



# WRAPAROUND MILWAUKEE



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## QUALITY ASSURANCE/IMPROVEMENT SEMI-ANNUAL REPORT

July 1st – December 31st, 2008



**Striving for Excellence**

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# NEW ENROLLEE DEMOGRAPHICS



**WRAP/REACH Enrollment= 317**  
**WRAP/REACH Disenrollment = 211**  
**Average Daily Census**  
**704**

**GENDER**

- Females = 87 (27%)
- Males = 230 (73%)

**AGE** (317 youth represented in this data)

- Average age = 14.5 y.o.

**ETHNICITY** (311 youth represented in this data)

- African American = 224 (72%)  
(79% male – 21% female)
- Caucasian = 46 (15%)  
(70% male – 30% female)
- Hispanic = 21 (7%)  
(62% male – 38% female)
- Bi-racial = 12 (4%)  
(58% male - 42% female)
- Asian = 2 (.6%)  
(100% male)
- Native American = 4 (1%)  
(75% male - 25% female)
- Other/Unknown = 2 (.6%)

**COURT ORDER** (311 youth represented in this data)

- 54% of youth who were enrolled into Wraparound were on Delinquency Order (N=169)
- 15% were on a CHIPS Order (N=47)
- 0% were on a JIPS Order (N=0)
- 2% were on a Dual (CHIPS/Delinquent) Order (N= 5)
- 29% - NO Court Order (REACH youth) (N = 90)

**DIAGNOSIS** (218 represented in this data. Youth may have one or more diagnosis)

- ADHD = 117
- Conduct Disorder = 112
- Mood Disorder = 75
- AODA Related = 68
- Developmental Disorder = 63
- Learning Disorder = 48
- Anxiety Disorder = 42
- Depressive Disorder = 29
- Adjustment Disorder = 14
- Personality Disorder = 12
- Thought Disorder = 7
- Other = 38

**YOUTH ISSUES** (youth may have one or more issues. 213 youth represented in the data below)

- School/Community Concerns = 178
- Severe Aggressiveness = 149
- Drug/Alcohol Abuse = 128
- Major Affective Illness = 119
- Runaway Behavior = 116
- Attention Problems= 114
- H/O Sexual Misconduct = 101
- Hx. of Psychiatric Hosp = 98
- Suicidal Behavior = 75
- Previous Physical Abuse = 50
- Physical Disability = 46
- Sexual Abuse Victim = 44
- Fire setter = 41
- Dev. Disorder/Autism = 39
- Adjudicated Sex Offender = 23
- Psychosis = 23
- Sex Offender (Registered) = 4
- Other = 121 (For example: stealing, manipulative behavior, traumatic events/illnesses)

**FAMILY ISSUES** (family may have one or more issues. 206 families represented in the data below)

- Out-of-Home Placement = 127
- Abandonment by Parent = 114
- Substance Abuse Caregiver = 106
- Parental Incarceration = 95
- Domestic Violence = 82
- Parental Severe Mental Ill. = 80
- Felony Conviction = 59
- Neglect = 58
- Non-adjudicated Abuse = 48
- Sibling Foster Care = 45
- Sibling Institutionalization = 39
- Previous Psych. Hosp = 33
- Parental Dev. Disability = 28
- Adj. Sexually Abusive Caregiver = 16
- Adj. Phys. Abusive Caregiver = 15
- Other = 129 (For example: traumatic events/illnesses/deaths, divorce/separations, adoptions)



