



# WRAPAROUND MILWAUKEE

Child & Adolescent Services Branch

News – A Monthly Publication

AUGUST 2008

## From the Director...



### Letters From Consumers

Each month Wraparound Milwaukee provides a “Success Story” of a youth who has been enrolled in the program. But, we also receive many letters from families about the program that often result in the recognition of their Care Coordinators, Providers and others involved. Here are some excerpts from a letter that was recently received:

“Dear Wraparound,

I just would like to say that Wraparound services have been a lifesaver for my grandson, as well as myself. And I know you help a lot of people who need the help. I thank you for such a wonderful agency... (of her Care Coordinator and team) I really thank them for being real with what they say and showing my family so much love, and not just because it is their job to do. They have been there for my grandson and myself above and beyond the call of duty and I want everyone to know how special they are...”

Ms. Carolyn Logan

*and family team worked with Jessica and a team of crisis stabilizers, counselors and different treatment homes, all working to meet her needs.*

*Around the time Jessica turned 16, she started to settle down and thrive in school. Jessica continued to move around in foster homes, but developed a strong work ethic in her employment and in school. Jessica began participating in the Milwaukee Public Schools (MPS) “School to Work Program”, which allowed her to go to school in the morning and to work in the afternoon while earning credits and getting supervised work experience in hospitals. Jessica even had the privilege of giving a speech to the MPS School to Work Program about her achievements in the program.*

*Jessica is now on track to graduate early from high school, is living in an Independent Living Program and is holding down a part time job. She will stay with the Bureau of Milwaukee Child Welfare until her 19<sup>th</sup> birthday, for support while in school and in Independent Living. Jessica’s next goal is to go to college.*

(\* Name changed for confidentiality.)

Submitted by St. Charles Youth & Family Service

## Wraparound Success Story...

*Jessica\* was enrolled in Wraparound Milwaukee under a CHIPS Order in 2002. Jessica and her younger brother were placed in an adoptive home at a young age and at a time when her parents were unable to provide for them. At that time, the adoptive home where Jessica was placed could not meet her mental health needs. She was then removed from that home and placed in foster care, while her brother remained in the adoptive home.*

*During Jessica’s enrollment in Wraparound Milwaukee, she has been placed in many different group homes and treatment foster homes. She has been diagnosed with Reactive Attachment Disorder and Depression, and had been progressively becoming more aggressive with each placement. Placement changes would occur on a cycle of about every four months and no stability could be found in Jessica’s home life or in school. Jessica also had a short period of time on probation for fighting as well. The child*

## State News...

### New Contract Signed with Medicaid

Milwaukee County Behavioral Health Division and the Department of Health Services have negotiated and signed a new “capitated” managed care agreement effective October 1, 2007 through June 30, 2009. The agreement covers the provision and/or purchase of mental health services to 800 Medicaid or Badger Care Plus youth with serious emotional needs and their families.

Bruce Kamradt, Director

## National News...

### Wraparound Milwaukee Presents at National Institute on Developing Local Systems of Care

Wraparound Milwaukee was pleased to participate and present at the recent biennial Training Institute organized by Georgetown University and the

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Child, Adolescent and Family Branch of the federal Center for Mental Health Services. Held July 16-20 in Nashville, Tennessee, and attended by over 2,500 people, this year's conference focused on partnerships between mental health and the schools, and between mental health and child welfare.

Dr. Chris Morano, Director of our Mobile Urgent Treatment Team (MUTT), and Pat Yahley, Director of Special Services at Milwaukee Public Schools (MPS) presented on the development of our Mobile Crisis Services Team for MPS (MUTT-MPS), and how the program was designed, developed and implemented, and some of the early outcomes for the program. Dr. Morano and Ms. Yahley presented with another program from Westchester, New York, who shared their experiences building school partnerships.

Margaret Jefferson, Director of Families United, Mary Jo Meyers, our Deputy Director, and I participated with the DAWN Project from Indianapolis on a presentation titled "Strategies for Systems of Care to Effectively Serve the Child Welfare Population". Topics covered included the background/history of Wraparound Milwaukee's involvement with Child Welfare, our funding strategies implemented to pool monies among Medicaid, Child Welfare and Juvenile Justice; keys to better outcomes through a shared value base; shared planning process; challenges encountered during the time that Wraparound Milwaukee was developed and how they were dealt with; and how the role of family advocacy evolved working with the Child Welfare population.

The overall conference had some excellent workshops and keynote sessions. Dr. David Satcher, former Surgeon General of the United States, was one of the featured and very inspirational speakers.

### **GAO Report Cites Challenges for Youth with Serious Emotional Needs Transitioning to Adulthood**

The U.S. Government Accountability Office (GAO) recently released a report (dated June 30, 2006) entitled "Young Adults with Serious Mental Illness: Some State and Federal Agencies are Taking Steps to Address Their Transition Challenges". The report highlights the challenges young adults with serious mental illness face when transitioning to adulthood. The GAO estimates that at least 2.4 million young adults, ages 18 to 26 or 6.5% of the non-institutionalized adults in that age range, had a serious mental illness in 2006, but had lower levels of education than other young adults.

