



March 20, 2013

Dear Colleague,

From June 2009 to June 2012 the Massachusetts Executive Office of Health and Human Services (EOHHS) contracted with Vroon VanDenBerg, LLP (VVDB) to provide training and coaching and related services to the Community Service Agencies (CSAs). The goal of this effort was to develop the necessary skills and competencies of the care coordinators, family partners, supervisors, agency administrators, and other stakeholders to deliver high-fidelity Wraparound.

The MassHealth Office of Behavioral Health (OBH) and EOHHS is seeking to provide CSAs with continuity in terms of coaching methods and quality, while shifting from out-of-state coaches to in-state coaches. EOHHS has engaged the Technical Assistance Collaborative, (TAC) to provide implementation support for the Commonwealth's Wraparound coaching initiative. In this role, TAC will select a cadre of skilled coaches who will provide ongoing coaching, technical support and peer to peer learning opportunities to the CSA staff.

Please refer to the ICC and FP Coach Job Description located in the Appendix for details on the role and responsibilities of the coach positions.

Overall Goals of This Initiative:

1. To support the CSAs in sustaining high fidelity Wraparound, preventing drift from best practice, and promoting continual quality improvement and innovation.
2. To share innovations and lessons learned across CSAs to result in a steadily improving and more uniform process for Wraparound across the state.
3. To utilize current and future quality assurance and evaluation to monitor the progress and growth of each CSA and help inform quality improvement plans.

Coaching Model:

- Five care coordinator and five family partner coaches will be selected for a total of ten coaches.
- Each CSA will have two coaches assigned to support its ongoing provision of care coordination and family support and training using the Wraparound model— one family partner coach and one care coordinator coach. Coaches will not be assigned to their own CSA.
- Each coach will be assigned six or seven CSAs.
- Coaches assigned to six CSAs will provide 22 hours per month of coaching services; and coaches assigned to seven CSAs will provide 25 hours per month of coaching services.
- Coaches will participate in a monthly peer supervision meeting and receive consultation from VVDB. See attached job description for further details on the role of the coach.
- CSAs who employ a selected coach will be compensated at a monthly rate of \$1,423.50 (coach working with six CSAs) or \$1,657.50 (coaches working with seven CSAs). Coaches will be directly reimbursed for their mileage expenses and tolls.

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- Each CSA that employs a selected coach during the pilot phase will receive a one-time administrative advance of \$3,500 per coach to cover costs associated with this initiative.
- The first six months of coaching will be a pilot phase; lessons learned during this phase may be used to modify the coaching model for the future.

Eligibility:

1. Must be currently employed by a CSA in a supervisory or administrative role.
2. Prior direct experience providing Wraparound care coordination or family partner services.
3. CSAs who employ a selected coach agree to make the staff person available for the required coaching hours so she or he can carry out their coaching responsibilities.

ICC and FS&T Coach Application Process	Timeline
1. Application released	March 20
2. Questions via email to kenglish@tacinc.org	March 25 By 3:00 PM
3. GoTo Webinar meeting for CEOs or other leadership at the CSA provider agency and interested applicants. CLICK ON THE LINK BELOW TO REGISTER FOR THE WEBINAR. You <u>must</u> register in order to participate. https://www4.gotomeeting.com/register/432352951 <i>Please note that the webinar will be recorded and made available to those who are not available to participate in the live webinar.</i>	March 28 2:30-3:30 PM
4. Applications due to Kelly English at kenglish@tacinc.org	April 12 By 5:00 PM
5. Application review period ends	April 29
6. Interviews of final applicants at TAC 31 St. James Ave, Boston	May 2, 6, 7
7. Applicants notified of the review committee's decision	May 13

Submit questions to:

Kelly English at kenglish@tacinc.org by March 25, 2013

Email completed application packet to:

Kelly English at kenglish@tacinc.org by April 12, 5:00 PM

Letters of Recommendation and CEO Letter can be scanned and emailed to:

kenglish@tacinc.org;

or mailed to:

Kelly English, TAC, Inc.

31 Saint James Ave., Suite 710, Boston MA 02116

The CEO/Senior Leadership Endorsement Letter, two Letters of Reference, and resume can be included as attachments to the coach application. It is acceptable for the Letters of Recommendation and CEO Letter to arrive separately (via US Mail or email) from the other components of the application but for the application to be considered complete all parts must arrive by April 12.

Fax submissions are not acceptable



Appendix

Intensive Care Coordinator (ICC) and Family Support and Training (FS&T) Coach Job Description

ICC and FS&T require specialized skills that are not widely available in the workforce. It is not uncommon that professional and academic training does not provide the full set of skills and knowledge needed to function as a care coordinator. Family partners must have prior experience serving as the caregiver for a child with special needs. Their training include principles of how to empower families, how to assist families to use Wraparound, and requires a special focus on role definitions and personal/professional boundaries.

Wraparound is a structured, team-based process for developing and implementing a behavioral health plan of care for a child or youth. "High-fidelity Wraparound" refers to the Wraparound implemented with a high degree of adherence to the model of Wraparound describe by the national Wraparound Initiative (NWI).

Coaching, as to be implemented in this initiative, refers to a phase of the training process which is highly individualized, typically occurring one-to-one or in a small group. Coaching must involve an individualized plan for the staff member or the organization to improve practice. Coaching should frequently involve feedback from the coach to the trainee(s) based on observation of trainee work samples. Coaching typically follows other training phases such as classroom training or self-study of texts and videos. Coaching may include consultation to supervisors and administrators regarding organizational practices. Coaching is not intended to serve in any way as, or replace clinical supervision that is that responsibility of the CSA.

Coaches will:

- Engage the CSA in a coaching and peer support relationship in which the coach will come to understand the unique, strengths, culture and needs of each CSA.
- Support the CSA to develop individualized plans for ongoing and continual quality improvement.
- Support the assigned CSA to identify and address CSA identified and prioritized needs.
- Assess and address barriers for assigned CSA's capacity and success for partnering with local system partners.
- Offer coaching support in an individualized manner, occurring one on one with each assigned CSA or in small groups or CSAs.
- Offer coaching support in person, on site at each assigned CSA as well as via conference call or webinar.
- Build upon, not replace, basic care coordinator and family partner skill training that is to be provided by the CSA to new and existing staff.
- Facilitate quarterly, regional learning collaborative.
- Plan seminar topics that will be identified through a survey sent to the CSAs and informed by the coaches' assessment of the learning needs of the CSA staff.
- Serve as support to CSAs to help them compile multiple forms of quality assurance, outcome, and internal staff assessments to identify strengths and needs to develop ongoing quality improvement plans.