



## Care Management Agency Engagement with High Fidelity Wraparound Implementation

To participate in the New York State (NYS) System of Care (SOC) Pilot, NYS counties must maintain at least one High Fidelity Wraparound facilitator. This person is a Health Home Care Manager who has been trained and certified in the NYS model. To effectively deliver High Fidelity Wraparound, the care manager requires the support of a trained and certified supervisor as well as support from the Care Management Agency leadership.

### Training

Care managers and their supervisors participate in the 12-month High Fidelity Wraparound certification process, consisting of online and in-person trainings, webinars, coaching and technical assistance provided by the NYS project team. Upon successful completion, participants will be certified to conduct High Fidelity Wraparound in NYS. Supervisors will also be certified as High Fidelity Wraparound coaches in order to provide continued support for care managers.

### Caseload

Based on [Wraparound Implementation and Practice Standards](#) developed by the [National Wraparound Initiative](#), care managers should maintain caseloads of no more than 12 families to support and deliver High Fidelity Wraparound.

### Documentation

High Fidelity Wraparound activities and data must be recorded online in WRAP-NY, feeding both the local and statewide reporting system. Reports are available to supervisors and to the NYS project team, informing data-driven coaching, quality improvement planning, identifying required technical assistance, and providing information for federal funding sources.

### Implementation Meetings

Held quarterly, Implementation Meetings include care managers and their supervisors, agency administrators, the NYS project team, county Single Point of Access coordinators, and designated members of the local System of Care team. Meetings serve as a vehicle for communication, data sharing, project benchmarking, identifying and overcoming system barriers, and acknowledging successes.

Facilitating High Fidelity Wraparound is a front-loaded process for care managers, requiring intensive interactions between the care manager, the family, the child, and members of the Wraparound Team during the Engagement Phase. It is therefore recommended that no more than 2-4 families be enrolled per month.

Care managers begin enrolling families upon completion of the third of six training sessions, offered in month three of the certification year. Two to four families may be enrolled each subsequent month, with a goal to sustain a caseload of 12 families. A full caseload of families engaged in High Fidelity Wraparound contributes to a more robust coaching experience for care managers and supervisors during the second half of the year.

During the initial three months of the certification year, it is recommended that care managers transfer any existing children/youth they are serving to other care managers within their agency. If they qualify, Health Home enrolled children and their families can be approached and queried to determine their interest in High Fidelity Wraparound practice.

High Fidelity Wraparound is a team planning process that is facilitated within Health Homes Serving Children (HHSC). Care Management Agencies delivering High Fidelity Wraparound within NYS follow all Health Home requirements. Medicaid billing should occur per New York State Department of Health guidelines, based on the child's acuity score on the most recent CANS-NY after enrollment in HHSC, and at approved HHSC rates. A supplemental payment may be paid to Care Management Agencies delivering High Fidelity Wraparound in designated pilot sites in accordance with the NYS model and fidelity/quality standards.