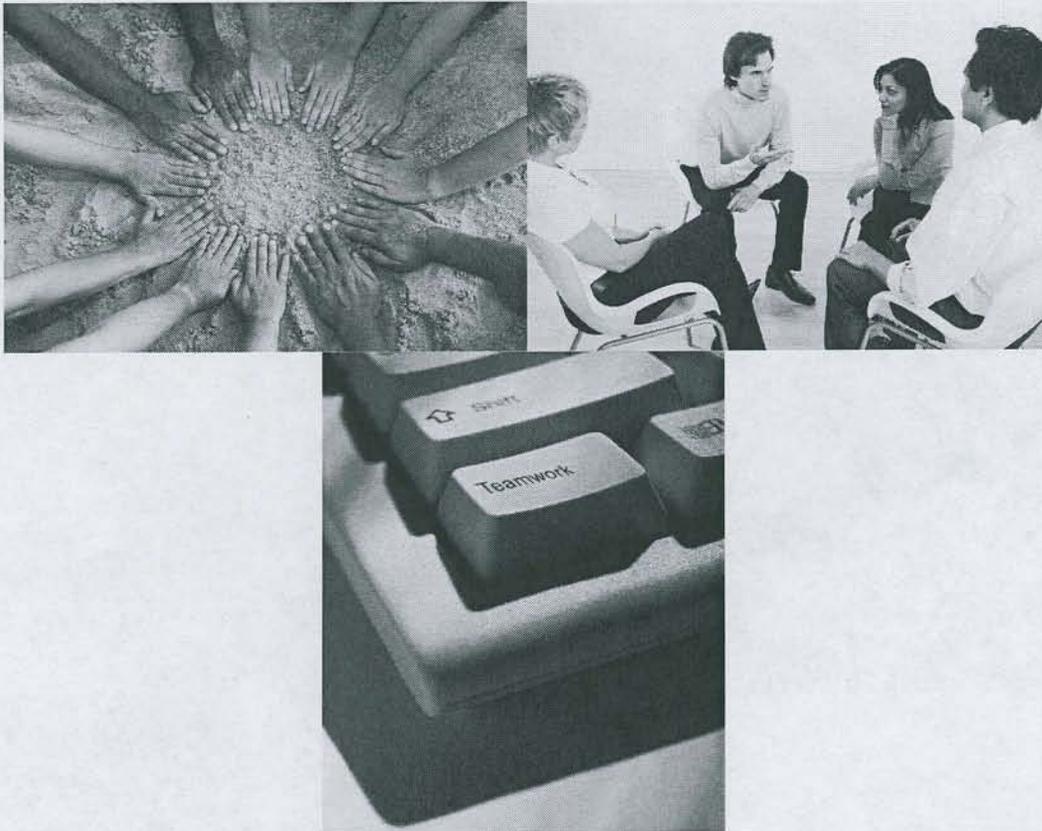
Attachment E

Cuyahoga County Tapestry HFWA Certification Process

The Cuyahoga Tapestry System of Care

Wraparound Fidelity Certification Process: Phase I

March 2009



Cuyahoga
Tapestry
System
of Care



COMMISSIONERS
Jimmy Dimora
Timothy F. Hagan
Peter Lawson Jones

Table of Contents

1. Introduction
2. Certification Assumptions
3. Certification Model
4. Certification Process: Phase I
5. Phase II
6. Skills Verification User's Guide
7. Skills Verification Worksheets
8. Glossary



Introduction

Over the last several years the Cuyahoga County Tapestry System of Care has grown and evolved to encompass several different initiatives under one banner. Each initiative has unique characteristics and criteria for involvement and service delivery. But, what has remained constant is the use of High Fidelity Wraparound as the primary service process. The Cuyahoga Tapestry System of Care has maintained a commitment to High Fidelity Wraparound as the primary service vehicle we offer our families through PEP Tapestry, Family to Family Wraparound and Care Coordination. All of the initiatives provide Wraparound to youth and their family's based on Vroon Vandenberg's 93 Skill Sets and the National Wraparound Initiatives 4 Phases. These three initiatives encompass nearly 200 people either, directly facilitating wraparound teams, supervising wrap facilitators or supporting family voice on Wrap teams.

