



Wraparound Coaching Protocols

Wraparound supervisors in all organizations are expected to conduct weekly wraparound supervision within their own organization using wraparound supervision tools. All wraparound supervisors will upload a minimum of one supervision session with all documentation and a completed CREST to the Virtual Coaching Platform for review and follow up by TIEMH. They are also expected to actively participate in TIEMH scheduled virtual and on-site coaching activities within their own organization.

Virtual Coaching Sessions

All virtual coaching sessions will be recorded.

Virtual Coaching sessions are scheduled in 1-2 hour blocks. These sessions may be conducted with the wrap supervisor(s) alone, a wrap supervisor and one facilitator or may include others in the agency if the call is around organizational implementation challenges.

1) Wrap Supervisor Feedback

These calls are scheduled by TIEMH with the wrap supervisor(s) alone to provide feedback on uploaded wraparound supervision sessions and documentation. They are generally one hour in duration.

Preparation:

Prior to the session: The Wrap Supervisor/Team Lead will audio record at least one of their weekly wrap supervision sessions every month. The audio taped supervision session, along with copies of the referral information, family story/timeline, crisis plan, most recent Plan of Care, and any other meeting minutes or notes used in that session, will be uploaded to the Virtual Coaching Platform (VCP).

NOTE: These plans must be redacted prior to uploading and must be in pdf format. The supervisor or team lead will then fill out the CREST directly within the VCP. Once you have submitted it, your TIEMH coach will be notified automatically. The TIEMH coach will listen to the session, provide feedback around the CREST submission and create a “Supervisor’s Crest”/Coaching report. Upon completion, a coaching call will be scheduled with the wrap supervisor/team lead to review the feedback.

Virtual Session:

The supervisor should plan to spend approximately 1 hour per virtual coaching session discussing the feedback around the provided session, progress and challenges with wraparound supervision and the wraparound process, as well as any implementation barriers that may arise.



2) Wrap Supervision Session

These calls involve at least one wrap supervisor and one local facilitator. The coaching participants should plan to spend at least 2 hours per supervision session. ONE supervisor will be targeted for each session.

Preparation:

1 week prior to session: Copies of the referral information, family story/timeline, crisis plan, most recent Plan of Care, and any other meeting minutes or notes that may be helpful should be redacted, scanned and sent to the TIEMH Coach. If plans are **not received on time** for these scheduled virtual sessions, the **coaching session will be cancelled** and rescheduled. For each virtual coaching session, the supervisor and facilitator should be prepared to discuss the specific plan that has been provided. Supervisors should come prepared with the STEPS Wheel and blank CREST.

Virtual Session:

The first 45 minutes to 1 hour is spent with the TIEMH or local coach candidate (some sessions will include the national coach as additional support) and the wrap supervisor. The supervisor will be coached to provide supervision and feedback to the facilitator using the STEPS Wheel and CREST.

Following this discussion, the supervisor will bring in the assigned Wrap facilitator. Local coaching candidate and/or TIEMH coach will observe while the wrap supervisor or lead local coaching candidate guides the supervision process utilizing the STEPS Wheel. We will support and guide the supervisor/local coaching candidate in providing feedback to the facilitator and assist as needed. The CREST form will be utilized for feedback to the facilitator and the coach will assist with completion of the form during the session.

Following the supervision session, the wraparound facilitator will leave with a CREST and the coach(s) will debrief the session with the wraparound supervisor.

3) Organizational and Implementation Support

These calls are 1-2 hours in length and include agency leadership along with the wrap supervisors. These sessions are held when identified barriers to progress involve agency implementation or organizational challenges. These sessions are led by TIEMH staff and may include other essential participants necessary for collaborative discussion and resolution.



On-Site Coaching Sessions

Onsite coaching sessions can include child family team meetings (CFTMs), supervisory sessions, family and community engagement activities across the phases of wraparound or other activities identified by the organization as necessary for quality improvement. Coaching sessions will be recorded when appropriate. For coaching sessions involving CFTM or supervision sessions, the following documents* must be redacted and provided at least one week prior to the onsite visit:

Referral documentation

Family story/narrative

Crisis Plan

Plan of Care (POC)

*Note additional items may be requested depending on site specific activities.

1) CFTM Observations

***PLEASE NOTE:** No CFTMs should be scheduled solely for the purpose of coaching. CFTMs should be ongoing and the likelihood of CFTMs being held when coaching occurs should be high. For the scheduled CFTMs, ensure the family is notified ahead of time that observers will be joining the meeting.

Preparation:

For each CFTM observed, preparatory time will be required prior to meeting. These prep coaching sessions will be held prior to the CFTM to support the supervisor and facilitator around particular skills to be exemplified during the meeting. Supervisors and facilitators should come prepared with the referral information, family story/timeline, crisis plan, POC, etc. Facilitators should also bring their large Post It notes from previous CFTMs, extra Post It notes and markers. We will meet with the supervisor briefly (10-15 minutes) prior to beginning the session.

During this prep session, background information, referral information, the family story/timeline, crisis plan, and the most recent POC, etc. will be reviewed and discussed with the facilitator, supervisor and coaching candidates. The prep session will begin with the supervisor and coaching candidates, but will include the facilitator to identify what phase of wraparound we are observing, obtain any updates, and discuss planned agenda items for the CFTM.

CFTM Observation

During the CFTM, participants are limited to one local coaching candidate, one supervisor and, at times, the NWIC coach, in addition to the CFT members unless the family is comfortable with more observers and the meeting space can accommodate more people. The coach **will not lead** the CFTM unless this was discussed during the prep session. It is the expectation the facilitator will run the CFTM with the assigned coach stepping in only if needed to help guide and model the process. Note: the exception to this is if the coach feels harm is being done to the family. Any incident of this nature will be reported to administrative staff of the agency.

Post CFTM debrief

Following a CFTM observation, the TIEMH coach will debrief with the supervisor, local coaching candidate, and facilitator with support from NWIC coach if present. This session is brief, usually no more than 30 minutes.

2) Onsite Supervision Sessions

Preparation

1 week prior to onsite visit: Copies of the referral information, family story/timeline, crisis plan, most recent Plan of Care, and any other meeting minutes or notes that may be helpful should be redacted, scanned and sent to the TIEMH Coach. Prior to the coaching session, the supervisor and facilitator should be prepared to discuss the specific plan that has been provided. Supervisors should come prepared with the STEPS Wheel and blank CREST.

Onsite Session

The first 45 minutes to 1 hour is spent with the TIEMH or local coach candidate (some sessions will include the national coach as additional support) and the wrap supervisor. The supervisor will be coached to provide supervision and feedback to the facilitator using the STEPS Wheel and CREST.

Following this discussion, the supervisor will bring in the assigned Wrap facilitator. Local coaching candidate and/or TIEMH coach will observe while the wrap supervisor or lead local coaching candidate guides the supervision process utilizing the STEPS Wheel. We will support and guide the supervisor/local coaching candidate in providing feedback to the facilitator and assist as needed. The CREST form will be utilized for feedback to the facilitator and the coach will assist with completion of the form during the session.

Following the supervision session, the wraparound facilitator will leave with a CREST and the coach(s) will debrief the session with the wraparound supervisor.



3) Organizational or Engagement Activities:

These sessions vary in time and could be around activities associated with any phase of wraparound or areas in which the organization, facilitator or supervisor feels they need support. Activities could include but are not limited to: quality implementation, fidelity tools, gathering of the family story, engaging team members, explaining wraparound, etc. and can be offered in vivo, through training boosters, or role plays.