
STATEMENT OF WORK

A. PURPOSE OF CONTRACT

The purpose of this Contract is to provide Transition Age Youth (TAY) Wraparound with Intensive Services (WISe) services in Snohomish County. The services are intended to improve the lives of children/families that have complex mental health needs along with complex multi-system coordination needs. Contractor shall adhere to WISe processes as described in Exhibit S. The process of WISe will be used to help youth/families develop Cross-System Care Plans (CSCP) that are needs-driven, family-centered, based on the family's unique strengths, values and norms and based on the preferences of the child, family and community.

WISe/Wraparound is a widely implemented approach to community-based treatment for children with emotional and behavioral disorders and their families. WISe/Wraparound approach is an intensive, individualized care management process for children and youth (and their caregivers) with serious or complex needs.

Therefore, a multi-disciplinary team approach is utilized, with the family viewed a key member of the team. No team meetings will occur without their presence. The long-term goal of WISe is to improve quality of life by providing maximum community integration for the child/youth and family.

WISe model of care operates within a community's System of Care (SOC). SOC is a philosophy with the core values of:

1. Family-driven and youth-guided, with the strengths and needs of the child and family determining the types and mix of services and supports provided;
2. Community-based, with the Level of Care Utilization System (LOCUS) of services, as well as, system management resting within a supportive, adaptive infrastructure of structures, processes and relationships at the community level; and
3. Culturally and linguistically competent, with agencies, programs and services that reflect the cultural, racial, ethnic and linguistic differences of the populations they serve to facilitate access to and utilization of appropriate services and supports and to eliminate disparities in care.

WISe model, when practiced with fidelity and with SOC values as an underpinning, strives to provide children, youth and families with an increased level of functioning, strengthened connections to natural supports and a reduced reliance on formal system involvement.

There is one WISe site covered by this contract:

1. Snohomish TAY WISe;

B. REQUIRED SERVICES

WISe teams shall facilitate a process to coordinate the services and supports (as identified by the team and family's CSCP) to WISe enrollees. This Contract covers services or supports that are designed to meet needs and outcomes identified in WISe plans of care for participating children/youth and their families. Child and Family Teams (CFT) planning may involve helping the family enroll in state funded programs and health plans.

SNOHOMISH COUNTY SERVICES:

WISe will be implemented through the support of a statewide SOC to the fullest extent feasible. It is delivered using a wraparound approach to improve collaboration among child-serving agencies. It focuses on the individual strengths and needs of each participating youth and family.

The core elements of WISe service coordination are listed below, Contractor shall implement as described in Exhibit S, the WISe manual:

1. Engagement;
2. Assessing;
3. Teaming;
4. Service Planning and Implementation;
5. Monitoring and Adapting; and
6. Transition.

Contractor shall provide WISe services in accordance with the WISe Manual, accessed at the following link: <http://www.dshs.wa.gov/dbhr/childrensbehavioralhealth.shtml>.

Contractor shall be responsible for keeping current on the periodic updates to the manual.

C. CRISIS RESPONSE AND CARE ENVIRONMENT

1. **Crisis Stabilization and Prevention Services.** 24-hour crisis services, including child and adolescent psychiatric and nursing consultation/direct contact, should be available at this level of care. Crisis services should be accessible and, when provided, crisis team personnel should contact the family's primary service providers. Crisis services should include emergency evaluation, brief intervention and outreach.
2. **Care Environment.** Intensive outpatient services may be provided in a traditional mental health setting (e.g., office or clinic) in facilities of other components of the service system; however, services are intended to be delivered in the home or other community settings (a setting most comfortable and convenient for the youth/family).

D. PROGRAM CAPACITY

1. EXPECTATIONS

Contractor shall maintain capacity to deliver the services and supports contained herein. North Sound BHO has set capacity standards for WISe based on the expectations of the individual program site. Capacity standards are:

- a. For Snohomish WISe, Contractor shall maintain the program capacity and staff to support 20 slots beginning January 1, 2018.

2. CHANGES IN CAPACITY

Contractor must notify North Sound BHO in writing of any proposed changes in capacity. WISe capacity may not be exceeded without prior written permission from North Sound BHO. North Sound BHO must approve any change resulting in reduced capacity. A reduction in capacity is defined as the point in time when Contractor is not able to meet all the standards as defined in this Contract. Events that may affect capacity include:

- a. The closing of a facility in any geographic area;
- b. A decrease in the state plan services currently available; or
- c. Any change that may result in Contractor being unable to provide services for those enrollees who are covered by this Contract.

