



WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Monthly Publication

OCTOBER 2009

From the Director...



Wraparound Milwaukee Presented with Hope Award

Wraparound Milwaukee would like to thank AJA Enterprises for recognizing our program with one of its 2009 Hope Awards. Presented at the AJA Enterprises Annual Dinner on October 9th, the award honors and celebrates innovative programs supporting Milwaukee’s families. Perhaps best summed up on the award, “Their [Wraparound Milwaukee’s] support has been evidenced by supporting our vision, sharing our beliefs in positive outcomes, helping us to understand that not all things are possible, but believing that in reference to children and families, everything will turn out for the best”.

Bruce Kamradt, Director

together includes eating out as a family, going to the zoo and going to the YMCA. Although the transition to high school can be difficult for some, Isaiah graduated from the 8th grade and transitioned to high school with no problems.

Isaiah’s father soon realized that raising a son on his own could be very challenging. The child and family team quickly provided him with resources that would help him both financially and emotionally. Isaiah’s father can count on many of his friends and other family members to help him out and give him advice when needed. With the extra support, Isaiah and his father continue to build a strong relationship. Isaiah worked hard at finishing his ordered requirements, which included a program specific to his offense. Isaiah and his family have established the necessary supports that will continue to help them reach the place they want to be as a family.

(* Name changed for confidentiality.)

Submitted by My Home, Your Home



Wraparound Success Story...

After moving to Milwaukee from rural Wisconsin, Isaiah was enrolled in Wraparound Milwaukee following an adjudicated sexual assault. Isaiah and his sister were able to get reacquainted with their father, who lived in Milwaukee. Isaiah and his father hit it off with their common interest in fishing. They spent quite a bit of time fishing together in their favorite spot on the south side of Milwaukee. They are both avid football fans and enjoy watching Sunday football games together. It became very clear to the child and family team that Isaiah’s father is one of the most important people in Isaiah’s life. Isaiah and his family identified other team members that were strong supports that could help them reach their vision of “living together safely as a family, with peace and quiet, like things were up north.” The team members included extended family, a family therapist, a mentor and friends of dad. Although his mother and father separated soon after their move to Milwaukee, they continued to value the importance of family and spending time together. Some of what they enjoy doing*

Local News...

Mobile Urgent Treatment Team Re-Certified

Congratulations to the Mobile Urgent Treatment Team (MUTT) who recently received a two-year recertification under DHS 34 for the provision of crisis services to Milwaukee County families. No citations were issued by the State Surveyors. Mut’s certification is for the period November 1, 2009 to October 31, 2011.

Bruce Kamradt, Director

State News...



New Child Welfare Director Appointed

The Bureau of Milwaukee Child Welfare (BMCW) has a new Director. We welcome Arlene Happach, who most recently headed Transitional Living Services, a large non-profit provider of community-based mental health services in southeastern Wisconsin. Ms. Happach assumed her new responsibilities on October 5, 2009. We certainly are pleased that the BMCW has chosen a Director with a background working in the mental health area.



Ms. Happach has extensive experience in the Human Services field, starting as a therapist and then as President and CEO of the Children's Home Association in Peoria, Illinois. She also chaired the Illinois Child Welfare Advisory Committee and Child Care Association of Illinois. Wraparound Milwaukee management staff will meet with Ms. Happach on October 28th.

Bruce Kamradt, Director

National News...



Wraparound Milwaukee is Written Up in Two National Publications

As a result of and follow-up to the Harvard Best Innovation in America Award, Wraparound Milwaukee was written up in articles in the current issue of Governing Magazine and the September 21st issue of Mental Health Weekly Magazine.

Copies of the articles are available through the Wraparound Milwaukee Administrative Office by calling (414) 257-7639.

Bruce Kamradt, Director

Mobile Crisis...

In September, the Mobile Urgent Treatment Team (MUTT) participated in the Annual State Crisis Intervention Conference in Wisconsin Dells. The focus of the keynote was on children and grief. I was invited to present on crisis/safety planning for youth with Serious Emotional Disturbance (SED).

MUTT and its partners with the Bureau of Milwaukee Child Welfare (BMCW) are currently planning for implementation of a team of staff dedicated to youth in treatment foster care placements.

Dr. Chris Morano, Mobile Crisis Director

Quality Quote of the Month

"I may not have gone where I intended to go, but I think I have ended up where I needed to be."

- Douglas Adams (1952-2001)



Quality Assurance...