# OUTCOME INDICATORS

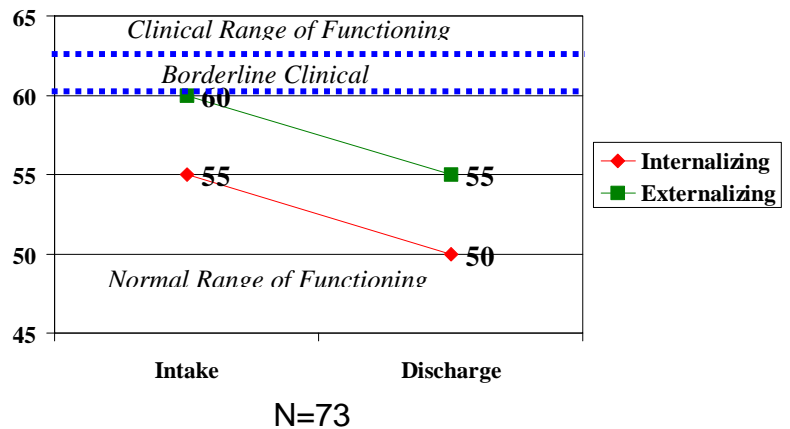
## Functioning

The functioning levels of the youth in Wraparound/REACH are currently being measured by the Child Behavior Checklist (CBCL) and the Youth Self-Report (YSR). The evaluation tools are collected at Intake, 6 months, 1 year-2 years-3 years, etc. and at disenrollment on every enrollee.

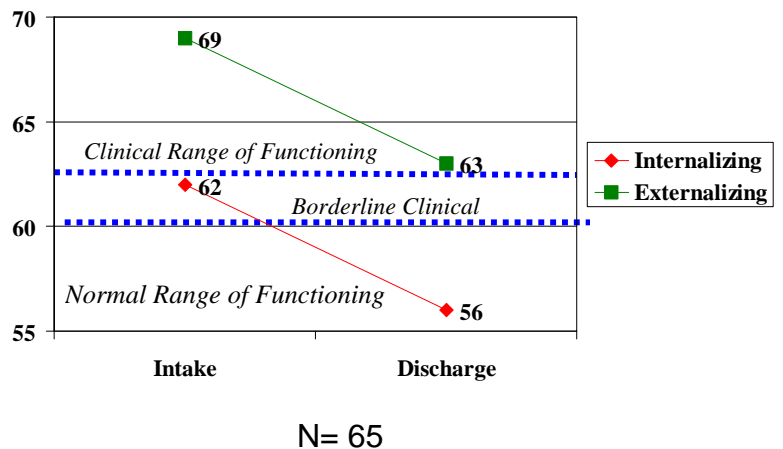
The **CBCL** is filled out by the parent/primary caregiver and provides information about the internal and external behavioral issues of a child during the preceding six-month period. It comprises various individual scale scores consisting of symptoms of depression, anxiety, withdrawal, social problems, thought problems and delinquent and aggressive behavior. Raw scores are calculated for each scale and are converted to T-scores based on a normative sample. The results can be utilized by the Child and Family Team to identify areas of need that should be addressed within the Plan of Care.

The **YSR** is similar to the CBCL. It is completed by youth 11 years of age and older.

**YSR T-Scores from Enrollment to Disenrollment**  
(Enrollments from 7/1/07 – 7/1/08)



**CBCL T-Scores from Enrollment to Disenrollment**  
(Enrollments from 7/1/07 – 7/1/08)



# Living Environment



*Wraparound youth at enrollment are living in a variety of places. The level of restrictiveness of the placement varies. Wraparound is committed to getting youth into and/or keeping youth in the least restrictive environment possible and in minimizing the number of placement changes that a youth encounters.*

## PERMANENCY

(No REACH youth are included in this data as they are not in out of home placements)

In defining the data below, permanency is described as: 1.) youth who returned home with their parent(s), 2.) youth who were adopted, 3.) youth who were placed with a relative, 4.) youth placed in subsidized guardianship, 5.) youth placed in sustaining care, 6.) youth in independent living.

For the 139 Wraparound youth that completed the program (this eliminates those youth that upon discharge were on AWOL status or had been placed in the Department of Corrections), 127 or **91% of those youth achieved permanency.**

Placements for the other youth were: 4 in Detention facing new charges, 3 in Transitional Foster Care, 2 in Respite Care, 2 in Group Home Care and 1 in Inpatient Psychiatric Care.

