

*Care Management Entity Quality Collaborative  
Technical Assistance Webinar Series*

**Marlene Matarese**

*Director of Training and Technical Assistance  
Innovations Institute  
University of Maryland, Baltimore*

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# **Necessary Elements to Support Training and Coaching of the Wraparound Practice Model**

- Developing the model
- Identifying tools to help support coaching and training to quality practice
- Identifying experts in operationalizing the Wraparound practice model
- Planning for sustainability
- Building statewide capacity

# Training is a Core Component in Implementation

Training in a High-Quality Wraparound Practice Model should result in the following:

- **Knowledge** of the history, theory, philosophy, and rationale for Wraparound as a practice model
- **Understanding** of the components of Wraparound and *demonstration* of the practice elements
- **Behavior rehearsal** to **practice** the skills and receive **feedback** on the practice

(Blase et al., 1984; Joyce & Showers, 2002; Kealey, Peterson, Gaul, & Dinh, 2000)

(Fixsen, Naoom, Blase, Friedman, & Wallace, 2005)

# Developing the Model for Training and Coaching

- Training, combined with coaching, creates conditions in which quality implementation happens. They are important components to achieve positive outcomes (Joyce & Showers, 2002).
- Operationalizing the Values—Focus on Skill Development in the Model

# Theory of Change in Wraparound

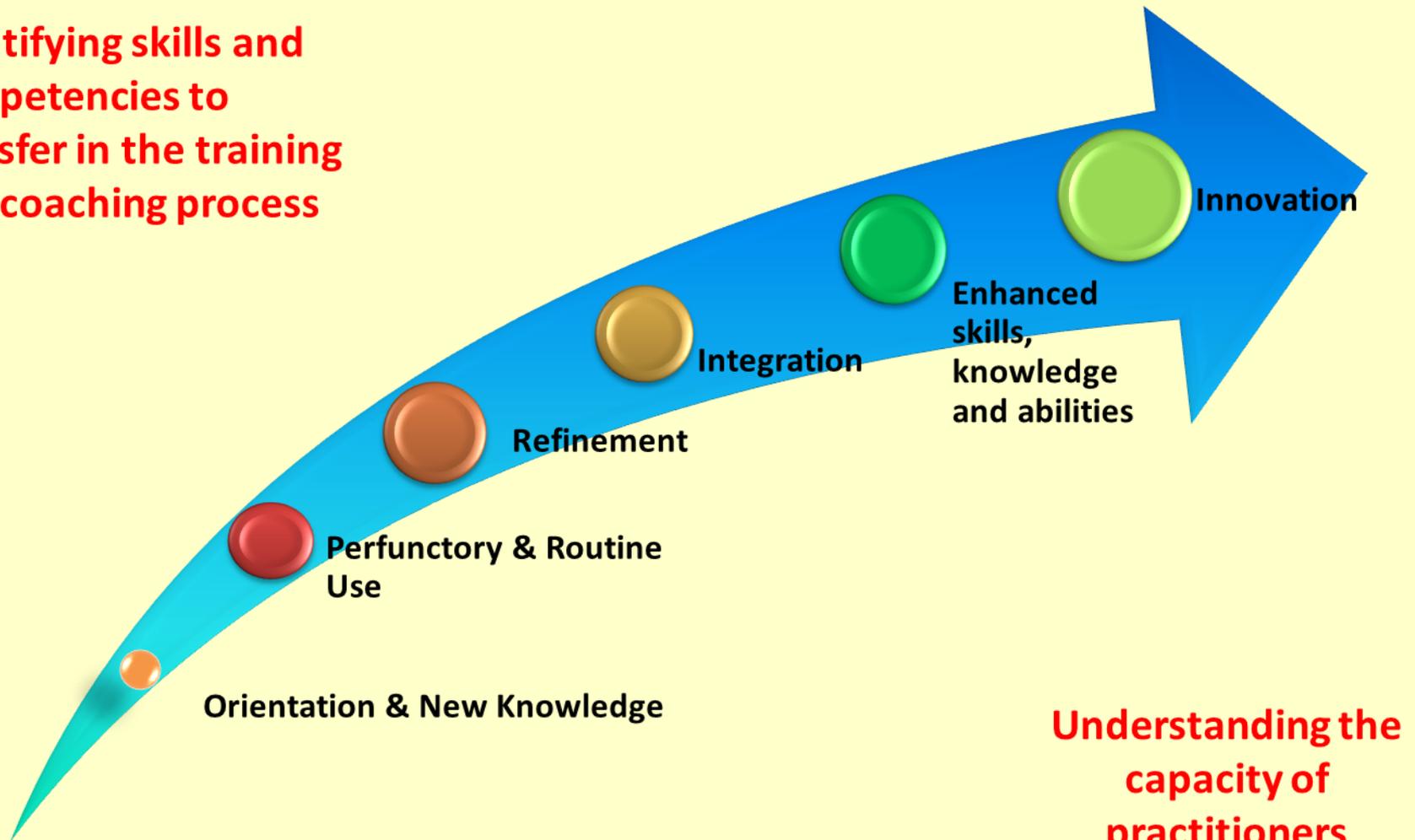
- Development of a model for training and coaching that is focused on outcomes for families as a primary goal
- Utilization of the literature base and the national movement toward using the Theory of Change
- Key Elements in the Wraparound process:
  - Grounded in a strengths-based perspective
  - Determined by families
  - Driven by underlying needs
  - Invested in accountability and results

