



Division of Mental Health and Addiction

Resource guide for Child Mental Health wraparound facilitator applications and reauthorizations

Revised June 1, 2021

This reference guide is suggested for all wraparound facilitators, especially supervisors or anyone that completes and submits applications for staff to become a provider of wraparound facilitation services.

Access site applicants, see **page 15**.



Contents

DMHA youth program contact information.....	3
Part I: Process for submitting wraparound facilitator résumés to the site coach.....	4
Part II: New accredited agency applicants	5
Part III: Review of documentation for new wraparound facilitator employee applications.....	7
Part IV: Application checklist for new wraparound facilitator employees.....	9
Part V: Reauthorization checklist for accredited agencies and employees.....	10
Part VI: CMHW orientation for wraparound facilitators.....	12
Part VII: Application process turnaround time	13
Part VIII: Addressing CMHW agency transfers.....	14
Part IX: New access site employees	15



DMHA youth program contact information

For questions regarding the practice of wraparound facilitation, approval of résumés for potential wraparound facilitators and training, contact your agency’s wraparound site coach:

- **Amber Busch:** Amber.Busch@FSSA.in.gov
- **Christine Deguido-Neihart:** Christine.Deguido-Neihart@FSSA.IN.gov
- **Heidi Gross:** Heidi.Gross@FSSA.in.gov
- **Jennifer Gibson:** Jennifer.Gibson@FSSA.in.gov
- **Jessica Morris:** Jessica.Morris@FSSA.in.gov
- **Lyndsey J. Kappel:** Lyndsey.Kappel@FSSA.in.gov

For questions related to:

- Home- and community-based services (habilitation, family support training and respite) résumé reviews and approval for training.
- Community-based habilitation, training and support for the unpaid caregiver and respite, including facility-based respite.
- Policies and new provider/agency enrollment requirements for CMHW.

Contact **Julie Bandy, provider specialist:** Julie.Bandy@FSSA.in.gov, 317-232-7892

For questions related to:

- Incident reports, incident report procedure and follow-ups.
- Provider quality improvement reviews. Reauthorizations for CMHW access sites.
- Access site reauthorizations, policies and all updates for new access sites/key contacts.

Contact **Tanya Merritt-Mulamba, clinical QI specialist:** Tanya.Merritt-Mulamba@FSSA.in.gov, 317-232-7889

For questions related to:

- CMHW provider applications, submissions, application processing and reauthorizations.
- Wraparound facilitator direct user, supervisor and/or access role additions or changes, including any changes to the agency’s picklist.
- Adding staff and communicating all staff changes and terminations
- CRM (Tobi) database training, etc.

Contact: By emailing the **DMHA Youth Services** at DMHAyouthservices@fssa.IN.gov



Part I: Process for submitting wraparound facilitator résumés to the site coach

Approval of a résumé is only the first part of the application process for your wraparound facilitator employee(s). Once a résumé is approved, specialized training must follow, as well as the *submission of a complete application packet for approval as a provider/staff*.

- Résumés for wraparound facilitators must be sent to the agency’s wraparound site coach for approval. All other résumés for staff that will be providing habilitation, training and support for the unpaid caregiver (family support training) or respite services must be forwarded to Julie Bandy, provider specialist, for approval.
- When submitting wraparound facilitator résumés to the site coach for approval via email, please put the name of the wraparound facilitator applicant on the subject line. If not, DMHA will not know who the approval is for as file attachments and name of files are lost with the “reply” email features.
- Once a résumé has been approved, follow the site coach’s instructions regarding registration for training on the University of Maryland website and the online registration for ‘intro to wraparound training.’ Tobi training can be taken only after the wraparound facilitator’s resume is approved by the site coach. The wraparound facilitator staff application does not have to be turned in before attending cohort trainings; however, wraparound facilitator services cannot be performed without first submitting a complete application and receiving an approval letter from DMHA. All wraparound facilitators must have an approval letter before they can be partnered with families.

Tobi training is not a requirement. There are guides on how to perform different tasks in the Tobi documentation page. Tobi training videos are also available. Team leads, supervisors and other Tobi users should partner with new wraparound facilitator’s and provide Tobi training for new users until DMHA Tobi training can be scheduled.