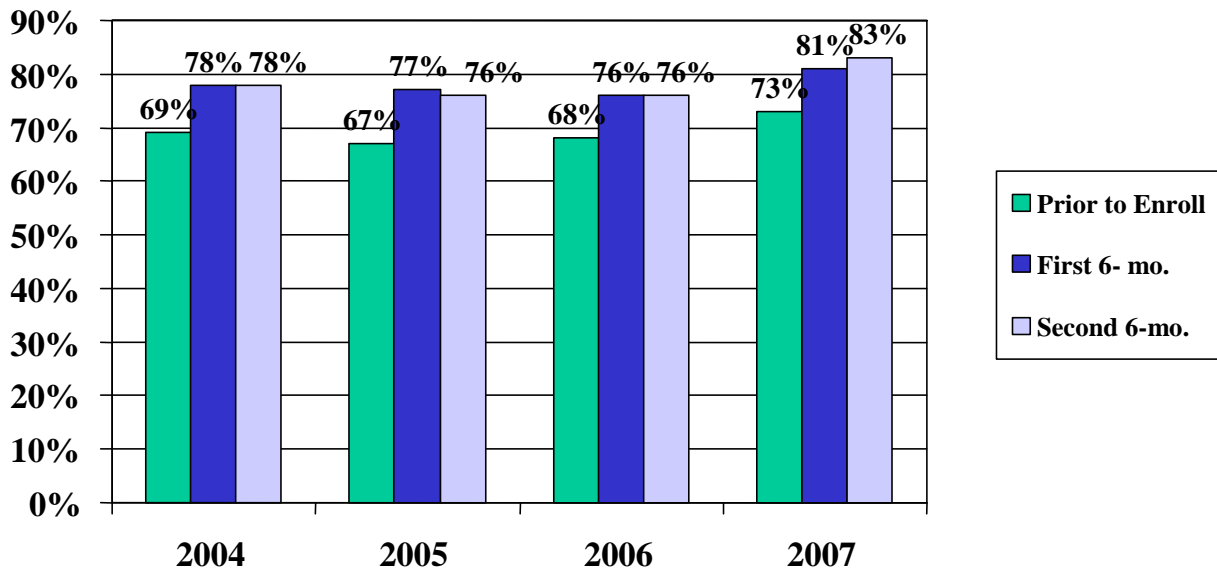
## School

*Wraparound Milwaukee is invested in ensuring that the youth we serve are getting the best education possible, that all educational needs are identified and that attendance improves.*



Of the enrolled youth for which school data was entered into the Synthesis database during 7/1/08 – 12/31/08 (N=253) 53% were in high school (grades 9-12), 32% were in middle school (grades 6-8) and 15% were in elementary school (grades 1-5).

### *Trends in School Attendance*



## Youth/Family Satisfaction



*Youth/Family satisfaction is currently being measured through the surveys that are being administered through the Wraparound QA Department in conjunction with Families United of Milwaukee, Inc.*

*These surveys inquire about the satisfaction level of the family/youth as it relates to the provision of Care Coordination and Provider Network services.*

### **Family Satisfaction Levels related to *Care Coordination Services***

*Surveys related to the families' satisfaction levels with Care Coordination are distributed at 1-month, 6-months, 1-year/2-year/etc. and at disenrollment. The number of questions on the various surveys ranges from nine to seventeen depending on the administration time frame. A 5-point ranking scale is utilized with 1 meaning "Strongly Disagree" and 5 meaning "Strongly Agree". A column identified as "Not Applicable" is also available.*

| Survey Time Frame | # of Surveys Sent | # of Surveys Received | Return Rate | Average Overall Score |
|-------------------|-------------------|-----------------------|-------------|-----------------------|
| 1-Month           | 210               | 11                    | 5%          | 4.40                  |
| 6month/yearly     | 372               | 32                    | 9%          | 4.45                  |
| Disenrollment     | 289               | 163                   | 56%         | 4.13                  |

#### **A Comment from a Satisfied Wraparound Grandparent!**

Thanks very much to everyone involved in M.'s life. You all have helped us to get back up whenever we stumble or fall. Our Care Coordinator in particular is so helpful, caring and very professional. I believe he refuses to give up on us as he sees the good in M. Work is still in progress and I thank everyone for their effort, hope and determination. We will get to a brighter future with M. one day at a time.

