High Fidelity Wraparound (HFWA)

**Collaboration between McMan, Enviros and Hull Services**

**Calgary, AB, Canada**

This **Coaching and Credentialing Process** booklet will introduce the model, the facilitator credentialing process, and the coach credentialing process as offered by HFWA. Additional training can be tailored to your agency and staff needs; see our **Wraparound-Informed Trainings Menu** for skill-based training options outside of formal HFWA credentialing.

Website:

[www.highfidelitywraparound.ca](http://www.highfidelitywraparound.ca)

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**Definitions**

For the purposes of this Coaching and Credentialing Process Booklet, the following terms will be used:

* **Staff:** any staff at your agency/organization (frontline, supervisor, director, manager, etc.) that is not yet credentialed in HFWA.
* **Facilitator:** a staff member who has met all credentialing requirements of a HFWA Facilitator.

\*For a breakdown of levels of facilitator credentialing see “Levels of Credentialing” section.

* **Coach:** a staff member who has met all credentialing requirements of a HFWA Coach.

**Coaching and Credentialing of High Fidelity Wraparound (HFWA)**

HFWA Coaching is provided by fully credentialed coaches who have met fidelity requirements and adhere to evaluation and outcome measurements as outlined by Vroon VanDenberg LLP. HFWA Coaches will provide coaching and teaching within the following principles, phases, and theory of change, and will support your staff in incorporating them within their own staff groups.

* **10 Principles**
  + Youth/Family Voice and Choice
  + Strengths-Based
  + Individualized
  + Community-Based
  + Natural Supports
  + Outcomes-Based
  + Team-Based
  + Collaboration
  + Culturally Competent
  + Persistence/Unconditional Care
* **4 Phases of Wraparound**
  + Engagement and Team Prep
  + Initial Plan Development
  + Implementation
  + Transition
* **Theory of Change**
  + Needs (prioritizing needs that are most important to the youth/family)
  + Self-Efficacy (youth/family belief in themselves and confidence in their success)
  + Natural Supports (strengthening social support systems)
  + Integrated Plan (simplified plans for complex/multiple needs youth/families)

**Levels of Credentialing**

If you are hoping to have your staff credentialed through our HFWA model, here is a breakdown of the requirements and the time commitments involved. Note: credentialing is intended for staff who will maintain fidelity to the HFWA model. If you are looking for principle-based practice or other skill-based trainings, please see our Wraparound-Informed Trainings Menu.

* **HFWA Facilitator**: Provides front-line work with families/youth and their team of supports. Allow 12-18 months for full practitioner credentialing.
  + **Novice Credentialing**: staff has completed four days of Wraparound 101 training with limited facilitator experience.
  + **Practitioner Credentialing**: staff has achieved their novice credentialing *and* demonstrated achievement and adherence to fidelity on all their necessary skill sets of a Facilitator (documentation and observation).
* **HFWA Coach**: Provides coaching/supervisory support to front-line facilitators and their teams. Allow 12-18 months for credentialing.
  + Staff has completed four days of Wraparound 101 training *and* demonstrated achievement and adherence to fidelity on all their necessary skill sets of a Coach (documentation and observation).
* **HFWA Trainer**: Provides training for staff in Wraparound 101 4-day training. Allow observation of your skills in 3-4 full training sessions.

**What does a Facilitator’s role look like?**

* Creating and supporting teams of professional and natural supports around children, youth, and families. Communicating frequently with all team members and ensuring collaboration.
* Advocating for youth/family voice and choice and creating plans that are unique to the individuals involved in the plan, and addressing goals in a way that is culturally appropriate to the youth or family.
* Liaising with professionals (i.e. caseworker, probation officer, in-home support, mental health workers, teachers, etc.).
* Providing accountability to plans and adjusting plans as necessary.
* Facilitating a model and process that supports goal planning and addresses safety.
* Supporting the team to come up with a safety plan that includes preventative strategies, early intervention strategies, and crisis intervention.
* Supporting the team to understand the behaviour of an individual, by identifying behaviour as an unmet need.
* Receiving and implementing ongoing feedback in the form of coaching. Actively participating in group coaching and family presentations to build skills and confidence.

**What does the Credentialing Process Look Like for a Facilitator?**

**Step 1:** Staff participate in Wraparound 101 training to gain their Novice Credentialing.

Becoming credentialed as a facilitator takes time, extensive practice and coaching. Staff interested in becoming a facilitator first participate in Wraparound 101 training, which consists of 4-days of classroom learning, behavioural rehearsals, observations, and practice in writing a Strengths, Needs, Culture Discovery (SNCD). The training is spread over one month to allow practice between sessions. This is referred to as Novice Credentialing and does *not* mean that the staff has become a HFWA facilitator.

