



**Mississippi Department of Mental  
Health  
Provider Bulletin  
  
Number PR0122**

<p><b>Subject:</b> Mississippi Wraparound Institute Provider Registration Procedure and Certified Wraparound Provider Organization Operational Guidelines</p>	<p><b>Issue Date:</b> March 16, 2022 <b>Effective Date: Immediately</b></p>
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**Scope**

All DMH Certified Agency Providers providing Wraparound Services

**Purpose**

Provide information from the Mississippi Wraparound Institute at the University of Southern Mississippi on the Mississippi Wraparound Initiative provider registration procedure and Certified Wraparound Provider Organization Operational Guidelines (**see attached**).

**Subject**

DMH Certified Agency Providers providing Wraparound Services must comply with current Operational Standards Part 2: Chapter 11, Rule 11.3.Q and Chapter 41, Rule 41, which states wraparound facilitators must complete trainings provided by the Mississippi Wraparound Institute as required for wraparound facilitators in the *DMH Wraparound Agency Provider Registration Procedure and Requirements*.

*End of Provider Bulletin*



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Congratulations on your decision to become a Certified Wraparound Provider Organization/Agency! Being a Certified Wraparound Provider Organization/Agency means a commitment to ongoing learning and fidelity to the Wraparound Process model. The Mississippi Wraparound Institute (MWI) at The University of Southern Mississippi will be your partners throughout your initial and ongoing implementation efforts. Once your partnership with MWI begins, your organization will have access to ongoing technical support and coaching from nationally certified Wraparound coaches and trainers. Support will be provided through coaching, meeting observations, reviews of documentation, and other consultation as needed. Staff and supervisors will receive individualized feedback and skill development activities throughout this partnership.

Please note that verification of your agency's status as a Department of Mental Health (DMH) Certified Wraparound Provider Organization/Agency, which mandates ongoing partnership with MWI, will be required for Medicaid reimbursement of Wraparound services by the Division of Medicaid (DOM). Failure to comply with the operational guidelines as described below may result in suspension or termination as a Certified Wraparound Provider Organization/Agency. Please refer to DMH Operational Standards Part 2: Chapter 11, Rule 11.3.Q and Chapter 41, Rule 41.

How to get started...

**Step 1:**

A designee at each provider organization must send an email to [wrap@usm.edu](mailto:wrap@usm.edu) identifying your organization and requesting your personalized registration link. Put "**Provider Registration Request**" in the subject line.

**Step 2:**

You will be sent a registration link. Be prepared to provide the following information:

- Name of Provider Organization
- Physical Addresses and phone numbers of all service sites
- Primary Contact Person's Name, Position and contact information (email, phone, mailing address)
- Current number of Wraparound Facilitators
- Name and contact information for all identified supervisors for facilitators. Please note that agencies must identify a minimum of one direct supervisor for every 6 facilitators.
- Current number of youth enrolled in Wraparound programs.

If you have any questions about the registration process, please call Arnecca Byrd at (601) 266-6112 or email at [Arnecca.Byrd@usm.edu](mailto:Arnecca.Byrd@usm.edu).

Once your agency's registration is complete, you will receive an email from one of the coaches and technical assistance from the Mississippi Wraparound Institute can begin. Summaries of technical assistance will be provided to the Department of Mental Health to be used in an annual review process conducted by MWI. Information shared will include schedule of technical assistance activities, coaching records, organizational data (COMET and WIS-P, and WFI-EZ scores) on-going compliance and completion with the operational guidelines listed in this document.



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## Certified Wraparound Provider Organization Operational Guidelines

Maintaining your organization's certification requires the following activities:

- I. Wraparound Implementation Standards- Programs (WISP)
  - A. Agency will identify an implementation team that consists of executive leadership, middle management, wraparound supervisors, care coordinator/wraparound facilitators, and peer support and/or parents and youth that have experienced the Wraparound Process. A list of your team members should be emailed to your MWI coach.
  - B. The Wraparound Implementation Standards-Program (WISP) will be reviewed every 6 months with the implementation team or designated staff from the team.
  - C. An Action Plan will be developed with the organization and MWI coach which will have dates indicating specific follow-up timeframes.
  