3. REPORTING

- a. Contractor shall submit a report to North Sound BHO by June 1, with current capacity and 30 days prior to implementation/public notice when Contractor adds, changes location, or closes a facility and when the number of staff type/specialty changes at any BHA facility by 5 staff or more. The report shall identify each Contractor facility location/address, number and FTE of individuals providing direct services that are employed or contracted at each location by type/specialty (e.g., Mental Health Care Professional [MHCP], Mental Health Professional [MHP], Mental Health Specialist [MHS]-child, MHS-Developmental Disabilities Administration [DDA], MHS, older adults, psychiatrist, etc.).
- b. Contractor shall submit all subcontracts providing services under this Contract within 30 days of execution to North Sound BHO. The termination of a subcontract that provides mental health services is considered a significant change. Contractor must notify North Sound BHO 30 days in advance of public written notice to enrollees before Contractor terminates any of its subcontracts with entities that provide direct service. If Contractor terminates any of its subcontracts with entities that provide direct services, Contractor shall:

- i. Ensure the provision of written notification within 15 days to enrollees receiving services from the subcontractor upon written notification of termination by either party;
- ii. Notify North Sound BHO as soon as there is a determination to terminate the subcontract and in advance of public notice in the event that either party must terminate a subcontract in less than 30 days; and
- iii. If a BHA contract is terminated, Contractor must submit a transition plan for enrollees and services in a format requested by North Sound BHO.

E. TARGET POPULATION

Snohomish County children/youth under the age of 21 who meet the following criteria:

- 1. **Eligibility** – Child/youth must meet all criteria.
 - i. Child/youth has a Medicaid Coupon or will have one (1) once services begin;
 - ii. Child/youth meets State ACS;
 - iii. Who qualify for WISe level of care, based on the WA Child Adolescent Needs and Strengths (CANS) tool;
 - iv. Child/youth will be residing in North Sound BHO’s service area during the episode of care;
 - v. There is a significant need for multi-agency collaboration;
 - vi. Child/youth and his/her family have been informed about WISe and voluntarily agree to participate in services and all team meetings; and
 - vii. Child/youth or family have examined other known resources with their treatment team (if there is one) and are seeking additional assistance.
- 2. **Risk Factors** – Child/youth is currently experiencing or is at risk for one (1) or more of the following:
 - i. Psychiatric Hospitalization;
 - ii. Substance Abuse;
 - iii. Involvement with legal system (delinquency, truancy, Juvenile Rehabilitation Administration [JRA], etc.);
 - iv. Transitioning from a living situation outside of the home (Children’s Long-term Inpatient Program [CLIP], Foster Care, etc.);
 - v. Severe Parent/Child Conflict (not sole criteria). Child/youth must meet at least one (1) other applicable risk factor; or

- vi. Severe Academic Difficulty (e.g., multiple suspensions/expulsions, requires 1:1 staffing, requires contained classroom, refusing school, etc.) (not a sole criteria). Child/youth must meet at least one (1) other applicable risk factor.

F. REFERRAL AND INTAKE PROCESS

Contractor shall follow the procedures outlined in North Sound BHO Policy 1586.00. Contractor may receive referrals directly from a youth age 13+, a parent or legal guardian of a child/youth (<13), or from an allied service provider with written permission from the parent, legal guardian, or youth age 13+.

G. STAFFING: COMPETENCIES, QUALIFICATIONS AND SERVICE REQUIREMENTS-

WISe programs must maintain staffing such that each child, youth and family is able to obtain services and supports from a facilitator and family support partner. Services and supports by youth mentors are encouraged, but not required. Staffing ratios are not to exceed 10 children/youth per Care Coordinator. In addition, the program must maintain staffing sufficient to provide the following program functions:

1. PROGRAM MANAGEMENT

Program shall be in compliance with the 10 Mental Health Principles of WISe and implementation of WISe Practice Model as instructed by North Sound BHO or as indicated by National WISe Initiative. Contractor is responsible for oversight and direction of program, supervision of all WISe staff, coordination with North Sound BHO's Children's Care Coordinator, participation in training, continuous quality improvement, participation in state-led trainings/meetings and/or other reasonable requests of North Sound BHO related to implementing WISe.

