



# WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Monthly Publication

MARCH 2009

## From the Director...



### Annual State Medicaid Review of Wraparound

On February 24<sup>th</sup> and 25<sup>th</sup>, the Wisconsin Medicaid Program conducted their annual review of the Wraparound Milwaukee program. The review was done by MetaStar, Inc., who is the contracted review entity for special managed care programs like Wraparound Milwaukee, as well as all the State HMO's.

This year's review consisted of a comprehensive overview of Synthesis, Wraparound Milwaukee's IT system, enrollee rights and protections, the grievance system, structure and operations standards (particularly around the Provider Network), measurement and improvement standards and client access to care.

This is an extremely important review for us because of our Medicaid contract and since Medicaid/Badger Care Plus is the single largest funding source of our program. While we will not receive the final written report for several weeks, the initial comments at the exit interview were extremely positive and complementary. There will be a few things we will need to add or change in Wraparound policies and procedures, but these should be minor.

I want to thank all of our managers, care coordination supervisors and advocates, especially Margaret Jefferson, Director of Families United, who participated in the two-day review. Special thanks to Pam Erdman, our Quality Assurance Director, who did such an incredible job in organizing the schedule, the documents and keeping the two-day review on track. MetaStar was very complementary about the level of expertise of our staff and their genuine concern about the families we serve. That level of commitment and valuing our families was very evident over the two days.

Again, thanks to all of you.

Bruce Kamradt, Director

## Wraparound Success Story...



*Jake\* was enrolled in Wraparound Milwaukee on a delinquency order for First Degree Sexual Assault of a Child. He was living with his aunt and uncle (his legal guardians) at the time and since he had offended against their daughter, he was unable to continue to live with them. Upon enrollment, Jake was in a group home and was beginning treatment. At the outset, it seemed that the only placement option for Jake would be back with his legal guardians; however, given the fact that the victim lived in the home, this seemed an insurmountable task. Jake had not lived with his mother since he was very young and had very limited contact with her; however, he was hoping that someday they would have a relationship. The Care Coordinator assembled a child and family team that had strong family representation and they all developed a plan to reach out to Jake's mother and empower her to be a larger part of Jake's life.*

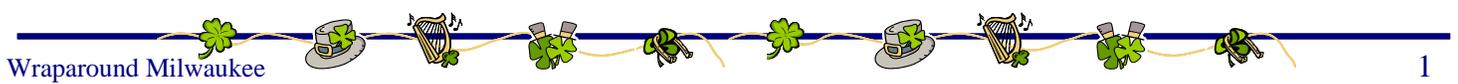
*Jake's mother was contacted, but was hesitant to work with system partners initially. However, given continued attempts and the entire family working with her, she began to be involved in Jake's treatment. She started taking Jake to her house for weekend visits and they began developing a relationship that they hadn't had in years. Her boyfriend began spending time with Jake and filling a father figure role for him. These developing relationships helped while implementing a safety plan, as well as in transitioning Jake out of an institutional living situation. Jake's mother accepted Jake into her home and the entire family assisted with the transition and were involved in continued treatment.*

*After one year of enrollment, the entire family was able to disenroll from the Wraparound Milwaukee program, having a greater sense of family community and unity. They were able to depend on each other in ways that they had not done in years. Jake disenrolled into a healthy family setting, implementing his safety plan on a regular basis, and he is doing well in school.*

(\* Name changed for confidentiality.)

Submitted by St. Aemilian - Lakeside

# Happy St. Patrick's Day



## **Another Wraparound Success Story**

Below is an article that was written by Andrew Schreier of Noah House and published in the Southeastern Youth & Family Services agency newsletter. Since the article involves a Wraparound enrolled youth, we wanted to share the article with you.

### **“Teamwork” concept proves vital in youth’s success**

*Working together increases likelihood of teens returning home*  
By Andrew Schreier of Noah House

Waukesha – The concept of teamwork is often spread around in the business world. Organizations teach employees how to work together in trainings, seminars and even through hands-on experience. But, the idea of working as a team can be beneficial in all areas of profession; and it may be even more imperative when trying to provide youth and their families with the services they need.

What makes a good team? Does simply having a team together result in the youth being successful? In this profession, teams are composed of many different individuals. Many of them are from multiple agencies coming together to benefit the struggling adolescent. Teams often include placement providers, counselors, psychologists, family therapists, care coordinators, probation officers, crisis providers, mentors, guardians and even job coaches.

Time and time again it seems that the youth who are successful in programs and who ultimately make changes in their lives are surrounded by a great working team. In the case of Dionte, a former resident at Noah House, communication and accountability provided the foundation for his team’s success.

Dionte presented himself with a number of different issues that included operating a motor vehicle without consent, attempted theft, and a history of alcohol and marijuana use.

The team was set, consisting of the care coordinator (Kurt Maurer from Willowglen Community Care), crisis provider (Colin Walkes), job coach (DeJustice Coleman) and the parent. Dionte was placed at Noah House in hopes of him benefiting from the structured environment and the alcohol and drug treatment he needs in order to return home. Dionte immediately made a smooth transition into the group home and the Noah House staff held him accountable to follow the rules, comply with his treatment work and live up to the expectations laid out before him.