- II. Training
  - A. Each identified supervisor of Wraparound Facilitators will attend the following trainings provided by MWI as listed:
    1. Introduction to the Wraparound Process (3 day training) – Within 3 months of hire
    2. Engagement in The Wraparound Process (1 day training) – Within 6 months of hire
    3. Management of the Wraparound Process (1 day training) – Within 6 months of hire and as needed according to MWI individualized learning plans.
    4. Wraparound Wednesday Series (4 separate trainings offered on a rotating schedule once a month for 3 hours for a total of 12 hours)- Within 1 year
    5. Following the first year of practice, Wraparound supervisors must repeat Introduction to the Wraparound Process every 24 months
  
  - B. Each identified Wraparound Facilitator will attend the following trainings provided by MWI as listed:
    1. Introduction to the Wraparound Process (3 day training) – Within 3 months of hire
    2. Engagement in The Wraparound Process (1 day training) – Within 6 months of hire
    3. Wraparound Wednesday Series (4 separate trainings offered once a month for 3 hours for a total of 12 hours)- Within 1 year
    4. Following the first year of practice, Wraparound staff must repeat Introduction to the Wraparound Process every 24 months.



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- III. Coaching
  - A. Wraparound Supervisors will maintain monthly contact with their designated MWI coach. A schedule will be developed with the MWI coach. Supervisors are responsible for maintaining documentation that the monthly contact requirement has been met. Contacts include:
    - 1. Organizational trainings
    - 2. Phone calls
    - 3. Cross-coaching
    - 4. Learning collaboratives
    - 5. Brief coaching follow-up/check-ins
    - 6. Supervision Session
    - 7. Child and Family Team Observation
  - B. Each Supervisor will be required to participate in a predetermined number of the following 2 types of coaching sessions based on their skill level (MWI coach and supervisor will discuss and develop a coaching schedule):
    - 1. Supervision Session
    - 2. Child and Family Team Meeting Observations which consists of a Prep and Debrief session (CFTM observations must occur at a minimum of 1 time a year)
      - a. CFTM schedules must be provided within 48 hours of request for the purpose of scheduling
  - C. Supervisors will utilize process-focused supervision and the supervision tools (STEPS Wheel and CREST) as the primary method of weekly staff development for Wraparound Facilitators. Case Staffings and Treatment Team Meetings do not count towards this requirement.
    - 1. Supervision Tracking Log will be submitted on request to designated MWI coach. (Appendix 5)
    - 2. At least one completed CREST will be submitted monthly by the supervisor.
- IV. Continuous Quality Assurance
  - A. Agency will secure Consent to Contact forms from all enrolled families for WFI-EZ CQI and data collection efforts. Consents should be faxed to the MWI office 601-583-9333. Contacts will be made through text messaging and phone calls with families by USM representatives or other authorized partners.
- V. DMH Data Collection and Agency Tracking
  - A. Quarterly data must be submitted by the 7th day of the month immediately following the end of each quarter via the Qualtrics link provided by DMH/MWI. Information will be received by the Data Collection Team at the Mississippi Wraparound Institute and forwarded to the Department of Mental Health. Summaries and state trends will be made available to providers after data review is complete. (Appendix 8)
  - B. Agency agrees to submit quarterly updates to staff rosters using the "Wraparound Staff Employment Log". This form should be scanned and submitted electronically via email to

118 College Drive #5114, Hattiesburg, MS 39406, 601.266.4163, Fax 601.266.4167

730 East Beach Boulevard #5128, Long Beach, MS 39560, 228.214.3262, Fax 228.214.3272



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wrap@usm.edu “[Agency Name] Wraparound Staff Employment Log” in the subject line.  
Original form should be maintained onsite. Additional instructions are included on the  
“Wraparound Staff Employment Log” Updated logs must be submitted no later than the 10<sup>th</sup> of  
January, April, July and October of each year. (See Appendix 2)

Activity summaries will be provided to the provider organization to the Department of Mental Health throughout the year.

Specialized learning needs identified at agencies will be addressed as needed on an ongoing basis.

If you have any questions about high-fidelity Wraparound or technical assistance activities, please contact MWI at wrap@usm.edu or 601-266-6112.

Please contact Beth Conerly at [beth.celentano@usm.edu](mailto:beth.celentano@usm.edu) for all appendixes associated with this document.

\*\*\*These activities may be subject to change. Changes will be communicated through DMH Provider Bulletins.