While this does not come as a surprise to most of us in the field, the fact that several members of Congress had requested the study and have introduced

the "Health Transitions Act" to provide planning and implementation grants to states, is a very positive development.

The GAO study emphasized that available employment and housing services are difficult to find for these young adults. These adults also find it difficult to qualify for adult programs that provide or pay for mental health services, disrupting the continuity of their treatment services they received as minors. Compared to young adults with no mental illness, these youth have lower rates of graduation (64% versus 83%) and continuation into secondary education (32% versus 51%).

The GAO looked at some states that were doing a better job of serving these young adults (Wisconsin was not mentioned), who have coordinated services across multiple state agencies by establishing formal referral processes, shared funding and launching interagency task forces.

According to the GAO report, young people with serious mental illness may have 3 to 4 different services available as minors, but when they turn 18 or 21, many of those services no longer exist for them. "When a young person enters a mental health program, which is often intended for adults in their 30's or 40's, those services often do not meet their developmental needs," says the Director of the Department of Behavioral Services in Philadelphia (one of the more progressive programs cited by the GAO). Absence of Medicaid funding for non-treatment related needs for young adults was also mentioned in the report.

These are areas of focus for Wraparound Milwaukee and one reason we have developed the services of a "Transition Coordinator/Consultant", Jayne Helmer, R.N., to help develop a more coordinated service approach with the Behavioral Health Division's Adult Community Services Program and other community resources.

For a full copy of the GAO Report, readers can visit their website at [www.gao.gov](http://www.gao.gov).

Bruce Kamradt, Director

*Quality Assurance News...* 

### **Continuous Improvement & Effective Planning**

In conclusion to the three-part series of articles focusing on "Teams", from the resource "The Memory Jogger: A Guide of Tools for Continuous Improvement and Effective Planning", all teams/projects must eventually end. At times teams/projects often end in unsatisfactory ways or not at all. Before ending, the team should consider the following checklist:

- We checked our results against our original goals and customer needs.
- We identified any remaining tasks to be done.
- We established responsibility for monitoring the change over time.
- We documented and trained people, when necessary, in the new process.
- We communicated the changes to everyone affected by them.
- We reviewed our own team's accomplishments for areas of improvement.
- We celebrated the efforts of the team with a lunch, newsletter articles, special presentation to the company, or other expression of celebration.
- We feel proud of our contribution and accomplishments, our new capabilities, and our newly defined relationships with coworkers.

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.

Pamela Erdman, QA/QI Director



#### Quality Quote of the Month

*"There are no great limits to growth because there are no limits of human intelligence, imagination and wonder."*

*Ronald Reagan (1911-1004)*

## Announcements...

### Positive Recognition Awards

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

#### **Youth Council**

Nominated by Dr. Dennis Kozel & Dr. Ron Herrmann – Wraparound Milwaukee

*"Thanks for taking the time to meet with us... hope to see you all again and thanks for the pizza."*

#### **Stacy York – Trans Center Group Home**

Nominated by Jacqueline Eckstrom – Alternatives in Psychological Consultation

*"...thank you for your dedication... true team player and committed to the youth and the work you do."*

#### **Tina Sabo – Aurora Family Service**

Nominated by Integrity Family Services

*"Goes above and beyond for the families she serves. Calls back in a timely manner."*

#### **Kevin Davis – Human Development Center**

Nominated by Keywana Battles – REACH-LaCausa

*"...exceeds expectations of a crisis provider... does an excellent job at connecting and engaging with all youth he works with..."*

#### **Amy Mantey – Aurora Family Service**

Nominated by Integrity Family Services

*"Cares about the families she serves. Goes above and beyond. Return calls in a timely manner."*

#### **Regina Hunter – REACH-LaCausa**

Nominated by Keywana Battles – REACH-LaCausa

*"...great asset to our REACH team...great team player and leader among her coworkers, families and teams..."*

#### **Regina Howard – Treatment Foster Parent**

Nominated by Terri Meyers – Children's Service Society of Wisconsin

*"...exactly what agencies are looking for in treatment foster care parents... patient, empathetic, nurturing and consistent with setting limits... she is appreciated!"*

#### **Jonathan Curvin – Juvenile Probation**

Nominated by Rob Bergeson & Kimberly Pritzl – Alternatives in Psychological Consultation

*"...has participated in team meetings to assist several teams in meeting the needs of the families."*

#### **Marshall Williams – Running Rebels**

Nominated by Carolyn Logan – Grandmother

*"...the best Mentor my grandson can ever have, he has helped my grandson so very much...may God bless..."*

#### **Marlow Fowlkes-Ware – Kids Matter, Inc.**

Nominated by Carolyn Logan – Grandmother

*"...such a wonderful lady... stood by us thru thick and thin... real when it comes to caring for people... thank you Marlow, God bless!"*

#### **Leanne Maletis – REACH – St. Aemilian**

Nominated by Carolyn Logan – Grandmother

*"...very concerned and caring person... she fought for us, God bless her... thank you so very much!"*