With so many people involved in providing Wraparound maintaining fidelity to the process becomes all important and creates the need to adequately monitor and assess how Wraparound is provided in Cuyahoga County. Through the Coaching Learning Communities we can provide continuous learning to wrap facilitators in group settings. However, the availability of "expert" coaches is still being developed within our System. Currently, CTSOC uses external coaches to provide the coaching in the Learning Communities but that resource is time limited and will be ending with no expectation to renew or continue their services. So, with limited Coaching resources and dwindling financial resources a Certification Process becomes the vehicle to which we can *begin* to maintain fidelity to the Wraparound Model.

Recognizing that Certification is not the only way to maintain fidelity but that it **can** lead us to achieve better outcomes, increase opportunities, and provide for rewards. Certification is a only a piece of maintaining fidelity that must be linked with continuous learning of the Learning Communities, and Quality Assurance assessments conducted.

In today's increasingly complex and highly-specialized economy, credentials can separate us from the rest. You may have the skills to do the job, but how do you convince potential customers and employers? For many, certification is often the answer.

This manual is designed to begin to explain the need for a specific Cuyahoga Tapestry System of Care Wraparound Certification Process and the steps we will take to do this and the tools needed to complete the process.

Assumptions

Why are we doing this?

A Certification Process is important in our unique structure because no one Facilitator does only Wraparound. This can lead to Wraparound Facilitator's drifting away from the model to meet their own system's needs. Therefore a Certification Strategy can lead to uniform implementation of the Wraparound process even done at different levels and with different populations in conjunction with other processes. Also, Certification will help perpetuate System of Care Principles and Wraparound Philosophy. Wraparound is not a static event. It is an ongoing, continuous learning process that takes years to master. Certification can be used as a tool to continue the learning and sharing of System of Care and Wraparound Principles to all levels such as community, agency, and individual. The following bullets are additional assumptions the Cuyahoga Tapestry System of Care believes the benefits of a Certification Process would be.

- Certification will provide a mechanism for assuring a more consistent level of fidelity in WA practice in Cuyahoga County
- Certified workers delivering high fidelity WA will help families achieve better outcomes as or more efficiently than other approaches
- Certification is a mechanism for acknowledging/rewarding staff accomplishment and learning

Structural Assumptions

A basic framework on how a certification process would work needs to be built on the current existing infrastructure. The What, Who and How are defined in the next area as some basic structural assumption.

- Over time multiple levels of certification will be developed
 - a. Facilitator
 - b. Supervisor
 - c. Agency
 - d. System
- Within each level there may be more than one level of certification (e.g., beginner and advanced)
- Supervisors will be the managers and implementers of the process for individual staff.
- CTSOC office will be the granter and monitor of certification status.

- Supervisors perform certification activity that is submitted to the CTSOC office for validation and storage
- Certification will be rooted in the NWI definitions of the WA process and attendant skills
- Currently the Vroon VDB defined skill sets are a primary tool for developing the certification process.
- Decision making on certification of individual staff will be made at the employe-ing agency.
- CTSOC will have review and approval function
- Certification for supervisors and sites will be managed by the CTSOC office
- The Certification may offer three levels of accomplishment, Novice, Practitioner, Mentor

Process Assumptions

- Certification will be built on evidence gathered by a staff person, supervisor, and the participating families
- Certification evidence will be gathered from live observation and documentation review, Training and Learning Community participation.
- All evidence will be documented, maintained at the home agency, and submitted to the CTSOC office for review and approval
- The expectation is that staff being certified in Tier 1 and Tier 2 at a practitioner level within 9 – 18 months of starting their job
- Certification will be renewable, i.e. you must stay current in the field
- Recertification will be focused on ensuring that Facilitators and supervisors have the latest state of the art skills and knowledge about WA
- Need to develop a more focused and limited set of indicators to make the process more manageable and less overwhelming
- Need to develop pathways for stakeholder input and decision making in the design and implementation process to improve buy in and follow through on Hi Fidelity WA implementation.

Certification Process: Phase I

The Cuyahoga Tapestry System of Care Certification Process hinges on the 26 supervisors involved within each of the System of Care initiatives. The supervisors have been a stable group over the last few years. This process relies on the Supervisors working with their own staff to monitor the steps and activities of the Certification Process.

Certification Requirements:

Skills Verification:

Currently, Cuyahoga County and many other locations utilize the 93 Vroon Vandenberg Skill Sets and the 4 Phases developed by the National Wraparound Initiative. While the 93 Skill Sets are an essential tool for supervisors supervising to Wrap there are too many and too long to effectively implement a certification process. Recent coaching efforts have demonstrated that certification using 93 skill sets appears less than manageable on a day to day basis. With the help of All the CTSOC Supervisors, the CTSOC office has adopted a modified version of the skill sets within the 4 Phases. This new tool will be used for the CTSOC Certification Process only. The full 93 skill sets may still be utilized for inter agency staff development.