Reminder! All new wraparound facilitators must sign up for the Indiana Youth System of Care mailing list.

www.in.gov/fssa/dmha/youthservices/announcements

All applications, staff additions, demographic changes and reauthorizations must be emailed to DMHAYouthservices@fssa.IN.gov. No hard copies are accepted.



Part II: New accredited agency applicants

New application checklist and instructions for accredited agencies and their staff

For convenience, this is a full application checklist for new accredited agencies wishing to apply as a provider for CMHW wraparound facilitation services, to include their new wraparound facilitator employees, who will be rendering the services. Current providers adding staff, go to **Part III: Review of documentation for new wraparound facilitator employee applications** and **Part IV: Application checklist for new wraparound facilitator employees**. All applications must be emailed. No hard copies accepted.

1. **Application cover sheet:** *Only one cover is required even if an agency is adding multiple employees.* Read the directions on the form for additional guidance. This form is also used to add/remove counties to update demographic (address, phone, name changes or main contact) information.
 - a. The contact information at the top of the form should be completed by the agency owner or representative.
 - b. **Section A:** a new accredited agency will check the first box by *initial authorization*. That is all. No further information should be completed.
2. **Provider demographics** *Only one demographic form need be provided for agencies with multiple rendering providers.* Be sure to read the directions on the form.
 - a. **Section A:** complete agency information as requested.
 - b. **Section B:** check the box by accredited agency and review requirements.
 - i. Agencies must include agency level documentation (*articles and/or certificate of incorporation and include accreditations*). These can be placed behind the demographic form.
 - ii. All agencies must include the provider agreement. *Read; complete page 5, then be sure to initial, sign and date.* The provider agreement should be placed behind the demographic form.
 - iii. Be sure to enter the federal taxpayer identification number (TIN) for the agency.
 - c. **Section C:** Complete primary contact and include a billing contact.
 - d. **Section D:** Read and follow the directions on the form for NOA contact.
 - e. **Section E:** Read the directions for a specialty comment. The 256-character limit includes spaces and punctuation. Use MS Word's document character count for help.
 - f. **Section F:** Read sections 1 and 2 and initial. Complete, sign and date.
3. **Rendering provider application:** This form and the requested documentation must be provided for *each wraparound facilitator employee*. If applying for multiple services, there is no need to duplicate documents. Check the appropriate boxes by the applicable services. The rendering provider must initial and sign. Rendering National Provider Identifier must be provided upon submission before picklist activation.



- a. **Section B:** Service specialty and counties of service. Check the box(es) by the services the wraparound facilitator is approved for. If the wraparound facilitator will also providing habilitation, family and support training and/or respite, include the counties the individual will serve for each service. This information must be included in this section. If this is left blank, the application is incomplete and will be returned for correction and resubmission.
- b. **Section C:** *Required documentation.* Follow the list of required documentation starting here.
 - i. Copy of résumé (*must be the same résumé approved by DMHA prior to application*).
 - ii. Copy of high school diploma; GED (or copy of advanced degree).
 - iii. Copy of current CPR certification.
 - iv. Copy of valid driver's license (must be legible, please enlarge if possible or have your employee forward a picture taken with their phone).
- c. **Section D:** Background screens/check requirements should be completed but kept at the agency. Keep records at agency site. Do not submit them to DMHA.
 - i. Five-panel drug screen.
 - ii. Copy of law enforcement *county* criminal history background screen(s). These are required double checks that must be submitted to DMHA in addition to the national fingerprints. They can be obtained at the local county government offices, sheriff's offices or online. *Providers must include a county screen for every state and county they have lived in for the past five years.*
 - iii. Department of Child Services statewide background check. Submit a request through the KidTraks/MaGIK portal.
 - iv. Fingerprint (I-1 inkless)-based national and state criminal history background screen (copy of results usually comes directly to DMHA).
- d. **Section E:** proof of vehicle registration and insurance. This is required for your habilitation and respite providers and for those wraparound facilitator's who also provide these services.
 - i. The copy of the provider's *current vehicle registration* (for habilitation and respite providers) must be legible upon submission. The vehicle identification number must match the insurance card that is being submitted. The ID card must be current. Expired registrations will result in incomplete applications.
 - ii. A copy of the provider's *current vehicle insurance card* (for habilitation and respite providers) must be legible and match the vehicle identification number that is on the accompanying vehicle registration. Preferably, use a copy of the insurance ID card provided by most auto insurers. This is what's usually provided to a police officer upon request or at the scene of an accident. DMHA does not



require declaration pages or amounts of liability. Expired registrations will result in incomplete applications.