### **Family Satisfaction Levels related to *Provider Network Services***

*Families also receive surveys inquiring about their satisfaction level as it relates to the services they receive through Wraparound Provider Network agencies. Each survey is reflective of the specific service that a specific Network Provider provides to the family. A 5-point ranking scale is utilized with 1 meaning "Strongly Disagree" and 5 meaning "Strongly Agree". A column identified as "Not Applicable" is also available. These surveys are distributed to the families during their 4<sup>th</sup> and 9<sup>th</sup> month of enrollment.*

#### **Surveys Received from 7/1/08-12/31/08 revealed the following:**

| Survey Time Frame | # of Surveys Sent | # of Surveys Received | Return Rate | Average Overall Score |
|-------------------|-------------------|-----------------------|-------------|-----------------------|
| 4-Month           | 825               | 62                    | 8%          | 4.21                  |
| 9-Month           | 798               | 36                    | 5%          | 4.33                  |

#### **4-month Provider Survey Results:**

- 1). Focuses on my family's strengths
- 4.14  
5

**Average Overall Score**  
4.21

- 2). Understands our family's needs and limits 4.18
- 3). Is sensitive to our cultural needs 4.21
- 4). Listens to my family 4.24
- 5). Follows my family's Plan of Care 4.18
- 6). Has knowledge of families/child development 4.24
- 7). Is respectful to my family 4.44
- 8). Is available when we need him/her 4.08

**9-month Provider Survey Results:**

- 1). Focuses on my family's strengths 4.28
- 2). Understands our family's needs and limits 4.22
- 3). Is sensitive to our cultural needs 4.56
- 4). Listens to my family 4.22
- 5). Follows my family's Plan of Care 4.20
- 6). Has knowledge of families/child development 4.33
- 7). Is respectful to my family 4.52
- 8). Is available when we need him/her 4.30



**Average Overall  
Score  
4.33**

**Costs/Services**

*The cost of providing services for the youth in Wraparound/REACH is less than the cost of care in alternative children's mental health systems and other systems.*



The overall total number of youth serviced in some capacity from 5/1/08 – 10/31/08 was 1,023.  
The average **overall cost per month/ per enrollee was \$3,865.00.**

**(NOTE:** The costs referenced in the report are not congruent with the report time frame as Providers have 60 days from the time of service to invoice. Thus, to get an accurate cost figure, data must be calculated 60 days prior to the date the figures are run.)

Listed below are several program cost comparisons as it relates to the provision of services. Please note that the monthly cost for Wraparound type services may also include providing care to other family members in addition to the identified enrollee.

| <b>PROGRAM</b>                                     | <b>APPROXIMATE AVERAGE COST PER MONTH/PER YOUTH</b> |
|----------------------------------------------------|-----------------------------------------------------|
| Wraparound Milwaukee                               | \$3,865                                             |
| Group Homes                                        | \$6,041                                             |
| Corrections                                        | \$8,070                                             |
| Residential                                        | \$8,616                                             |
| Psychiatric Inpatient Hospital                     | \$40,083                                            |
| Other comparable national Wraparound-type programs | \$3,800-\$4,000                                     |

**The top five service groups utilized (excluding Care Coordination) in which the client/family were the primary recipients, per authorizations from May 2008 through October 2008**



- 1) **1:1 Crisis Stabilization/Supervision** – an average of 718 or 85% of the youth utilized this service in some capacity. During the first half of 2008 an average of 64% of youth utilized this service.
- 2) **In-Home Therapy (Lead- Medicaid)** – an average of 577 or 69% of the youth/families utilized this service in some capacity. During the first half of 2008 an average of 53% of youth/families utilized this service.
- 3) **Transportation Services** – an average of 291 or 37% of the youth/families utilized this service in some capacity. During the first half of 2008 an average of 31% of the youth utilized this service
- 4) **Outpatient Therapy (Individual/Family/Group)** - an average of 281 or 33% of the youth/families utilized this type of service in some capacity. During the first half of 2008 32% of youth/families utilized this service.
- 5) **Residential Treatment** - an average of 239 or 28% of the youth utilized this service in some capacity. During the first half of 2008 24% of youth/families utilized this service.

**NOTE:** Four hundred and ninety-five (495) or 59% of the youth/families utilized **Discretionary Funds** in some capacity. This is a 20 % increase compared to the first half of 2008. Discretionary funds are flex monies that are often utilized to assist the family in meeting a need that may not be connected to a specific provider-related network service.



## **PROCESS INDICATORS**

### **Plan of Care**

*The Plan of Care (POC) is a family and needs-driven document utilizing the strengths of the child/family. The POC is comprehensive and is the driving force behind the services provided. The initial POC meeting is expected to occur within the first 30 days after enrollment. Subsequent POC meetings should be held at least every 90 days.*

In May 2006, Wraparound **implemented** a mechanism in which the **family ranks each identified “need” on the Plan of Care**. A 1-5 ranking scale is utilized with 1 meaning minimal progress was made in that needs area to 5 meaning that the need has been successfully met.