**Step 2:** A coach provides ongoing support to your staff to adhere to the HFWA model.

To become a HFWA facilitator requires direct coaching and practice with a HFWA coach. Coaches co-create individualized plans for their staff that are regularly reviewed for progress. HFWA follows 95 skills that must be demonstrated by all facilitators and coaches to adhere to fidelity to the model. These skills make up four observation skill sets as well as six documentation skill sets. In order to pass these skill sets, the staff must have no more than two “partial” scores and no “unmet” scores as determined by their coach. HFWA in Calgary has also incorporated Family Finding skills that coach staff on the importance of natural supports, connection, and belonging for the youth and families served.

The coach provides preparatory and in-the-field coaching to your staff by:

* *Pre-meeting coaching*: Discussing with the staff ahead of time an overview of the youth/family and the progress/challenges to date in implementing HFWA. Determining a purpose for the meeting and the related skills/skill sets that are going to be implemented along with craft knowledge on how to implement them. Discussing the role the staff would like the coach to play in the meeting based off their personal learning style.
* *Meeting coaching*: The coach notes what they observe in the meeting including what was done well, questions for the staff, areas of concern, and suggestions for next meetings. The coach provides in-the-moment support and teaching with the staff.
* *Post-meeting coaching*: The coach reviews the skills/skill sets implemented and asks the staff what went well and what was challenging then provides their feedback after the staff has reflected. A plan moving forward is then created.

**Step 3:** Coaches and staff track credentialing progress. Once all skills sets have been demonstrated consistently by the staff, the coach can officially credential staff as facilitators or coaches (depending on the skill sets they are working on).

**Step 4:** Coaches continually review the progress and needs of the staff/facilitators they support. Individualized coaching is provided based on the identified challenges/successes, check-ins are provided on ongoing needs.

* Option to have team consults where the staff bring forward cases to review (Family Presentation style) with their peer group. Coaches can support the staff to facilitate this process with their own staff group and support in feedback/guidance in the process.
* Coaches can support staff to set up Group Coachings for their staff group to practice group learning as well as reinforce adherence to the principles, phases, and theory of change.

Contact us for more information if you are interested in becoming credentialed as a coach of HFWA.

**What do the HFWA Coaches need from you?**

In order to get the most out of this process, please consider the following:

* Have the proper releases and consents signed with your clients so that coaches can attend meetings or review videotaped meetings.
* Set the stage with your staff on the timeframe and expectations of credentialing.
* HFWA coaching works best if supported from the management down to the frontline staff. It is not a one-time training, it is an ongoing process that requires shadowing peers, giving and receiving feedback, and incorporating HFWA language into the workplace.
* Credentialing can be time consuming; patience and focusing on personal growth is important.
* Connect with HFWA coaches frequently; this process is smoothest when staff regularly sends their documents and meetings for review, participate in group coaching/family presentations, and participate in shadowing meetings.
* An ability to take and implement feedback is essential in incorporating the HFWA model into your practice. Ask many questions, your HFWA coaches are there for your learning.

**Costs of HFWA Training & Coaching**

* **Wraparound 101 Training** (4 days)
  + More than 6 participants: $2000/day (includes 2 trainers and materials)
  + Less than 6 participants: $1200/day (includes 1 trainer and materials)
  + Outside of Calgary: additional costs for travel on top of the 101 Training
  + If a HFWA Training is already scheduled, staff can register in the training at the rate of $500/person.
* **Coaching/Consultation**
  + Coaching/Consultation (phone, skype, in-person, document review etc.): $100/hour
  + Coaching outside of Calgary: $1200/day plus expenses

HFWA is a valuable leadership development model and is a Reflective Practice model. In training coaches and facilitators, and maintaining ongoing fidelity to the model, staff groups become self-sufficient and able to consistently coach each other. HFWA training is an investment into a model that encourages growth, thought out planning, and peer coaching.

**What if my Agency wants Wraparound-Informed or Principle-Based Practice instead of HFWA?**

See our *Wraparound-Informed Trainings Menu* for additional trainings and costs. Did not find what you were looking for? HFWA coaches can be creative in brainstorming ways to support your agency and staff with implementing wraparound-informed practice or principle-based practice into your current practice. Send us a proposal of what you are looking for, including number of staff (their roles), client demographics, and what you are looking for as a deliverable from the training (i.e. natural supports focus, principle-based practice, etc.). Costs are negotiable based on the project length and intensity; contact us to put together a quote based on your program’s needs.