# Identifying the Practitioners

- Care Coordinators/Facilitators
- Caregiver/Parent Peer-Support Partners
- Youth Peer-Support Partners
- Supervisors/Coaches
- Managers/Administrators

# Knowledge, Skill and Ability Development Process

Identifying skills and  
competencies to  
transfer in the training  
and coaching process



(Gingiss, 1992; Blase,)

# Components of Effective Training

- Delivering training through lecture and discussion, for knowledge dissemination and content understanding
- Creating realistic training content—staged skill development across the phases of Wraparound
- Developing core training requirements for practitioners
- Transferring knowledge into:

**Telling**

**Showing**

**Practicing**

**Feedback**

- Examples of Innovations Institute’s core required training areas:
  - Engagement
  - Introduction to Wraparound
  - Advanced Wraparound
  - Boosters

# Components of Effective Coaching

- Based on the practice model
- Readily available
- Individualized
- Supportive
- Reflective
- Developing a model that allows coaches to support practitioners throughout the Wraparound process, from engagement to transition
- Ensuring transfer of coaching skills to supervisors

# Identifying Instruments to Guide Training and Coaching

- Wraparound Fidelity Assessment System
  - Community Supports for Wraparound Implementation
  - Wraparound Fidelity Index (WFI) v.4
  - Team Observation Measures (TOM)
  - Document Review Measure
- Caregiver/Youth Satisfaction Surveys
- Team-based Assessments
- Wraparound Practice Improvement Tools
- Impact of Training and Technical Assistance (IOTTA)

# Overview of Innovations Model for Wraparound Practitioner Certification

- All practitioners:
  - Role-specific core training requirements
  - Participation in coaching over the course of 1 year minimum
  - Recertification
- Care Coordinators:
  - Team observations
  - Document review
- Peer Support:
  - Team and family meeting observations
  - Documentation review
- Supervisors/Coaches:
  - Joint-team observations
  - Document review
  - Demonstrated coaching and training abilities

# Identifying Expertise: In-House vs. Outside Consultants

## In-House

- You may have local expertise already developed and the capacity to hire fulltime position(s)
- Developing local expertise decreases ongoing consultant costs and works toward sustaining quality practice
- Need to ensure that in-house coaches and trainers:
  - Have a centralized location with infrastructure to support them
  - Are seen as having expertise and a level of authority
  - Have connections to national Wraparound and system of care work

## Outside Consultants

- You may not have local capacity or expertise
- National experts bring experience in Wraparound implementation, practice, and methods for adult learning
- Need to ensure consultants assist in developing a sustainability plan
  - May include identification and development of local trainers and coaches
  - Assistance in developing trainer manuals and ongoing consultation with local experts
  - Shift to booster trainings

# Sustainability and Statewide Capacity

- Mechanism for regular boosters and ongoing consultation
- Identification and development of local coaches and trainers
- Regionalized coaches and trainers in larger states that are going statewide
- Centralization of coaching and training, or elements of it outside of a provider organization or CME, which may help to maintain fidelity to the practice model & promote quality practice
- Overview training to the masses to build stakeholder groups throughout the state
- Connections among policy, research and training/coaching
- Creation of opportunities for cross-system partnership
  - Mapping cross-system funding to identify mechanisms for financing workforce development in Wraparound
  - Making connections with other team-based planning models