# PART C, CHAPTER 5.3.d: WELLNESS RECOVERY ACTION PLAN (WRAP) SERVICES

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| **Policy Number** | **Authority** | **Scope** | **Effective Date** |
| Part C, Chapter 5.3.d | 34 CFR [§361.5(c)(39)](https://www.ecfr.gov/current/title-34/part-361#p-361.5(c)(39)), [§361.48(b)(5)](https://www.ecfr.gov/current/title-34/part-361#p-361.48(b)(5)), and TWC Rule [§856.44](https://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=20&ch=856&rl=44) | All TWC-VR staff | 9/3/2024 |

## PURPOSE

In accordance with the authority (Federal and State) listed above, this policy is issued by the Texas Workforce Commission Vocational Rehabilitation Division (TWC-VR). Adherence to these rules and regulations issued under the Rehabilitation Act of 1973, as amended by Title IV of the Workforce Innovation and Opportunity Act (WIOA), supports Texans with disabilities in gaining, maintaining, and advancing in competitive integrated employment (CIE).

Specifically, the purpose of this policy and these procedures is to ensure adherence to the provision of Wellness Recovery Action Plans (WRAP) services for TWC-VR customers.

## DEFINITIONS

Bilateral Contractor: A service contractor that agrees to specific duties or deliverables under the terms of a contract with TWC-VR.

Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-5): Handbook published by American Psychiatric Association (APA) widely used by clinicians and psychiatrists in the United States to diagnose psychiatric illnesses. Covers all categories of mental health disorders for both adults and children.

Dual Diagnosis: Term used to describe the condition of an individual who is diagnosed with both a psychological disorder and a substance use disorder. Often used interchangeably with the terms comorbidities, co-occurring illnesses, concurrent disorders, comorbid disorders, co-occurring disorder, or dual disorders.

Informed Choice: The means by which a customer chooses their rehabilitation path, from options based on their needs and circumstances and the TWC-VR rules, as it relates to choosing placement services and the providers of those services.

Sobriety: The state of living without substances (i.e., drugs, alcohol); process of transitioning from addiction to recovery (i.e., healing mentally, physically, and emotionally from substance abuse and its causes).

Substance Use Disorders: A pathological pattern of behaviors related to the use of a substance or substances, per the DSM-5.

## POLICY

### General Overview

The Wellness Recovery Action Plan (WRAP) is an evidence-based system that is used worldwide by individuals experiencing mental health and other kinds of wellness challenges. WRAP is a unique form of mental health support in that it is peer-led and self-directed, with elements and strategies trademarked by the [Copeland Center for Wellness and Recovery](https://copelandcenter.com/)  (Copeland Center) to help adults with a mental health disability to identify and learn—

* Triggers;
* Early warning signs that their mental health is worsening;
* Wellness tools such as coping strategies; and
* Resources to use when things are breaking down.

Coursework must include wellness tools that allow the customer to move forward in recovery by—

* Developing natural supports;
* Learning appropriate coping skills;
* Developing self-management skills;
* Identifying uncomfortable and distressing feelings and/or behaviors; and
* Developing crisis plans.

### WRAP Parameters

WRAP is a strategy that helps VR Counselors establish customer stability for possible employment and cannot be provided simultaneously with other therapies.

* WRAP curriculum—
  + Is found in the WRAP Recovery Book;
  + Must be offered in its entirety; and
  + Must be at least 20 hours of services in an individual or group setting.
* WRAP services can be provided remotely when the VR Counselor has indicated approval of remote service delivery on the *Referral for Provider Services (VR5000)*; and
* Is purchased from a bilateral contractor.

### Standards for Providers (SFP)

The SFP manual focuses on the business practices, processes, and policies that TWC-VR and the contracted provider must follow. This VRSM chapter includes services that are provided by a contractor. For additional information regarding contractor responsibilities, service descriptions and costs, please refer to the SFP Chapter 12: Wellness Recovery Action Plan (WRAP).

### Additional Policy Considerations

* Comparable Services and Benefits: TWC-VR must not expend funds on psychological services unless the VR counselor and the customer have made maximum efforts to secure comparable services and benefits from other sources to pay for services.
* Customer Participation in the Cost of Services: A customer's eligibility for TWC-VR services does not depend on the customer's income or liquid assets; however, if the customer's net income or liquid assets exceed the Basic Living Requirements (BLR), the customer must participate in the cost of services unless an exception is granted.
* Recipients of Social Security Disability Benefits: Recipients of Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI), due to the customer’s disability, are exempt from the requirement to participate in the cost of TWC-VR services regardless of income.
* Exceptions to Policy: When necessary to meet the VR needs of a customer, TWC-VR staff members may request exceptions to policies and procedures through their chain of management up to the Deputy Division Director of Field Services Delivery, or designee. However, exceptions to policies and procedures based on Federal and State laws, statutes, and rules or regulations are not allowable.