(Please see attached Tools)

Trainings:

The Basic Wraparound Facilitator's Training which began as a 4 day long training and is being re-envisioned as a 3 day long training will be the foundation which to build the certification process. The Basic Facilitator's Training prepares workers to be able to facilitate the Wraparound Process with families. Because Cuyahoga is working collaboratively with in the North East Region of Ohio and will be offering the same 3 day curriculum as Columbiana, Mahoning, Stark, Summit, and Trumbull Counties, The CTSOC office will accept workers being trained in any of these counties as a fulfillment of this requirement.

On-going Trainings:

The CTSOC office offers a variety of Booster Trainings for the Wraparound Process along with other Trainings as needed or wanted. As part of the Training Requirements of the Certification Process, Staff will be asked to complete Booster Trainings in the Core Areas of Wraparound including: Engagement, SNCVD, Crisis and Safety Planning and Transition. While securing practitioner certification the CTSOC certification expectation is that staff attend a minimum of 4 booster training as negotiated with supervisor. Participating in more than the minimum 4 maybe appropriate and is encouraged to support staff development.

Coaching:

Wraparound is not a static event. Continuous learning is an essential element to being a good Wraparound Facilitator. Through the Coaching Learning Communities the CTSOC has offered Care Managers, Care Coordinators and Wrap Specialist this continuous learning by experienced external Wraparound experts. The Learning Communities allows workers to share experience and learning across the entire System of Care. Anecdotal evidence suggests that those who attend the Learning Communities regularly find them useful and helpful in facilitating the Wraparound Process with families.

Attendance and participation in the Learning Communities will be a requirement for the CTSOC Certification Process. It is expected that Care Managers, Care Coordinators and Wrap Specialists attend at least 75% of their assigned Learning Communities. It is recognized in this model that there are conflicting demands on staff time i.e. court hearings, DCFS staffings etc. If Staff has attended less than 66% of the Learning Communities supervisors can submit an explanation with the certification request.

Certification Verification:

Using the attached CTSOC Worksheets the Supervisor will document the Skills Verification Portion of the Certification Process. The Skill Verification Worksheets are designed to assist staff and supervisors in documenting staff acquisition and mastery of skills related to the delivery of effective wraparound planning with and for families participating in Tapestry System of Care. This is the core documentation needed in order for staff, supervisors, and the System of Care office to offer certification to staff serving families directly. Staff and supervisors are the key actors in this work. They will work together to develop and document skills covered on these worksheets. It is expected that one set of worksheets will be completed for each staff person working in the Tapestry System of Care.

Each Attendee for the Wraparound Facilitator's Training or the Booster Trainings will be given a certificate of attendance/completion at the close of the trainings. The certificate will be backup documentation for the worker. The supervisor will track the workers completion of the core training requirements in order to present an employee for certification. The Tapestry System of Care Office will also track attendance at trainings through a database created for this purpose. This database will be used to confirm attendance.

The coaches for each of the Learning Communities will track monthly attendance for their sessions. The attendance sheets will be turned in monthly and logged into a database for attendance verification.

Certification Process:

When an employee has completed the Basic Wraparound Facilitator's Training and Job Orientation they will be automatically Certified as Basic Tier/Novice Wraparound Provider.

When an employee has satisfactorily met the Skills Verification requirements administered by the Supervisor and the employee has attended the Basic Wraparound Facilitator's Training along with the Core Booster Training Requirements and attended the necessary 75% of the Learning Communities the Supervisor's will present the employee to the Cuyahoga Tapestry System of Care Office/Community Engagement Liaison as a candidate for Basic Tier/Practitioner Certification.

The CTSOC Office will review the information and determine compliance with the requirements. The CTSOC has one month from the time of submission to make a final determination.

A Basic Tier/Practitioner Certified employee is eligible for the Basic Tier/Mentor Certification after...

Certification Process: Phase II

Upcoming phases of the CTSOC certification process will include defining and operationalizing the Mentor level of certification and the development of a certification model for Supervisors. Additional areas under consideration would complete the proposed model with agency and system level certification activity.

APPENDIX:

Tools:

Glossary: (soon)