Part III: Review of documentation for new wraparound facilitator employee applications

Adding staff? Review this document information before submitting applications for your new wraparound facilitator's. After reviewing, follow the checklist on **page 9**. Always include an *application cover sheet* when submitting new wraparound facilitator applications for the CMHW. Only use one cover sheet even if there are several new rendering wraparound facilitator employees being added.

The agency representative should complete the application and include their contact information at the top of cover sheet. The employee should then review, initial (three places) and sign the rendering provider application form. If the application is submitted without initials or signatures, it is considered incomplete. Incomplete or illegible applications will be returned for correction and for complete resubmission.

Neither the demographic form nor the provider agreement are used for new rendering staff applications.

- To add a staff to an existing agency, do not include the demographic form and provider agreement. These two forms are only needed at reauthorization for current agencies.
- Include the approved résumé of the applicant as well as Child and Adolescent Needs and Strengths Assessment SuperUser certificates.
- User type (role) of Tobi licensing of the wraparound facilitator is required on the rendering provider application form, Section F. Will this wraparound facilitator only need access to Tobi for family planning or will this wraparound facilitator also be a supervisor? Please complete appropriately.
- For access licensing, obtain your wraparound facilitator site coach's approval. See page 11 of this guide for instructions.
- Please allow a three-week turnaround period for the FSSA DMHA application process and approvals.
- A legible copy of a driver's license must accompany the wraparound facilitator application. If necessary, use the "enlarge" option on your copier or ask your new staff to take a picture of it with their cell phone and email you a copy. Applications are returned for resubmission when the driver's license is illegible.



- The Child Mental Health Wraparound orientation for wraparound facilitators webinar is found on the DMHA provider information page (www.in.gov/fssa/dmha/youthservices/provider-information) located under the subheading *Provider training webinars*. At the completion of the webinar, wraparound facilitators will have access to a certificate to print, sign and complete in order to submit it with the wraparound facilitator application.
- Either a copy of a wraparound facilitator training certificate from the University of Maryland or a copy of your wraparound site coaches' email approval of the applicant's résumé, must be include in the application packet.
- A signed copy of the latest Tobi database user agreement (found on the provider information webpage) must accompany all wraparound facilitator, wraparound facilitator supervisor and/or access applications/licensing requests. An application is not complete without the database user agreement.
- Do not submit applications without copies of CPR training cards. They must be *included* in the application as it shows both whether the applicant passed the class and the dates of completion and expiration. Applications are incomplete without the proof of CPR.
- All required background screen results should be maintained at the accredited agency. Although these documents do not accompany the applications submitted to DMHA, they should be kept at the agency and available to provide to a state DMHA representative conducting an audit or quality assurance site visit.

KEEP YOUR CPR CERTIFICATIONS CURRENT

Wraparound facilitator CPR certifications should not lapse. Always maintain current CPR status. It is a violation of Indiana Code and policy to provide wraparound facilitator services with a lapsed CPR certification.



Part IV: Application checklist for new wraparound facilitator employees

Neither the demographic form nor the provider agreement is required for new rendering staff applications. Keep background checks at the agency. Incomplete applications will be returned to the agency for resubmission.