#### **From July 2008 – November 2008:**

Average overall “Need Ranking” score at discharge was **3.2** (on a scale of 1-5). This is an increase of .3, compared to the last time period ranking at discharge.

### **Family and Community-Based Service Delivery & Collaboration**

*Services and support are provided in the youth’s natural environment, including home, school and*

*community. Collaboration within the Child and Family Team, meaning the network of formal and informal supports, must be evident.*

Care Coordinators are currently coding identified community-based supports/resources on the Plan of Care Strengths Discovery List. These resources are considered to be “informal/natural” supports, i.e. - are individuals on the Team that are volunteers (unpaid supports), family members, neighbors, clergy affiliations, community centers, etc. These supports must be actively utilized, i.e. – be within the “strategy” related to a “need”, to be calculated within the data.

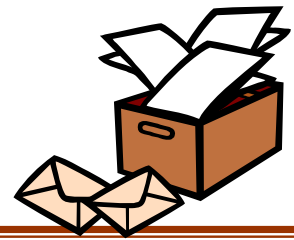
**Earlier this year a more standardized method of identifying informal/natural support was developed/implemented. This allows for a more uniform identification of the team members.**

**Wraparound strives for at least 50% of the active members in any one Team to be informal/community resources.**

From 7/1/08 – 12/31/08, an average of **23.3%** of the team members on any one team were **informal community supports**.

## **Audits/Surveys/Evaluations/Reports**

*Wraparound uses auditing processes, surveys, evaluation data and other reported outcomes, as an ongoing means of monitoring the quality of care being provided to youth and families.*



In Oct/Nov., the Wraparound Quality Assurance Department conducted a **Plan of Care Audit** at ten agencies that provide Care Coordination services to the youth and families of Wraparound/REACH. Approximately **10% of an agencies client files were audited** for an overall sample size of 81.

Individual **agency compliance scores ranged from 68.4% to 89.1%. The overall compliance score was of 78.4%.** The current established threshold of compliance is 90%.

## **Best Clinical & Administrative Practices Project**

Wraparound Milwaukee is one of eleven programs nationally that was chosen to engage in a “Best Clinical & Administrative Practices” (BCAP) project administered through the Center For Health Care Strategies (CHCS) in New Jersey. All eleven BCAP projects focus on improving the quality of care for those children/youth within the child welfare system. Wraparound’s project focuses on increasing communication/collaboration with the youth’s community pediatrician/primary care physician (PCP) and the child’s prescribing psychiatrist if in fact that youth happens to be on psychotropic medications. The identification of a dental provider for the youth has also been initiated. Wraparound has developed a mechanism through the youth’s Plan of Care document to collect PCP/dental information, i.e. – name, address, phone, date last seen, next appt. Project implementation began in early 2007 and will continue through 2009.

The CHCS held their semi-annual BCAP meeting in December 2008. All eleven sites gathered in Philadelphia, PA and presented on the current status of their project. Dialogue also occurred regarding the use of the BCAP framework/PDSA (Plan, Do, Study, Act) Cycle, common site measures and communicating our efforts with Child Welfare/State Medicaid leaders/key partners.

Wraparound has intentions of utilizing our current BCAP project as a baseline study to satisfy our State-mandated 2008 Performance Improvement Project requirements.

In December, Wraparound submitted our **2008 Performance Improvement Project (PIP)** to MetaStar, Inc. – the State-contracted Medicaid Contract agency that reviews/evaluates all PIP’s. **This years PIP focused on the Best Clinical and Administrative Practices (BCAP) project** that Wraparound has been engaging in since early 2007. The BCAP project was initiated/ is monitored by the Center For Health Care Strategies (CHCS). Eleven sites nationally were chosen by CHCS to engage in the project. The project is focusing on improving the health outcomes for those youth involved in the Child Welfare System. **Wraparound’s project is focusing on ensuring**



## SERVICE OVERRIDES/PARTIAL APPROVALS/DENIALS



The Wraparound QA/QI Department is the primary gatekeeper of requests that come in from the Care Coordinators/Child and Family Teams for additional service hrs. Above the established capitated amounts/units (overrides) and/or those requests that may need approval due to the unusual combination of services being requested (approvals). Units/ hrs. Are approved, partially approved or denied after review of the request/justification. While Wraparound has established service hour/unit caps, the ability to request an override allows for flexibility as it relates to service provision, medical necessity and meeting the needs of the youth/families.