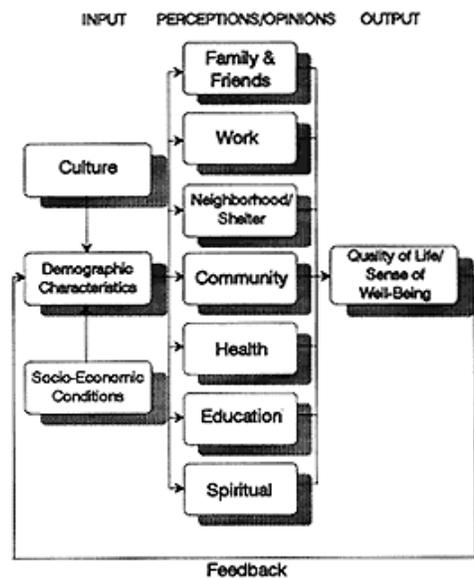
Quality of Life

As a behavioral health HMO, Wraparound Milwaukee often speaks to the quality of services and best practice standards. I thought it would be of interest to go beyond that and share some ideas about measuring the "quality of life", not only as it relates to ourselves, but also to the families we serve. Food for thought!

Quality of Life: A Systems Model

The approach to the measurement of the quality of life derives from the position that there are a number of domains of living. Each domain contributed to one's overall assessment of the quality of life. The domains include family and friends, work, neighborhood (shelter), community, health, education and spiritual.

QUALITY OF LIFE: A SYSTEMS MODEL



- The University of Oklahoma
School of Social Work

If you have any questions or suggestions, please feel free to give me a call at (414) 257-7608 or email me at pam.erdman@milwcnty.com.

Pamela Erdman, QA/QI Director

Provider Network...

Mandatory Provider Meeting

On Tuesday, November 3rd, Wraparound Milwaukee staff (in conjunction with representatives from Milwaukee County Contract Administration, the Wisser Choice program and Children's Court Service Network) will be meeting with all program Service

Providers to review changes in the Fee-for-Service Agreement and provider related Wraparound Policies that will go into effect January 1, 2010.

ALL AGENCIES in the Wraparound Milwaukee Provider Network are required to send a representative to the meeting. Agencies will need to be in attendance at the meeting in order to receive their 2010 Fee-for-Service Agreement(s) that will be distributed at the meeting.

Agency representatives will learn about the “new language” and changes to the Fee-for-Service Agreement along with the following renewal requirements:

- Requirement for service specific client consent forms.
- New requirement regarding time frames associated with the completion of client case/progress notes.
- New language associated with agency accountability for billing requirements and staff documentation.
- Change to requirements regarding submission of background checks for new employees.
- New Wraparound Milwaukee requirement for a secondary identifier for all direct service providers.
- Requirement for AODA and mental health practitioner email addresses for Wraparound Milwaukee.
- Requirement that the following service providers submit a copy of their current staff training “curriculum” in order to renew the service(s) for 2010.
 - Mentoring.
 - Parent Assistance.
 - Tutoring.
- Requirement that agencies providing the following service(s) submit a copy of the agency’s current service specific core “curriculum” as required in the service description.
 - Anger Management.
 - Daily Living Skills.
 - Life Skills Training.
 - Supported Work / Job Coach.

A summary of Wraparound specific policy changes to be implemented January 1, 2010, along with an overview of recent changes to the State of Wisconsin Mental Health rules and release of client related information, will also be offered.

The meeting will be held at the Zoofari Conference Center, Tuesday, November 3rd, from 8:30 a.m. to 12:00 noon. Agency representatives will be able to sign-in and pick up their 2010 Fee-for-Service renewal packets between 8:30 a.m. and 9:00 a.m.

Jeannine Maher, Provider Network Coordinator

Program Evaluation ...



The New Age of Evaluation

As a member of the new Wisconsin Council on Children and Families (WCCF) program evaluation team for Wraparound Milwaukee, I have been spending my first few weeks learning about a program that is sophisticated, complex and highly successful. More so, I have come in at a time when Wraparound has been bestowed with great honor by receiving the Annie E. Casey Innovations Award in Children and Family Reform.

So one might ask, “At a time when one understands that the program has been scrutinized, probed and prodded, why engage in evaluation? Hasn’t it been measured and assessed already? Are we not done with evaluation as we know the program works?” The one answer to these questions is unequivocally “no, we are not done”. The new age of evaluation is not exclusively about the end product, but rather about a culture that supports ongoing evaluation and the process of evaluation itself.

Indeed, Wraparound Milwaukee has a long history of proven success, is extensively data driven and prides itself on high levels of accountability. It also embraces this broader concept of evaluation.

The evaluation process occurs when those involved learn from the evaluative process and/or make changes in the program based on the process of evaluation. The process carries the ultimate findings. The new age of evaluation is more about infusing the program with:

- **Evaluative thinking** – incorporating evaluative questioning into routine decision-making.
- **Shared understanding** – agreeing on the program’s model, identifying expected outcomes and giving voice to different perspectives.
- **Reflective practice** – deciding to try something, observe, assess and retry...
- **Monitoring progress** – of the smaller incremental strategies and activities that in its sum would contain final results.