1. The **application cover sheet** and rendering **provider application** should be completed by the agency supervisor or designated lead submitting the application for the new employee.
2. The **rendering provider application form** should be completed by the agency supervisor or designated lead submitting the application and contain the staff's NPI number (see CMHW module, page 60) and the new employee should initial (three places) and sign the form.
3. **Section B:** Service and counties
 - a. The agency supervisor or designated lead must select the box by wraparound facilitator and/or other appropriate boxes in Section B. Include the counties the staff will be serving in. Let us know if a new county is being added on a separate request.
 - b. Send edits or requests for changes to the picklist and counties of service separately using the application cover sheet and your agency provider summary as directed in PowerPoint instructions available on the provider information webpage.
4. **Section C:** Documents that must be included
 - a. Résumé (must be the same resume approved by DMHA prior to application).
 - b. Copy of advanced degree, diploma or transcript.
 - c. Current CPR certification.
 - d. Valid driver's license. The picture of person on ID must be recognizable and legible.
5. **Section F:** Wraparound facilitator-specific documentation
 - a. Copy of wraparound facilitator cans certificate(s) of training.
 - b. Must submit one: either University of Maryland training certificate or copy of email approving résumé from your wraparound facilitator site coach.
 - c. CMHW orientation for wraparound facilitator webinar certificate (signed and completed).
 - d. Database (Tobi) user agreement (all wraparound facilitator must *read* this as they initial and sign).
 - e. Mark which "database user type(s)" of licensing is needed in Section F. Make sure to check all appropriate licensing user role(s) the wraparound facilitator will need on the rendering form.
 - i. Wraparound facilitator.
 - ii. Wraparound facilitator supervisor.
 - iii. Access (for access site role, see **page 12**).



At application approval, login credentials will be sent to the new wraparound facilitator from the Tobi (DMHA) help desk in a separate email with instructions on how to proceed.

Part V: Reauthorization checklist for accredited agencies and employees

Per the CMHW module (page 65), “all required trainings for wraparound facilitators and wraparound facilitator supervisors are eligible as ongoing professional development training for the purposes of reauthorization.” Including CANS/ANSA training, booster trainings and “your role in wraparound.” Use your agency’s provider summary for a checklist of CMHW employees to reauthorize.

1. Part 1: Accredited agency level documentation.
 - a. Application cover sheet (only one form per submission packet. *Complete top and check reauthorization under application type.*)
 - b. Provider demographic form (complete Sections A, B and G; initial and sign unless changes needed).
 - c. Section B: Copy of current agency accreditation or certification from DMHA of CMHC status.
 - d. New DMHA provider agreement (*new initials, signature and current date*).
 - e. Enter federal tax ID number.
 - f. Send a letter to your local SOC governance informing them of the counties in which you are reauthorizing and provide us a copy with your submission. No response or permission is needed.

Print out your provider summary and include it with your packet. If you’ve hired staff within the last year (within 12 months) of your reauthorization end date, note on your provider summary that this is a new hire. No documents or prorated continuing education are required. Complete a rendering provider application for all other employees. Rendering form should be filled out by the agency contact and should be initialed and signed by the employee. Accredited agencies should complete background checks for all employees but keep them on file at agency. Do not submit background checks.

2. Part 2: Accredited employee level documentation for wraparound facilitators (only these docs are required per wraparound facilitator for reauthorization).
 - a. Rendering provider application: *One form per employee*; complete Sections A, B, C and G.
 - b. Copy of current CPR certification listed in Section C (for *all providers*).
 - c. Copy of employee driver’s license listed in Section C (*enlarged and legible*).
 - d. Copies of all 30 training hours/credits (or *10 per year in chronological order*).



-
- e. If you have an employee providing wraparound facilitation, family support and training and habilitation services, then mark all of the appropriate services in Section B of the rendering provider application form. Combine the documentation requirements above. If you have changes to counties of service, complete separately.
3. Family support and training, habilitation and respite employee.
 - a. Rendering provider application (new form: *one form required for each employee*).
 - b. Copy of employee driver's license (*enlarged and legible*).
 - c. Copy of current CPR (*for all providers*).
 - d. Copy of current auto insurance (*for habilitation and respite providers only; must have matching vehicle identification number of vehicle registration*).
 - e. Copy of vehicle registration (*for habilitation and respite providers only; must have matching VIN of auto insurance*).
 - f. All 30 training hours/credits for the past three years (*or 10 per year in chronological order*).



Part VI: CMHW orientation for wraparound facilitators

All new wraparound facilitators must take the following webinar found on the provider information website at www.in.gov/fssa/dmha/youthservices/provider-information.