During the time frame of **7/1/08 –12/31/08 there was a total of 235 override/approval requests**. Override/Approval requests from specific Care Coordination agencies ranged from a total of 16 to 44. **Ninety-seven (97) percent** of all overrides/approvals were **approved** and **three (3) percent were denied**. There were **no partial approvals** during this time frame.

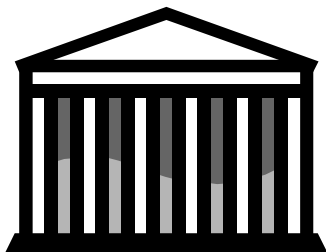
### Top 5 Most Requested Service Override Requests

7/1/08 – 12/31/08

1. Discretionary Funds (83 overrides)
2. In-Home Lead – Medicaid (37 overrides)
3. Crisis 1:1 Stabilization (33 overrides)
4. Mentoring (17 overrides)
5. Indiv/Fam Therapy-Office Based (14 overrides)

### Of the small percentage of denials that occurred, listed below are those services that were impacted.

1. **Treatment Team Meeting Attendance- service code 5222A (5 denials)** - In the instances where Treatment Team Meeting Attendance was denied, this service code was incorrectly authorized in conjunction with the In-Home Therapy service code (5160). Time/attendance at Team Meetings for those providing In-Home services are to be billed under the In-Home service code.
2. **Discretionary Funds - service code 5580 (2 denials)** - In this instance the discretionary fund denial occurred as the request was not correlated with a mental health need identified in the Plan of Care.



# **STRUCTURE INDICATORS**

*Wraparound Milwaukee, as a system of care, utilizes a diversified administrative team, which assesses Provider services, provides training in Wraparound philosophy, and establishes policies and procedures. A structured intake process is utilized with reference to enrolling families into the program. A Care Coordinator is assigned to work with every family. The Care Coordinator organizes and coordinates care for the youth and family. Each family has a Child and Family Team that meets regularly. The Team develops and implements the Plan of Care.*

## **Child and Family Team Meeting**

*A Child and Family Team (CFT) Meeting is expected to be held once a month to discuss the status of the Plan of Care and the child/family. The CFT meeting must be documented in the Care Coordinators Progress Notes and coded as such.*



Per Progress Notes dated 12/1/07– 11/30/08, the **compliance score** as it relates to **holding a monthly Child and Family Team Meeting** was **88.8%**.

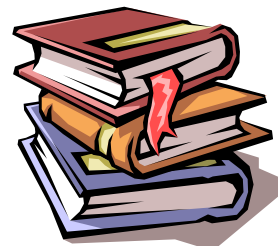
This score was consistent with the 1<sup>st</sup> half of 2008 (88.6%).

The established threshold for compliance is 85%.

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## **Training**

*Care Coordinators receive 50+ hours of initial certification training in a curriculum developed by Wraparound Milwaukee. Care Coordinators are expected to complete the training within the first six months of employment. The Training Team consists of a diverse group of individuals from different disciplines. Parents/Caregivers are also training facilitators. Ongoing mandatory and non-mandatory meetings, inservices, conferences, re-certification training, etc. are also offered throughout the year for staff and/or families.*



### **Level I and Level II Provider Trainings on Wraparound Philosophy and Process**

One Level I Training took place on 11/7/08 (13 providers attended)

One **New Care Coordinator Training** was held during this time frame.

A total of 26 new Care Coordinators completed the Care Coordinator Certification Training in addition to 8 Professional Foster Parents.

Six (6) parent facilitators assisted!

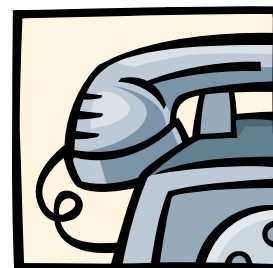
**Several inservices/workshops** took place, providing continuing educational opportunities for Wraparound –related staff.