The team continued to maintain regular contact every week reporting on updates and issues related to Dionte. Nothing was a surprise to this team because of the constant feedback and communication kept between its members.

About halfway through his placement Dionte faced a potentially threatening setback. After returning home from pass, he tested positive for a prescription medication used to aid in sleeping.

The team met and addressed the issue of his positive drug screen. Dionte explained that he could not sleep one night and took his brother’s prescription medicine to help him fall asleep.

We educated Dionte on the dangers of taking someone else’s prescription drugs and how to use proper channels if he has difficulty sleeping. The team held Dionte accountable for his actions. He was facing a court hearing to review his progress at Noah House, and the incident of taking the medication was going to be brought up.

Prior to the court hearing, a team meeting again took place to discuss the support and services Dionte was going to receive when he returned home. Dionte’s mother clarified her expectations, the crisis provider was going to help assist him in getting involved in a community program and his job coach was already lining him up with potential employment opportunities. The care coordinator focused on continuing services his agency was going to provide. Everyone had his or her role.

Dionte took center stage in the courtroom on January 26<sup>th</sup>. He discussed his placement, going to school in Waukesha, and the incident about taking the prescription medication. The judge was proud of Dionte’s success at Noah House and the positive changes he was making. He ordered that Dionte be able to return home on Friday, January 30<sup>th</sup>.

In the end, Dionte accepted his responsibilities and decided to make the necessary changes in his life in order to be successful. He did an outstanding job at Waukesha North by achieving a GPA of 3.42. Except for his one positive drug screen, Dionte remained abstinent from alcohol and drugs during his placement. Finally, he was able to go home on passes on a regular basis and prove that he could act as a positive member of society.

Kurt (Dionte’s care coordinator) shared what was vital in his client’s success. He stated, “The team members were always able to keep everyone informed and up-to-date, so that each team member was knowledgeable about anything new that transpired, giving everyone a better sense of how to approach situations before they would get out of hand.”

Dionte’s case is another example of how a strong team keeping in constant communication and holding the client accountable for his actions is the pathway to success. If we as agencies want to continue to provide these youth and families with the services they need in order to be successful, incorporating the concept of teamwork must always be a part of the plan.

## *Local News...*



### **Mediation Agreement with MPS Reaffirms Importance of Evaluating Students Whose Truancy May be Linked to Mental Health Needs**

As the result of a recent mediation agreement between Milwaukee Public Schools (MPS) and Wraparound Milwaukee that was facilitated by the Office for Civil Rights, the district agreed to put in writing to principals, social workers, psychologists and

teachers a policy directing schools to hold collaborative team meetings to investigate the underlying causes of non-attendance and consider intervention options before making a District Attorney's referral for habitual truancy.

This new policy is the result of a situation in which MPS had referred a 15 year-old youth in Wraparound's REACH program to the District Attorney's Office related to the youth being habitually truant and the parent fostering that truancy behavior. However, this youth had a serious anxiety disorder bordering on Agoraphobia (fear of open spaces), which made it difficult for the youth to even leave his home, much less attend school.

Kay Pelzek, one of our Educational Advocates, and several others were involved in helping to bring this young man's situation to light and helping with the eventual resolution.

While MPS has no obligation to identify and evaluate all students with disabilities, schools must offer to evaluate youth whose substantial absenteeism appears to be linked to a disability. Wraparound Milwaukee is very pleased with the resulting reaffirmation of MPS policy in regard to these students.

Bruce Kamradt, Director

- Provide \$250,000 over the biennium to implement a regulated rate system for group homes, residential treatment centers and treatment foster care agencies.

We will be following the budget bill as it makes its way through the State Legislature. Wraparound Milwaukee will be particularly interested in proposals around expansion of the MUTT Team and uniform rate setting measures.

Bruce Kamradt, Director



## Mobile Crisis News...



Recently, the Mobile Urgent Treatment Team (MUTT) began tracking the number of kinship families seen, as part of a new agreement with Child Welfare. Kinship families will be assisted in a way similar to foster families, with crisis plans and crisis stabilizers, as necessary. MUTT continues its participation with new Child Welfare Staff Orientation and new foster parent training.

The MUTT team has also been working with the City of West Allis to better identify needs of youth there and to help develop strategies to meet those needs.

Welcome back Joanne Kemnitz, who took some time off to be with her newest family member. Congratulations, Joanne!

Dr. Chris Morano, Mobile Crisis Director

## State News...



### State Budget Bill

#### Supports Child Welfare Priorities

While reductions in State Youth Aids funding and general purpose revenue to Wisconsin counties was not good news for the 2009 to 2011 State Budget Bill proposed by Governor Jim Doyle, there were some initiatives related to Milwaukee Child Welfare that are worth noting. These include:

- A \$44.6 million increase over the biennium to fund increased out-of-home care expenditures in the Bureau of Milwaukee Child Welfare.
- Provide \$5.3 million to fund 18.0 FTE initial assessment positions for the Bureau of Milwaukee Child Welfare.
- Improve the Bureau's response to the mental health needs of children, particularly related to kinship families, by expanding Wraparound Milwaukee's Mobile Urgent Treatment Team (MUTT).
- Increase foster care rates by 5 percent in calendar year 2010 and an additional 5 percent in 2011.
- Provide \$1.8 million over the biennium to implement a system of uniform foster care licensing by levels of care.