2. WISE DIRECT SERVICE STAFF

Contractor and its subcontractors shall comply with North Sound BHO credentialing policies and procedures and shall ensure all staff is qualified for the position they hold and have, at a minimum, education, experience and skills to perform their job requirements per WAC 388-865,388-877 and 877A including any required licenses or certifications. The following staffed positions shall be hired for WISe:

WISe Care Coordinator

a. Minimum Qualifications

- i. 21 years of age;

- ii. BA degree in social sciences, social services, psychology, mental health, or related field;
- iii. At least two (2) years' experience in working with youth and families;
- iv. Proof of negative TB test within past 12 months or test within first 6 months of employment; and
- v. Basic knowledge of WISe/Wraparound principles and practice.

b. Preferred Qualifications

- i. MA degree in social sciences, social services, psychology, mental health, or related field;
- ii. Two (2) years or more experience in children's mental health; and
- iii. Advanced knowledge and experience in WISe/Wraparound principles and practice.

c. Service Expectations

WISe Care Coordinator shall, at a minimum, have demonstrated professional level abilities to:

- i. Provide high intensity therapeutic interventions to children, youth and families with serious mental health needs;
- ii. Partner actively with families, natural supports and other community service providers to promote safe, stable and healthy families through a WISe approach in a manner that is flexible and responsive to families' needs and situations;
- iii. Provide or arrange necessary crisis response and stabilization services for families; provide participating families with direct helping interventions;
- iv. Assist families to identify strengths, needs, preferences and goals; prepare for next steps of intervention;
- v. Facilitate the child and family team to brainstorm and negotiate strategies that address families' identified goals and needs;
- vi. Summarize and write up the intervention plan; facilitate the implementation of the plan from beginning to successful outcome;
- vii. Consult with clinical supervisor, MHS and others as needed and incorporate recommendations; and
- viii. Assist families to transition to natural and other community supports by building confidence in their strengths and abilities, arranging and negotiating a process for ongoing services and supports, and creating a plan for transition/aftercare supports.

Family Support Partner

a. Minimum Qualifications

- i. 21 years of age;
- ii. High school diploma/GED;
- iii. Personal experience with a special-needs child who has been a recipient of community services; and
- iv. Proof of negative TB test within past 12 months.

b. Preferred Qualifications

- i. AA or BA in social sciences, social services, or mental health field background; and
- ii. One (1) year relevant experience with social services and mental health agencies in working with people who need assistance.

c. Service Expectations

Family Support Partners shall, at a minimum, have demonstrated skills needed to:

- i. Collaborate, provide peer support and help facilitate services for families receiving high intensity services;
- ii. Work as a team member with other agency systems and community people;
- iii. Help parents voice their own perspective and represent a parent's orientation and perspective in all internal and external agency activities;
- iv. Build confidence with parents so they can be successful after services are completed;
- v. Provide parent guidance/education as needed and as assigned;
- vi. Consult with WISe Care Coordinator to determine role in performing welcome, engagement, assessment activities and when appropriate;
- vii. Assist in developing the CSCP and helping families identify and communicate activities that will contribute to healing and support;
- viii. Review and analyze team plan and make suggestions for modifications needed to improve parent participation;
- ix. Assist in the implementation of services as identified in the family's CSCP; including the provision and adaptation if needed, of identified supportive/helpful interventions and activities; and
- x. Assist families to transition from WISe program to other community supports when appropriate.

H. WISE PLAN DOCUMENTATION

The WISE CSCP will be the primary tool for planning and coordinating individualized and tailored services. WISE CSCP is layered and contains the names of those who assisted in creating the plan, as well as, the youth and family's prioritized needs, outcome statements, strengths, action steps for members of the youth/family's team and action items identified on the CANS. In addition, the CSCP may contain elements of crisis planning.

Documentation will be kept in a manner consistent with the current WISE Manual/any successor.

At a minimum, the WISE sites will complete the following documents for each enrolled youth and their family. Items one through three (1-3) are to be reviewed at each CFT meeting:

1. CANS;
2. Crisis and Safety Plan;
3. CSCP;
4. CFT meeting minutes;
5. Progress Notes;
6. Transition Plan; and
7. Strength Needs and Culture Discovery/Family narrative.

WISE-PERFORMANCE REVIEW

Contractor shall participate in annual chart reviews and demonstrate its performance of this function by the maintenance of written records that show routine review and discussion of service intensity.

I. CONSIDERATION

The consideration to be paid by North Sound BHO for the work to be provided by Contractor pursuant to this Contract shall consist of the available amount from primary funding sources as described in Exhibit Q-1 of this Contract.

Contractor shall be paid for services on a capacity payment schedule as defined in Exhibit Q-1.

1. Contractor shall submit encounter data per MIS section on the fee-for-service portion of this Contract;
2. WISE shall be paid at North Sound BHO's case rate.

The consideration by North Sound BHO to Contractor pursuant to this Contract shall be paid monthly within 15 working days of North Sound BHO's receipt of payment by DSHS/DBHR.

J. WHATCOM COUNTY SERVICES:

TAY WISE will be implemented through the support of a statewide SOC, to the fullest extent feasible. It is delivered using a wraparound approach, to improve collaboration among child-serving and/or adult-serving agencies. It focuses on the individual strengths and needs of each participating young adult and family.