#### **Mark Thompson – Big Brothers, Big Sisters**

Nominated by Carolyn Logan – Grandmother

*"...has made such a big change in my grandson's life... built up his self-esteem...best big brother..."*

#### **Shalonda Julien – St. Aemilian-Lakeside**

Nominated by Karen Baker- Parent

*"...very helpful and professional... would do what she could to provide information for the family..."*

#### **Anthony Alston – Alternatives in Psychological Consultation**

Nominated by Earl Baker - Parent

*"... outstanding professional...worked very well with my child and family."*

#### **Mike Chmielewski – Carmelite Home**

Nominated by Amy Mantey – Aurora Family Service

*"Thanks for all your help in transitioning [a youth] back home... you made such a positive impact... we truly enjoyed having you a part of the child and family team."*

#### **Skyla Roper – AJA Counseling**

Nominated by Kevin Davis – Human Development Center

“...very dedicated to Wraparound philosophy... goes over and beyond her responsibilities to get client and family to reach individual needs and goals.”

**Milton Grijaliva – St. Charles Youth & Family Svcs.**

Nominated by Kevin Davis – Human Development Center

“Very resourceful and understanding... able to minimize family problems and replace them with solutions...”

**Keywana Battles – REACH-LaCausa**

Nominated by Kevin Davis – Human Development Center

“Always professional and manages to never leave one person or family out when it comes to getting things accomplished.”

**Theresa Dawson – LaCausa, Inc.**

Nominated by Kevin Davis – Human Development Center

“Known as Mother Dawson to many... Thank you for being very supportive... never gives up on any kid...”

**Leanne Maletis – REACH-St. Aemilian-Lakeside**

Nominated by Shirley Trejo - Parent

“...make[s] me and my family feel comfortable...always wearing a smile... great worker and person...”

## Upcoming Events...



### SEPTEMBER 2008

- Sep. 3**      **New Care Coor. Trg. – Mod. 9**  
8:30-4:00pm    BHD-Day Hospital – Room 416
- Sep. 3**      **DHHS Centralized QA Mtg.**  
9:00-11:00am    BHD-Day Hospital – Room 212
- Sep. 4**      **Mgmt./Supervisors Meeting**  
8:15-10:00am    BHD-Day Hospital – Room 212

- Sep. 4**      **High Risk Reviews**  
11:00-1:00pm    BHD-Day Hospital – Room 253
- Sep. 4**      **Monthly Care Coordinator Mtg.**  
1:00-3:00pm      CHP Auditorium
- Sep. 5**      **WRIT**  
9:00-5:00pm      BHD-Day Hospital – Room 253
- Sep. 8**      **New Care Coor. Trg. – Mod. 6**  
1:00-4:00pm      BHD-Day Hospital – Room 416
- Sep. 9**      **New Care Coor. Trg. – Mod. 10**  
9:00-1:30pm      BHD-Day Hospital – Room 416
- Sep. 10**     **Child Psych. Cons. – Parent**  
12:00-1:00pm    BHD-Day Hospital – Room 253
- Sep. 11**     **High Risk Reviews**  
11:00-1:00pm    BHD-Day Hospital – Room 253
- Sep. 15**     **Youth Council Meeting**  
4:00-5:30pm      @ Running Rebels Comm. Org.
- Sep. 17**     **Provider Network Meeting**  
10:00am            CHP Auditorium
- Sep. 18**     **Mgmt./Supervisors Meeting**  
8:15-10:00am    at AJA Counseling
- Sep. 18**     **High Risk Reviews**  
11:00-1:00pm    BHD-Day Hospital – Room 253
- Sep. 24**     **Cultural Diversity Committee Mtg.**  
10:00am            at Milwaukee Academy
- Sep. 25**     **High Risk Reviews**  
11:00-1:00pm    BHD-Day Hospital – Room 253
- Sep. 29**     **Group Home Meeting**  
10:00am            BHD-Day Hospital – Room 416

#### 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

8/1-8/2	Jazz Festival – A Summer Sizzle	Historic Third Ward	(414) 273-1173
8/1-8/3	African World Festival	Henry Maier Festival Park	(414) 372-4567
8/1-8/11	Wisconsin State Fair	Wisconsin State Fair Park	(800) 884-FAIR
8/8-8/10	Arab World Fest	Henry Maier Festival Park	(414) 727-5517
8/9-8/10	Morning Glory Fine Craft Fair	Marcus Center for Perf. Arts	(414) 273-7206
8/14-8/17	Irish Fest	Henry Maier Festival Park	(414) 476-3378
8/14-8/17	Milwaukee A La Carte	Milwaukee County Zoo	(414) 771-3040
8/22-8/24	Governor’s Cup Weekend	The Milwaukee Mile	(414) 453-5761
8/22-8/24	Mexican Fiesta	Henry Maier Festival Park	(414) 383-7066
8/28-8/30	2008 Milwaukee Rally	Various Dealerships in Milw.	(800) 554-1448