## Quality Assurance News...



If you have any questions or suggestions, please feel free to give me a call at (414) 257-7608 or e-mail me at [paerdman@wrapmilw.org](mailto:paerdman@wrapmilw.org).

Pamela Erdman, QA/QI Director

### Quality Quote of the Month

*"Next to knowing when to seize an opportunity, the most important thing in life is to know when to forego an advantage"*



## Announcements...



### Positive Recognition Awards

The following have been recipients of "Positive Recognition" awards:

#### **Jennifer & Jeremy Burch – Thrive Treatment Services**

Nominated by Luciana Gonzalez - LaCausa

*"Jennifer and Jeremy are amazing, kind, wonderful people who opened their home and hearts to one of our youth. They have and continue to go above and beyond in caring for the youth and have my complete admiration and respect."*

#### **Jackie Emmons – Integrity Family Services**

Nominated by Luciana Gonzalez - LaCausa

*"Jackie has been a great support to the whole child and family team and continuously goes above and beyond."*

#### **Chad Meinholdt – LaCausa**

Nominated by Luciana Gonzalez - LaCausa

*"Chad has been a source of encouragement and strength to many of us. His support is not only admirable, but is a true model of how a team should work."*

#### **Mark Fossie – M&S Clinical Services**

Nominated by Dana Fry – REACH – St. Aemilian's

*"Mark has been a positive therapist... has worked with transitioning (youth) to office-based therapy which was a huge accomplishment... continues to talk with (youth) about going back to school... an asset to the team."*

#### **Jason Lorino – Youth**

Nominated by Dana Fry – REACH – St. Aemilian's

*"Jason has come a long way since enrolling in REACH... has been able to transition to office-based therapy... continues to make realistic goals and plans to go back to school... Keep up the great work!"*

#### **Keith Jones – AJA Enterprise**

Nominated by Buffy Bishop – Parent

*"...innovative way of providing services for children in need... Mr. Jones went above and beyond to help my son..."*

## Upcoming Events...



### APRIL 2009

- Apr. 1** 9:00-11:00am **DHHS Centralized QA Mtg.**  
BHD-Day Hospital – Room 212
- Apr. 2** 8:15-10:00am **Mgmt./Supervisors Meeting**  
BHD-Day Hospital – Room 212
- Apr. 2** 11:00-1:00pm **High Risk Reviews**  
BHD-Day Hospital – Room 253
- Apr. 3** 9:00-5:00pm **Disenroll Reviews**  
BHD-Day Hospital – Room 253
- Apr. 3** 1:00-3:30pm **Brain Development Seminar**  
MCW Auditorium
- Apr. 6** 10:00-12:00pm **WM QA Executive Com. Mtg.**  
BHD-Day Hospital – Room 212
- Apr. 8** 12:00-1:00pm **Child Psych. Cons. – St. Charles**  
BHD-Day Hospital – Room 253
- Apr. 9** 11:00-1:00pm **High Risk Reviews**  
BHD-Day Hospital – Room 253
- Apr; 16** 8:15-10:00am **Mgmt./Supervisors Meeting**  
at St. Charles
- Apr. 16** 11:00-1:00pm **High Risk Reviews**  
BHD-Day Hospital – Room 253
- Apr. 18** 11:00-12:30pm **Family Orientation**  
BHD-Day Hospital – Cafeteria
- Apr. 22** 12:00-1:00pm **Child Psych. Cons. – REACH-LaC**  
BHD-Day Hospital – Room 253
- Apr. 22** 12:00-1:30pm **Partnership Council**  
BHD-Day Hospital – Room 212
- Apr. 22** 2:00-5:00pm **WM/BMCW Meeting**  
BHD-Day Hospital – Room 416
- Apr. 23** 11:00-1:00pm **High Risk Reviews**  
BHD-Day Hospital – Room 253
- Apr. 29** 9:00-11:30am **New Vendor Orientation**  
BHD-Day Hospital – Room 212
- Apr. 30** 11:00-1:00pm **High Risk Reviews**  
BHD-Day Hospital – Room 253

#### Editor

Debra Jansen, Consumer Relations Coordinator - (414) 257-6532.

For more information on Wraparound Milwaukee, go to our Website at [www.county.milwaukee.gov](http://www.county.milwaukee.gov) and search using the keywords "Wraparound Milwaukee".



### Greater Milwaukee Major Events



3/7-3/8  
3/14

Indian Summer Fest. Winter PowWow  
Downtown St. Patrick's Day Parade

Wisconsin State Fair Park (414) 604-1000  
Downtown Milwaukee (414) 276-6696