## PROCEDURES

### Determining the Need for WRAP Services

The VR Counselor and the customer may determine that WRAP services are necessary, for customers who—

* Are at least 18 years of age;
* Have a disability such as schizophrenia, major depression, bipolar disorder, or another severely disabling psychological disorder that meets the diagnostic criteria specified in the DSM-5; or
* Have substance abuse disorders or developmental disorders that co-occur with another diagnosable severe mental illness; and
* Have functional impairments resulting from a mental illness that substantially interferes with or limits two or more major life activities;
* Require crisis resolution, long-term support, and treatment to manage the mental illness; and
* Are adjusting to or considering physical lifestyle changes.

### WRAP Referral and Service Provision

When the VR Counselor and customer agree to the receipt of WRAP services, it must be included in the Individualized Plan for Employment (IPE), or IPE amendment.

The VR Counselor must—

* Complete the *VR5000*;
* Provide documentation (only when relevant), such as case notes; psychological, vocational, or medical evaluations case notes, vocational testing, housing, and/or employment data collected by VR that prepare the provider to better work with the customer as applicable;
* Determine whether WRAP service will be provided in-person, remotely, or a combination of both;
* Ensure TWC-VR staff send the SA and *the VR5000;*
* Monitor the customer's progress;
* Provide any needed instruction or intervention necessary to foster the customer's success;
* Review and approve *WRAP Report (VR3381)*, completed by the contractor, ensuring that all outcomes required for payment are achieved and that the staff qualifications were held by the individual providing the service to the customer; and
* Ensure that the invoice is paid.

The contractor must—

* Document all the information required by the service description on the *VR3381*, including evidence that—
  + The training was provided without exceeding the ratio of eight customers to one WRAP trainer;
  + The training was provided in the environments approved by the VR Counselor on the *VR5000*;
  + The attendance record confirms that the customer participated in a minimum of 20 hours of training;
  + The training included the eight required elements described in the service description—
    - Wellness: What an individual is like when they are presenting at their "best" by the customer's definition;
    - Wellness Toolbox: A general list of strategies that an individual knows will help keep them well; these strategies might also include negative environments, events, and individuals the customer should avoid;
    - Daily Maintenance: A list of responsibilities that a customer must do daily, weekly, or monthly to stay well, such as—
      * Establishing a consistent routine;
      * Taking medication at the same time each day;
      * Going to bed at the same time each day;
      * Getting out of bed at the same time each day; and
      * Exercising at the same time each day.
    - Triggers: External events or circumstances that make a customer feel less well; a customer writes down their personal triggers and then writes an action plan of what to do if these triggers were to occur;
    - Early Warning Signs: The subtle internal signs of change that indicate to an individual that well-being is becoming compromised; a customer writes a list of these personal signs of change with an action plan of what to do if they occur;
    - When Things Are Breaking Down: Feelings and behaviors that indicate to an individual that their condition is more serious and immediate action is needed to prevent things from worsening; a customer writes a list of signs that things are breaking down and an action plan of what to do if that occurs;
    - Crisis Plan: A comprehensive plan, written when the individual is well, telling others how they would like to be cared for when self-care is no longer possible; there are several sections to this plan and individuals are encouraged to adapt it to their needs in a time of crisis;
    - Post-Crisis Plan: A plan of how others will know when they no longer need to take over the care of the customer; also includes a plan for reducing support as the customer starts to take back responsibilities and recover from the crisis and reintegrate into a productive life within the community setting;
  + All necessary accommodations, compensatory techniques, and special needs were provided, as necessary for the customer, to participate in training;
  + Various instructional approaches were used to meet the customer's learning styles and preferences; and
  + All supplies were provided so that the customer could participate in the training.

### Customer's Satisfaction

The customer's satisfaction and service delivery are verified by the customer's signature on the *VR3381* or by a TWC-VR staff member’s contact with the customer, documented in a case note.

### WRAP Payment

Payment for WRAP services is made to the contractor when the VR Counselor approves a completed, accurate, signed, and dated—

* *VR3381*; and
* The invoice.

TWC-VR will not pay any fees related to excused or unexcused absences or holidays.

## APPROVALS & CONSULTATIONS

TWC-VR staff must follow the following approvals and consultations:

* *VR Director approval is required for any request to change requirements for WRAP, using VR3472 prior to changes being implemented.*

## REVIEW

The Policy Planning and Statewide Initiatives Team, or designee, is responsible for reviewing this policy and these procedures and will update the Document History log if necessary.

| Date | Type | Change Description |
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| 9/3/2024 | New | VRSM Policy and Procedure Rewrite |