- Once on the webpage, scroll down to *Provider training webinars*.
- Go to the third bullet point read the information and click on the hyperlink.
- CMHW orientation for wraparound facilitators: Participants in this webinar will have access to a certificate at its completion which can be submitted with an application.

At the end of the webinar, a certificate is provided for the wraparound facilitator to fill out and sign. This certificate is part of the checklist for required documentation on the rendering provider application (Section F).

To access the most updated forms and other documents (e.g., Tobi application cover sheet, rendering provider application, the user agreement or resource guides), go to this same provider information website. These forms are updated often.



Part VII: Application process turnaround time

Application process turnaround time is 30 workdays. Please plan accordingly.

- There is a 30-workday turnaround for the review and processing of wraparound facilitator applications into the provider database.
- If an incomplete application is submitted, it will be returned with information regarding the missing elements.
- Do not piecemeal missing elements or documents to DMHA after application has been returned.
- Resubmit the complete and entire application as requested.
- Every time an application is returned, the process time begins again at resubmission. This includes access site hires or additions.

Staff and/or services are authorized for services and billing only when a “letter of approval” is provided via email from DMHA.



Part VIII: Addressing CMHW agency transfers

Q. May a wraparound facilitator transfer from one accredited agency to another?

A. There has been much confusion about “transfers” of wraparound facilitators. To clarify, there are no “transfers” of wraparound facilitators or any other staff between agencies. All wraparound facilitator staff/employees must first resign from their employment at their current agency to include deactivation and removal of licensing before moving on to work for another agency.

The new wraparound facilitator is considered a “new hire.” Agencies must submit a new wraparound facilitator application with required documentation (all required documents listed on the checklist on page 7 of this guide) and maintain a complete copy at the new agency for all new hires. All completed background checks and screens should also be kept on site at the agency. After approval, the new wraparound facilitator staff will be provided with the new CRM (Tobi) licensing with new login ID, password, etc.

*If the instructions above are not followed properly,
the agency’s billing claims will pay to the previous agency.*

For HIPAA licensing security and compliance, it is the agency’s responsibility to inform us of staff changes to keep the database and picklist up to date. Wraparound facilitator terminations must be reported as soon as possible. Resignation information including last day of employment should also be reported to us immediately by emailing DMHAYouthservices@fssa.IN.gov. Failure to inform DMHA of separation of employment allows the ex-wraparound facilitator/access site person to access participant records, in the employer/agency’s name. This exposes the employer/agency and DMHA to liability.

Supervisors are still able to perform submissions, even if the wraparound facilitator is no longer at the agency. Check with the agency’s wraparound facilitation site coach for direction on this.



Part IX: New access site employees

If a staff already has a wraparound facilitator user license and/or wraparound facilitator supervisor license and requires the access role added to current licensing roles, please send an email to DMHAYouthservices@fssa.IN.gov and copy your wraparound site coach for acknowledgement or approval of this request. That's all that is needed.

For a new CMHW employee that will be handling the access site role, who *is not a current* Tobi user or a wraparound facilitator and will be the designated access site key contact or replacing an access site contact, please contact Tanya Merritt-Mulamba. She will update the access site contact list.

Then, submit the following to DMHA for processing:

1. Complete an application cover sheet top two rows.
 - a. Go to Section C that says, “the following is only for access site use...” located on the lower half of the cover sheet:
 - i. Check the box by “Add/edit access site main contact” and complete the access site contact information.
 - ii. Just under the box, where it says, providing access site services for the following counties, include the counties this access site contact will be providing services for.
 - b. Complete a rendering provider application if the individual will also be providing wraparound facilitator services along with the required documentation.
 - c. Indicate the appropriate licensing user role(s) that will be needed.
2. If the access staff will not be providing wraparound facilitator services and will only be providing access site responsibilities, leave out the rendering provider application. The completed application cover sheet with a copy of driver's license and signed user agreement will suffice.
3. Submit all applications via email to: DMHAYouthservices@fssa.IN.gov.

All applications, staff additions, demographic changes and reauthorizations must be emailed to DMHAYouthservices@fssa.IN.gov . No hard copies are accepted.