Allow me to provide a baker analogy, if you will. The master bread baker from the onset thinks about the process through **evaluative thinking**. He thinks about the consistency, color, texture and smell. He thinks about the adjustments and accommodations he must make to control such variables as slight variations in the ingredients, humidity and temperature. He thinks about the **shared understanding** of best baking practices and **reflects** on the quality of his punching down technique of the rising dough and **monitors** the entire baking

process. So, when the baker finally takes out the bread from the oven, the outcome meets his criteria of perfect bread: flaky, soft and yet hard and wonderfully aromatic. But, the baker fully understands that he must go through this evaluative process again the next morning and every morning so that his product is as perfect as possible each and every time.

As Wraparound Milwaukee lives by its **shared understanding** of its values... strength based, family focused and individualized, it recognizes that each child, each family, each life circumstance is different and unique and therefore demands of itself **evaluative thinking, reflective practice and carefully monitoring of progress** which leads to best practice adjustments and accommodations. In other words, an ongoing evaluative process that will result in dynamic, ever improving programs and outcomes for Serious Emotionally Disturbed (SED) children. It is my pleasure to join this team that is engaged in building evaluation capacity and ongoing evaluation for the betterment of service to children and their families.

Pnina Goldfarb, Ph.D., Research Associate

Announcements...



Positive Recognition Awards

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

Paula Bynum – Bureau of Milwaukee Child Welfare
Nominated by Rebecca Horwitz – Alternatives in Psychological Consultation

"Paula really came through for a youth in independent living. She donated furniture including a bed, nightstand, kitchen table, TV, end tables and more! The youth and team are so grateful for her generosity!"

Theresa Powell – AJA Counseling

Nominated by the Hodges & Hoard-Woods Family
"...a superior employee... professional, efficient... concerned, well informed... Ms. Powell has given me a new outlook...has shown me that she possesses 100% of those skills necessary to do her job ..."

Mary Fuller – LaCausa Treatment Foster Care

Nominated by Danyelle Sun - LaCausa
"Mary is persistent, patient and supportive. Her never-ending support is very appreciated by the entire team."

Ashley Stanford – Positive Development Group Home

Nominated by Danyelle Sun - LaCausa
"Despite experiences that may be discouraging, Ashley continues to work hard to reach her goals... she's doing spectacular in school..."

Carmen & Ricardo Hernandez - Parents

Nominated by Danyelle Sun - LaCausa

"Thankful for all of their hard work and commitment to helping their family reach their goals. They are great at collaborating with all team members."

Sehrena Tillmon - Youth

Nominated by Danyelle Sun - LaCausa

"Sehrena has been working very hard in school and at home. She's committed to reaching her goals and I am inspired by her persistence."

Sehrena Tillmon - Youth

Nominated by Tonia Taylor - LaCausa

"I want to let Sehrena know I am so proud of her and the progress she has been making. Keep up the good work DIVA!"

Upcoming Events



NOVEMBER 2009

- Nov. 2** **QA Executive Committee Mtg.**
10:00-12:00pm WM – Room 212
- Nov. 3** **Provider Meeting**
8:30-12:00pm Zoofari Conference Center
- Nov. 3** **CC Trg. – Schools Module**
9:00-12:00pm WM – Room 416
- Nov. 4** **DHHS Centralized QA Mtg.**
9:00-11:00am WM – Room 212
- Nov. 5** **Mgmt./Supervisors Meeting**
8:15-10:00am WM – Room 416
- Nov. 5** **High Risk Reviews**
11:00-1:00pm WM – Room 253
- Nov. 5** **Monthly Care Coordinator Mtg.**
1:00-3:00pm CHP Auditorium
- Nov. 11** **Child Psych. Cons. – LaCausa**
12:00-1:00pm WM – Room 253
- Nov. 12** **High Risk Reviews**
11:00-1:00pm WM – Room 253
- Nov. 13** **FURLOUGH DAY**
WM Offices Closed
- Nov. 19** **Mgmt./Supervisors Meeting**
8:15-10:00am at My Home, Your Home
- Nov. 19** **High Risk Reviews**
11:00-1:00pm WM – Room 253
- Nov. 25** **FURLOUGH DAY**
WM Offices Closed
- Nov. 26** **Happy Thanksgiving**
WM Offices Closed

Editor

Debra Jansen, Consumer Relations Coordinator - (414) 257-6532.
For more information on Wraparound Milwaukee, go to our Website at www.county.milwaukee.gov and search using the keywords "Wraparound Milwaukee".



Happy Boss' Day



October 16th

Greater Milwaukee Major Events

10/30-11/1	Hunting Moon Pow Wow	Wisconsin Exposition Center	(414) 225-6225
11/19-1/3	Milwaukee Holiday Lights Festival	Downtown Milwaukee	(414) 220-4700
11/20-11/22	Holiday Folk Fair International	Wisconsin Exposition Center	(414) 225-6225
11/21	Milwaukee Holiday Parade	Downtown Milwaukee	(262) 377-5935
11/27-11/28	Fresh Coast Basketball Classic	U.S. Cellular Arena	(414) 908-6001
12/4-12/5	Christmas in the Ward	Historic Third Ward	(414) 273-1173