The phases of WISE service coordination are listed below; Contractor shall implement as described in Exhibit S, the WISE manual:

1. Engagement;
2. Assessing;
3. Teaming;
4. Service Planning and Implementation;
5. Monitoring and Adapting; and
6. Transition.

Contractor shall provide TAY WISE services in accordance with the WISE Manual, accessed at the following link: <http://www.dshs.wa.gov/dbhr/childrensbehavioralhealth.shtml>.

Contractor shall be responsible for keeping current on the periodic updates to the manual.

K. Contractor shall cultivate, engage, maintain and coordinate community partnerships in supporting the young adult's needs. The following list includes supports and services that are allowed by this contract; it is not meant to be all-inclusive:

1. WISE Care Coordination/coordination with other allied systems;
2. Youth Support Partnering;
3. Family Support Partnering;
4. Youth and Family Team facilitation;
5. Education support;
6. Facilitating linkages to adult services;
7. Facilitating linkages to community supports, which include supports to assist in permanent housing;
8. Assist in developing independent living skills;
9. Crisis Service Coordination: Coordinated crisis services are to be accessible 24/7 to meet individualized treatment needs. Provider WISE team members are the primary program staff responsible to respond to the needs of the youth/young adult/family and will offer ongoing services. Provider team members will work in coordination with Emergency Services and DMHP's as situations arise in which the youth/young adult/family needs additional resources;
10. Coordination of individual and family counseling and psychotherapy services;
11. Access to Flex Funding for services and supports identified in the CSCP but not otherwise covered by Medicaid;

12. Infrastructure used to track plans of care, monitor outcomes, or other needs that ultimately will maintain and sustain capacity for providing TAY WISE.

L. EXPECTATIONS

Contractor shall maintain capacity to deliver the services and supports contained herein. North Sound BHO has set capacity standards for TAY WISE based on the expectations of the individual program site. Minimum capacity standards are:

For Whatcom county TAY WISE, Contractor shall maintain the program capacity and staff to support 20 slots.

M. CHANGES IN CAPACITY

Contractor must notify North Sound BHO in writing of any proposed changes in capacity. North Sound BHO must approve any change resulting in reduced capacity. A reduction in capacity is defined as the point in time when Contractor is not able to meet all the standards as defined in this Contract. Events that may affect capacity include:

1. The closing of a facility in any geographic area;
2. A decrease in the state plan services currently available; or
3. Any change that may result in Contractor being unable to provide services for those enrollees who are covered by this Contract.

N. REPORTING

1. Contractor shall submit a report to North Sound BHO 30 days prior to implementation/public notice when Contractor adds, changes location, or closes a facility and when the number of staff type/specialty changes at any BHA facility by 5 staff or more. The report shall identify each Contractor facility location/address, number and FTE of individuals providing direct services that are employed or contracted at each location by type/specialty (e.g., MHCP, MHP, MHS-child, MHS-DDA, MHS, older adults, psychiatrist, etc.).
2. Contractor shall submit all subcontracts providing services under this Contract within 30 days of execution to North Sound BHO. The termination of a subcontract that provides mental health services is considered a significant change. Contractor must notify North Sound BHO 30 days in advance of public written notice to enrollees before Contractor terminates any of its subcontracts with entities that provide direct service. If Contractor terminates any of its subcontracts with entities that provide direct services, Contractor shall:
 - i. Ensure the provision of written notification within 15 days to enrollees receiving services from the subcontractor upon written notification of termination by either party;
 - ii. Notify North Sound BHO as soon as there is a determination to terminate the subcontract and in advance of public notice in the event either party must terminate a subcontract in less than 30 days; and

- iii. If a BHA contract is terminated, Contractor must submit a transition plan for enrollees and services in a format requested by North Sound BHO.

O. TARGET POPULATION

TAY WISE-WHATCOM COUNTY

TAY WISE's intended target population is youth 16-20 (youth as young as 15 years old may be considered if appropriate) who meet the following criteria:

Eligibility –youth must meet all criteria.

1. Youth has a Medicaid Coupon or will have one once services begin;
2. Youth meets State ACS;
3. Who qualify for WISE level of care, based on the WA Child Adolescent Needs and Strengths (CANS) tool
4. Youth will be residing in North Sound BHO's service area during the episode of care;
5. There is a significant need for multi-agency collaboration;
6. Youth and his/her family have been informed about WISE and voluntarily agree to participate in services and all team meetings; and

P. REFERRAL AND INTAKE

Contractor shall follow the procedures outlined in North Sound BHO policy 1586.00.

Contractor may receive referrals directly from a youth, a parent or legal guardian, or from an allied service provider with written permission from the parent.