These consisted of:

- “Gang Awareness”
- “Resources for Girls ”
- “TABS – Truancy Abatement Program”
- “The IEP process”
- “Supportive Services to LGBTQ Youth”


## **Grievances/Complaints**

*Wraparound Milwaukee, as a system of care, has a formal grievance procedure and a complaint investigative and reporting process. Complaints can be generated by any party within the Wraparound system of care. Grievances are primarily generated by family members/enrollees.*



**No grievances were filed from 2002 through 2008**  
 Wraparound Milwaukee identifies a grievance as the action a recipient may choose to pursue if they are not happy with the outcome of a filed complaint.

**Complaints that were logged during the time frame of 7/1/08 – 12/30/08 consisted of:**

11 written complaints  
 + 0 verbal complaints  
 11 total complaints 

***History of Complaint Submissions***

| # of 2004 complaints | # of 2005 complaints | # of 2006 complaints | # of 2007 complaints | # of 2008 complaints |
|----------------------|----------------------|----------------------|----------------------|----------------------|
| 36                   | 26                   | 14                   | 12                   | 17                   |

**Complaints were generated from the following sources:**

- ❖ Seven (7) from Care Coordinators/Care Coordinator Supervisors
- ❖ Three (3) from a Parent/Guardian
- ❖ One (1) from Wraparound Administration

**Complaints were filed against:**

- ❖ Eleven (11) against Service Providers
  - 4 related to Residential Care
  - 3 related to Group Home Care
  - 2 related to Independent Supported Living
  - 1 related to In-Home Therapy
  - 1 related to Family Support Services

**Outcomes**

- ❖ Three (3) complaints were substantiated
- ❖ One (1) complaint was partially substantiated
- ❖ One (1) was unsubstantiated
- ❖ Six (6) complaints are still under investigation/pending

**Information Technology System**

*Wraparound Milwaukee, as a system of care, has an Information Technology System (IT) - Synthesis. Reports are generated reflecting a variety of data including utilization review. These reports are analyzed for variances from desired practice both as a system and by individual client if necessary. Summary information for these reports is developed and forwarded to the QA/QI Department and the Wraparound Management Team for review. Reports are distributed to stakeholders as appropriate.*



**During this time period the following Synthesis enhancements have occurred:**

1. Functionality has been added to allow additional departments to report Crisis time on Synthesis.
2. Development continues to allow other departments to use Synthesis for general data reporting.
3. An enhancement was installed to allow Service Providers who are entering their client contact information on Synthesis (Transportation and Crisis Stabilization Providers) to auto-bill for services based on their documentation.

**Wraparound Provider Network**

*The Wraparound Provider Network (WPN) is a diverse group of individuals/agencies that provide mental health and support services for the children and families in Wraparound, REACH, and Family Intervention and Support Services (FISS) programs.*



Currently, the Network has around 185 Providers.

Approximately seventy-four (74) different types of services/service categories are offered.

Two New Provider Orientations took place during this time frame, (August 12th)- A total of 14 individuals attended and (December 12<sup>th</sup>)- A total of 13 individuals attended.

An **On-Line Form** that practitioners could use to provide and update specialty information related to their area of expertise and clinical practice was created.

The Network continued to accept applications from AODA, Mental Health and Transportation Providers to

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## Centralized Quality Assurance Committee

*Wraparound Milwaukee actively participates in the countywide quality assurance initiative. Centralization promotes and improves communication between all divisions and departments with regards to the standardization of quality assurance issues/processes/ procedures and practices.*



### During the second half of 2008 the QA Committees' efforts focused on the following:

- Began to review/revise the 2008 FFS Agreement for 2009
- Provided an inservice for all Provider Network Agencies regarding revisions to the 2009 FFS Agreement and 2009 expectations.
- Continued to strategize collaboratively and collectively as issues arose within one or more programs/networks
- Made revisions to the Vendor Status List within Synthesis that allows for cross-communication between County Provider Networks as to the status of providers/agencies.
- Discussed outcomes of ongoing audit/reviews
- Discussed possibility of conducting "abbreviated" QA Site Reviews

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## Wraparound Milwaukee Youth Council

*The Wraparound Milwaukee Youth Council is a group of Wraparound youth who have come together in an effort to support, guide and encourage each other and build healthy community relations.*



**In 2008**, Running Rebels – one of Wraparound's Network Providers, took the lead role in coordinating and implementing the Wraparound Youth Council.

Running Rebels has been actively involved with the Council since its inception several years ago and has hosted several past events. The Youth Council is comprised of youth participants from the Wraparound and REACH programs and their families. It is an avenue for participants to explore new topics and activities, as well as connect and learn from other youth in similar situations. Through the later part of 2008, the Youth Council continued to meet once a month on the third Monday.

### Youth Council activities and happenings that occurred during this time frame:

- A visit from Stan Cole from Urban Underground, who was featured in the documentary "Gangland", which airs on the History Channel. Stan spoke with the youth regarding the downside of gangs,

including violence. Irene Correa from Running Rebels also recited spoken word and shed light on being a previous female gang member.

- In October, there was a WPN Youth Council dance, with a DJ from Running Rebels, as well as food, dancing and loads of giveaways.
- Dr. Kozel hosted a very candid, “Ask the Doctor” session, which touched upon mental health, medications prescribed to adolescents, sexual health and other related topics.
- In December, youth participated in a community service project, which included wrapping holiday gifts to be distributed to needy families.

## OTHER ACCOMPLISHMENTS

A total of **forty-eight (48)** Families/Service Providers/System Collaborators and/or Care Coordinators were recognized in the second half of this year through the **Positive Recognition Announcement**. The Positive Recognition Announcement is a format that enables anyone involved in the Wraparound system of care to recognize the hard work, dedication, perseverance, etc., of another. Those recognized are identified in the monthly Wraparound Newsletter.

**Dr. Kozel, Dr. Herrmann and Dr. McClymonds**— Wraparound affiliated psychiatrists, continue to conduct “**Child Psychiatry Consultation**” sessions. These are over-lunch work sessions in which the doctors provide medication information and psychiatric consultation for the Care Coordinators. Each of the eight Care Coordination agencies attends two sessions per year. “**Parent Consultation**” sessions and “**Child and Adolescent Consultation**” sessions were also

**Four Family Orientations** were held during the second half of 2008. The orientations are **sponsored by Families United of Milwaukee, Inc. in partnership with Wraparound Milwaukee**. The orientations focus on defining Wraparound and Families United roles and what they can offer the families as well as the role of the Care Coordinator. In addition, Child and Family Team composition, service provision, system partner collaboration, crisis services, paperwork/evaluation requirements and the disenrollment process are discussed. All new families entering the Wraparound program are invited and encouraged to attend.

Families United of Milwaukee staff continues to call families in an effort to encourage attendance at the Family Orientations. Their efforts have proven successful as the number of families attending the orientations continues to increase!

### Cultural Diversity Committee

The Wraparound Cultural Diversity Committee meets bi-monthly. The Committee’s efforts have been directed at promoting cultural diversity and awareness in our actions, interventions, services and policies. Committee members have been available to conduct cultural diversity workshops to interested Network Provider agencies. The Committee revised the training packet it utilizes during workshops and created a workshop evaluation tool, flyer and certificate of attendance. In December, the Committee had its annual cultural holiday luncheon.

### Mobile Urgent Treatment Team (MUTT) Update

In 2008, MUTT continued its work with Wraparound, MPS, Child Welfare, and the Milwaukee community at large.

During the 2007-08 school year **MUTT - MPS:**

- Provided initial services for about 200 youth, with 250 follow-up services. Follow-up services included home visits, attendance meetings, advocacy, and referral. Crisis stabilization services were given to 45 youth since the start of the 2007 school year
- Assisted numerous youth in establishing and keeping psychiatric appointments.
- Participated in many school events, including the kick-off for Safe Schools/Healthy Students, and MPS Resource fairs.
- MUTT and MUTT-MPS have offered over a dozen trainings and presentations to school staff and parents, on topics related to youth behavioral health and crisis intervention.

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***Wraparound remains committed to providing quality care to the youth and families that we serve. It is the responsibility of Wraparound and all its affiliated partners to be actively involved in the process of continuous quality improvement.***

😊 Thank you to all the individuals who contributed to this report in some way. Your time is greatly appreciated!

*Respectfully Submitted,*

*Pamela Erdman MS, OTR  
Wraparound QA/QI Director*

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